



UNIVERSITY OF NAIROBI

OPENING REMARKS BY PROF. PETER M. F. MBITHI, DEPUTY VICE-CHANCELLOR (A&F) DURING THE TRAINING OF ISO INTERNAL QUALITY AUDITORS AT MORENDAT TRAINING AND CONFERENCE CENTRE, NAIVASHA ON JULY 7, 2009

I take this opportunity to welcome you all to this session of ISO internal Quality Auditors' training to be held in this conference venue starting today up to Friday July 10, 2009. Like before, the training will be conducted by staff from the

Certification department of the Kenya Bureau of Standards, which, as you are aware, is the body that certified the University's Quality Management System (QMS).

The group being trained today is part of a bigger group targeting 50 internal auditors, 25 of whom were trained last week. The total group of 50 is meant to supplement and expand the pool of our current ISO Auditors, numbering about 65. With a greater number, not only shall we be able to raise requisite numbers to conduct our ISO audits, but we shall be in a position to take care of retirements too.

What is a Quality Audit?

ISO 9001:2008 defines a quality audit as a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Reasons for Audit

The main reasons for audit are:-

- They are a requirement of ISO 9001:2008 and companies/institutions which have adopted this standard need to perform them.
- They are one of the most effective and suitable methods of monitoring an institution's activities against the requirements of the documented quality system in order to:-
 - Ensure compliance with the institution's quality objectives.
 - Initiate improvements in the quality system.

- Provide objective evidence that the system is in compliance with the Quality System Standard.
- Results of internal quality audits are fed back to Senior Management, and are analyzed and presented to top management in a Management Review meeting so that long term action and improvement of the quality system may be taken

Internal Quality Audits are known as first party audits; in this case the organization is performing audits on itself for the purpose of monitoring and improving the quality system. The most effective and generally the most common of the internal audit methods is the System Audit. This is the systematic examination of the implementation of the prescribed activities in the documented Quality System (It is the one you will be trained in).

The Audit Cycle

Though you will be properly trained in the audit process, some of you, especially those who have been auditees know about the internal audit cycle, whose stages are as follows:

- a. Identification of the need for audit.
- b. Planning and preparation.
- c. Internal audits performed as per the schedule.
- d. Audit execution.
- e. Identification of deficiencies (non-conformities).
- f. Proposal and agreements of corrective Action.
- g. Corrective action taken
- h. Report back to management.

As part of the quality system review cycle, internal audits are initiated by Management and the results fed back to Management. The quality system adopted by the institution e.g. University of Nairobi, is periodically reviewed by top management to ensure its continued suitability and effectiveness.

As well as the results of the internal quality audits, a Management Review meeting takes into account the analysis of customer feedback, our performance, non-conforming product/service, site reports, quality records etc. I wish to assure you that the University of Nairobi Management Review, conducted by the UMB/ISO 9001/2008 Steering Committee has aspired to conform to these and other requirements of the ISO standard. Once you qualify as ISO internal Auditors, you will form an integral part of this process.

Finally, I wish you all the best in your training and your stay in this training and conference centre.