UNIVERSITY OF NAIROBI

REMARKS MADE BY PROF. PETER M. F. MBITHI, DEPUTY VICE-CHANCELLOR (A&F) DURING THE LAUNCH OF THE UNIVERSITY OF NAIROBI ISO QUALITY MANAGEMENT SYSTEM, TAIFA HALL ON 12TH AND 13TH FEBRUARY 2008

The Vice-Chancellor

The Deputy Vice-Chancellor (AA)

College principals

Deans and Directors

Chairmen of Departments

Other Senators present

Heads of Non-teaching Departments

Ladies and Gentlemen

Today marks a critical stage in the implementation of the ISO 9001:2000 Quality Management System at the University of Nairobi. As you are aware, the University's journey towards ISO certification, including the process of setting up the Quality Management System started in February 2007, and was launched by the Vice-Chancellor in this same venue on February 13, 2007. By that time we had already gone through Top Management Awareness and had developed a project plan. What followed immediately after the launch was the training of staff, which was conducted by the Kenya Bureau of Standards (KEBS) at our Main JKML Library. Some of the landmarks of the Quality Management System development have been:

- ➤ **Training of middle management on principles, requirements and implementation of ISO 9000 QMS.**
- ➤ **An awareness/sensitization process among all other staff in our various departments and Units.**
- ➤ **Identification of the processes.**
- ➤ **Gap analysis on the systems/process.**
- ➤ **Definition of the QMS documentation structure/formats.**
- ➤ **Development of the quality policy.**
- ➤ **Development of the quality manual.**
- ➤ **Process mapping.**
- ➤ **Development of corporate procedures.**
- ➤ **Development of the function – based procedures.**
- ➤ **Training of ISO Auditors.**

➢ **Approval and issuance of QMS documentation.**

The product that has been developed from the above set of activities, and which constitutes the University of Nairobi QMS set of documents is the one that is being launched today.

It is important to emphasize that documentation of processes and procedures constitutes a critical stage of the ISO certification process. Indeed the implementation and application of the Quality Management System (QMS) will be audited by our trained Internal auditors and external auditors to ensure there is continual improvement and corrective action through reviewing non-conformities.

Ultimately, the Quality Management System and later on, certification are about Quality and customer satisfaction. If customers are satisfied with the products and services offered,

then the institution has not only correctly interpreted customer needs and expectations, but it is also providing products and services of acceptable quality. This therefore is our challenge: to offer quality products and services in a sustainable manner.

With those remarks, it is now my pleasure to invite the Vice-Chancellor to address us and launch the University of Nairobi Quality Management System.