UNIVERSITY OF NAIROBI

SCHOOL OF COMPUTING AND INFORMATICS

A Strategy for the Implementation of ISO 9000 Quality Management Systems in the ICT Industry in Kenya

BY

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P56/P/8476/2003

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July 2006

Submitted in partial fulfillment of the requirements for a Masters of Science degree in Information Systems

DECLARATION

This project as presented in this report is my original work and has not been presented for any other University award.

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Date: ___27th JULY 2006___

This project has been submitted in partial fulfillment of the requirements of the Master of Science in Information Systems of the University of Nairobi with my approval as the University supervisor.

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Date: ___1/8/2006___

ABSTRACT

This research project aimed at developing a strategy for the implementation of ISO 9000 quality management systems in the Kenyan ICT industry. The work was undertaken due to the fact that few ICT organizations have taken the challenge to develop and implement quality management systems that have undergone successful certification. This has contributed to poor quality ICT products and services due to lack of commitment to quality management systems which calls for strict adherence to laid down quality guidelines and commitment to continual improvement.

The study surveyed 100 ICT firms and 4 ISO registrars and sought to identify the current quality management practices, challenges and obstacles hindering ISO QMS implementation and ISO QMS gap and compliance analysis. The study also sought to identify solutions that need to be put in place in order to assist the local ICT industry in their quest for ISO QMS implementation.

Questionnaires were administered to the ICT firms, interviews conducted with ISO registrars and ISO certified ICT firms. Literature search was also done to identify what has already been done in this area in other countries and also in other industries.

The study found out that, the Kenyan ICT industry has no defined way of measuring the quality of its products and services. Among the methods identified as being used to measure quality and also as a means of getting and keeping customers include use of sales volume, company ownership, experience with the firm, referrals and recommendations among others. There is thus a great need for the Kenyan ICT industry to adherence to internationally recognized quality management methodologies which have gained world wide acceptance and recognition. Most ICT firms noted that the ISO 9000 implementation procedure is not well documented, there is lack of support literature, the implementation process is tedious and that the ISO standard is difficult to interpret.

Using the research findings, an ISO implementation strategy was developed to guide the Kenyan ICT industry in their attempt to pursue ISO certification.