

# Internal Quality Auditors undergo refresher training



Internal Quality Auditors follow proceedings during the refresher training held in CCU.

The University of Nairobi (UoN) has just concluded a three day refresher training for Internal Quality Auditors (IQAs).

The exercise, whose objectives include proper record capture, transparency in research, emphasis on ICT management, and service delivery innovations, is geared towards improving the quality of services rendered by the University.

While officially opening the retreat, Vice-Chancellor, Prof. George Magoha, commended the IQAs for their dedication to the ISO Programme for over the last seven years. The Vice-Chancellor reiterated that the University has gone through successful pre-certification, certification audits, surveillance and internal quality audits; all of which have been realized through the efforts of the IQAs.

The benefits of ISO 9001:2008 have been the continuous monitoring and evaluation of University products, goods and services. Service provision, record keeping, continuous acquisition of equipment and setting up of new facilities and upgrading existing ones has improved greatly and enhanced customer satisfaction. Indeed, customer feedback process, handling of documentation and enhanced employee morale as a result of defined staff job descriptions has also improved.

The IQAs are drawn from various colleges and units within the University.