Quality Policy Statement

The University of Nairobi is committed to quality as the guiding principle in its decision making and leadership in the provision of university education and related services to its customers.

To realise this, the University management shall regularly monitor and review its performance for continual improvement and suitability by implementing an effective QMS based on ISO 9001 standard.

Quality Objectives

- ✓ Manage the University efficiently

- ✓ Produce holistic graduates

- ✓ Contribute to knowledge development and technological innovations

- ✓ Enhance the competitiveness of the University

University of Nairobi

Key Contacts

Management Representative
(who is in charge of maintenance and improvement of the QMS)

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**College Principals
Deans/Directors
Heads of Departments**

Students Guide on the ISO9001:2008 Certified University QMS

2014

What is QMS about

The University has found it necessary to establish a system for management of quality throughout the organization. The ISO9001:2008 represents an international consensus on good management practices. Among the principles on which this system is based are Customer Focus, Process Approach to Management, Factual Approach to Decision Making, and Continual Improvement of the University's overall performance.

Since 2007, the ISO programme of the University has gone through re-certification, two certification, ten surveillance audits conducted by KEBS and eleven internal quality audits.

The University QMS has a played a key role in Quality Assurance, Performance Contracting and University Ranking

Key Clauses of the ISO Standard

Clause 4 defines how the **Quality Management System** has been established, documented, implemented and maintained to complying with ISO 9001:2008 standard.
Clause 5 states **Management Responsibility.**
Clause 6 outlines **Resource Management** in order to implement and maintain the QMS and continually improve its effectiveness.
Clause 7 outlines **the Realization of Educational Services** in terms of Planning, Customer Related Processes, Design and Development, Purchasing, Production and Service Provision, Control of Monitoring and Measuring Equipment.
Clause 8 defines processes needed for **Measurement, Analysis and Improvement** needed to ensure the conformity of the educational service, conformity of the QMS and continually improve its effectiveness.

Benefits of ISO Certification

- Institutionalization of quality into University processes
- Improved work environment
- Identification of weak areas and systematically addressing them
- Documentation and consistency
- Improved records management
- Improved customer satisfaction
- Regular calibration of equipment
- Inculcation of quality culture in both staff and customers
- Increased use of ICT services
- Improved infrastructure
- Improved staff competence, morale and ownership
- Improved visibility
- Branding of the University
- Increases in international collaboration and linkages
- Improved confidence in the University and other stakeholders
- Benchmarking with best universities
- Improved University ranking

What will Students expect from the QMS

Students will expect inculcation of quality culture in University Educational Service. This includes Teaching & Learning, Research & Extension, Consultancy, Community and Support services. in all University processes. The true measure of quality is customer satisfaction

Key Role of Students

Students (who are the customers) play a key role in the implementation and continual improvement of the University QMS. This includes

- Reading and understanding the Quality Manual
- Referencing the relevant Operational Procedures
- Providing customer feedback on how to im[rove various University processes and procedures
- Participating in the Internal Quality Audits

Key Procedures for Students

- UON/OP/01 – Procedure for control of documents
- UON/OP/02 – Procedure for control of records
- UON/OP/07 – Procedure for management of exams
- UON/OP/08 – Procedure for clearance of students
- UON/OP/11 – Procedure for teaching
- UON/OP/14 – Procedure for exam disciplinary cases
- UON/OP/38 – Procedure for room allocation
- UON/OP/39 – Procedure for catering services
- UON/OP/40 – Procedure for management of labs
- UON/OP/40 – Procedure for management of labs
- UON/OP/47 – Procedure for ICT support services
- UON/OP/54 – Procedure for access to information services
- UON/OP/56 – Procedure for enforcement of rules and regulations
- UON/OP/57 – Procedure for management support services
- UON/OP/60 – Procedure for provision of financial services
- UON/OP/62 – Procedure for students disciplinary cases
- UON/OP/63 – Procedure for provision of games & sports service
- UON/OP/66 – Procedure for monitoring customer satisfaction