**ABSTRACT**

**Purpose**
This paper presents the experience and impact of implementing the ISO 9001:2008 Standard at the University of Nairobi, in relation to effectiveness on service delivery, operational performance, automation, implementation challenges and related emerging issues.

Design/methodology/approach
The paper adopted a case study design approach based on qualitative analysis of internal audit reports, internal surveys and feedback, surveillance audits conducted by the certifying body, and rankings by external bodies, over a period of seven years.

Findings
Significant achievements have been realized with regard to institutionalization of quality into the university processes, work environment, documentation and record management, customer satisfaction, infrastructure and facilities, use of ICT as a prime mover of performance improvement, and ranking of the university. Opportunities for Improvement as well as critical success factors are presented.

Practical                                                                                    implications
The paper reports successes that may encourage other institutions of higher learning that are not certified to implement quality management systems according to ISO 9001 Standard by focusing on specific factors.

Originality/value
This paper shows how an ISO 9001 certified Quality Management System can improve internal institutional practices and avoid frequently experienced drawbacks.