



SPEECH BY THE VICE CHANCELLOR

DURING THE ISO 9001:2015 CERTIFICATION
CELEBRATION

HELD AT
KERIO HALL, UNIVERSITY OF ELDORET

ON 27TH MARCH 2019

Salutation!

- ✚ The Governor Elgeyo Marakwet, H.E Eng. Alex Tolgos
Represented by the Deputy Governor Wesley Rotich,
- ✚ The Governor Nandi County, H.E Steven Sang Represented
by the Deputy Governor Dr. Yulita Mitei Cheruiyot,
- ✚ The Chairman of the University of Eldoret Council Dr. David
.I. Ojaka,
- ✚ Members of the University Council,
- ✚ Members of the University Management Board,
- ✚ Distinguished Guests,
- ✚ Members of Staffs
- ✚ Students
- ✚ Ladies and Gentlemen,

Welcoming Remarks

I humbly take this opportunity to first and foremost welcome all of you to this historic event, which marks a milestone and great achievement in our University calendar. It is always a special occasion to celebrate such historic University events, with distinguished people who mean a lot to the University's success. To all our visitors, University Council, University Management, Staffs, and Students feel at home and thank you for joining us today.

Since we were chartered, the University has made a major milestone in enhancing professionalism and offering of quality services to our stakeholders within our surroundings. To be a premier University that is

globally visible in knowledge generation and technological innovations we are called upon to enhance efficiency and offering of quality services.

Today we are gathered here to celebrate the University attainment of *ISO 9001:2015 Quality Management System (QMS) re-Certification*, which indeed we have worked tirelessly to attain. I wish to take this opportunity to express my sincere gratitude to each and everyone who burned their midnight oil to ensure that this event becomes a success. To the ISO team led by the Director of Quality Assurance, Prof. Donald Otieno thank you for your efforts.

Ladies and Gentlemen, QMS entails all the development of a management system which is dedicated to enabling the University to

attain its set objectives. ISO 9001-2015 Certification are central in enabling our University meet its quality systems and improvement of our service delivery that will provide the foundation for better customer satisfaction, staff motivation, and continual improvement.

As a University, we have truly come to age since our last certification in June 2016. Now with the new re-certification, we are putting our University in the world map in terms of quality academic programmes and graduating of students with quality accepted standards within the international markets.

Ladies and gentlemen, what this means to us as an institution is that:

- a) We now stand to experience continual improvement in all our processes.
- b) Improved financial returns.
- c) Identification of the University's stakeholders and understanding their needs and expectations.
- d) Enhanced interaction between students and staff.
- e) Continual improvement and review of our policies.
- f) Motivation and commitment of the University's top leadership.
- g) Improved image of the University regionally and internationally and,
- h) Enhanced customer satisfaction levels.

This, therefore, is an urge to every stakeholder of this institution, i.e. the students population, University Staffs, parents/guardians, suppliers amongst many others, to embrace the implementation of the new *ISO 9001:2015 Quality Management System (QMS) re-Certification* in order to ascertain that we all feel, experience and enjoy the poignant benefits that they offer.

I would also like to take this opportunity to candidly express my utmost gratitude to the Kenya Bureau of Standards. Indeed, through their guidance and advice, it has enabled us to transition to the new ISO 9001:2015 which has seen the University evaluate and improve on its quality management system development, management system

documentation review, pre-audit, initial assessment and clearance of non-conformances.

Lastly, ladies and gentlemen, I sincerely want to express my gratitude to each and everyone who in one way or another was involved in the success of this historic event. More so, I thank all of you for joining us in celebrating the fete that the University has achieved. Confucius once said *'It does not matter how slowly you go as long as you do not stop'*. Let me urge you today to never stop striving for excellence in your respective areas as *'the past cannot be changed, but the future we strive for is yet in our power'*-unknown.

Thank you all for your presence today and may God bless the University of Eldoret!

It is my pleasure now to welcome our Chairman of Council, Dr. David .I. Ojaka to address you.

Prof. Teresa Akeng'a
Vice-Chancellor