



## EMBU UNIVERSITY COLLEGE

(A Constituent College of the University of Nairobi)

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### SPEECH BY PROF. DANIEL MUGENDI, PRINCIPAL, EMBU UNIVERSITY COLLEGE - ISO 9001:2008 CERTIFICATION CELEBRATIONS AND LAUNCH OF STRATEGIC PLAN HELD ON 23<sup>RD</sup> MARCH 2015

- Our Chief Guest and Chancellor, -DR. Vijoo Rattansi
- Vice-Chancellor, the University of Nairobi – Prof. Peter Mbithi
- UON Management and Senate Members
- Embu University College Council members
- Embu University College Management
- Staff and Students of EUC
- Distinguished Guests
- Ladies and Gentlemen,

#### PRELUDE:

<<<<Principal introduces important guests who have graced the occasion to make brief remarks>>>>

Good Morning

Today, we have twin celebrations to mark ISO 9001:2008 certification and also the launch of our Strategic Plan 2014-2018. This is indeed a significant milestone in the history of Embu University College.

Allow me to take this early opportunity to thank all our guests for finding time in your busy schedules to be with us during this occasion. In a special way I wish to thank our Chief Guest – Dr. Vijoo Rattansi, who is also our Chancellor, for gracing this occasion. Also, allow me to thank you, Madame Chancellor, and through you, the Rattansi Educational Trust for your continued support to Embu University College Library through provision of books and book grants. So far, The Rattansi Educational Trust has provided grants worth Kshs. 1.9 million to the EUC Library for purchase of books and other library material.

We thank you very much and we look forward to even greater engagement with the Rattansi Educational Trust for the betterment of our Library and the students' welfare

I also commend all the staff and students of Embu University College for their commitment to champion the values of quality, integrity and accountability as we

continue to provide equitable, accessible, and quality education to our students. This has been our dream since the establishment of this University College.

The level of commitment that was demonstrated by the University College Council, Management and staff towards the attainment of ISO Certification has been exemplary and should be commended.

This day marks a major milestone in our journey towards becoming a fully-fledged University in Embu. The process commenced in May 2012 with the appointment of the ISO Steering Committee and the appointment of the Management Representative as well the establishment of the PC & ISO Coordination Office. Attaining ISO 9001:2008 certification was then included as one of the targets in our 2013/2014 performance contract cycle.

Since we implemented the ISO quality management system at EUC, our service delivery is now greatly enhanced as evidenced by the customers' feedback surveys conducted. I am confident that the University Management staff and our students will continue to uphold the ideals of quality assurance.

Ladies and gentlemen,

Allow me to highlight a few of the benefits that we all should expect with our new status as an ISO 9001:2008 certified institution.

### **1. Continuous improvement**

One of the fundamental principles of ISO certification is that of continuous improvement; therefore, by aligning all our operations to an internationally-accredited Quality Management System, we give a firm commitment to our customers that we will provide the best quality service to meet and exceed their expectations. We will also strive to continually improve service by seeking new and more efficient ways of service delivery.

The ISO 9001:2008 Quality Management System standards provide clear instructions on the regular conducting of continuous process reviews and audits. The audits are conducted at pre-determined intervals both internally and externally, such reviews and audits will definitely bring about continuous improvement thus contributing greatly to the realization of the vision of EUC which is **“To be a dynamic epicenter of excellence in training and research for service to humanity”**.

### **2. Effective Planning and Improved Decision Making**

Since we now have structured processes and procedures which are documented by all our departments as per ISO standards, our staff are now empowered to make effective plans in their areas of operations. This will enhance the decision-making process through transparent and efficient operations which in turn will lead to greater customer satisfaction.

### **3. Improved Customer Satisfaction**

ISO certification has helped us to put in place systematic methods to capture customer satisfaction feedback for all the services we offer. By having a recognized management standard like ISO in our system, we are sending a message to our customers that we are serious about their needs.

#### **4. Employee satisfaction**

With the implementation of ISO 9001:2008, our staff have clearly defined roles to play. We have established opportunities for training, retooling and acquisition of appropriate skills as well as a clear vision for staff development marked by measurable milestones. This will encourage performance and motivate our staff to give their best in whatever job they do at the University College.

#### **5. Consistency within all Processes**

I can now say with confidence that the ISO quality management system we have adopted has brought process-consistency at EUC. Process-consistency is one of the foundations on which ISO is built. All processes operating within an institution, right from the research and development stage, to production and delivery, must be defined, outlined, and documented. This consistency minimizes the room for error. Even the process of making changes to the procedures or processes must be well planned and implemented in the best possible way to maximize efficiency.

Ladies and gentlemen;

From our humble beginnings with only 123 students and a few staff, I am glad that today we set the record as the first Constituent University College to embrace a Quality Management System certified to ISO 9001:2008.

Our current student population is well over 1200 students, and we now have 5 schools, namely

1. School of Agriculture;
2. School of Pure and Applied Sciences;
3. School of Business and Economics;
4. School of Education and Social Sciences;
5. School of Nursing

We offer 24 courses or programmes leading to the award of various degrees of the University of Nairobi.

I, therefore, take pride in the people who have worked very hard to achieve this feat. As you all know, the success of a single unit is the success of all in the entire institution. We have faced many challenges along the way, but we know well that more challenges await us in the years to come.

What is most important is our determination to realize the mission and vision that we have set out to achieve for Embu University College.

## **The Strategic Plan 2014-2018**

The Strategic Plan 2014-2018 that we have launched today is our blueprint to success. It seeks to provide us with a clear direction and purpose in all our future endeavors. I therefore invite you to partner with us now and in future in order to propel this institution to greater heights.

The Strategic Plan seeks to guide us as we strive to provide excellent and quality education to our students. And so, as I stand here today, I am proud of Embu University College because through this plan we will be able to achieve the dream of our founders, precisely because;

- We have a worthy mission and vision
- We have a broad mix of respected programs courtesy of the UON
- Our student numbers are growing steadily
- Our infrastructure and facilities are growing and now vastly improved
- We have a national reputation and a stronger place in the competitive edge and
- We have quality staff and students who are committed to the realization of this vision.

Today, we commit to build a better EUC. We will do it even with the modest resources we have and with the help of our many friends. We will do it out of love for intellectual values in life. We will do it out of love for scholarship and for our disciplines and for the ways in which those disciplines vastly improve the human condition.

We will do it for our love of our county and our country. And we will do it out of love for these young women and men who have entrusted their education to our care.

**With those few remarks, Ladies and Gentlemen, It is now my pleasure to welcome Dr. Margaret Gikuhi, Chairperson of Embu University College Council to make her remarks.**

**Welcome**

Thank you and God Bless you.

**Prof. Daniel Mugendi Njiru,  
Principal, Embu University College**