

Abstract:

Although a number of studies had been done on the concept and context of quality management and higher education respectively, none had been done within the context of public universities in Kenya, the case of the University of Nairobi. There was need therefore for a study to be carried out focusing on the University of Nairobi's academic services in conjunction with the main QM features. The target population included all managers that constituted the University of Nairobi's management board. The research methodology was based on the case study. An open ended and closed ended questionnaire was used to collect data, the questionnaire was divided into three (3) sub questions which were answered by the Top management, Principals and Directors and Heads of Departments respectively. A random sampling method was used to obtain a sample from the population of seventy-five (75). The collected data has been analyzed by the SPSS tool and descriptive narrative and interpreted in line with the aims of the study namely, to determine the extent to which Quality Management was applied in the University of Nairobi; to establish the quality management practices used in the University of Nairobi; and lastly to determine the challenges faced in Quality Management implementation in the University of Nairobi. From the findings one can conclude the following, based on the objectives of the study; Firstly, the University of Nairobi has applied quality management to a great extent which is 100% in most of this academic process. Secondly, the University of Nairobi to a very great extent has ensured that the Quality Management Policy is appropriate to its purpose; and it provides the framework for establishing and reviewing quality objectives. Thirdly, the University has to a very great extent defined its processes to ensure its academic/educational products meet the Commission of Higher Education regulatory requirements. The findings of the study indicate that there are a number of issues to be addressed and suggestions for further research. It should remove the status quo to be supportive to any formulation of new ideas in order to respond to an ever-changing environment in H.E. Crucially further research should be done to determine how Quality management can contribute to organizational financial performance and customer satisfaction.