

# UNES NEWSLETTER

VOLUME 2, ISSUE 2

JULY - DECEMBER 2013

**UNES**  
University of Nairobi Enterprises  
and Services Ltd.



**Special points of Interest:**

- Business Units
- Support Units
- IGUs
- Do You Remember?

*A Premier Knowledge-based, Solutions-oriented Business Enterprise*



**UNES**, is a subsidiary company of the University of Nairobi formed in 1996. It is registered as a private company wholly owned by the University of Nairobi to engage in commercial activities for the University. UNES engages in Financial Management, Consultancy, Hospitality and Bookstore Services to generate income for the University of Nairobi. Its vision is to be a premier knowledge-based solutions -oriented business enterprise  
 UNES is an ISO 9001: 2008 Certified organisation.

### FROM THE MANAGING DIRECTOR'S DESK

UNES continues to remain vibrant and improve its operations. The second half of the year 2012/2013 was characterized by renovations, expansions, increased visibility through advertisements in various print media and staff reorganization. Remarkably, the chairman of the Board of Directors Dr. John Simba resigned to take up another role as Chancellor of Pwani University. Prof. Jacob Kaimenyi also left to serve as cabinet secretary for Education Science and Technology. Senior Accountant Payroll, Rita Karoki left to venture into new horizons. Staff underwent various trainings to enhance efficiency.

I am glad to release this issue of our newsletter highlighting the major occurrences and invite your valued feedback.



Managing Director Prof. Ogeng'o

### NEW CHAIRMAN OF BOARD OF DIRECTORS

Dr. Idle Omar Farah, the Director General of National Museums of Kenya, by virtue of being Chairman of the University of Nairobi Council with effect from February 15th, 2013, took over from Dr. John Simba as the Chairman of the UNES Board of Directors. Dr. John Simba resigned following his appointment as Chancellor of Pwani University.



Dr. Idle Omar Farah

Dr. Farah holds a Ph. D. (Dr.Med.Sc) in Comparative Medicine from Uppsala University, Sweden and a Bachelor of Veterinary Medicine (BVM) from University of Nairobi, Kenya. Dr Farah is currently

Chairman of the Board of the Center for Heritage Development in Africa, an international training institution based in Mombasa, a member of the Task Force on the Kenya National Commission to UNESCO.

He was the Director of Institute of Primate Research before being appointed Director General of the National Museums of Kenya in 2003. In addition, Dr Farah has written a number of publications and presented several papers in both local and international conferences, workshops and seminars.

### BOARD EXITS

Change is inevitable in personal and corporate development, thus the first half of 2013 saw some board members exit to pursue other

challenges all towards nation building. Dr. John Simba, who was the UNES Board chairman since 2005, resigned to take up the role of chancellor at the newly created Pwani University effective from February 2013.

Board member Prof. Jacob T. Kaimenyi took up his position as cabinet secretary for education in the newly formed government under H.E president Uhuru Kenyatta. Until his promotion he sat on the UNES board by virtue of his position as the DVC Academic Affairs at the University of Nairobi.



Prof. Jacob T. Kaimenyi



Dr. John Simba immediate former chairman of UNES Board



## MANAGEMENT RETREAT



UNES Management Team held the Annual Management workshop at the Lake Naivasha Sopa Resort. The aim of the retreat was to review UNES position from a number of angles and chart the way forward while maintaining team cohesion. The Managing Director Prof. Julius Ogeng'o attended.

The key issues of the retreat were:

- Review UNES QMS: status, implementation challenges and recertification considerations
- UNES Strategic Plan Implementation review
- New legal Dispensation, Implications for Public Officers
- Performance Contracting (PC) process, Guidelines and Best practices
- UON Strategic Plan- 2013/2014 Overview and its implications to UNES
- UNES Business Enterprise Key Success Factors

The team also had an opportunity to tour Lake Naivasha and its serene environs.

## INTERNAL AUDIT

UNES internal audit department is well resourced with proficient staff. They have diversified skills that assist management in assessing corruption risk exposures within its functional areas as a requirement in PC, as trained ISO auditors, the team is able to identify risks within the business processes as well as evaluate the effectiveness of internal controls recommended. The department has helped build up a risk mature Management team that has complemented the efforts of the audit team.

## HUMAN RESOURCES & ADMINISTRATIVE SERVICES

### New Recruitments & Promotions



Ms Linda Kapiyo SPO

In the spirit of professionalism and efficiency, some UNES staff were promoted and new staff recruited. Among those promoted include Mr. Simplicious Ochieng who was promoted to the position of Head of Business Advisory Services, a strategic unit formed to improve and enhance business continuity and service delivery. He brings on board years of experience in finance and management. Ms Linda Kapiyo was promoted to Senior Project Officer. Her

years of experience in project management will spur the Consultancy Unit to greater heights.



Mr. S Ochieng HBAS

### Exits

Ms. Rita Karoki left the UNES fraternity to pursue other interests. UNES wishes to thank her for her dedicated service and wishes her well in all her future endeavors.



Ms Rita Karoki

*"A strong foundation for a stable and reliable future"*



**STAFF RECOGNITION**



Billy Ogoma



Fredrick Otieno



Pauline Nduta

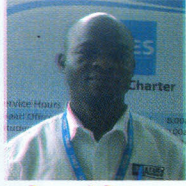


Edwin Waithaka

The 2012 UNES annual Staff party was held on the 25th of May 2013 in a colorful ceremony at the Panari Hotel Nairobi. The party was presided over by the Managing Director Prof. Julius Ogeng'o and attended by staff of all UNES units across the country. The function also doubled up as an occasion to recognize and award the 2012 top performers who exceeded the expectation of both management and customers.



Rachel Karuri



Samwel Otieno



Victor Nzuki



Morris Andati



Denis Mong'era



Mariana Mulinge



Rita Karoki



Belinda Muriuki



Diana Dietto



Pauline Gichuru



Alfred Sendeyo



Stephen Maina



Terry Mugure



Michael Oloo

**MANAGING DIRECTOR'S AWARD**



Catherine Wambugu



George Ogari



Alfred Mukuria



Esther Owigar

**ENVIRONMENTAL AWARENESS**

The environmental awareness day was observed by UNES staff on 20th of April, 2013. The staff were sensitized on the importance of caring for the environment, the day culminated in a tree planting exercise at the UNES headquarters. The MD challenged staff to adequately take great care of the trees planted on that day.



MD showing staff how it's done

**HIV/AIDS AWARENESS DAY**



UNES continues to Play a key role in fighting HIV & AIDS. UNES regularly sensitizes its staff on HIV & AIDS awareness, an activity carried out in the month of May. This has greatly empowered staff to know their status and how to live healthy in case of infection and prevention.



### UNES ACQUIRES A NEW BUS



With the focus to improve efficiency, the company bought a brand new bus to be used by staff to increase efficiency and deliver timely results beneficial to our customers. The new acquisition is among many achievements realized by UNES over the past 6 months.

### BUSINESS ADVISORY SERVICES

Over the past 6 months the Business advisory unit as the secretariat of the QMS has been able to organize various activities geared towards achieving business excellence in the spirit of Total Quality Management. The unit coordinated the ISO 9001:2008 quality management system recertification, and the internal quality audit exercise that ensured the recertification audit was a success. Various sensitization exercises were carried out during the 1st half of the year to ensure 100% compliance with the ISO 9001:2008 Standard



UNES at the 11th Commission of University Education Exhibition

The unit under the marketing banner coordinated participation in the 14th Nairobi International Education Fair 2013 at the Sarit Centre where the Student finance section and the UNES University Bookstore took part. Further there was the 11th Commission for Higher Education exhibition where UNES had its own stand to sell and showcase its products and services.

### PROCUREMENT

The Procurement Department, in conjunction with PPOA, successfully carried out staff sensitization on the Public Procurement Act that is expected to streamline procurement and to generally equip the end users with fundamental knowledge of the Act to avoid inconveniences and ensure adherence to the Act.



UNES staff undergo training on the Public Procurement Act

The Procurement Officer (Operations) together with the Procurement Officer (Compliance), with support of all the procurement staff now guarantees a fully compliant department in terms of operations, processes that will enhance achieving UNES Vision and Mission.

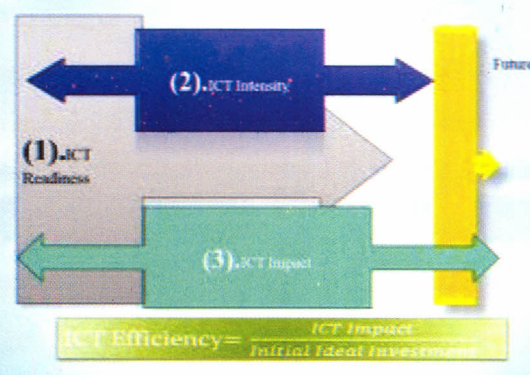
### ICT

The unit in the spirit of continual improvement successfully installed a server that houses the RMS system for the restaurant aimed towards improving performance and efficiency of the restaurant.

The unit has planned a number of initiatives that will continually improve the ICT infrastructure including upgrade of active devices in the HQ LAN to high performance Cisco switches, installation of Restaurant Management System at Arziki Chiromo which will greatly improve the efficiency of the restaurant operations.

This has been rolled out to the bookstores both in Nairobi and the upcountry branches Kisumu and Mombasa.

### Three-stage of ICT Efficiency Model





## CONSULTANCY



The UNES Managing Director and the TCC Training Manager signing the MOU

The UNES Consultancy unit has been abuzz with activity during the January to June 2013 period. Among the many activities undertaken and accomplished is the signing of the MOU with TCC on June 28th, 2013, for collaboration to strengthen pragmatic and institutional capacity within Kenya and Africa with respect to implementation of capacity building in effective scientific communication. In a brief ceremony held at UNES offices at Arboretum Drive, UNES Managing Director, Prof. Julius Ogeng'o hailed the move as a clear sign of UNES's commitment to providing top-notch training solutions that can be tailor-made to meet the Client's needs. Ms. Joy Owango, the Center Manager represented TCC while a number of senior UNES officers witnessed the signing ceremony.

## UON/UNES CONSULTATIVE MEETING

The second 2012/2013 UON/UNES Consultative Meeting was held on Thursday, June 27, 2013 at the Chiromo Conference Centre in form of a breakfast meeting. The workshop was organized by the UNES Consultancy Unit and attended by the UNES management and Consultants from the University of Nairobi. The main objectives of the workshop were the adoption of the first workshop report, the UNES Guidelines on Operationalization of Consultancy Projects, confirmation of thematic areas and teams.



## 2012/2013 GRANT PROPOSAL WRITING WORKSHOP FOR UNIVERSITY OF NAIROBI TEACHING STAFF

Three hands-on training workshops were held between April 2013 and May 2013. It was officially opened by the UNES Managing Director Prof. Julius Ogeng'o. The DVC (RPE) also graced the workshop on the second day of the session to brief the participants on the importance of the workshop to both the University and the participants in terms of revenue and University ranking.

The session consisted of participants from all the six colleges namely; CHSS, CAVS, CAE, CHS, CESS, CBPS.



The workshops were facilitated by Prof. Mauri Yambo, Dr. Gideon Marete, Mr. Levi Matseshe, and Prof. Machoki M'Imunya. The following topics were covered: Project Conceptualization; Project Justification and Significance; Literature Review; Project Design and Methodology; Project Financing and Budget; and Project Management. A total of 91 participants were trained. CHS and CHSS provided the highest number of participants (22 each) while CAVS provided the least number of participants (5). In addition, most of the participants were Lecturers (48) and Tutorial Fellows (20).



### ADVANCED FIRST AID TRAINING FOR KWS STAFF APRIL, 2013



UNES offer Advanced First Aid Training for KWS staff from different stations at their training institute in Naivasha. The training took place in two sessions: 16th-18th & 19th- 21st April, 2013.

The training was conducted by Dr. Joseph Mwaniki, Dr. Jemima Oduma and Prof. Laila Abubakar all of University of Nairobi.

### ARZIKI RESTAURANTS & CONFERENCE CENTRE

The period Jan-June 2013 saw a tremendous increase in conference facility usage. The centre hosted a number of local and international conferences. The cornerstone of this excellence has been the focus on tailor made conference products that seek to give the customer a package that specifically suits their needs. The conference centre boasts of a fine blend of local and international renown organizations that utilize the facility because of its serene and naturally friendly environment.



The Arziki restaurants' activity has grown mainly from increase of outside catering activities. The units are now serving diverse clients and organizations from different parts of Nairobi. The strategy has been consistent offer of quality products and services as per customer requirements. The consistent high quality customer service from the dedicated staff has played a major role in sustaining this high performance and it is our promise to continuously train our staff to make the Arziki experience memorable and lasting.

### OUTSIDE CATERING

The outside catering unit continues to defy all odds and take advantage of the change in social habits to position itself as one of the main product lines for Arziki hospitality.

The unit has unparallel baking skills and connections of its well trained staff has managed to get orders for events ranging from birthdays, weddings and departmental special orders.



*Making the difference: Arziki Chiromo Dream Team*



## ADDITIONAL SPACE



Due to the increased customer numbers brought about by sustained quality products and services the need for extension was inevitable.

### *New look Arziki Restaurant Chiromo*

Arziki embarked on a renovation and extension project to ensure customer comfort and memorable experience. The work has ensured the restaurant and Conference Centre enhance its brand and image to effectively compete with the very best in hospitality the city has to offer.



## ARZIKI MAIN CAMPUS



As the flagship of the Arziki restaurants, the outlet continues to come up with healthy and innovative products to supplement its already popular menu regularly.

The company has embarked on a renovation exercise that is expected to establish it as a restaurant of choice within the hospitality sector.

## UNES UNIVERSITY BOOKSTORES

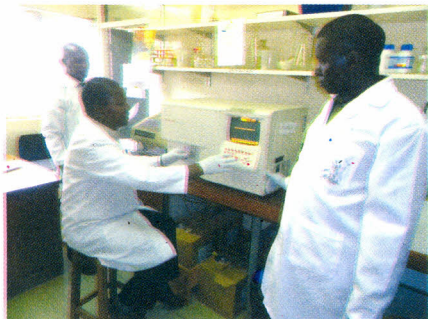
The UNES University Bookstore held a seminar for government librarians. The seminar was organized through the Association of Government Librarians and was attended by librarians from various government ministries. The theme of the seminar was Information for Labour Development.

During the seminar there were talks on E-books, Customer Care as well as Efficient Procurement.





## IGUS CORNER



UNES in its mandate to manage the University of Nairobi IGUs and ensure they do business in a more entrepreneurial approach continues to significantly impact on their performance. Acquisition of modern equipment and better facilities has ensured realization of these business strategies.

The integrated laboratory services have acquired state of the art equipment through partnerships with international organizations that significantly reduce the turnaround time. The units have developed an ambitious partnership drive that seeks to rope in government and mission hospitals to take advantage of the expertise, equipment and facilities available in the units.



The pricing policy adapted by the medical IGUs is driven by the mass market approach. The location of the IGUs though not optimal, is relatively easy to access for most of the target market.

Our IGUs boast of unparalleled medical expertise drawn from the departments of the University of Nairobi. These professionals continue to make the difference, on many occasions between life and death.

## CHIROMO FUNERAL PARLOUR

The funeral home has remained true to its vision of becoming a world class funeral service provider. The home undertook major renovations on its already ideal facility and further developed it to exhibit the kind of ambience expected of a world class funeral home. The Home has over the past couple of months handled specialized cases for instance the victims from the Baragoi massacre thanks to our wide pool of medical experts. The Parlour through a dedicated team remains steadfast in serving the public with dedication and respect to ensure a perfect send off to your loved ones.

The ample parking area at the Parlour is one of its kind in the country.



## DENTAL PLAZA

The Dental Plaza is a state of the art multidisciplinary dental treatment centre located on Ralph Bunche Road on



the grounds of what was formerly Kenya School of law. Established in 2007 by the School of Dental Sciences, UON Dental Plaza, has successfully positioned itself as an Oral Healthcare provider of choice to many Kenyans drawn from all walks of life.

The Plaza is designed to be a one stop comprehensive dental treatment facility that is accessible and affordable to all. Our team of Specialists and Consultants are able to provide high-end sophisticated treatments under both local and general anesthesia. Our hospital boasts of probably the highest concentration of dental specialists in the Eastern and Central African Region. The hospital consists of specially designed clinics, X-ray facilities, dental laboratories, theatre and a dedicated Dental ward for those who may require complex surgery.



### CSD ANIMAL HOSPITAL



The CSD animal hospital is situated within the Faculty of Veterinary Medicine, College of Agriculture and Veterinary Sciences, University of Nairobi on Upper Kabete Campus, located along Loresho Road, Off Kapenguria Road. The facility is a fully fledged animal hospital offering services to both large and small animals. Its mandate is to Provide Veterinary Clinical Services and conduct Consultancy Programs while embracing the changing local and International trends.

**Small and large animals well taken care of with unmarshched expertise in the veterinary field.**

The unit offers clinical services that include Biomedical Services, Pharmaceutical unit, Ambulatory Services, Herd Health Services and Community Outreach Programs. The Ambulatory and Herd Health Services are offered to clients within a radius of 30 Km.

### UON LIBRARY IGU

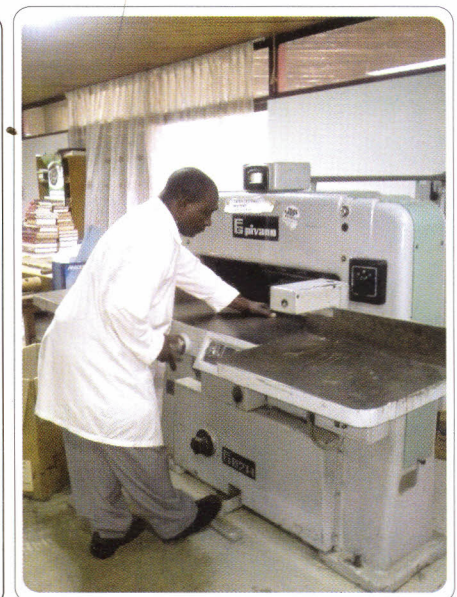
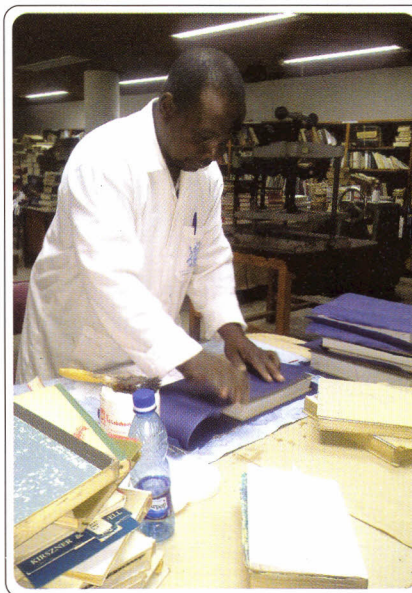
This is the commercial section of the Library Department of the University of Nairobi.

The section was set up to manage revenue generated from other services outside the core functions of providing reading, reference, research material and other library services to students and staff of the University of Nairobi

#### Our Products & Services

##### Bindery Services

The Library has a modern Bindery which handles all library and University requirements including binding of academic theses and dissertations.

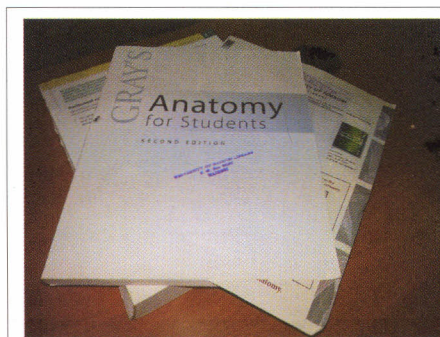


This service is not only limited to UoN, we also bind academic materials for external students and organizations at affordable prizes.

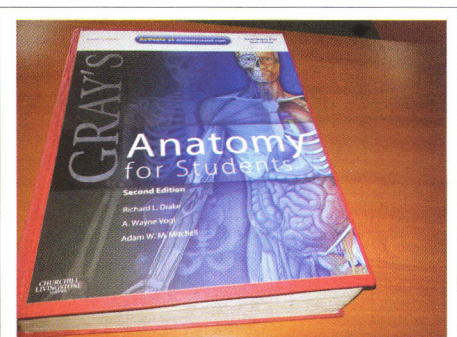
#### Professional Short Courses Training:-

Among the short courses offered include:

- Book Binding Skills
- Institutional Repository Training



Before



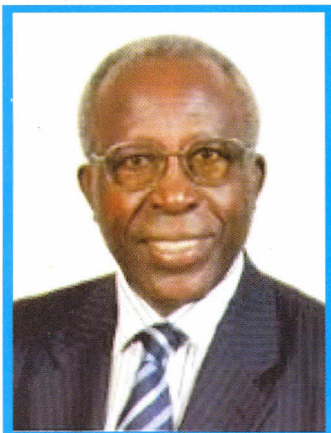
After



**Do You Remember?**

**CHAIRMEN UNES BOARD (HISTORICAL PERSPECTIVE)**

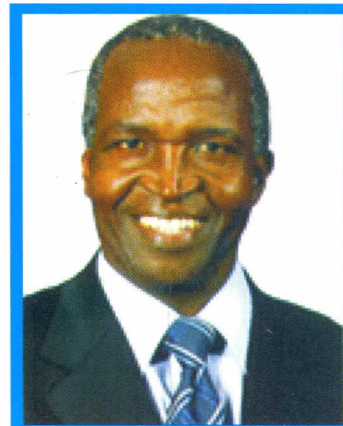
The achievements accomplished by UNES over the past decade and a half have been possible through prudent and visionary leadership in the past and present. Therefore, lest we forget, we pay tribute to selfless and dedicated leaders who have and still invest their time and knowledge towards a worthy cause, for the benefit of all stakeholders.



**Prof. Sam K. Ogeri**  
21st August 1996 to 16th April 1998



**Prof. David P.S. Wasawo**  
16th April 1998 to 10th February 2005



**Dr. John P.N. Simba**  
10th February 2005  
to 15th February 2013

**UNES MANAGING DIRECTORS (HISTORICAL PERSPECTIVE)**



▶ **Mr. George K. Chiuri:**

He was the first UNES Managing Director.  
He joined UNES on February 1, 1997 but left in July of the same year.

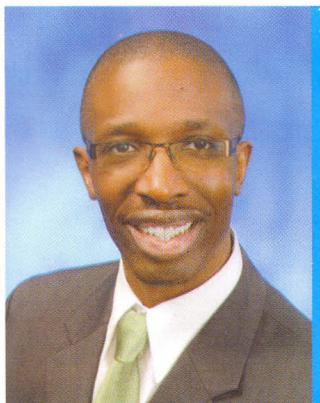
**Prof James Kirumbi Kimani:** ◀

He was the second UNES Managing Director. Prof. Kimani joined UNES on November 23, 1997, having been seconded from the University of Nairobi. He was initially appointed in acting capacity. He was substantively appointed the UNES Managing Director on August 24, 2000 and continued up to and including August 24, 2006



▶ **Prof Madara M. Ogot:**

The third Managing Director was Prof. Madara Ogot, who joined UNES on November 15, 2006 and left UNES on October 31, 2011.



*"A strong foundation for a stable and reliable future"*





*World Class In Funeral Services*

## CHIROMO FUNERAL PARLOUR

The expansive, spacious, magnificent Chiromo Funeral Parlor, is a funeral home located in Chiromo Campus' College of Biological and physical Sciences, University of Nairobi, at Chiromo Road/Riverside Drive.

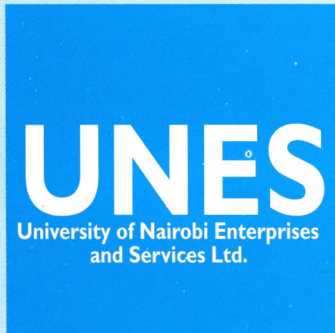
### SERVICES AVAILABLE

- Chemical preservation
- Reconditioning
- Reconstruction
- Cold storage of bodies
- Hearse Services
- Short Course training
- Repatriation Services



Additional services to support our mission of one-stop service

- **Coffin sales:** A wide range of well crafted caskets-
- **Transport/Hearse services:** The Chiromo Funeral home has different types of transportation to suit your need – a van, a coach and 4WD Landcruiser.
- **Chapel services:** The mortuary complex has a large room used to hold funeral services.
- **Wreaths and Flowers:**
- **Cafeteria services**



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