ABSTRACT

This paper presents the experience of implementing the ISO 9001 standard at the University of Nairobi, the largest university in Kenya. We present achievements of the of the University after implementing the standard in relation to effectiveness on service delivery, operational performance, use of automation, implementation challenges and related emerging issues. This is based on qualitative analysis of internal audit reports; internal surveys and feedback; surveillance audits conducted by KEBS; rankings by external bodies such as Webometric and the Government of Kenya Performance Contracting. The objective of this paper is to show how the ISO 9001 Quality Management System can improve internal institutional practices and avoid frequently experienced drawbacks