

# Road Map to ISO Certification by the Director, PC & QMS

The ISO certification process started in 2012 as a requirement by the government signed by the University in the performance contract. The process commenced by ensuring training of the Council, the Management, implementers and ISO internal auditors who consequently sensitized other members of staff on ISO certification. Thereafter, departments/sections prepared procedures as per their operations. The implementation of ISO 9001:2008 has enabled the University to harmonize specifications of services making it more efficient to provide services increasing stakeholder confidence on reliability and quality of the University programmes.



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