

**THE SPEECH OF THE VICE-CHANCELLOR ON THE OCCASION OF THE  
AWARD OF THE ISO 9001:2008 CERTIFICATE TO THE SOUTH EASTERN  
KENYA UNIVERSITY ON 29<sup>TH</sup> JANUARY 2015**

The Principal Secretary- State Department of Education (Dr. Belio Kipsang)

The Chancellor of South Eastern Kenya University (Dr. Titus Naikuni)

His Excellency the Governor of Kitui County (Dr. Julius Malombe)

The Secretary for the Commission for University Education

The Chairman of the University Council (Prof. Louis Mumera)

Members of the University Council

Good Morning,

I would like to take this opportunity to once again welcome you all to the South Eastern Kenya University to celebrate with us the award of ISO 9001:2008 Certificate to the University.

I also wish to first thank our Principal Secretary, State Department of Education, Dr. Belio Kipsang for agreeing to be our Chief Guest in today's Celebrations. When I went to see him 2 weeks ago and requested him, to be our Chief Guest, he promptly agreed to come and join us.

The University was awarded the ISO 9001:2008 Certificate on 25<sup>th</sup> November, 2014 after putting in place mechanisms and procedures for enhancing the delivery of service to our clients.

The award of the ISO 9001:2008 Certificate by the Kenya Bureau of Standards is a clear demonstration of the fact that the University has now put in place systems, processes and procedures for the efficient delivery of service to our clients.

The award of the ISO 9001:2008 Certification is also an indication of the fact that the University now has capacity and ability to meet customer, statutory and regulatory requirements applicable to SEKU's Service Delivery Charter.

Our Chief Guest, the award of the ISO 9001:2008 Certification is important in the realisation of the mission and vision of this University. The University Management is therefore fully committed to the implementation of the quality management system and its continual improvement in accordance with the ISO requirements. We shall continue to dedicate all our efforts in making sure the ISO standards are implemented to the latter.

Our Chief Guest, the process that culminated in the award of the ISO 9001:2008 Certificate by the Kenya Bureau of Standards started way back in 2011 when the University Management established the Directorate of Quality Management Systems and Performance Contracting. This followed realisation of the fact that the University which is a newly established institution, required to standardise its systems, processes and procedures and monitor performance in the delivery of service to its clients and especially our students.

The Directorate under the guidance of the University Management subsequently took the lead in the process of bench marking the performance of the various departments of the

University in specific areas of service delivery. All members of staff in the University were sensitized on the need for the University to have a Quality Management System.

Our Chief Guest, the process of developing and implementing the Quality Management Systems for the University is fully owned by the entire University community. This ownership by the University community is considered critical in the successful implementation of the system. The University Management will continue to solicit feedback from staff and other stakeholders, including our students so that we can continually improve our procedures and systems.

Our Chief Guest, the University has also been in the forefront in meeting its statutory requirements in as far as performance contracting is concerned. The University has in the past performed well in the annual review of the performance of state corporations in the country. We will continue to strive for even better performance.

Our Chief Guest, the University has also put in place mechanisms of handling complaints from our clients as well as our own members of staff and students. All Divisions and Departments of the University have put in place systems for receiving, handling and resolving complaints from our clients including our students. This is expected in the long run

to contribute in enhancing harmony and building confidence among our clients and especially our students.

Our Chief Guest, I would also like to take this opportunity to thank our Chancellor for the support and guidance that he has continued to provide to the University. His experience in the private sector has indeed been invaluable to this University. We shall continue to rely on his continued guidance and support, particularly in the design and implementation of the much needed Public-Private sector Partnerships.

I also wish to thank the University Council under the able leadership of Prof. Louis Mumera, for providing strategic and policy direction to the University. The support from the University Council will continue to be instrumental in the realisation of the long-term vision of this University.

Our Chief Guest, we are grateful to the Kenya Bureau of Standards for guiding the University in the process of putting in place quality management systems that eventually led to the award of the ISO 9001:2008 Certificate. We shall continue to collaborate with the Kenya Bureau of Standards in the improvement of the quality management system in the University.

As I conclude my remarks, I wish to thank the County Government of Kitui for the support that the County has continued to provide to the University. The County Government recently helped in the improvement of the murram road linking the University to Kwa Vonza. We also recently saw a tender advert for street lighting from Kwa Vonza to SEKU.

We are also grateful to the National Government at the county level for the continued support. The National Government is fully represented here with the presence of the County Commissioner and the entire county service team.

Finally, I would like to thank all our members of staff and students for working hard to ensure the University is ISO certified.

Once again our P.S, I thank you all for finding time to come and celebrate with us on this auspicious occasion.

Thank you and God Bless

Prof. Geoffrey Muluvi, Ph.D  
**VICE-CHANCELLOR**