



***Simplifying Trade Processes for Kenya's Competitiveness***

**REMARKS BY MR. AMOS WANGORA AG. CEO KENTRADE, DURING KENTRADE END YEAR PARTY**

**The KenTrade Management**

**The members of Board and**

**Fellow colleagues**

I am indeed delighted to be here this evening celebrating what has been a very blessed year. Let me thank you all for coming together and for standing with each other throughout the year.

2015 came with a lot of trying times as well as good times. In terms of business we have successfully implemented 17 modules so far with only 3 more to implement. It is also in this year that we have:

- Launched the International Standards Operations (ISO)
- Implemented Enterprise Resource Planning – ERP is a solution for automating processes carried out all around the organization into one department. So far we have implemented ERP in Human Resource/Administration Department, Procurement and Finance. Processes that were carried out manually are now automated i.e. leave applications, Lock Purchase Orders (LPO's) applications and Local Service Orders (LSO's) applications

- Implemented Customer Relationship Management (CRM) – CRM system Has really helped in solving Customer Complaints because it is able to segment customer complaints into clusters of what the complaint is about and also to monitor how long it has taken for the complaint to be solved. CRM also helps formulate reports.
- Implemented Integrated Financial Management Information System (IFMIS)
- Carried out the Salaries and Remunerations Commission (SRC) job evaluation exercise
- Carried out a Customer Service training
- Fire & Safety training
- Integrity training
- Information Security training
- Carried out an employee satisfaction survey
- Deployed our Customer Service Officers to border posts
- Formed a new Board of Directors
- Exhibited in KRA's Tax Payers Day for the first time
- Bought 5 new cars
- Launched our Mombasa Office
- And we are about to exhibit in the World Trade Fare for the very first time

In this same year we have acquired 4 new members of staff; Christine Mugure – Customer Service Officer, Willies Ochola – System Administrator, Joy Kiwango – Contact Centre Assistant and Joseph Mukite – Customer Service Officer. This making us an office of 70 permanent employees. We have also had a number of interns share the vision of KenTrade with us, some in our Headquarters Nairobi office and others in our Mombasa office. Gaining more staff always is a development and we are proud to have you new members with us, Karibuni sana.

It is unfortunate that in this year that has had so many milestones for us, we also had a few challenges, which is a way of life anyway, you lose some and you gain some. We lost our founding father Alex Kabuga after a short illness. It should be noted that Mr. Alex Kabuga had stepped aside prior to end of his contract for investigations to be carried out. He was still the CEO KenTrade and may God rest his soul in eternal peace.

In conclusion I would like to thank you all for the hard work you have put into achieving our mission and I urge you to continue in the same spirit come 2016. God willing we aspire to implement the 3 remaining modules, to have more trainings on the Single Window System so as to increase our user log, and to sensitize more of those that are still hung up on the manual way of doing business. I urge you to be responsible during the holidays, don't drink and drive.

I wish you all a Merry Christmas and a Happy New Year. God bless you.

**Amos S. Wangora, Ag. CEO**

December 11<sup>th</sup>, 2015