



Simplifying Trade Processes for Kenya's Competitiveness

REMARKS BY MR. AMOS WANGORA AG. CEO KENTRADE DURING THE OFFICIAL LAUNCH OF THE KENTRADE ISO QMS AT THE KENTARDE BOARDROOM ON MAY 4, 2015.

The CEO Apex Management Consultants. Ms. Hellen Bosibori

The Apex Management Team and

Fellow colleagues

I am indeed delighted this morning to be here today on this very special day of the launch of the ISO 9001: 2008 Quality Management Systems (QMS) documentation at KENTRADE.

This launch marks a major milestone in our journey towards ISO 9001: 2008 Certification, a process that commenced in September last year.

As you have heard from the previous speakers, a lot of progress has been made and I am happy to note that more than 50% of the Certification process has been completed. Needless to say, the journey has actually begun and our target is to attain the Certification by end of this year which calls for total commitment from each and every one of us here.

The QMS documentation that we are launching today has been developed through the contributions of each one of you. However, I wish to recognize the unwavering Technical support by the able team from

Apex Management Consultants who gave their best during the exercise led by Mr. Jeremy Oloo. Equally internally, I wish to recognize the efforts by the ISO Champions, ISO Steering Committee, the Assistant Management Representative, Ms. Jane Musyoki and the Management Representative, Mr. David Ngarama for steering this process to this level. As the Chair of the ISO Steering Committee I can attest to the fact that it has not been easy to get this far but I believe with determination, we can achieve much more in this and other areas of operation at the Agency.

The journey towards being an ISO Certified organization is not an easy one, and am sure many of us have gone through the process. This launch, therefore, is just one of the milestones towards the successful implementation of the QMS documentation at the Agency.

In connection to this, it is my belief that all of us have now have been apprised and are now well versed with the Agency's Quality Manual, Quality Policy, respective Departmental Quality Objectives and procedures. I am aware that more information has also been disseminated to you through the Intranet and email, and this morning we have released a handbook for your ease of reference.

To ensure adherence to the processes and continued improvement in our processes, internal quality audits will be conducted on a regular basis by staff member who have been properly trained to handle this task. I therefore urge you to familiarize with the relevant documentation as this task is a collective responsibility for each one of us and will not be left only to the head of departments. We must therefore play a very active role in the whole process if we have to achieve our objective of being ISO Certified by the end of the year.

ISO Certification is all about remaining Customer focused and I believe that its successful implementation at the Agency will enhance quality service delivery and also greatly improve the standing of the KenTrade amongst its peers and beyond.

I therefore pledge the commitment and support by the entire management and indeed the Board, to this process to ensure the successful conclusion of all activities ahead of us and indeed the eventual ISO 9001:2008 Certification.

Conclusion

As I conclude, I know all of us have been one way or the other been involved in this process but on this particular day, allow me to once more acknowledge the team that has been instrumental in steering and actively involved in the process.

- Management Representative
- Assistant Management Representative
- ISO Steering Committee
- Apex Consultants

I must also mention the support from our development partners who have financed this project. A special mention goes to the Investment Climate Facility for Africa (ICF) for the financial support.

With these few remarks Ladies and Gentlemen, it is my please to declare the ISO 9001:2008 Quality Management System documentation officially launched at the Kenya Trade Network Agency.

I thank you all

Amos S. Wangora, Ag. CEO
May 4, 2015