



EMBU UNIVERSITY COLLEGE
(A Constituent College of the University of Nairobi)

SPEECH BY DR. MARGARET GIKUHI – CHAIR, EMBU UNIVERSITY COLLEGE COUNCIL - ISO 9001-2008 CERTIFICATION CELEBRATIONS AND LAUNCH OF STRATEGIC PLAN HELD ON 23RD MARCH 2015

- Our Chief Guest and Chancellor, - DR. VijooRattansi
- Chairman of UoN Council, Dr Idle Farah
- Chairperson, EUC Council, Dr Margaret Gikuhi
- Vice - Chancellor, the University of Nairobi - Prof. Peter Mbithi
- Other Vice –
- Chancellors present
- Embu University College Council members
- UoN Management, and Senate Members, and other Principals present
- Senator, Embu County, Hon Lenny Kivuti
- The Governor, Embu County
- Members of Parliament present
- Rep. of National government present
- County Director of Education and other leaders present
- Embu University College Management
- Staff and Students of EUC
- Distinguished Guests
- Ladies and Gentlemen,

Good Morning

First, allow me to take this opportunity to welcome and thank you all for finding time to join Embu University College (EUC) in celebrating the ISO 9001:2008 certification and the launch of our Strategic Plan 2014-2018.

On behalf of the Embu University College Council, I extend a warm congratulatory message to the Chancellor, Vice-Chancellor and the entire Embu University fraternity for this accomplishment. I wish to thank the entire ISO team that spearheaded the process for a job well done.

It is not in doubt that embracing an effective and robust Quality Management System (QMS) helps to focus on the important areas of an institution with a view to enhancing efficiency. The quality processes that we have adopted at EUC will provide a solid foundation for quality service and customer satisfaction as we move towards attaining a charter.

Equally, the Strategic Plan (2014-2018) clearly defines EUC's direction and purpose and establishes our strategic objectives based on the University College's mission and vision. In this regard, the Plan, will be the foundation on which future progress and development of Embu University College will be anchored. I wish to also thank the Strategic Planning Committee for a job well done.

Secondly, today we gather here to acknowledge the important step that the University College management has taken to launch the ISO certification. The benefits of this launch are many, but the main beneficiary is the customer. Last year (2014), EUC increased customer satisfaction by improving its rating from 62% in January to 65% in December. I am confident that our customer ratings will continue to soar high as we continue to implement the Quality management system and the Strategic Plan 2014-2018.

Ladies and gentlemen

ISO certification couldn't have come at a better time.

This is the time when the University College is experiencing an increase in student population. The challenges that come with this increase are many! But through the adoption of the Quality Management Systems (QMS) and being ISO certified, the University College is well prepared to meet them.

Madam Chancellor, indeed, as Council we are proud that EUC recognizes the importance of quality in all its operations. Since this has become a widespread practice in many institutions worldwide, we are proud that our products and services compare favourably with the best guided by the quality management system as we develop the University College.

We envisage that the majority of our clients, i.e. the students, parents, and other stakeholders such as suppliers, national government, and county government officials, amongst others, will enjoy better services offered by the University because of this development. As a Council, we are committed to continual improvement, anticipating, meeting and exceeding our customers expectations, and will support management to realize this.

Our Chief Guest,

Allow me now to take this opportunity to thank you for creating time out of your busy schedule to be with us on this great day. More specifically, I wish to thank you very specially for your support to EUC through The Rattansi Educational Trust. A grant worth Kshs. 1.8m for purchase of books for the EUC Library cannot be taken for granted. A university is as good as its Library. We thank you very sincerely for this, and look forward to further collaboration as we strive to build a world-class University on the foothills of Mount Kenya.

Thank you and May God bless you.

Dr. Margaret Gikuhi – Chair, Embu University College Council



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ISO 9001:2008 CERTIFICATION & STRATEGIC PLAN 2014-2018 LAUNCH

MESSAGE BY CHAIR, COUNCIL

It is with much delight and pride that I join the Embu University College to celebrate the attainment of ISO 9001:2008 certification and the launch of our Strategic Plan 2014-2018.

On behalf of the Embu University College Council, I extend a warm congratulatory message to the Management, Staff and Students for this major milestone in the journey that we started some years back. I wish to thank the entire team that spearheaded the process led by the Principal for a job well done.

It is not in doubt that embracing an effective and robust Quality Management System (QMS) helps to focus on the important areas of an institution with a view to enhancing efficiency. The quality processes that we have adopted at EUC will provide a solid foundation for quality service and customer satisfaction as we move towards attaining a charter.

Equally, the Strategic Plan (2014-2018) clearly defines EUC's direction and purpose and establishes our strategic objectives based on the University College's mission and vision. In this regard, the plan, being the first for the new institution, will be the foundation on which future progress and development of Embu University College will be anchored.

We remain committed to providing high quality services aimed at imparting knowledge that will eventually transform our societies.

Congratulations, Embu University College.
Dr. Margaret Gikuhi, Chair EUC Council