THE PUBLIC SERVICE COMMISSION HAS EMBARKED ON THE LONG JOURNEY TOWARDS ISO CERTIFICATION. THE COMMISSION APPROVED THE ISO CERTIFICATION PROCESS PAVING WAY TO THE IMPLEMENTATION PHASE THAT IS EXPECTED TO CULMINATE TO CERTIFICATION OF THE COMMISSION.

ADDRESSING IMPLEMENTERS OF THE APPROVED DOCUMENT WHO INCLUDED HEADS OF DEPARTMENTS AT THE COMMISSION HOUSE, COMMISSION SECRETARY BERNADETTE NZIOKI REITERATED THE NEED FOR RESPECTIVE DEPARTMENTS TO OBSERVE THE LAID DOWN TIMELINES IF THE COMMISSION HAS TO BE CERTIFIED WITHIN THE TIMELINES AGREED.

THE SECRETARY ACKNOWLEDGED THAT THE ROAD TO THE SYSTEM CERTIFICATION WILL BE LONG AND ROUGH, BUT NEVERTHELESS, REITERATED THAT THE COMMISSION STAFF WERE UPTO THE TASK AND CALLED FOR CONCERTED EFFORTS FROM ALL PROCESS OWNERS.

MRS. NZIOKI CALLED UPON RESPECTIVE HEADS AND PROCESS OWNERS TO URGENTLY CONVENE MEETING FOR THEIR RESPECTIVE STAFF AT THE DIFFERENT OPERATIONAL LEVELS WITH A VIEW TO ENSURING THAT THE PROCEDURES ARE INTERNALIZED AND MAINSTREAMED IN THE DAY TO DAY WORKING OF THE STAFF.

THE SECRETARY AT THE SAME REINFORCED THE NEED FOR CERTIFICATION AND NOTED THAT THE OVERALL AIM FOR CERTIFICATION IS TO ENHANCE EFFICIENCY AND EFFECTIVENESS TOGETHER WITH PROBITY AND INTERGRITY IN SERVICE DELIVERY. THIS, SHE NOTED WAS CRUCIAL SAYING “WHEN SERVICE DELIVERY IS CONSTRAINED IT AFFECTS THE QUALITY OF LIFE OF THE PEOPLE AND A COUNTRY’S DEVELOPMENT”.

SHE SAID TO ENSURE THE PROCESS IS MAINTAINED AND DELIVERED IT WAS PRUDENT FOR THE RESPECTIVE HEADS AND IMPLEMENTORS TO DEVELOP A COMPREHENSIVE FRAMEWORK IN LINE WITH THE REQUIREMENTS OF THE STANDARDS INCLUDING INTERNAL AUDITS, MANAGEMENT REVIEWS AND CUSTOMER FEEDBACK.

THE SECRETARY SAID IMPLEMENTATION OF THE ISO 9001:2008 QMS WILL BE A SURE WAY OF CONFORMING TO QUALITY SERVICE DELIVERY. THIS SHE SAID WAS CONSISTENT WITH INTERNATIONAL STANDARDS AND

INDICATED THAT WITH QUALITY MANAGEMENT SYSTEMS IN PLACE THE COMMISSION WILL HAVE ITS FUNCTIONS EFFICIENTLY AND EFFECTIVELY CO-ORDINATED AND ITS RESPECTIVE LINKAGES BETWEEN THE CORE ACTIVITIES CLEARLY UNDERSTOOD.

ENDS.