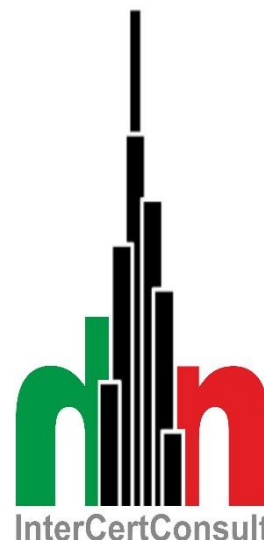
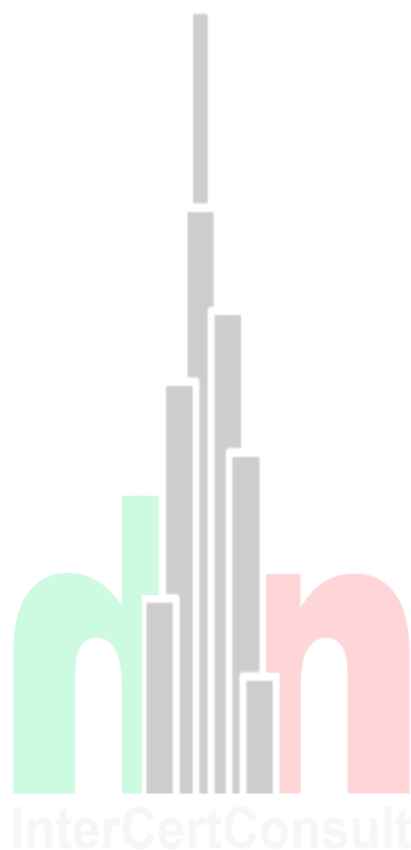


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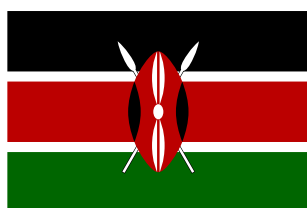
International research and reports
on national implementations and
implementation regulations of ISO standards



report
25-06-01



ISO partner country Kenya





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National Authority:

KENYA BUREAU OF STANDARDS

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KEBS Background

Since Kenya Bureau of Standards' inception in 1974, its main activities have grown from the development of standards and quality control for a limited number of locally made products in the 1970s to the provision of more comprehensive standards development, Metrology, Conformity Assessment, Training and Certification services.

With the re-establishment of the East African Community (EAC) and Common Market for Eastern and Southern Africa (COMESA), KEBS activities now include participation in the development and implementation of SMCA activities at the regional level where it participates in the harmonization of standards, measurements and conformity assessment regimes for regional integration. KEBS operates the National Enquiry Point in support of the WTO Agreement on Technical Barriers to Trade (TBT)

About Our Standards

A Kenyan Standard is document established by consensus and approved by the Kenya Bureau of Standards (KEBS), that provides, for common

and repeated use, rules, guidelines or characteristics for products and services and related processes or production methods, aimed at the achievement of the optimum degree of order in a given context. It may also include or deal exclusively with terminology, symbols, packaging, marking or labelling requirements as they apply to a product, process or production method. Standards, therefore, help to make sure that products and services are fit for their purpose and are comparable and compatible.

1. Standards under Public Review
2. Standards Proposed for Adoption
3. Standards Under Systematic Review

The following are the standards departments at KEBS:

- **Food and Agriculture Department:** This Department is responsible for the development of standards covering food technologies, food safety, fertilizers, agricultural produce, livestock and livestock products, poultry and poultry products, etc.
- **Chemical Department:** This Department is responsible for the development of standards covering soaps, detergents, paints, pesticides, stationery and related equipment and all products based on chemical formulations.
- **Service Standards Department:** This Department is charged with the development of standards in the service industry such as tourism, hotels, transport, education, social activities, etc. These standards are aimed at addressing the evolving needs in the service sector and represent a growth area.
- **Engineering Department:** This Department develops standards covering civil engineering, electro-technology, information technology, renewable energy, textile engineering and mechanical engineering
- **Standards Information and Resource Section:** This section is responsible for the maintenance and availability of standards information, library, WTO NEP and sales of standards.
- **Publishing Section:** this section is responsible for the editing and publishing of all Kenya Standards and related documents.

About Quality Assurance and Inspection

In its broadest sense, quality is a degree of excellence: the extent to which something is fit for its purpose. In the narrow sense, product or service quality is defined as conformance with requirement, freedom from defects or contamination, or simply a degree of customer satisfaction. These are some of the definitions which are often quoted and any of which may be true in certain circumstances.

Quality

Quality has different meanings depending on the product and also to different people. The concept of Quality on anything, may it be a product or service has to do with psychological expectation of the users/consumers towards performance or achievements of the desired results. Against this background there must be knowledge of the expected results against some benchmark.

Quality Assurance can be defined as:

All those planned and systematic action necessary to provide adequate confidence that a product or service will satisfy given requirements for quality. As defined in ISO 9001:2000 it is part of quality management system focused on providing confidence that quality requirements will be fulfilled.

Quality is a Result

Quality is the result of a comparison between what was required and what was provided. It is judged not by the producer but by the receiver. The judgment can be made of an intention, as is the case when selecting suppliers, or an output, as is the case when purchasing a product or service.

Quality and Customer Satisfaction

The only true measure of acceptable quality is customer satisfaction, which takes into account both objective and subjective interpretations of the needs and expectations of customers. If customers are satisfied with the products and services offered, the organization has not only correctly interpreted customer needs and expectations but it is also providing products and services of acceptable quality.

About National Quality Institute

Who is National Quality Institute (NQI)

The National Quality Institute (NQI), which is a Department of the Kenya Bureau of Standards was established on February 18th, 2008 and officially launched on July 24th, 2008 by the ISO Secretary General, Alan Bryden.

The National Quality Institute's functions are intended to entrench a culture that ensures practical application of standards in everyday life of Kenyans so that this becomes a norm rather than an exception.

In addition to this noble duty, NQI also promotes the application of management principles, practices and techniques within the Kenyan industry in support of vision 2030, Agenda 2063 and Sustainable Development Goals (SDG's).

NQI is the leading provider of training based on management systems standards and related courses in East Africa Region.

Specific Services of NQI

Training

NQI Provides in-house programs and scheduled annual training to advance knowledge of and the practice of standards in industry

Membership

NQI Membership is a voluntary registration scheme to recognize and develop individuals desiring to advance their knowledge and practice of management system standards

Kenya Quality Awards

The Kenya Bureau of Standards through NQI recognizes and awards Medium, Small and Micro Enterprises committed to excellence

Collaboration and Consultancy Services

NQI collaborates with sector specific regulators and industry to promote practical application of standards

Research

NQI undertake research to determine the status and trends of quality practices in Kenya

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In the name and on behalf of the company InterCertConsult
THE MANAGING DIRECTOR / CEO

