

# KENYA QUALITY AWARD 2022

## CALL FOR APPLICATION FOR KENYA QUALITY AWARD (KQA) COMPETITION

### 1. Who is administering the KQA?

National Quality Award Committee (NQAC) composed of National Standards Body as the secretariat, private sector as chair, SME authority, MSME alliance and other relevant stakeholders

### 2. Who qualifies

Micro, Small and Medium Enterprises

### 3. Signing Up & Registration - 5<sup>th</sup> August 2022

a. Create account on <https://ims.kebs.org/>

b. Login on the KQA portal

c. Click on KQA

d. Fill in the registration details

e. Wait for review feedback

f. Make payment. Applicable fee:

S No.	Category	Application fee
1	Micro Enterprises	KES. 5,000/- VAT Inclusive
2	Small Enterprises	KES.10,000/- VAT Inclusive
3	Medium Enterprises	KES.15,000/- VAT Inclusive

g. Take self-assessment

### 4. Assessments - July & August 2022

a. If review if affirmative, conduct self-assessment provided for in the KQA portal

b. Wait for feedback on qualification to the on-site assessment

c. Assessors conduct on-site assessment

d. Analysis of data and information by technical team



### 5. Jury Decision - August 2022

### 6. National Award Ceremony - September 2022

### 7. The Awards: ▶

S No.	Category	Award 1	Award 2
1	MSME Product of the year award	Best performer	Runner-up
2	MSME Service of the year award	Best performer	Runner-up

### 8. Best performers details are forwarded to the East African Quality Award Secretariat for the regional competition and EAC award ceremony in Arusha - 21<sup>st</sup> September 2022

#### Contact details:

National Quality Award Committee (NQAC) Secretariat | P. O. Box 54974 (00200) Nairobi  
 Email: [kqa@kebs.org](mailto:kqa@kebs.org) | Tel: 020 694 8540 | KQA Portal Link: <https://ims.kebs.org/>

# KENYA QUALITY AWARD

## PURPOSE

The purpose of the KEBS Kenya Quality Award (KQA) is to identify, recognize, and spotlight role model organizations in Kenya whose performance is worthy of emulation. Recognizing that SMEs provide for the largest share of the country's GDP, the KQA framework is designed to promote quality management systems for SMEs. It is a process by which SMEs will be assisted to initiate, develop and implement quality management systems to a status of certification. According to KNBS data, majority of Kenya's SMEs do not last beyond 5 years. In this respect, the KQA programme aims to assist SMEs to remain viable, sustainable and in as far as is possible grow to large enterprises.

When an organization is excellent in delivering customer value, which is the backbone of quality, there is a lot to learn from that organization. More importantly, the award application process encourages organizations to learn and improve by benchmarking themselves with the best in class. In the KQA process, organizations are encouraged to do self-assessment, an essential step in preparing the award application, and by utilizing the written feedback report, which all applicants receive, the awards process helps applicants improve the way they manage their organization.

## KQA Framework – Quality Management Principles

KQA is based on the seven (7) quality management principles, as a conceptual framework, as detailed below



## 3. Assessment

The KQA applicant is expected to undertake a self-assessment test to determine level of conformance to criteria. The self-assessment is followed by a desk assessment and later on-site assessment by independent judges using the Kenya Quality Award Criteria for Excellence, which measures an organization in five key areas:

- i. Process management
- ii. Resources management
- iii. Leadership
- iv. Customer and market focus;
- v. Society and Environmental standards

It is expected that implementation of these 5 elements will result in 'Sustainability and Growth' as an overall achievement of the business.

## Administration of KQA at National Level

A National Quality Award Committee (NQAC), composed of industry representatives; private sector representatives; MSME alliance; authorities in charge of MSMEs issues; and other relevant stakeholder representatives, is handling the administration of KQA at the national level.

## East African Community Quality Awards

The 24<sup>th</sup> East African Community Standards Committee, in April 2022, approved a framework for awarding the East African Quality Awards. Following this approval, the EAC Secretariat in collaboration with other agencies, is organizing the first EAC Annual Quality Award event to be held on 21st September, 2022 in Arusha. The EAC partner states are expected to forward details of the winners of the national quality awards with the EAC Secretariat for consideration at the EAC Quality Award level.

### Contact details:

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