



MACHAKOS UNIVERSITY

CLOSING REMARKS

BY

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THE VICE CHANCELLOR,

MACHAKOS UNIVERSITY

DURING THE EXTERNAL AUDIT CLOSING CEREMONY

DATE: 27TH OCTOBER, 2021.

- The Lead Auditor-Francisca Atieno
- The Auditor-Isaac Mureithi
- Members of the University Management
- Registrars
- Deans and Directors
- Heads of Departments
- The Auditees
- Staff Members present
- Ladies and Gentlemen

Good afternoon.

I am glad that we have come to the close of this event and I believe that all of us, the auditors and the auditees had nice moments. Particularly, I want to appreciate the auditors who have tirelessly done a wonderful job for these three days.

It should be clear that ISO external audits play very important role in our operational processes. External audits of re-certification help the University identify gaps, non-conformities and areas that need improvement. They enable the University's re-evaluate its operations to be process-dependent rather than person-dependent. External audits also help identify the inefficiencies that have become the norm and adversely common in our service delivery away from our intended objectives.

Ladies and gentlemen,

As a University, we have TAKEN NOTE of the observations and well-intended advice from our external auditors. We shall make corrections needed and close any non-conformities as may be indicated.

As we close this event, I want to state that Machakos University should be an ISO 9001: 2015 certified and it must be truly an ISO certified institution in terms of our service delivery. From my observation, we need to internalize the standard for it to work for us in order to improve our services. Therefore, we

shall embrace the recommendations given to us and take actions to ensure the overall effectiveness of our QMS.

Finally, I wish to thank our auditors, the management, the auditees and the directorate of QMS and PC for planning and facilitating this audit.

With these few remarks, I thank you all and may God bless you.