



Kenya Bureau of
Standards
Standards for Quality life



KENYA QUALITY AWARDS

About Kenya Quality Awards (KQA)

The aim of KQA is to identify, recognize, and spotlight role model organizations in Kenya whose performance is worthy of emulation. 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 Quality Award (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 will be receiving, the awards process will help applicants improve the way they manage their organization. KQA will also enable organizations to compare themselves with others in the Quality Management Systems ladder.

KQA Objectives

The objective of the Quality Award is to encourage the below;

i. Promotion of Quality Excellence:

Encourage organizations to strive for excellence in their products, services, and processes.

ii. Recognition of Best Practices:

Identify and celebrate organizations that demonstrate outstanding quality management practices and achievements.

iii. Continuous Improvement:

Encourage organizations to adopt a culture of continuous improvement, innovation, and learning to enhance their competitiveness.

iv. Customer focus:

Emphasize the importance of meeting and exceeding customer expectations by delivering high-quality products and services.

v. Benchmarking and Learning:

Provide a platform for organizations to benchmark their performance against industry standards and learn from best practices of award recipients.

vi. Enhanced Organizational Performance:

Drive improvements in organizational performance, efficiency, and effectiveness through the adoption of quality management principles and methodologies

vii. Global Competitiveness:

Enhance the global competitiveness of organizations by recognizing and promoting excellence in quality management practices.

KQA Framework Quality Management Principles

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



Eligibility

The eligibility criteria will be based on the following guidelines;

- i. *A local entity registered and operating in Kenya*
- ii. *Implementing management system or has valid product certification mark*
- iii. *Compliance to applicable Statutory and regulatory requirements*
- iv. *If a subsidiary or business unit of a larger entity, be considered as a "stand alone" business with clear boundaries and financial autonomy, managing their own accounts.*



KQA Application Process

- i. *Click on the application link <https://ims.kebs.org/>*
- ii. *Create account*
- iii. *Log in and click on KQA section*
- iv. *Fill in application form*
- v. *Pay application fee (Ksh. 1,000 for MSME and Ksh. 10,000 for large firms)*
- vi. *Conduct self-assessment*
- vii. *Shortlisted firms to be notified for onsite assessment*

Self 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.

Assessment Criteria

The award criteria will be based on the excellence maturity model that measures organizations 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.

Award Categories

- i. Kenya Quality Award: **Company of the Year**
- ii. Kenya Quality Award: **Product of the Year – Large Organization**
- iii. Kenya Quality Award: **Product of the Year – MSME**
- iv. Kenya Quality Award: **Service of the Year – Large Organization**
- v. Kenya Quality Award: **Service of the Year – MSME**

Note-1: The winners of the KQA will be enrolled for competition, in their respective categories, in the East Africa Community (EAC) Quality Awards as applicable.



Terms and Conditions

The following terms and conditions, among others, will apply:

- i. All winning organizations will be required to share their success stories during quality fora.
- ii. Organizations will nominate a contact person to act as project manager to facilitate co-ordination and information compilation process.



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