



50 Year Celebration

and launch of ISO 9001:2015 Certification



NSSF becomes the first organization in Kenya to be ISO 9001:2015 Certified



Message from The Cabinet Secretary



PHYLLIS J. KANDIE (MRS)
CABINET SECRETARY
MINISTRY OF LABOUR & EAST AFRICAN
AFFAIRS

I congratulate the National Security Fund (NSSF) for attaining ISO 9001:2015 Certification. This is no mean achievement and it is a clear testimony that the Fund is committed to offer Quality Service to Kenyans.

Social Security has a direct impact on our economy as it provides a psychological safety net that creates social belonging and cohesion. In addition the Fund is expected to make a significant indirect contribution to national economical development through funding infrastructure and

“Social Security has a direct impact on our economy as it provides a psychological safety net that creates social belonging and cohesion.”

development in the country.

To witness The National Social Security Fund set the pace through the attainment of the certification is truly inspiring. This certification along with the earlier ISO: 9001: 2008 has placed NSSF among the customer-centric organizations which emphasizes on provision of quality services.

This demonstrates a commitment to best practice that it is truly commendable.

Congratulations!

“This is no mean achievement and it is a clear testimony that the Fund is committed to offer Quality Service to Kenyans.”

Message from Principal Secretary



SUSAN MOCHACHE
PRINCIPAL SECRETARY
SOCIAL SECURITY AND SERVICES

The National Social Security Fund (NSSF) was established in 1965 by an act of Parliament (cap 258 of the laws of Kenya). The aim was to administer a provident Fund as a National Social scheme for all workers in Kenya.

The Fund was intended to serve as the first pillar of social security for Kenyan workers. Therefore, the implementation of ISO 9001:2015 is aimed at achieving cost effectiveness through increased efficiency in service provision. This achievement demonstrates that NSSF is on course to achieving its mandate through continual improvement

“The Fund was intended to serve as the first pillar of social security for Kenyan workers.”

Further, NSSF having been certified as the first organization in Kenya to attain ISO 9001:2015 is a true indication that The Fund is making a complete break from the past to be pension savings of choice to all Kenyans. As the Principal Secretary for Social Services and Security, I wish to congratulate NSSF on this great achievement, towards becoming “The trusted centre of excellence in the provision of Social Security.”

Message from NSSF Trustee Chairman, Finance & Investments Committee of Board



ENG. ERASTUS MWONGERA
TRUSTEE CHAIRMAN, FINANCE,
INVESTMENTS AND SOCIAL SECURITY
COMMITTEE OF THE BOARD OF TRUSTEES

The ability of a pension or provident scheme to honour its legal obligations of paying promised benefits to its members depends on the investment performance of the Fund as well as internal operational excellence.

The mandate of NSSF is “To provide Social Security for members through enhanced coverage, efficient registrations and collections, prudent fund management, competitive benefits and exemplary governance. The Fund has set out to achieve this through the implementation of ISO 9001:2015 by embracing international best practices for efficiency in service delivery and customer-centric approach through provision of quality services and continual improvement in its operations.

In April 2015 The Fund embarked on a transition journey to attain the coveted ISO 9001:2015 certification making the National Social Security Fund-NSSF the

first organization in the region to attain this latest revised version of the standard which was published on 23rd September 2015

Being the first organization in the Region to attain ISO 9001:2015 Certification is an important landmark in the history of NSSF and a testimony that The Fund is making steps towards a complete break with the past and truly exemplifying our “Vision; to be a trusted centre of excellence in the provision of Social Security”.

The Board of Trustees is well aware of the pressure to become results-oriented, improve efficiencies and effectively execute our mission and will continue to provide the necessary support to the NSSF management to ensure continual improvement in service delivery, process re-engineering, customer focus, relationship management, leadership and engagement of its stakeholders .

“The Board of Trustees is well aware of the pressure to become results-oriented, improve efficiencies and effectively execute our mission.”



Message from the CEO

The National Social Security Fund (NSSF) has become the first organization in Kenya to achieve ISO 9001:2015 Quality Management System Certification issued by Kenya Bureau of Standards (KEBS).

The certification focuses on performance and is based on quality management principle including strong customer focus, motivation and commitment of top leadership, the process approach, and continual improvement and review.

NSSF is also extremely honoured to be the first organization in the region to attain the ISO 9001:2015 certification. Being ISO certified means our customers can have confidence that NSSF is committed to quality and outstanding customer service.

NSSF has put in place a quality management system that ensures it is adequately prepared to serve Kenyans in our new role as prescribed by the NSSF Act No. 45 of 2013.

The Fund has invested in the automation of its services which not only helps in offering services but also gives greater access to information by customers, higher performance and improved decision making.

“The Fund intends to expand the product range of benefits it offers through adoption of e-services that will increase use of mobile technologies in paying contributions and settling of benefits. Technology will result in higher performance in service delivery and will also widen coverage reaching the youth in Kenya. In order to expand reach, NSSF has partnered with other social partners such as NHIF in data sharing to ensure that all workers are covered.

NSSF is also ensuring ease of doing business with our customers by offering her



DR. ANTHONY OMERIKWA
AG. CEO/MANAGING TRUSTEE

services at every Huduma centre. This has eased accessibility of NSSF services by many Kenyans.

“NSSF is in the process of putting in place an online registration, e-services platform in collaboration with e-huduma, a mobile platform where members can be able to access their statements online.

Other recent developments have been embarked on to improve efficiency and qualify a contributions management process, which can facilitate the payment of contributions and benefits such as use of electronic transfer of funds (EFT).

I wish to reiterate here that the certification is not an end in itself, but it is the beginning of yet another process of continual improvement and sustained conformity to Quality Management.

Message from Management Representative



MILLICENT AWITI
MANAGER STRATEGY & CHANGE/
MANAGEMENT REPRESENTATIVE

The ISO 9001:2015 certification marks a very important milestone in the Fund's commitment to become the trusted centre of excellence in the provision of Social Security. The journey that began in April 2015 which was clustered in five phases was motivated by the Fund's desire to offer high

quality customer experience to Kenyans.

This certification is as a result of the Fund's establishment of effective documentation, implementation and maintenance of high levels of quality management. Indeed, we are humbled to be part of other global organizations that embrace best practices for business efficiency and customer satisfaction through the provision of quality service.

The Fund underwent one internal quality audit and two quality external audits conducted by the certifying body Kenya Bureau of Standards (Kebs) to confirm its readiness for the international mark of quality. On 30th November 2015, The Fund's efforts paid off by being the first organization in the region to be ISO 9001:2015 certified


I take this opportunity to convey my sincere appreciation to all our stakeholders and more so the NSSF Staff for their valiant contribution and commitment which has enabled the Fund attain this milestone.

e-Service

NSSF Services now at the touch of the button!


To access NSSF e-Services visit the NSSF website at www.nssf.or.ke and follow the link at the e-Service by following the instructions therein and enjoy the convenience of:

- i) Personal NSSF statement of contributions/savings
- ii) Member pre-registration
- iii) Employer pre-registration
- iv) Generation of NSSF returns in the correct format
- v) Submission of the returns
- vi) Generation of payment orders



Kenya Bureau of Standards
Standards for Quality Life

Congratulates



On Attainment of
ISO 9001:2015 Quality Management System

The Kenya Bureau of Standards (KEBS) management and staff wish to congratulate National Social Security Fund for being the first organization in Kenya to certify to the new ISO 9001:2015 Quality Management System Certification.

As we laud NSSF for this achievement, we must also remind Kenyans that this award demonstrates our commitment as KEBS to supporting organizations that champion standards.

Certification to ISO 9001:2015 Quality Management System allows an organization to demonstrate its commitment to best practice, efficiency and sustainability. By choosing to be certified by KEBS, does not only show NSSF's commitment to best practice, but also shows that excellence matters to the organization. In addition, certification to ISO 9001:2015, also confirms that NSSF has identified risks associated with provision of social security and investment services and has put in place adequate measures to address this risk.

The new edition of ISO 9001:2015 was published on 15th September 2015. This fifth edition of the standard replaces the fourth edition (ISO 9001:2008), which has been revised. Organizations certified to ISO 9001:2008 must transit to ISO 9001:2015 within the three year transition period granted by the International Accreditation Forum (IAF) i.e. before 15th September 2018. KEBS has the capacity to carry out transition training and certification to the new standard and organizations needing these services are urged to contact KEBS.

Once again we congratulate NSSF for being one of the first organization in the region to certify to this new standard and urge both the public and private entities to embrace standardization in their systems and processes as standards are a key component in any economy thereby providing lasting solutions for sustainable development.

KEBS - Standards for Quality Life | www.facebook.com/kebs.org | [Kebs_ke](https://www.instagram.com/kebs_ke)



Congratulates



on their 50th Anniversary and ISO Certification
(ISO 9001:2015)

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From Better to Best (B2B), NSSF attains new ISO 2015, the first in the region!

BY PETER KIRAGU

The traditional thinking that our children will take care of us in our old age is changing. With the number of children per family reducing day by day to even one child per family, it is no longer guaranteed that your children will be there for you in the future. And with a society that is always consuming and never saving, there is need for some law to secure the future of retirees to avoid a situation where the government could be forced to take care of them. The new National Social Security Fund (NSSF) Act No. 45 of 2013 was thus introduced to among others to encourage saving for the future even for the self employed.

Armed with this new Act, NSSF is undergoing a major transformation process aimed at propelling it to become the most trusted centre of excellence in provision of social security services. The NSSF is now rebranded and more vibrant with the new brand epitomizing the fund's vision of where it now goes by the slogan being growing for good.

"That's our intention from what we do day to day," explains Dr. Anthony Omerikwa, the NSSF Acting Managing Trustee/Chief Executive Officer.

Another major milestone is automation which has seen the fund move from the legacy system to a new ICT platform deployed at the core business of pension management as well as the Enterprise

Resource Planning. The implementation of this is still in progress but the uptake has been very commendable so far.

The third milestone is that for the effective operation of the institution, the fund has adopted and is using the balanced scorecard framework that segregates operations from an evaluation perspective to include financial component, and the customer now at the core of its operations as well as the internal environment of the Fund.

The fund is also operating under a new strategic plan 2014 – 2019 which is based on an evaluation of the customers' needs and the country's constitution specifically the Bill of Rights which accords every Kenyan the right to social security. The new strategic plan was also formulated after a SWOT analysis of where the fund was coming from which has been operationalised by coming up with the new NSSF Act No. 45 of 2013.

"Indeed this was one of the key milestones because it absorbed every need, intent and the greater vision of social security as a global concept," explains Dr. Omerikwa.

As the fund strived to meet its obligation in customer-centric approach it has now been ISO 9001-2015 Certified in 2015 becoming the first institution within the region to be certified with this standards.

"Not only are we certified but we are living the mantra of the new standards," he adds. "We take quality very seriously...



The Acting National Social Security Fund- (NSSF) CEO/Managing Trustee Dr. Anthony Omerikwa and The Kenya Bureau of Standards- (KEBS) signing the ISO 9001:2015 certifications documents at the NSSF Hqs in Nairobi.

in fact in our current core values which are integrity, innovation, customer focus, team work and accountability; we realized that the customer is at the vocal part of it."

Five thematic areas

Out of these core values and in order to operationalize the strategic plan, the fund came up with five thematic areas to enable



NATIONAL SOCIAL SECURITY FUND VOLUNTARY CONTRIBUTIONS AND MEMBERSHIP



Self-employed persons who are not under any contract of service with an employer are eligible to register as voluntary contributors by visiting the nearest NSSF office for Registration as voluntary members.

A member is required to make an initial contribution of at least Kes 200.00 which forms part of the first contribution. Thereafter the member will continue to make contributions with an annual minimum of kes 4800.00 as provided for in the NSSF Act No 45 of 2013.





it tackle its mission in the most formidable way. For one, the fund is now focused on growth and actual retention considering the Act opens up a component of contributors in Tier 2 for an opt-out. The intention of the fund is to retain and bring value to the customers as well as growth by diversifying the benefits and making the returns attractive.

The NSSF has indeed come a long way and has been battling hard legacy battles and always making appearance in the media for all the wrong reasons and to do with things that happened 20 years ago or more. Towards addressing some of these challenges, the fund has come up with a second thematic area of cost optimization which has also been embedded in the new Act with the law capping the administration costs of the Fund presently at 2 percent. The Act has thus given the fund a five-year period for it to reduce the administration costs to a minimum of 1.5 percent.

The third thematic area is people and culture which places people at the core of the organization. The fourth area is innovation with the Fund striving in its daily operations to listen to the needs of its internal and external customers, diversifying the products to meet the emerging needs of customers while benchmarking on global trends.

The last thematic area focuses on demystifying the bad misconceptions about the NSSF. "We need to and have moved away from that," says the acting Managing Trustee. With the new Act being very strong on governance issues, the fund is now

keener on issues of risks and control than ever before. The tone has been set at the top with the structure of the board being prescribed in the Act premised on very stringent governance approach. In addition, the qualifications of the trustees and the oversight roles have also been heightened.

"NSSF as a trust has one of the highest controls. Not only are they present, they have been prescribed in the Act," Dr. Omerikwa expounds. "As we continue to automate, we are also increasing our controls within the institution to ensure objectivity and optimization of income."

Towards this end, the fund has ceded the role of investment to fund managers with five fund managers recruited through a competitive process. In addition to being among the best seven in the market, the fund managers are also closely monitored by the fund's financial advisor.

"From where I stand, we have made a lot of traction from a past that was misconceived to a future where we shall be a trusted centre of excellence in provision of social security. As a mission of the NSSF, we actually want to be trusted," the acting Managing Trustee shares.

With all these undertakings, NSSF is confident it has done the mechanical part and is now working towards the affection part.

The journey towards ISO certification

Getting the much coveted ISO certification has never been an easy task for any organization. The process of getting

"NSSF as a trust has one of the highest controls. Not only are they present, they have been prescribed in the Act,"

certified is usually very thorough with the certifying body, in this case the Kenya Bureau of Standards (Kebs), looking at key areas including leadership, customer focus and evidence of continuous improvement. The customer focus has been expanded under the new standards to include other stakeholders.

"Ours is to earn more trust and we want more people to come voluntarily," Dr. Omerikwa says.

For NSSF, the desire to live by its vision of being a trusted centre of excellence in provision of social security saw it register for certification with the knowledge that quality elicits trust. Secondly, the fund has a committed staff which resounds with the core values where the fund is focusing on the customer, upholding integrity and proper leadership within the organization. All these are prescribed in the new standard.

"Actually our experience on the preceding standards show that adherence to the implementation of the Quality

Management Standards actually aids in actualization of our goals," explains the MT. "The previous standard focused on the customer and we went with it and it yielded fruits but we wanted to take it to the next level."

The difference between the two standards is that the new one identifies the key stakeholders and as a run-up towards the Act, NSSF realized that its stakeholders go beyond the customers. Secondly and in addition to staff, the management had a lot of goodwill from the trustees who encouraged the team and kept them going. The Central government was also on the back pushing the fund towards achieving a certain level of service delivery which would only be achieved through the new ISO standard.

So what is in it for the customers? The new certification has come with a number of changes which Dr. Omerikwa says resounds with the fund's core values. These includes a heightened level of customer focus, innovation, strong emphasis on leadership and governance and introduction of processes that make doing business easier. "In the run-up to this certification, we actually did away with some redundant processes and procedures to make it easier for you to come on board or to claim your benefits and to make it easier for you to get more information," he says. "So the customer will be delighted."

CONTINUED ON PAGE 6

Britam
With you every step of the way



CONGRATULATIONS ON YOUR MILESTONES

Britam congratulates NSSF on its 50th Anniversary and for being the first organization to be ISO 9001:2015 certified in East & Central Africa. We wish to appreciate the successful partnership between Britam and NSSF.



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We are proud to be associated with the National Social Security Fund (NSSF) in celebrating its 50th Anniversary and congratulate them for being certified under ISO 9001:2015.

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NSSF to recruit more members especially in the Small and Medium Enterprises

CONTINUED FROM PAGE 5

Towards a better future

For the past few years, the fund has done a lot in terms of putting its systems and controls in shape and is now out to highlight the good parts to overshadow the not so good past which keep being highlighted.

“We want to go into a strength-based projection as opposed to a perpetual highlighting of weaknesses that existed in the past,” Dr. Omerikwa adds.

As some of the good things that are happening at the fund, this year, NSSF paid out benefits to 36,000 claimants worth nearly Ksh2 billion with only a paltry of complaints. The time taken to pay benefit claims has also been reduced significantly compared to previous years.

Going forward, the fund intends to recruit more members especially in the Small and Medium Enterprises and will soon announce a product specifically targeted at this group.

Your funds are safe, NSSF declares

Your future savings are safe, you can rest assured, the NSSF has assured its members. First, the

Fund is fully compliant with Retirement Benefits Authority (RBA) requirements. The Fund is also audited by the guarantor of these finances, the office of the Auditor General. The fund managers are also among the best in the market meaning the funds are in safe hands and invested professionally.

Sound investment decisions

In addition, under the balanced score framework, there are two components which guides the Fund. These are increased return on investments by wise investment decisions and recruitment of more members who are then convinced to save under the voluntary contributions package and another category under the top-up category which above what is required under the law as the mandatory contribution category.

The investment options for the Fund are defined by the RBA with the NSSF only having the leeway to determine the percentages as required by the law. Some of the investments include bonds, security, shares and real estate investment. “In the foreseeable future, I see us

diversifying our investments... we might even go into private equity if the market opens up... our fund managers are on top of things.” Said Dr. Omerikwa.

No time to relax

But even with these latest achievements, NSSF has vowed not to take the back seat in any way. “We would have stayed there under the old certification but we chose to go for ISO 9001-2015 certification because we chose not to mark time,” the MT points out. NSSF also prides in being one of the few organizations that are being certified by KEBS consistently.

“We can’t allow ourselves to relax because we want to retain that trust going forward,” Dr. Omerikwa concludes.



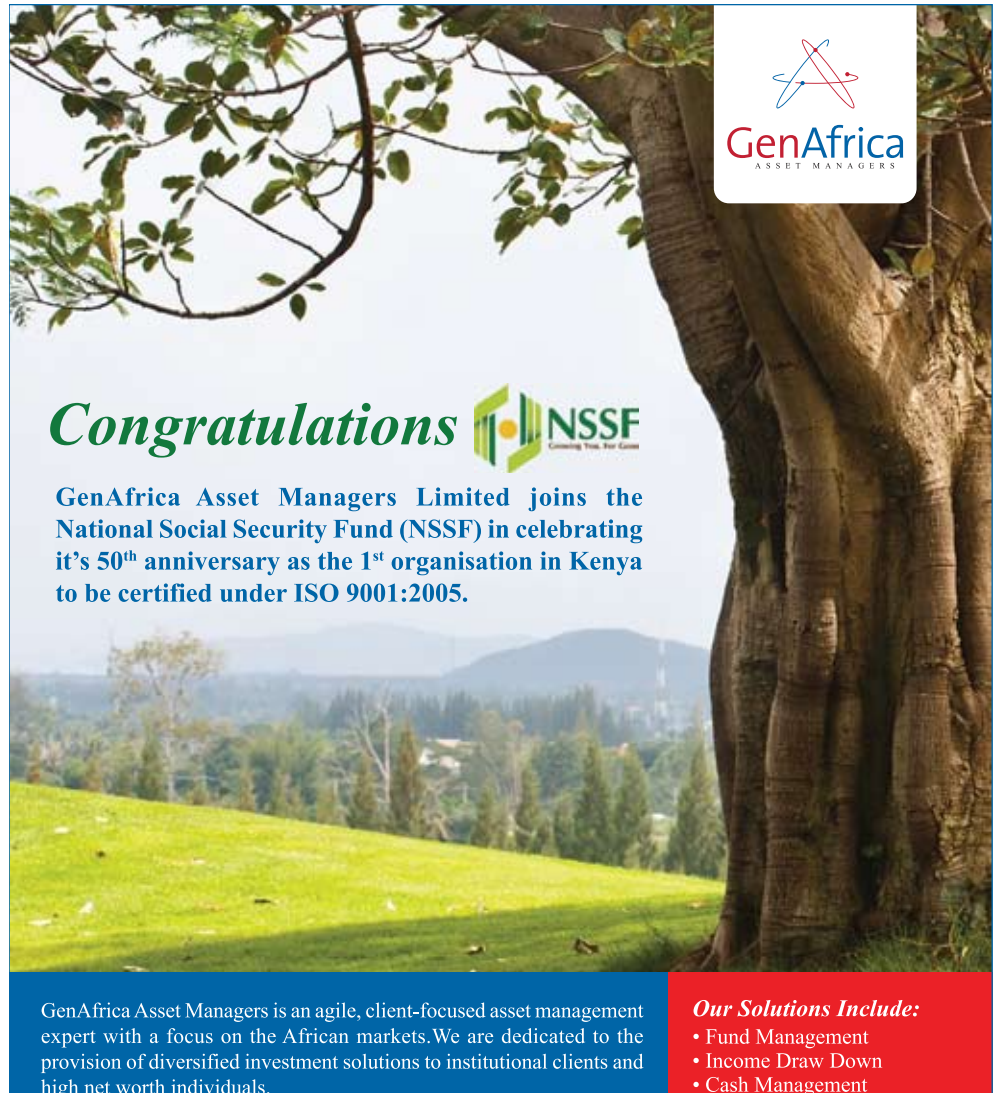
NSSF QMS Secretariat Team: Standing from left: Alex Ndaka, Samson Opiyo and Martin Mwanzi. Seated: Benadine Kipyego (left) and Millicent Awiti (right)



CONGRATULATIONS ON YOUR **50th** Anniversary

The UAP Old Mutual Group celebrates Kenya’s first ISO 9001:2015 certified organization.

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GenAfrica Asset Managers Limited joins the National Social Security Fund (NSSF) in celebrating its 50th anniversary as the 1st organisation in Kenya to be certified under ISO 9001:2005.

GenAfrica Asset Managers is an agile, client-focused asset management expert with a focus on the African markets. We are dedicated to the provision of diversified investment solutions to institutional clients and high net worth individuals.

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- Income Draw Down
- Cash Management
- Institutional Training
- Property Investment Advisory



NSSF investments shoots to Ksh166 billion in 2015 and still growing

BY PETER KIRAGU

The value of Net Assets of the National Social Security Fund has risen by more than Ksh.67 billion in the last five years to stand at Ksh166.2 billion as at June 30, 2015.

Data from the giant public pension administrator shows that the value of Net Assets grew by Ksh.13.2 billion last year from Ksh153 billion in 2014 to Ksh166.2 billion in 2015. Indeed, the last five years have seen a steady growth in the amount of Net Assets with the same growing from Ksh98.6 billion in 2011 to Ksh110.5 billion in 2012 and to Ksh134.9 billion in the following year and then rising to

stood at Ksh37 billion.

At the NSE, the NSSF holds considerable stakes in 31 (thirty one) companies including big banks and companies like the National Bank

of Kenya where it has 48.05 percent shareholding, East African Portland Cement with a 27 percent interest, Bamburi Cement at 15.68 percent, Housing Finance at 12.41 percent

and Kenya Commercial Bank at 6.33 percent.

In the real estate segment, the NSSF prides itself as owning some of the

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“Data from the giant public pension administrator shows that the value of investments grew by Ksh13.2 billion last year from Ksh153 billion in 2014 to Ksh166.2 billion in 2015.”

Ksh153 billion in 2014. The steady growth is on account of a well diversified portfolio and prudent investments over the years.

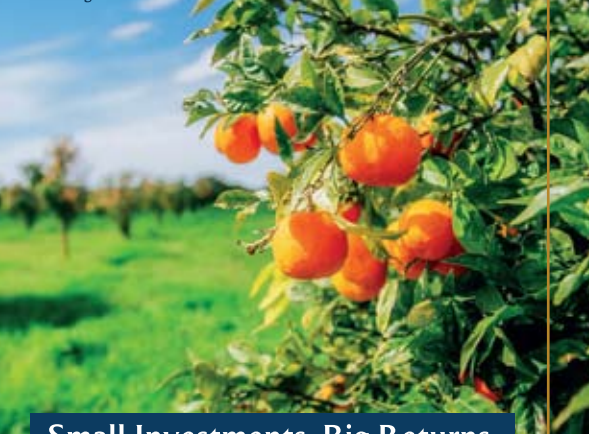
The NSSF mainly invests in equities, fixed income securities and real estate as per guidelines issued by the Retirements Benefits Authority and its Investment Policy Statement. As at June last year, the value invested in the fixed income segment including Treasury Bonds, Corporate Bonds, Call and Fixed Deposits stood at Ksh67 billion while that invested in shares at the Nairobi Securities Exchange stood at Ksh53 billion. The amount invested in real estate, both developed and undeveloped

Congratulations

50

We congratulate the National Social Security Fund on their 50th anniversary and for attaining the ISO 9001 : 2015 certification. We are proud to be your partners.

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landmark properties in Nairobi and Mombasa including Social Security House, Nairobi, View Park Towers, Hazina Towers, Bruce House and Social Security House, Mombasa as well as the expansive residential Nyayo Estate in Embakasi which was once fitted as the cleanest estates in East and Central Africa.

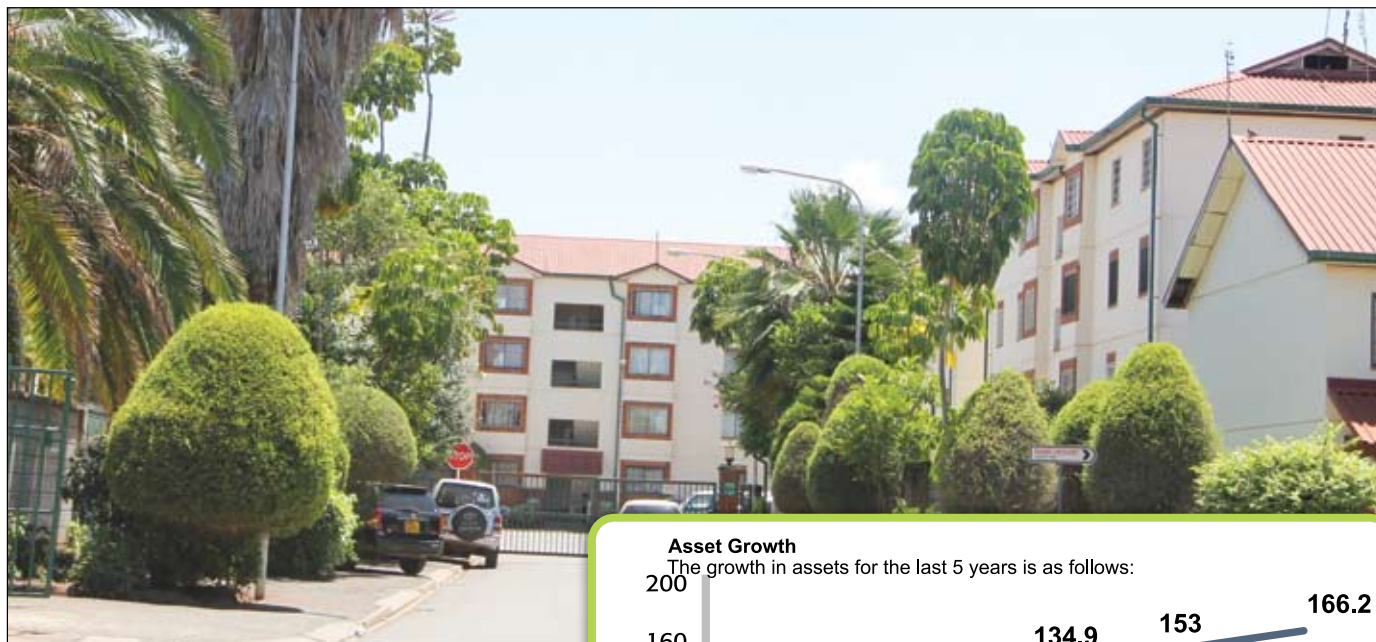
According to the acting General Manager for Finance and Investments Moses Cheseto, investments are managed by a team of professional Fund Managers and assets are kept safely by reputable custodians. The Fund has also contracted the services of a professional Investment Consultant whose mandate is to provide advice and offer an independent opinion on investments.

“Our investments are carried out with prudence, taking into account the need to generate the best returns to our members,” explains Mr. Cheseto.

The effect has been enhanced governance, professional management by experts in the field hence better returns on members’ funds, minimized risk of loss of funds (safe keeping by custodians) and better investment planning and overall management of investments of the Fund.

Going forward, NSSF is in the process of reviewing the property strategy that will focus on redefining investments in the asset class, enhance governance to mitigate losses arising thereof, and maximise returns. The Fund will also be looking at emerging opportunities in the National and County Governments as well as impact positively to the general public.

“We are looking at investments that will



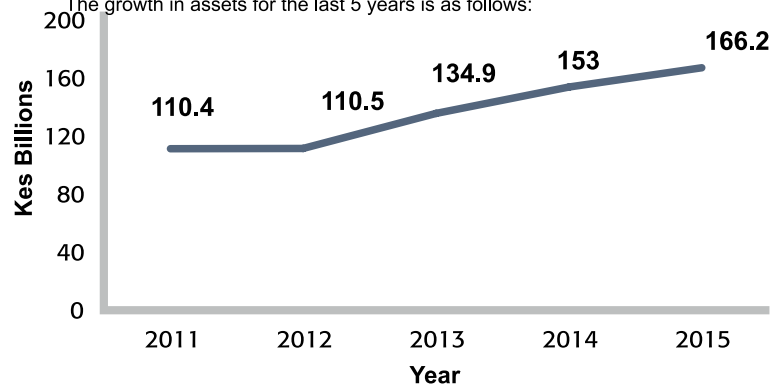
NSSF’s Nyayo Estate in Embakasi, Nairobi

touch the lives of our members and still bring good returns,” Mr. Cheseto expounds. “Members will thus be able to feel the presence of the NSSF more.”

The Fund is also exploring new asset classes such as Private Equity and Venture Capital for purposes of investment and contributing positively towards Vision 2030 and enhancing members’ returns.

Asset Growth

The growth in assets for the last 5 years is as follows:



Mater Misericordiae Hospital congratulates NSSF on its 50th Anniversary and for being the first organization to be ISO 9001: 2015 certified in East and Central Africa. We are proud to be associated with you

Mater Misericordiae Hospital, under the Sisters of Mercy, offers a wide range of outpatient and inpatient services, and is committed to be a leading healthcare provider in East and Central Africa and benchmark itself against the highest attainable world standards seeking continuous improvement.

The spirit of the founding sisters lives on in the hospital through our Core Purpose and Mercy Values:

Core Purpose

We touch the lives of our clients through quality, timely, affordable and holistic health care.

Core Values

- Christ-Centered:** We manifest the spirit of Christ in all our endeavors
- Compassion:** We empathise with, demonstrate utmost care for and express God’s love as we meet our clients at their point of need
- Integrity:** We adhere to ethical and moral principals at all times
- Respect:** We value the innate dignity of each human person
- Excellence:** We perform to the best of our ability to achieve the highest attainable standard

Medical Centres

- Buruburu:** 1st Floor, Fairlane Building, Buruburu Shopping Centre, above Uchumi Supermarket: Tel: 0719-888444, 020-88833163/4, 020-6903700
- Westlands:** 1st Floor, Westlands Square, above Uchumi Supermarket: Tel: 0714-660862, 0734-78800
- Kasarani:** 2nd Floor, Thika Road Mall at the junction of Kamiti/Thika roads: Tel: 0726-433179, 0731-000994
- Embakasi:** 2nd Floor, Taj Mall: Tel: 0734-300333, 0732-163500, 020-6903500
- Development House:** 1st Floor, Development House: Tel: 0719-333222, 020-2218224, 020-6903600
- Thika:** above Tusky’s Supermarket: Tel: 0712-229988, 020-6903400

The Mater Heart Run

The Mater Heart Run is an annual charity event held to raise funds to cater for children with heart ailments from economically disadvantaged backgrounds. The run attracts support from numerous schools across the county, corporates and individual participants.

The funds go towards the cost of heart surgeries and treatment for the children as well as conducting free cardiac medical camps held across the country to screen for heart ailments and create awareness about heart diseases.

This year the Run will be held on **Saturday 21st May 2016** simultaneously in Nairobi, Mombasa, Machakos, Kisumu, Mumias and Nyeri.



A baby undergoes a cardiac screening during a free medical camp



Hundreds of pupils and parents listen keenly during a cardiac health talk during one of the free cardiac camps

Thousands of participants turn up at The Mater Heart Run each year to support a worthy cause.



Contact Details
Location: South B, Along Dunga Road, Nairobi
Tel: 020-6903000 / 0732-163000 / 0719-073000
P.O Box 30325-00100 Nairobi
Email: inform@materkenya.com
Website: www.materkenya.com
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Congratulations



on your **50th Anniversary**
and Achievement of ISO 2009:2015

We are proud
to be associated with you.



All about the ISO 9001:2015 and why organisations should upgrade

The National Social Security Fund is the first organisation in Kenya to be awarded the ISO 9001:2015.

According to the awarding institution, the Kenya Bureau of Standards, the current version of *ISO 9001* was released on September 23, 2015, the reason why is referred to it as ISO 9001:2015

ISO 9001 is the international standard that specifies requirements for a quality management system (QMS). Organizations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

The ISO 9001 was first published in 1987 by the International Organization for Standardization (ISO), an international agency composed of the national standards bodies of more than 160 countries. Kenya is a member of ISO represented by KEBS in the technical committees.

Since it was first published in 1987, ISO 9001 has proved to be the most popular ISO standard, with nearly 1.2 million organizations already certified to this standard worldwide

For the ISO 9001:2015 certification, companies have a period of three years to migrate.

Who should use the ISO 9001:2015 revision?

According to KEBS, the ISO 9001:2015 applies to any organization, regardless of size or industry. More than one million organizations from more than 160 countries have applied the ISO 9001 standard requirements to their quality management systems.

Organizations of all types and sizes find that using the ISO 9001 standard helps them to organize processes, improve the efficiency of processes and to continually improve.

“All organizations that use ISO 9001 are encouraged to transition to ISO 9001:2015 as soon as possible,” KEBS says. This includes not only organizations that are certified to ISO 9001:2008, but also any organizations to achieve certification.

Some of the main changes being introduced include the following:

• Structure

The High Level Structure (HLS) of clauses is intended to provide a coherent presentation of requirements. This is intended to enhance alignment among ISO’s management system standards, and to facilitate their implementation for organizations that need to meet the requirements of two or more such standards simultaneously.

• Context of the organization

Consider the combination of internal and external factors and conditions that can have an effect on an organization’s approach to its products, services and investments and interested parties Issues. Examples include suppliers, customers or competitors.

• Risk-based thinking

The concept of risk-based thinking has been implicit in previous editions of this International Standard. This International Standard specifies requirements for the organization to understand its context and determine risks as a basis for planning. This represents the application of risk-based thinking to planning and implementing quality management system processes and will assist in determining the extent of documented information.

• Applicability

ISO 9001:2015 does not refer to “exclusions” in relation to the applicability of its requirements to the organization’s quality management system. However, an organization can review the applicability of requirements due to the size or complexity of the organization, the management model it adopts, the range of the organization’s activities and

the nature of the risks and opportunities it encounters.

• Documented information

Where ISO 9001:2008 used specific terminology such as “document” or “documented procedures”, “quality manual” or “quality plan”, this edition of this International Standard defines requirements to “maintain documented information”.

• Organizational Knowledge

ISO 9001:2015 addresses the need to determine and manage the knowledge maintained by the organization, to ensure that it can achieve conformity of products and services.

• Control of externally provided products and services

All forms of externally provided products and services must be controlled whether through purchasing from a supplier; an arrangement with an associate company; outsourcing processes to an external provider.

• Communication

There is an explicit and more detailed requirement for both internal and external communication

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Interested applicants should address their applications to:

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or email: info@nssfkenya.co.ke

For viewing contact Mr. D. Kiilu on Tel. 0737408485 or personally visit our property Management office on 10th floor Social security House Block A for arrangements.



Ag General Manager Social Security Pius Metto taking a customer through the NSSF guide book at the Trans Nzoia Investment Conference and Exhibition at Kitale Club.



NSSF Choir, Acting CEO Dr Omerikwa accompanied by Mr Metto and other staff celebrating the win at ASK Nairobi 2015



NSSF employees participate in a blood donation exercise in Nairobi.



President Uhuru Kenyatta presents an award to the Managing Trustee at the ASK 2015 show.



The NSSF Karate team shines at the National Karate Association championships in Mombasa. In the pictures; the team presents trophies to NSSF Ag. CEO Dr. Anthony Omerikwa.



The NSSF team at the First Lady's Marathon, an initiative which aims to decrease maternal and child mortality.

The Mombasa Team at the Mater Heart Run - Mombasa Stadium - Saturday 23rd May 2015



NSSF senior staff receive the ISO certificate