Water Sector Trust Fund

Financing the Water Sector

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SITUATION REPORT (SITREP) # 330

6TH – 10TH SEPTEMBER 2021

WATERFUND ISO 9001:2015 RECERTIFIED BY THE KENYA BUREAU OF STANDARDS (KEBS)

Water Sector Trust Fund (WaterFund) was certified under ISO 9001:2015 Quality Management System (QMS) in June 2018 by the certification body which is the Kenya Bureau of Standards (KEBS). Thereafter WaterFund underwent surveillance audit by the certification body which affirmed the WaterFund's compliance to the requirements of the ISO standard which greatly improved its service delivery processes consequently exceeding stakeholders' expectations.

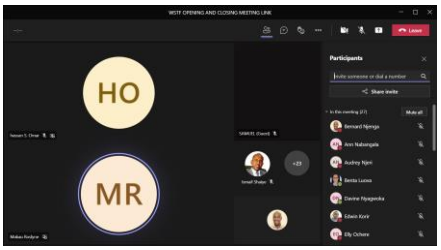
WaterFund was due for recertification in September 2021, and in preparation for the external audit the WaterFund undertook preparatory activities which included appointment and training of internal ISO auditors. Further to this, WaterFund undertook a refresher training for ISO champions to review the documented service delivery processes through the Q-Pulse management system which led to successful undertaking of the internal ISO audits through the Q-Pulse system.

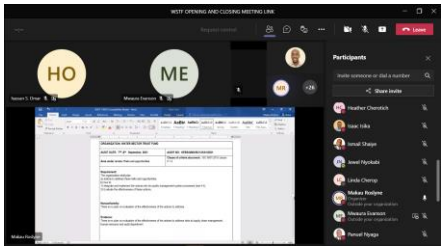
As scheduled, WaterFund successfully underwent external recertification audit on 8th and 9th September, 2021. The audit which was led by KEBS representatives made some observations and only minor nonconformances were raised and as a result WaterFund was recommended for recertification under ISO 9001:2015 standard.



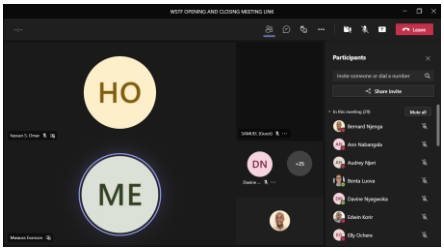
Left: Mr. Ismail Shaiye, CEO WaterFund, leads the management team before the onset of the ISO recertification audit by KEBS

Right: One of the KEBS representatives explains to WaterFund staff on the Audit guidelines to follow





(Both Pictures)
WaterFund staff keenly follow during the opening and closing meeting that was held virtually



BLAST FROM THE PAST: FEATURED IN SITREP #160 – WATERFUND TRAINS STAFF AHEAD OF THE ISO RECERTIFICATION AUDIT

The WaterFund's Situation Report No. 160 (SITREP #160) covered the period **7th to 11th May 2018.** Among the highlights was that, as part of the ISO 9001:2015 certification road map, the WaterFund's internal Quality Management System (QMS) auditors were trained. This is to enable them to undertake required unit audits before certification.



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https://waterfund.go.ke/sitreps