CERTIFICATION STRENGTHENS NIC GENERAL

The ISO 9001:2015 certification strengthens NIC General Insurance's governance and operational excellence, aligning with the board's vision for accountability and quality. Ketrah A. Tukuratiire, the Board chairperson of NIC General Insurance, in an interview with **Aloysius Kasoma,** says the certification boosts stakeholder confidence, including shareholders, regulators, and customers, by demonstrating commitment to quality and reliability.

Q What strategic significance does the ISO 9001:2015 certification hold for the board and overall governance of NIC General Insurance?

A The ISO 9001:2015 certification serves as a formal recognition of NIC General's commitment to quality and consistent service delivery. Strategically, it ensures that the company has standardised processes across underwriting, claims and customer service, which strengthens internal controls and supports informed decision-making at the board level.

It provides a clear framework for monitoring performance and ensuring that governance is applied effectively across the organisation.

How does this achievement align with the board's long-term vision for strengthening corporate governance, accountability and operational excellence within the company?

This certification aligns with the board's vision by creating a measurable system for tracking and improving operational performance. It helps embed accountability in every department, from claims processing to client interactions, ensuring that policies and procedures are followed consistently. The structured approach introduced by ISO supports operational excellence, reduces errors, and drives continuous improvement.

From a leadership perspective, what role did the board play in guiding management towards attaining this international quality management certification?



Board chairperson, Ketrah Tukuratiire

The board provided oversight and strategic guidance, ensuring that management allocated the necessary resources and prioritised process improvements. By setting clear expectations and monitoring progress, the board encouraged departments to adopt standardised practices, streamline workflows and maintain focus on meeting the rigorous requirements of ISO 9001:2015.

How will the ISO certification enhance stakeholder confidence, including shareholders, regulators and customers in the company's systems and processes?

For stakeholders, ISO certification is a visible assurance of NIC General's commitment to quality and reliability. Shareholders gain confidence in the company's operational efficiency; regulators see adherence to global best practices and customers are assured that claims and services are handled consistently and transparently. Overall, it strengthens trust in the company's ability to deliver on its promises.

What opportunities does this certification create for NIC General Insurance in terms of regional expansion, partnerships and competitiveness in the insurance sector?

ISO certification provides NIC General with a recognised standard of operational quality that can facilitate strategic partnerships, attract corporate clients and support regional business opportunities.

It positions the company as a professional and reliable insurer, enhancing its reputation and competitiveness in a market where service quality and process reliability are key differentiators.

Going forward, how will the board ensure that the company maintains these global standards and continues to drive innovation and sustainable growth?

The board will ensure ongoing compliance by monitoring management's implementation of ISO-aligned processes and reviewing performance regularly. By supporting continuous improvement initiatives and encouraging innovation within operations, NIC General can maintain high standards, enhance efficiency and drive growth while delivering superior value to their customers.

IMPLICATION

NIC will enjoy a range of benefitis ranging: a measurable system for tracking operational performance, as the certification aligns with the board's vision.

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