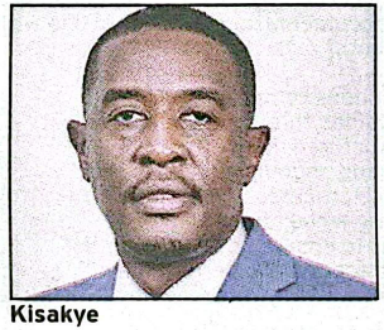
NIC GENERAL EMBARKS ON QUALITY JOURNEY

ALOYSIOUS KASOMA reached out to The Insurance Training College, Insurance Brokers Association of Uganda and Uganda Insurers Association regarding the new direction NIC has undertaken with ISO 9001:2015 certification



Sseremba



Kisakye



Muhame

SAUL SSEREMBA, PRINCIPAL AND CEO OF THE INSURANCE TRAINING COLLEGE (ITC)
The development comes as insurers increasingly pursue international certifications such as ISO 9001:2015 to improve governance, service delivery and customer confidence.

NIC General Insurance's ISO 9001:2015 certification reflects the company's commitment to operational excellence and quality service delivery. As Uganda's leading insurance training institution, ITC has played a role in strengthening the professional foundation of the industry workforce, including staff from NIC General Insurance.

Through programmes built around professionalism, excellence and integrity, ITC equips insurance practitioners with skills in customer service, ethical conduct and operational management – principles that underpin ISO standards. The college also offers specialised training in claims management, underwriting and risk management to help professionals improve workplace processes and service quality.

While NIC General's certification was driven by its own internal quality management systems, ITC's training programmes have helped build the competencies that support such achievements.

UGANDA INSURERS ASSOCIATION BOSS JONAN KISAKYE
The Uganda Insurers Association warmly congratulates NIC General Insurance upon the achievement of ISO 9001:2025 certification.

ISO CERTIFICATION SETS A NEW BENCHMARK FOR NIC GENERAL

This remarkable milestone reflects the ongoing transformation within Uganda's insurance industry and signals a strong commitment to enhanced governance, improved operational efficiency and a customer-first approach grounded in internationally-recognised quality management standards.

This certification demonstrates that Ugandan insurers are steadily aligning with global best practice to strengthen underwriting discipline, streamline claims management and reinforce risk assessment frameworks. For operators and underwriters, ISO certification supports sustainable growth by improving internal controls reducing operational risk and strengthening credibility with clients and key stakeholders. It affirms a culture of consistency, accountability and performance excellence across the value chain.

At an industry level, this achievement aligns closely with the strategic direction of UIA, which continues to guide member companies toward higher quality standards, innovation and stronger customer trust.

Through leadership collaboration and capacity building, the association remains committed to supporting insurers as they modernise operations adopt global benchmarks and position the sector for long term growth.

INSURANCE BROKERS ASSOCIATION OF UGANDA (IBAU) BOSS PAUL MUHAME
On behalf of IBAU, we congratulate NIC General Insurance on attaining this ISO 9001:2015 certification. This means a lot to the insurance broker fraternity and the entire insurance industry because through the ISO certification, we expect timely service delivery to our clients through clear communication channels, prioritising transparency and fostering good collaboration between insurance brokers and NIC General. This ISO certification sets a new benchmark for NIC General, enhancing your commitment to quality and excellence. Your dedication to achieving this standard is truly commendable.

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