NIC GENERAL'S GETS INTEGRITY BOOST

NIC's company secretary, Samuel Menankiti Iloabuchi, spoke to *New Vision*'s **Aloysious Kasoma** about the impact of the International Organisation for Standardisation (ISO) 9001:2015 certification, saying it bolsters corporate governance, compliance and board oversight by establishing robust documentation, accountability, and performance monitoring systems.

The certification fosters institutional discipline, transparency and consistency across departments, ultimately reinforcing governance integrity and audit readiness.

Q How does ISO 9001:2015 certification reinforce corporate governance, compliance and board oversight within NIC?

A The certification strengthens corporate governance by formalising documentation processes, accountability structures and performance monitoring frameworks. It ensures that board-approved policies are not only adopted, but systematically implemented, tracked and periodically reviewed.

This structured alignment between operational processes and board oversight enhances transparency, improves regulatory compliance and reinforces the integrity of governance systems across the organisation.

What internal policy reforms or governance frameworks were strengthened to meet ISO certification standards?

To meet certification requirements, we conducted a comprehensive review of policy documentation, risk registers, compliance tracking tools and reporting frameworks. Policies were updated to ensure clarity, consistency and alignment with ISO quality management principles. We also reinforced segregation of duties, introduced structured review cycles and ensured all key procedures were properly documented. These reforms have strengthened institutional discipline and promoted uniformity across departments.

How has documentation control improved under the ISO framework?

ISO 9001:2015 places strong emphasis on document control, including version management, approval protocols and secure record-keeping. As a result, board papers, minutes, resolutions and policy documents now follow standardised documentation procedures.

This reduces the risk of inconsistencies or outdated documents being used in decision-making, while enhancing traceability, accountability and audit readiness.

In what ways does the certification enhance regulatory compliance and reporting accuracy?

The certification requires systematic monitoring of compliance obligations and structured reporting mechanisms. By strengthening compliance registers and reporting frameworks, we ensure that statutory filings, regulatory submissions and governance disclosures are accurate and timely. This proactive approach reduces exposure to regulatory breaches and reinforces confidence among regulators and stakeholders.

ENSURING CONTINUOUS COMPLIANCE

Q How will NIC ensure continuous compliance and documentation integrity in line with ISO requirements?

A Continuous compliance will be maintained through periodic internal audits, structured management review meetings and ongoing monitoring of governance processes. Documentation controls are embedded within daily operations to ensure updates, corrective actions and performance reviews are properly recorded and tracked.

By fostering a culture of continuous improvement, compliance becomes an ongoing discipline rather than a one-time milestone, ensuring sustained alignment with ISO standards and governance best practices.



Samuel Menankiti Iloabuchi, NIC's company secretary