

CUSTOMERS SHOULD EXPECT EFFICIENCY, BETTER SERVICES



Managing director Elias Edu

NIC General Insurance's ISO 9001:2015 certification validates its commitment to quality and operational discipline, supporting long-term growth. Elias Edu, the managing director of NIC General Insurance, in an interview with Aloysious Kasoma, says the certification benefits include improved service delivery, efficiency and customer experience, with standardised processes and quality checks ensuring faster claim settlements and clearer communication. The certification journey involved comprehensive process reviews, staff training and internal audits.

Q What does the ISO 9001:2015 Quality Management System certification mean for NIC General Insurance and its long-term growth strategy?

A The ISO 9001:2015 certification is a milestone that validates NIC General's commitment to consistent quality and operational discipline. For our long-term growth, it provides a structured framework that ensures processes across underwriting, claims and customer service are efficient, transparent, and scalable. This foundation allows us to expand responsibly, enhance client trust and strengthen our market position over time.

How will this certification improve service delivery, efficiency and customer experience for your policyholders and corporate clients?

By standardising processes and introducing rigorous quality checks, ISO 9001:2015 ensures that our services are delivered consistently and accurately. Policyholders and corporate clients benefit from faster

claim settlements, clearer communication and reliable service. Internally, it helps teams work efficiently, reduces errors and allows staff to focus on creating value for clients rather than managing process inconsistencies.

Can you walk us through the journey and key internal reforms the company undertook to meet the rigorous audit standards by Bureau Veritas Certification Holding SAS?

The journey involved a comprehensive review of all operational processes. We mapped workflows, identified gaps and introduced standardised procedures for underwriting, claims and customer service. Staff across all levels received targeted training, documentation was strengthened and internal audits were conducted to ensure compliance. The reforms focused on embedding a culture of continuous improvement rather than just meeting audit requirements.

In what ways does the ISO 9001:2015 certification strengthen NIC's competitiveness within Uganda's insurance sector and the wider regional market?

ISO certification differentiates NIC General as a company that

MESSAGE

What message does this achievement send to customers, partners and investors about NIC General Insurance's commitment to quality, transparency and continuous improvement?

This achievement demonstrates that NIC General takes its promise to clients seriously and operates with transparency and accountability. Customers and partners can trust that services are delivered consistently and reliably, while investors can be confident that the company follows globally recognised standards to manage risk and drive sustainable growth. It sends a clear signal that continuous improvement is central to how we operate.

OPERATIONAL EXCELLENCE WILL BE MAINTAINED THROUGH CONTINUOUS MONITORING, FEEDBACK LOOPS AND AN ONGOING FOCUS ON IMPROVING CUSTOMER EXPERIENCE

prioritises quality, reliability and customer satisfaction. It enhances our credibility with corporate clients, brokers and partners, making us a preferred insurer in a competitive market. Regionally, it positions us to participate in cross-border ventures and collaborations where globally recognised quality

standards are a prerequisite.

How do you plan to leverage this global quality certification to drive innovation, digital transformation and operational excellence within the company?

The certification provides a clear foundation for innovation by creating efficient, standardised

processes that can be enhanced with digital solutions. We are integrating technology to automate routine tasks, improve data accuracy and provide real-time insights for better decision-making. Operational excellence will be maintained through continuous monitoring, feedback loops and an ongoing focus on improving customer experience.