

NIC General's ISO 9001:2015 certification has established the institution as a centre of excellence. Anthony Lubega, the chief finance officer, Jocelyn Ucanda, the director of marketing, Monica Amolo, the head of human resources and Sarah Kajubi, the head of administration, share insights about this milestone.

ISO CERTIFICATION BOOSTS QUALITY AT NIC GENERAL

MONICA AMOLO, HEAD OF HUMAN RESOURCES

ISO 9001:2015 has enabled us to formalise and standardise key human resource processes, including recruitment, onboarding, training and performance management. Every new employee goes through a structured onboarding programme that clearly outlines role expectations, reporting lines and performance objectives from day one. Clear documentation and defined procedures have improved fairness, transparency and consistency across HR functions. This alignment ensures that people management practices directly support NIC's strategic goals while fostering a professional and supportive work environment.



ANTHONY LUBEGA, CHIEF FINANCE OFFICER

Achieving ISO 9001:2015 certification required targeted investments across governance, systems, internal controls and capacity development. We allocated resources toward enterprise-wide process mapping and documentation to ensure alignment with IFRS 17, IFRS 9, IAS 12 and other reporting frameworks.

We strengthened segregation of duties and internal controls to enhance financial oversight and audit trails. Additionally, we invested in upgrading systems and data integrity, particularly within underwriting, claims management, reinsurance accounting and financial reporting modules. Capacity building was also critical, with structured training for finance, underwriting, claims and risk teams. We further covered external certification expenses, including gap assessments and surveillance audits. These were deliberate, structured investments aimed at embedding quality and financial discipline across the organisation.

The ISO certification investments were closely aligned with our broader financial strengthening strategy reflected in our FY 2025 results.

The parent company also injected sh6.043b to recapitalise the Life business, strengthening capital adequacy and long-term sustainability of the group. At the same time, we enhanced our internal financial reporting frameworks under IFRS 17 and IFRS 9.

These milestones reflect a deliberate strategy of reinforcing financial resilience while improving governance and operational efficiency:



JOCELYN UCANDA, DIRECTOR OF MARKETING

The ISO 9001:2015 certification positions NIC as a quality-driven insurer operating to globally recognised standards. In a market where insurance products can often appear similar, a certified quality management system becomes a powerful differentiator.

We will leverage this milestone to reinforce our brand promise of reliability, transparency and service excellence. By highlighting that our underwriting, claims handling and customer service processes are structured, measurable and continuously improving, we elevate NIC from being simply an insurance provider to a trusted risk partner operating at international standards.



SARAH KAJUBI, HEAD OF ADMINISTRATION

ISO 9001:2015 has allowed us to streamline administrative processes and improve communication across departments, ensuring that tasks like documentation, approvals and internal coordination are handled efficiently and consistently. This reduces delays and errors, supporting smooth day-to-day operations and improving overall productivity and efficiency. A safer and more organised working environment has been created. With standardised internal processes, our teams can respond faster and more accurately to both staff and client needs. This reliability leads to improved service delivery and enhanced confidence among clients.

