

URSB gets global quality certification

STANDARDS

ANTHONY
WESAKA

Uganda Registration Services Bureau (URSB) has attained the ISO 9001:2015 Quality Management System (QMS) Certification, a milestone officials say will strengthen service delivery, transparency and institutional efficiency.

ISO 9001:2015 is globally recognised as the leading standard for quality management systems. It emphasizes customer satisfaction, risk-based thinking, process efficiency and continuous improvement. By earning the certification, URSB's operational processes have been aligned to internationally accepted quality benchmarks.

Speaking at the certification ceremony in Kampala last week, the Registrar General, Mercy K. Kainobwisho, said the achievement reinforces the Bureau's commitment to innovation and continuous improvement.

"This certification strengthens our resolve to deliver streamlined, faster and standardised services to our clients. ISO 9001:2015 provides us with a robust framework to continuously review, improve and align our processes with international best practices," she said.

The Chief Guest, Dr Theopista Mary Wenene, deputy head of Public Service and Deputy Secretary to Cabinet, commended URSB for embracing institutional reforms anchored on systems and accountability.

"URSB stands out as a perfect example of a government agency that has embraced transformation through systems, accountability and results-oriented management. The achievement is proof of the strategic strengthening of standards. It is a statement of commitment to efficiency, transparency and citizen-centred service delivery," she noted.

URSB board chairperson Francis K. Butagira said the Board deliberately championed the institutionalisation of quality management standards to enhance governance and service delivery.

"We supported the institutionalisation of quality management standards to enhance service delivery. We recognised early that sustainable excellence requires structured systems, clear processes and measurable outcomes. This certification affirms that URSB is on the right path," he said.

Officials at the Bureau said the certification ushers in a new era focused on strengthening governance frameworks, improving operational efficiency and enhancing client experience, particularly in business registration and intellectual property services.