

# IRA LAUDS NIC GENERAL INSURANCE

Alhaji Kaddunabbi Ibrahim Lubega, the chief executive officer of Uganda's Insurance Regulatory Authority (IRA), the regulatory body tasked with supervising, promoting, and developing Uganda's insurance industry, has described NIC General Insurance's ISO 9001:2015 certification as a great milestone, **Aloysius Kasoma** writes.

**Q** How does the ISO 9001:2015 certification by NIC General Insurance reflect the growing commitment to quality and compliance within Uganda's insurance industry?

**A** I congratulate NIC General Insurance upon this milestone. It reaffirms NIC's commitment to quality, professionalism, continuous improvement in its processes

and services, operational excellence, regulatory compliance, and customer trust. It is a reflection that NIC is committed to streamlining its internal processes, including standardising its audit procedures and strengthening its internal control systems, which directly mitigate compliance, operational, and reputational risks. From experience, when the IRA attained ISO Certification last year, NIC should be ready to manage risks proactively, systematically identify, evaluate, and address any potential operational risks before they materialise. This will enable NIC to prevent disruptions, strengthen internal controls, and enhance overall operational resilience. Most importantly to us, the certification will help NIC align more closely with existing legal and regulatory requirements, enhance organisational resilience, customer trust, and service quality. The certification fosters a culture of continuous

## FUTURE PLANS

**Q** Are there plans by the authority to promote wider adoption of global certifications and digital transformation within the insurance sector?

**A** When we attained ISO 9001:2015 certification in quality management, it was a signal that standards across the industry had stepped up. We encouraged all players to follow suit. NIC taking a lead from us is a sign of transformation grounded in professionalism, reliability, and customer focus. Trust in the insurance industry is built and sustained when we adopt systems that deliver consistent quality, uphold integrity, and place the customer at the centre of every discussion and decision.

improvement, moving away from complacency towards measuring performance through data and making improvements based on evidence.

**What is the significance of**



Alhaji Kaddunabbi Ibrahim Lubega, CEO of IRA

**international quality certifications such as ISO 9001:2015 in Uganda's insurance sector?**

It provides a structured framework that ensures consistent, reliable service delivery, risk-based thinking, and continuous improvement, which are crucial for customer trust in financial services.

For instance, a certified company will be required to standardise procedures across departments and operate within a clear, documented framework that streamlines claims processes, reduces duplication of effort, and provides better customer support. Insurers will not only reduce errors but also increase operational efficiency, hence strengthening credibility and

building trust amongst policyholders and other stakeholders. For insurers, being ISO-certified positions them better in competitive international markets. It reassures multinational clients, partners, and investors that their operations meet globally accepted quality standards.

In what ways does improved quality management within insurance firms support sector growth, innovation, and increased uptake of insurance products in Uganda? It drives sector growth and uptake by enhancing customer trust through prompt, reliable, and efficient service delivery, such as faster and more transparent claims processing. Given that ISO certification requires the use of data to better understand and serve clients, this generated data will be used to support data-driven, technology-enabled product development, which will enhance innovation across the industry value chain.