

**THE IMPACT OF ISO CERTIFICATION ON THE FINANCIAL PERFORMANCE OF  
PARASTATAL ORGANISATIONS: A CASE OF THE KENYA ENERGY  
GENERATING COMPANY (KENGEN)**

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## **ABSTRACT**

Customer satisfaction, profitability and market leadership are driven in large part by delivering quality products and services to customers. Today, more than ever, there is a worldwide trend towards increasingly stringent customer expectations regarding quality. Accompanying this trend has been a growing realization that continuous quality improvements are often necessary to achieving and sustaining excellent economic performance.

This study will study ISO systems from a Kenyan perspective and link the available literature to the Kenyan perspective with main focus being on impact of ISO certification on the financial performance of parastatal organizations in the energy sector; key factors that will lead to successful implementation of ISO and how firms treat their quality costs. Implementation of these systems is a large scale change process and needs to be done in a systematic way since it involves redefining the organizational processes, culture, attitudes etc. Thus it is important for organizations to understand the key successful factors in implementing the systems.