

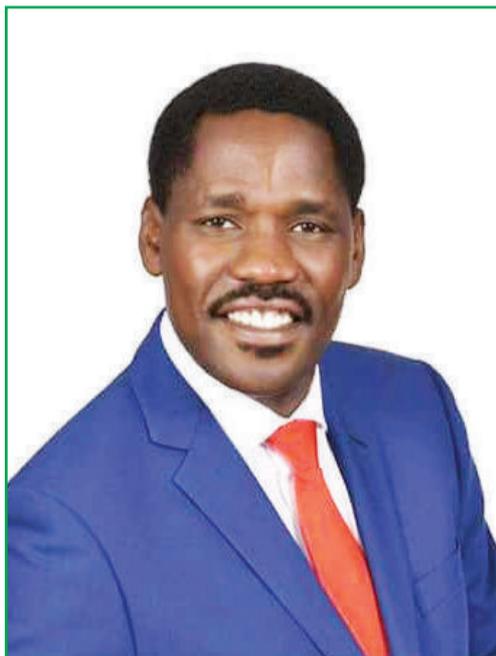
National Cereals and Produce Board

Leaders in Trade & Management
of Agricultural Commodities

NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System

Why we are glad NCPB is becoming more efficient



FROM THE CABINET SECRETARY, MINISTRY OF AGRICULTURE, LIVESTOCK, FISHERIES AND COOPERATIVES HON. PETER MUNYA, EGH

The certification of National Cereals and Produce Board (NCPB) under the ISO 9001:2015 Quality Management System is a welcome move. It comes at a time when the Board is undergoing reforms to make it more efficient and responsive to the needs of its customers.

The establishment of the National Food

Reserves (NFR), entrenchment of the Food Balance Sheet committee and revamping of NCPB's commercial trading activities calls for efficiency in service delivery, which will easily be achieved and maintained under ISO 9001:2015 governance.

It is encouraging to note that there is notable progress and success in the implementation of the reforms.

Strengthening of governance structures and business process re-engineering at the NCPB have enabled the organisation perform its mandate with minimal challenges.

The Board is central in the implementation of reforms within the national food value chain and especially in postharvest management, which contributes to national food security.

NCPB is critical in the implementation and success of the Warehouse Receipt System (WRS) in the country. I therefore call upon all the stakeholders to come together and support this initiative.

Certification of NCPB stores under KS 2657 Standard was the first step towards raising standards in the maintenance of quality in grain management, which has today, been affirmed by being ISO certified. I hereby take this opportunity to congratulate NCPB for taking this monumental step in improving its standards in service delivery.

As I commend NCPB on being ISO certified, I also challenge its Board of Directors and Management to keep up the momentum by ensuring they maintain high standards as they drive the reform agenda to efficiently serve our Kenyan farmers. **Hongera NCPB!**



**CHIEF ADMINISTRATIVE SECRETARY, MINISTRY OF AGRICULTURE, LIVESTOCK, FISHERIES AND COOPERATIVES
MS. ANN NYAGA, CBS**

The National Cereals and Produce Board (NCPB) holds an important position as a strategic government agency in the implementation of the Big Four Agenda under the pillar on Food Security by managing the national food reserves on behalf of the Government.

NCPB strengthens the grain marketing system through the implementation of the hub system and other innovative ways by working together with farmers' groups and the private sector.

NCPB has continued to support farmers by opening up its facilities to enable them enjoy affordable quality postharvest services and offering them a market for their grain. Besides enhancing food security, these activities improve the economic wellbeing and livelihoods of Kenyan farmers.

The government is keen and focused on improving service delivery to the public and encourages all public institutions to offer exemplary services to their customers. Such services will only be achieved if they benchmark with established standards like the ISO.

I therefore take this opportunity to congratulate NCPB for being certified under the ISO 9001:2015 QMS standard.



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The National Cereals and Produce Board on achieving ISO Certification in Quality Management System (ISO 9001:2015 Standard)



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Leaders in Trade & Management
of Agricultural Commodities

NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System

With ISO, expect continuous improvement at NCPB



**PRINCIPAL SECRETARY, STATE DEPARTMENT
FOR CROP DEVELOPMENT AND AGRICULTURAL
RESEARCH.
PROF. HAMADI BOGA, CBS**

The National Cereals and Produce Board (NCPB) plays a key role in delivering on the government's objectives on food and nutritional security under the Agricultural Sector Transformation and Growth Strategy (ASTGS). It does this through

maintenance of National Food Reserve (NFR), which comprises a widened food basket and by hosting of the Food Balance Sheet Committee (FBSC). The committee provides expert opinion on all matters of food security in the country.

By revamping its commercial activities, NCPB is able to participate in structured marketing of grain and in the establishment of Agri-hub units within its network. The Agri-hubs will focus on bringing together actors in the value chain to ensure the ecosystem brings in efficiency and competitive pricing of commodities and services.

By buying maize, paddy rice, pulses and wheat from the Kenyan farmers, NCPB provides a market outlet for farmers while motivating them to produce more and thereby enhance food security.

On food safety, NCPB provides critical services through its aflatoxin testing labs and is partnering with the private sector to pilot the establishment of facilities for aflatoxin decontamination of grain. This will go a long way in reducing postharvest losses and enhancing food safety and facilitating safe trade among East African countries. In addition, the Board distributes Aflasafe, which controls aflatoxin in crops in the field.

It is worth noting that there has been a turn-around in the organisation through implementation of a reform agenda by the Government and Board of Directors. We look forward to successful implementation of the reforms and robust trading of commodities.

I congratulate NCPB for attaining ISO certification. This is a clear indication that the Board is committed to maintaining quality standards and efficiency in the provision of its services to its customers.

NCPB CHAIRMAN MESSAGE

NCPB's ISO 9001:2015 certification is an important milestone in the Board's commitment towards transformation and focus on turning around its commercial performance.

Adoption of the ISO 9001:2015 standard is our commitment to continuous performance improvement in the execution of the Board's mandate. We are also confirming our commitment to the Government's agenda of enhanced food and nutrition security as well as robust agricultural commodities trade through improved customer service.

The road to the attainment of ISO 9001:2015 has not been an easy task, especially for such a large organisation with many complex functions and processes.

I hereby applaud the NCPB Board, management and staff for taking this bold step to achieve this standard.

The management's quest for quality and optimal service delivery has earned NCPB this certification. It has now benchmarked with international best practices and is now at par with other certified and successful corporations.

As we celebrate this monumental milestone, we commit to serve our customers with dedication by meeting and exceeding their expectations, as we endeavour to be leaders in trade and management of agricultural commodities.



The board and management of Cereal Growers Association (CGA)

Congratulates

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Our mission: To provide farmers with agribusiness solutions through advocacy, technology, innovations and partnerships

Our vision: To be a leading agribusiness solutions provider.

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National Cereals and Produce Board



NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System

Here is our aspiration and how we will get there

Congratulations

The National Cereals and Produce Boards on achieving ISO Certification in quality management System (ISO 9001:2015 Standard). We are delighted to be associated with you.



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WORD FROM THE NCPB MANAGING DIRECTOR



MR. JOSEPH M. KIMOTE, MBS

Today marks an important occasion for the National Cereals and Produce Board (NCPB) as we celebrate the successful transition to the ISO 9001:2015 QMS standard.

This success complements the reforms that NCPB has been undergoing for the past one year into becoming "a trusted service provider in agricultural commodity trade

and food security".

The transition involved a great deal of teamwork and relentless effort. Our biggest aspiration at NCPB is to offer unparalleled and exemplary customer service, which we realise we will achieve by through the deployment of a customer-centric and quality management system, hence the ISO 9001:2015 standard.

The Board will implement and maintain this quality management system to help us standardise our processes and make them more efficient so as to provide more value to our customers and strive not only to meet but exceed their expectations.

The ISO 9001:2015 standard is more robust and will provide us with benefits such as promoting efficiency and enhancing customer satisfaction, which also is a major aspect in our provision of solutions to the challenges of food security in the country.

It is important to note that the risk-based concept is greatly emphasised in the ISO 9001:2015 and in this regard, the Board has established a risk-based quality management system, where all risks are integrated with quality management.

The certification is also in line with the new strategic direction the Board has charted for the period 2020 to 2023 financial year, aimed at improving its overall performance.

NCPB is mandated to provide logistics support on food security issues on behalf of the Government and trade commercially in agricultural commodities. The implementation of ISO 9001:2015, therefore, is aimed at better resource management, reduced wastage, increased operational efficiency and most importantly, enhanced customer service delivery.

I affirm our commitment to maintain the standard and ensure that all the quality objectives are met effectively.



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Congratulations **NCPB** on the successful attainment of ISO 9001:2015 Standard Certification!



Nafaka Sacco Society Limited

Nafaka Sacco society Ltd

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the National Cereals and Produce Board (NCPB) on their ISO 9001 : 2015 Certification. As You celebrate your achievement, we celebrate you, and with you !

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National Cereals and Produce Board



NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System

ISO STEERING COMMITTEE



Mr Jones Kanyaa



Mr Bernard Yegon



Mr Rosemary Kweya



Mr Tito Keino



Mr Nelson Waswa



Mr John Ndonga

We got the ISO; now we promise to live it

**NCPB ISO STEERING COMMITTEE CHAIRMAN,
MR. JONES KANYAA
MESSAGE OF THE CHAIRMAN OF THE ISO STEERING COMMITTEE**

This certification basically involved aligning the processes and procedures to the requirements of the ISO 9001:2015 standard. Eventually, we carried out gap analysis for the documented procedures and work instructions to ensure alignment. The NCPB management fully supported the certification process and readily deployed all the necessary resources to ensure its suc-

cess. The steering committee members, on their part, played an instrumental role in the entire process and their efforts finally culminated in the Board's ISO 9001:2015 certification. I wish to thank them for the hard work they put in, right from the incubation period up to the actual certification.

I would like to point out that maintaining the certification is an onerous task that we must deal with and ensure it succeeds. However, we cannot downplay the challenge of attaining the certification. I therefore call upon the NCPB family to adhere to the ISO 9001: 2015 standard so that it can benefit our customers.

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NCPB



CONGRATULATIONS
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National Cereals and Produce Board



Leaders in Trade & Management of Agricultural Commodities

NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System

Our promise of quality is now well anchored

MESSAGE FROM THE MANAGEMENT REPRESENTATIVE, MR. BENARD K. YEGON,

The ISO 9001:2015 Certification is a landmark achievement in the life of the National Cereals and Produce Board. It is timely, coming at a time when NCPB is undergoing reforms to make it more commercial oriented.

The certification under this standard will go a long way in enabling the Board to meet its customer needs and even exceed expectations as espoused in our quality policy statement.

We thank the Board of Directors for their leadership and facilitation that led to the accomplishment of this certification.

I also thank our top management team, ISO Liaisons Officers, internal quality auditors for the success of this project, and more so KEBS, the certifying body for guidance and ultimate certification. Thank you.



NCPB Nafaka house Headquarters at Machakos Road Industrial area Nairobi.

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on attaining ISO 9001:2015 certification on Quality Management System. A testament to your commitment in delivering client needs at the highest standard possible recognized globally. Minet Kenya is proud to be associated with you.

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Launch of ISO 9001:2015 Quality Management System



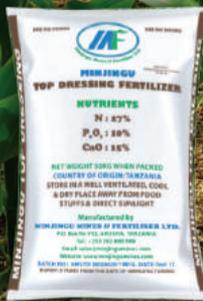
NCPB Senior Management Team.



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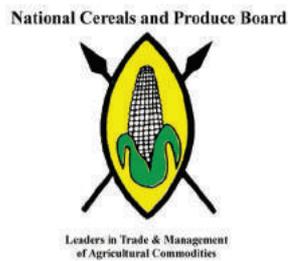
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NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System



About National Cereals and Produce Board and its many services

National Cereals and Produce Board is a State Corporation established under Cap 338 of the Laws of Kenya. It is a Statutory Board under the Ministry of Agriculture, Livestock, Fisheries and Co-operatives.

As part of its mandate, NCPB provides logistics support services to the government on food security issues and carries out market intervention for grains and farm inputs on behalf of the government.

It also trades commercially in maize, rice, wheat, and in an array of pulses, including beans and green-grams; all under the banner of Nafaka Foods brand.

In addition, the Board has partnered with the private sector to distribute farm inputs such as planting and topdressing fertilizers, together with other agrochemicals like Aflasafe.

Besides this, NCPB is offering grain post-harvest services, such as drying, cleaning, storing, warehousing, fumigation, weigh-

ing, bagging, aflatoxin testing and grading, plus other related services to farmers and other interested parties, at affordable rates.

Currently, the Board is working with millers and farmers to aggregate wheat for them so as to ease the logistics challenges of handling the cereal.

Grain postharvest services are offered under the brand name Huduma Poa Services. Apart from postharvest services, the Board is offering clearing and forwarding services in Mombasa.

NCPB is participating in the Warehouse Receipt System (WRS) as a warehouse operator and has competitively leased some of its stores to facilitate others to operate their own warehouses under WRS.

In addition, the Board is operating agricultural hub centres in selected depots. Hub centres are one-stop-shops that co-

CONTINUED NEXT PAGE



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We celebrate **National Cereals and Produce Board**, the leaders in trade and management of agricultural commodities, on attaining Quality Management System based on **ISO 9001:2015 Standard**.

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National Cereals and Produce Board



Leaders in Trade & Management of Agricultural Commodities

NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System



Did you know NCPB offers all these services?

CONTINUED FROM PREVIOUS PAGE

ordinate a network of value chains to strengthen input and services delivery and enhance market access to farmers.

They bring together farmers, agro-dealers, millers, grain traders, financial and insurance service providers, co-operatives, and other agricultural players.

All the above players aggregate around the hub centres for storage, bulk inputs sourcing, marketing and extension support.

NCPB is undergoing reforms as informed by the Ministry of Agriculture, Livestock, Fisheries and Co-operatives' Agriculture Sector Transformation and Growth Strategy (ASTGS) 2019-2029, which seek to transform the agriculture sector in Kenya and ensure that there is national food and nutritional security, besides seeing to it that food is af-

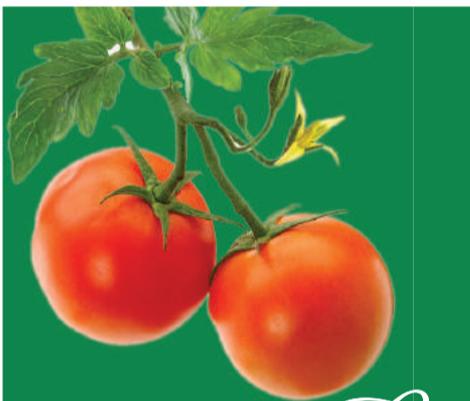
fordable, especially to the needy.

In the reforms, the Board will be structured to have two divisions: the National Food Reserve (SFR) division and the NCPB Trading division.

SFR division will be in charge of food security and will deal with all matters pertaining to the NFR. For example, it will manage the National Food Reserve Fund.

A semi-autonomous unit, the Food Balance Sheet committee (FBSC) will be established, and will act as the statistical arm of the NFR. It will collect data and undertake market intelligence (research) and monitor food prices and will advise the government on food production and how to boost it through a variety of incentives and interventions to farmers.

NCPB Trading division will run all the Board's commercial functions for example the fertilizer distribution, trading in grain, and offering of post-harvest services.



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NCPB marketing team displaying Boards products.



DigiFarm Kenya Ltd (DKL) Congratulates the National Cereals and Produce Board on achieving ISO Certification in Quality Management System (ISO 9001:2015 Standard)

Organization Profile

DigiFarm Kenya Ltd (DKL) is a social enterprise entity owned by Safaricom PLC. As a social enterprise organization, DigiFarm Kenya LTD aims at leveraging technology to enable small-holder farmers to become wealthier in a commercially sustainable way.

What is DigiFarm?

DigiFarm is an integrated mobile platform that offers farmers convenient, one-stop access to a suite of agricultural services, including quality inputs, customized information on farming best practices, access to credit and insurance, mechanization services e.g. tractor services and linking the farmers to the market. DigiFarm helps agribusinesses and small-holder farmers share information and transact.

To access the bouquet of solutions, farmers can register by dialing *944# and provide the required information.

Our Vision

Leveraging technology to enable small-holder farmers to become wealthier in a commercially sustainable way.

Our Purpose

Transforming the lives of small-holder farmers through leveraging on technology and partnerships to financially empower them and enhancing sustained food security in the country.

Our Values

We will deliver on our purpose by observing the values of Simplicity, Transparency and Honesty.

Areas Covered

Western – Bungoma, Kakamega, Trans-Nzoia, Busia | **Nyanza** – Migori, Homa Bay | **Rift Valley** – Kericho, West Pokot, Nakuru, Nyandarua
Eastern – Machakos, Kitui, Makueni, Kajiado | **Central** – Tharaka-Nithi, Meru | and soon the **Coastal Region**

Contact our support centre on line **944** or **+254 722 007 777** or visit us at: **Safaricom House Wayaki Way, Westlands** or write to us: **DigiFarm Kenya Limited, P.O.Box 66827 - 00800, Nairobi**

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National Cereals and Produce Board



Leaders in Trade & Management of Agricultural Commodities

NATIONAL CEREALS AND PRODUCE BOARD

Launch of ISO 9001:2015 Quality Management System

NCPB IN PICTURES



Silo control panel room.



NCPB Dryers.



NCPB relief food stores.



Quality management officer at work.

Our Services



Clearing and Forwarding



Warehouse Receipt System (WRS)



Silo Storage



Grain Grading



Pest Control and Fumigation



General warehousing and storage



Weighing



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Bagging



Drying

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Our dedicated Nafaka Foods team delivered Pishori rice to Moi Teaching and Referral Hospital.



Thank you AIC Laboret Girls for hosting us and celebrating with us the Public Service Week by planting trees to conserve our environment.



As part of our mandate, we are always glad to provide grains in bulk to our local institutions in the country.



We were @ChukaUni for the Farmer's Field Day courtesy of Kenya Dairy Board



We are mandated to trade commercially in agricultural commodities. To achieve this, we do sell quality grains ranging from beans, rice, and Green grams at affordable rates courtesy of Nafaka Foods.



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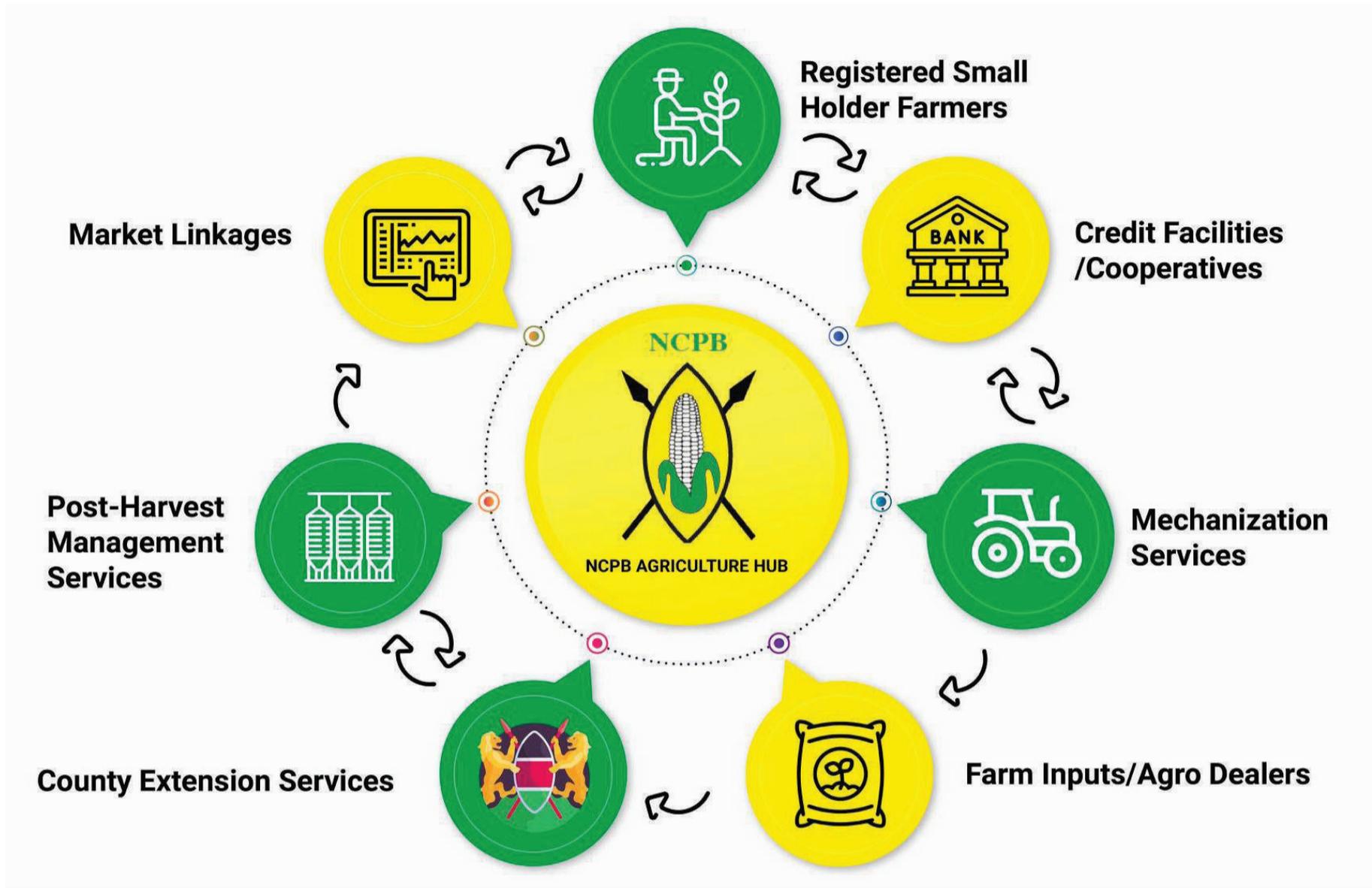
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NAFAKA FOODS

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Nafaka Beans Green Grams