



EAST AFRICAN COMMUNITY  
REGIONAL QUALITY AWARDS

**QUALITY IN MOTION**  
REGIONAL QUALITY AWARD WINNERS

**2025**

The East African Community (EAC) Secretariat is proud to present the winners of the EAC Regional Quality Awards 2025—a distinguished group of enterprises whose dedication to quality, innovation, and continuous improvement sets them apart as champions of excellence across the region.

Their achievements reflect not only organisational excellence, but also the role of quality in driving competitiveness, resilience, and inclusive growth across EAC Partner States.

The EAC Regional Quality Awards are a flagship initiative of the EAC Secretariat, recognising outstanding achievements in quality management in both manufacturing and services. The Awards bring together winners of national competitions from across the region, celebrating excellence among both Large Enterprises (LEs) and Small and Medium-sized Enterprises (SMEs).





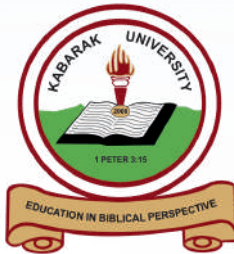
EAST AFRICAN COMMUNITY  
REGIONAL QUALITY AWARDS

# QUALITY IN MOTION

## REGIONAL QUALITY AWARD WINNERS

# 2025

## WINNER - COMPANY OF THE YEAR LARGE ENTERPRISE



## KABARAK UNIVERSITY

**Kabarak University**, a private chartered institution established in 2000 by H.E. the Late Daniel T. Arap Moi, provides **holistic, Christian-based higher education, research, and community outreach**. Guided by its vision to be a Center of Academic Excellence founded on Biblical Christian values, the University delivers quality teaching and services grounded in integrity, professionalism, innovativeness, and care for others.

Kabarak's journey to national recognition is anchored in **strong leadership, governance, and a structured Quality Management System certified to ISO 9001:2015**. The University implements clear staff policies, performance appraisals, and continuous professional development to ensure efficiency and accountability. Digital platforms such as the Enterprise Resource Planning system, e-learning portals, and online communication tools have enhanced operations, student engagement, and transparency.

For Kabarak University, quality means **service built on faith, excellence, and continuous improvement**. Winning the *regional award for Company of the Year – Large Enterprise* acknowledges its consistent delivery of education and support services that meet national and international standards.

Looking ahead, the University plans to **expand its research capacity, strengthen environmental sustainability initiatives, and deepen partnerships** that foster innovation, knowledge exchange, and social impact across Kenya and the wider region.



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1ST RUNNER-UP - COMPANY OF THE YEAR  
LARGE ENTERPRISE



TANZANIA BREWERIES PLC



**Tanzania Breweries PLC (TBL)**, part of the AB InBev group, is Tanzania's leading **manufacturer and distributor of alcoholic and non-alcoholic beverages**. Established in 1933, the company operates multiple breweries and distribution centers across the country, serving domestic and regional markets with trusted brands produced under internationally recognized standards.

TBL's path to national recognition reflects its long-standing commitment to **operational excellence, product quality, and sustainability**. The company continuously upgrades its brewing technology, laboratory testing systems, and packaging processes to maintain consistency and product safety. It has also implemented environmental management initiatives, including water conservation, waste recycling, and energy efficiency programs, in line with AB InBev's global sustainability goals.

For TBL, quality means **producing beverages that consistently meet consumer expectations** while supporting responsible production and consumption. Winning 1<sup>st</sup> runner-up for *Company of the Year - Large Enterprise* acknowledges the company's leadership in quality management and its role in advancing industrial standards in Tanzania.

Looking ahead, TBL plans to **enhance its quality and food-safety systems**, expand local sourcing of raw materials, and continue investing in staff development. The company remains committed to supporting Tanzania's economic growth through innovation, environmental stewardship, and community engagement.



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2ND RUNNER-UP - COMPANY OF THE YEAR  
(LARGE ENTERPRISE)



STEELRWA INDUSTRIES LTD



**SteelRwa Industries Ltd**, located in Kigali, Rwanda, is a large-scale manufacturer of **construction steel products**, including TMT bars and billets, serving both domestic and regional markets. Established in 2010, the company has become one of the key suppliers supporting Rwanda's infrastructure and industrial growth.

SteelRwa's journey to national recognition has been marked by **strong leadership in quality assurance, innovation, and environmental sustainability**. The company adopted modern production technologies, implemented continuous testing at every stage of manufacturing, and invested in recycling systems to minimize waste. These initiatives improved efficiency, reduced resource consumption, and strengthened the company's competitiveness.

For SteelRwa, quality means **producing safe, durable, and reliable products** that contribute to national development. Winning 2<sup>nd</sup> runner-up for *Company of the Year - Large Enterprise* affirms its commitment to global manufacturing standards and its role in advancing Rwanda's construction sector.

Looking ahead, the company plans to **expand its production capacity**, pursue international certifications such as ISO 9001 and ISO 14001, and explore export opportunities to neighboring countries while maintaining the highest standards of quality and sustainability.



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## WINNER - COMPANY OF THE YEAR (SME)



**THOMAS & COMPANY LTD.**

**THOMAS AND COMPANY LTD**



**Thomas and Company Ltd**, based in Kampala, Uganda, is an SME engaged in the **processing and export of high-quality vanilla, cocoa, and coffee** to premium international markets. Established in 2005, the company sources from smallholder farmers and cooperatives, ensuring traceability, fair pricing, and product consistency across its value chains.

The company's success stems from its focus on **product quality, certification, and sustainable sourcing**. Thomas and Company has implemented HACCP and ISO 22000 systems, provided farmers with Good Agricultural Practices (GAP) training, and improved post-harvest handling through temperature-controlled storage. These efforts have strengthened compliance with export standards and increased global buyer confidence.

For Thomas and Company, quality represents **excellence from farm to export**, grounded in integrity and continuous improvement. Winning the regional award for *Company of the Year (SME)* reflects its leadership in Uganda's agro-export sector and recognition of its contribution to inclusive rural growth.

Looking ahead, the company plans to **expand its certified supplier base**, enhance product diversification into new organic categories, and adopt digital traceability tools for greater transparency and customer assurance. Its goal is to remain a benchmark for quality, sustainability, and innovation in Uganda's agricultural export industry.



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## 1ST RUNNER-UP - COMPANY OF THE YEAR (SME)



**KLINSEPT SPRL**



**Klinsept SPRL**, based in Bujumbura, Burundi, is an SME specializing in **cleaning and hygiene products** for hospitals, schools, offices, and hospitality establishments. Since its founding in 2016, the company has expanded steadily, providing reliable and affordable cleaning materials that meet recognized quality and safety standards.

Klinsept's journey to national recognition has been guided by its focus on **product quality, process control, and customer satisfaction**. The company strengthened its production systems, introduced clear Standard Operating Procedures, and implemented internal quality audits to ensure consistency across batches. Continuous staff training and feedback systems helped improve operational efficiency and build a stronger quality culture.

For Klinsept, quality means **delivering safe, effective, and consistent cleaning solutions** that contribute to public health and customer trust. Winning 1<sup>st</sup> runner-up for *Company of the Year (SME)* highlights the company's growing leadership in Burundi's hygiene products sector and its ability to compete through standards and innovation.

Looking ahead, Klinsept plans to **expand its production capacity**, introduce eco-friendly formulations, and pursue ISO 9001 certification to reinforce its quality management system. The company also aims to strengthen partnerships with local institutions and export markets to promote "Made in Burundi" cleaning products regionally.



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2ND RUNNER-UP - COMPANY OF THE YEAR (SME)



**IZERE SERVICES AND TRADING CO. LTD**



**IZERE Services & Trading Co. Ltd**, based in Rwanda, provides **professional cleaning, sanitation, and maintenance services** for clients across the hospitality, education, and healthcare sectors. The company also supplies bio-enzyme products that are environmentally friendly and 99% biodegradable, reflecting its commitment to sustainability and innovation.

The company's path to national recognition was driven by its focus on **operational efficiency, customer satisfaction, and employee motivation**. IZERE strengthened internal management systems, adopted consistent service standards, and expanded client relationships with hotels, private schools, and hospitals. These improvements enhanced service quality, increased staff engagement, and boosted brand visibility.

For IZERE, quality is the cornerstone of customer loyalty and business growth. Winning 2<sup>nd</sup> runner-up for *Company of the Year (SME)* affirms the company's progress in delivering reliable, environmentally responsible services and demonstrates how a local enterprise can compete successfully through professionalism and quality culture.

Looking ahead, IZERE plans to **implement ISO 9001 (Quality Management) and ISO 22000 (Food Safety Management) standards**, pursue export certification, and continue staff training to strengthen technical competence. The company also aims to maintain environmentally friendly practices that contribute to a cleaner, safer, and more sustainable Rwanda.





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1ST RUNNER UP - PRODUCT OF THE YEAR  
(LARGE ENTERPRISE)



**CAPWELL INDUSTRIES LIMITED** 

**Capwell Industries Limited**, based in Thika, Kenya, is a large enterprise engaged in the **processing and distribution of nutritious staple foods**, including maize flour, wheat flour, rice, pulses, porridge, spaghetti, and pasta. Since its founding in 1999, Capwell has grown into one of East Africa's leading food manufacturers, guided by the purpose of enriching lives through nutrition.

The company's path to national recognition has been shaped by its focus on **product innovation, quality assurance, and sustainability leadership**. Capwell applies strict testing and hygiene protocols, continuous staff training, and modern milling and packaging technology to ensure consistency and safety. Its balanced scorecard framework drives improvement across financial, customer, internal-process, and learning perspectives—leading to enhanced operational efficiency, market expansion, and customer satisfaction.

For Capwell, quality means **fulfilment through nutrition**—providing safe, affordable, and convenient foods that meet consumer needs while supporting local farmers. Winning *1st runner-up for Product of the Year (Large Enterprise)* affirms the company's contribution to Kenya's food-processing industry and its commitment to sustainable value creation.

Looking ahead, Capwell plans to **accelerate product diversification, advance digital transformation, and strengthen environmental stewardship**. The company remains dedicated to delivering wholesome brands that promote health, innovation, and community well-being.



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## 2ND RUNNER-UP PRODUCT OF THE YEAR (LARGE ENTERPRISE)



### BANANA INDUSTRIAL RESEARCH AND DEVELOPMENT CENTRE (BIRDIC – PIBID)



The **Banana Industrial Research and Development Centre (BIRDIC – PIBID)**, based in Bushenyi, Uganda, is a large enterprise dedicated to **banana value-addition and product innovation**. Established in 2005 as a presidential initiative, the Centre develops banana-based flour, snacks, and composite products to promote food security, import substitution, and rural income generation.

BIRDIC's journey to national recognition has been shaped by a focus on **research, product quality, and inclusive value-chain development**. The Centre applies modern processing technology, Good Manufacturing Practices, and quality assurance protocols aligned with international food-safety standards. These systems have improved product consistency, reduced waste, and expanded market access across Uganda and neighbouring countries.

For BIRDIC, quality means **innovation built on science** — transforming a local crop into a competitive commercial product while improving livelihoods. Winning *2nd runner-up Product of the Year (Large Enterprise)* affirms its leadership in agro-industrialization and sustainable value-addition.

Looking ahead, the Centre plans to **scale production capacity**, strengthen laboratory testing for product certification, and pursue **ISO 22000 food-safety accreditation**. It will also intensify farmer training and technology transfer to ensure that Uganda's banana sector continues to grow through research-driven quality.



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## WINNER - PRODUCT OF THE YEAR (SME)



*..healthcare made personal..*

**HEALTH CLASSIQUE LTD** 

**Health Classique Ltd**, based in Nairobi, Kenya, is an SME engaged in the **manufacture of natural medical-cosmetic and wellness products**. Since its establishment in 2016, the company has combined modern cosmetic science with locally sourced botanical ingredients to produce safe, affordable, and research-driven skincare and personal-care formulations.

The company's path to national recognition has been shaped by a strong commitment to **leadership, integrity, and customer focus**. Health Classique has developed clear quality-control procedures, documented production processes, and routine staff training to ensure consistency and regulatory compliance. Feedback mechanisms and inspection records guide continual improvements in packaging, product stability, and delivery reliability.

For Health Classique, **quality means aligning innovation with integrity**—creating products that are effective, accessible, and environmentally responsible. These values are reflected across its operations, from sourcing natural raw materials to testing finished products against defined performance standards.

Winning the *regional award for Product of the Year (SME)* affirms the company's role in advancing Kenya's growing natural-cosmetics sector. Looking ahead, Health Classique plans to **pursue ISO 9001 certification**, expand its research and development capacity, and strengthen partnerships with women-led supply chains to promote inclusive, sustainable value creation in East Africa.



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### 1ST RUNNER UP - PRODUCT OF THE YEAR (SME)



## URBAN SOUTH GROUP

**Urban South Group**, based in South Sudan, is an SME engaged in food production and natural product processing. The company produces **Nilotica shea butter and natural honey**, serving local institutions, hotels, and restaurants, as well as regional and international markets of health-conscious consumers and natural product enthusiasts.

The company's journey to national recognition was driven by a focus on **best practices in production, processing, and packaging**. Urban South Group has implemented consistent quality controls, trained its employees in quality assurance, and invested in improved packaging to maintain product integrity. These efforts have resulted in **95% positive client feedback**, greater product consistency, and a more confident, skilled workforce.

For Urban South Group, quality is both a **responsibility and a continuous commitment** — a pledge to uphold and enhance standards in food and natural product processing. Winning *1<sup>st</sup> runner-up for Product of the Year – SME* represents a major milestone, signalling trust, competitiveness, and pride not only for the company but for South Sudan's growing natural products sector.

Looking ahead, the company plans to **invest in modern processing equipment, strengthen laboratory testing, and pursue international certifications**. It will also continue training employees and smallholder farmers, adopt eco-friendly packaging, and expand into new shea-based product lines, ensuring lasting sustainability and community benefit.



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## 2ND RUNNER-UP - PRODUCT OF THE YEAR (SME)



## SIMBA PIPE INDUSTRIES LTD



**SIMBA PIPE INDUSTRIES LTD**, based in Dar es Salaam, Tanzania, is an SME specializing in the **manufacture of HDPE and uPVC pipes and fittings** for applications in water supply, irrigation, sewerage, mining, natural gas, and electrical installations. Established in 2001, the company has grown steadily to become one of Tanzania's leading suppliers of reliable piping solutions, serving both public and private sector clients.

The company's journey to national recognition has been guided by a strong commitment to **quality control, innovation, and customer satisfaction**. SIMBA Pipe Industries has implemented systematic production monitoring, regular testing of raw materials and finished products, and continuous staff training to ensure compliance with national and international standards. These measures have improved operational efficiency, reduced waste, and strengthened the company's ability to meet client specifications consistently.

For SIMBA Pipe Industries, quality means **delivering safe, durable, and compliant products** that support critical infrastructure and community development. Winning 2<sup>nd</sup> *runner-up Product of the Year (SME)* reflects the company's success in maintaining high technical standards and reliability across all product lines.

Looking ahead, the company plans to **modernize its manufacturing technology**, adopt advanced testing and data systems, and expand capacity to serve growing regional markets. Its goal is to remain a trusted partner in Tanzania's drive toward sustainable industrial and infrastructure development.



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EXPORTER OF THE YEAR  
(LARGE ENTERPRISE)

Sasini  
— ESTD 1952 —

KIPKEBE TEA LIMITED  
(SASINI GROUP)



**Kipkebe Tea Limited**, part of **Sasini PLC**, is one of Kenya's leading tea producers and exporters. Established in the highlands west of the Rift Valley across **Nyamira and Kericho counties**, the company manages four large estates covering over **1,400 hectares** and operates two black CTC tea factories—**Kipkebe and Keritor**—with a combined annual production capacity of up to **15,000 metric tonnes**.

Kipkebe's success as an exporter is anchored in **sustainable production, mechanized efficiency, and strong partnerships with smallholder farmers**. The company is supported by trained extension officers who ensure quality, traceability, and fair engagement. Its operations meet international benchmarks through certifications such as **Rainforest Alliance, ISO 22000:2018, and KEBS Diamond Mark of Quality**, among others.

For Kipkebe, quality means **balancing productivity with responsibility**—delivering premium teas while advancing worker welfare, environmental stewardship, and community development. Investments in renewable energy and ongoing reforestation efforts underscore this commitment.

Winning the *regional award for Exporter of the Year (Large Enterprise)* recognizes Kipkebe's role in positioning **Kenyan teas** competitively in global markets and its leadership in sustainable agribusiness. The company continues to champion excellence, equity, and innovation across East Africa's tea industry.



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### 1ST RUNNER-UP EXPORTER OF THE YEAR (LARGE ENTERPRISE)



### OFFICE DU THÉ DU BURUNDI (OTB)

The **Office du Thé du Burundi (OTB)** is the national institution responsible for **tea production, processing, and export**. Established in 1971, OTB manages 12 tea factories and works with more than 60 000 smallholder farmers, making tea one of Burundi's top export earners.

OTB's journey to national recognition reflects its commitment to **quality, sustainability, and community development**. The organization adheres to ISO 22000 and ISO 14001 standards, ensures traceability across its value chain, and promotes environmental stewardship through reforestation and waste-water management. Continuous training for farmers and factory staff has improved yields, reduced defects, and strengthened international market confidence in Burundian tea.

For OTB, quality means **meeting the expectations of international buyers** through consistency, safety, and flavour excellence. Winning *1<sup>st</sup> runner-up Exporter of the Year* acknowledges OTB's central role in maintaining Burundi's reputation as a source of high-quality, sustainably produced tea.

Looking ahead, OTB plans to **upgrade processing technology**, expand organic certification, and increase participation in specialty-tea markets. The institution remains dedicated to empowering smallholders and ensuring that Burundian tea continues to stand for excellence worldwide.



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### WINNER - EXPORTER OF THE YEAR (SME)



### SOMFRESH FRUITS & VEGETABLES INC



**SomFresh Fruits & Vegetables Company**, based in Mogadishu, is an SME engaged in the **production, processing, and export of fresh fruits and vegetables** to markets across the Horn of Africa and the Gulf region. Established in 2018, the company plays a key role in linking Somali farmers to international buyers through consistent quality and sustainable agricultural practices.

SomFresh's journey to national recognition has been driven by a focus on **quality control, cold-chain logistics, and capacity-building for farmers**. The company implemented improved sorting, grading, and packaging systems, alongside staff training in hygiene and food-safety standards. These measures reduced post-harvest losses and improved compliance with export requirements, helping the company access new regional markets.

For SomFresh, quality means **freshness, reliability, and trust throughout the value chain**. Winning the *regional award for Exporter of the Year (SME)* demonstrates its leadership in promoting agricultural exports and empowering smallholder farmers to meet international standards.

Looking ahead, the company plans to **invest in modern cooling and processing facilities**, strengthen partnerships with farmer cooperatives, and pursue **certifications such as ISO 22000 and GLOBALG.A.P.** to enhance competitiveness and ensure sustainable growth in Somalia's fresh-produce sector.



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### 1ST RUNNER-UP EXPORTER OF THE YEAR (SME)



**AJA (T) LIMITED**



**AJA (T) Limited**, based in Tanzania, is an SME specializing in the processing and export of **sisal fibre**, a natural material renowned for its strength and durability. Established in 2020, the company has grown rapidly, supplying regional and international markets and helping to strengthen Tanzania's reputation as a global leader in high-quality sisal production.

The company's journey to national recognition was shaped by its focus on **consistent quality, efficiency, and sustainability**. AJA (T) Limited has implemented clear operational standards, improved process controls, and engaged staff across departments to build a shared culture of quality. These initiatives have led to higher productivity, cost savings, greater customer satisfaction, and access to new export markets.

For AJA (T) Limited, quality is more than compliance — it is the **main selling criterion** for its products and the foundation of customer trust. Winning the *1st runner-up for Exporter of the Year – SME* has reinforced confidence among employees, farmers, processors, and clients alike, while increasing the visibility of both the company and Tanzania's broader sisal industry.

Looking ahead, AJA (T) Limited plans to **develop and implement comprehensive Standard Operating Procedures across all departments**, strengthen monitoring and evaluation systems, and adopt ISO standards for **quality management, safety, and environmental performance**. The company aims to make quality a lasting culture embedded in every operation and every employee.



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## WINNER - SERVICE OF THE YEAR (PUBLIC)



## CAPITAL MARKETS AUTHORITY

The **Capital Markets Authority (CMA)** of Kenya is a statutory agency established in 1989 to regulate, develop, and promote capital-market activities in the country. Through effective oversight, stakeholder collaboration, and innovation, CMA works to maintain a fair, efficient, and transparent investment environment that supports Kenya's economic growth.

CMA's journey to national recognition reflects its sustained focus on **governance, digital transformation, and service delivery**. The Authority has implemented a Quality Management System aligned with ISO 9001:2015, introduced online licensing and reporting tools, and strengthened internal audit and risk-management frameworks. These measures have reduced service turnaround times, improved stakeholder engagement, and enhanced public confidence in Kenya's financial markets.

For CMA, quality means **regulatory excellence and accountability**—ensuring that investors, issuers, and intermediaries are served through transparent, efficient, and reliable processes. Winning the regional award for *Service of the Year (Public Sector)* acknowledges the Authority's leadership in embedding quality principles within public-sector regulation.

Looking ahead, CMA plans to **expand digital-service coverage**, enhance staff capacity in emerging areas such as fintech and green finance, and deepen collaboration with regional counterparts. The Authority remains committed to continuous improvement and to building inclusive, well-governed capital markets that contribute to sustainable national development.



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## 1ST RUNNER-UP - SERVICE OF THE YEAR (PUBLIC)



### GOVERNMENT CHEMIST LABORATORY AUTHORITY



The **Government Chemist Laboratory Authority (GCLA)** of Tanzania is a **national laboratory and regulatory institution** providing analytical and forensic services to safeguard public health, the environment, and justice. Established in 1895, GCLA serves law enforcement agencies, the judiciary, health institutions, industries, and the general public through a nationwide network of laboratories.

GCLA's recognition as a national award winner reflects its successful implementation of **quality management systems and international standards**. The Authority complies with ISO 9001:2015 and ISO/IEC 17025:2017, ensuring accuracy and reliability in all analyses. Continuous investment in staff competency, teamwork, and modern laboratory equipment has improved efficiency, reduced turnaround time, and strengthened institutional credibility.

For GCLA, quality means **excellent service delivery that protects human health, the environment, and public safety**. Winning *1<sup>st</sup> runner-up for Service of the Year (Public)* regionally is a source of pride and motivation, reinforcing the institution's responsibility to maintain high performance in analytical and regulatory services.

Looking ahead, GCLA plans to **sustain its quality management systems**, maintain accreditation for its laboratories, and continue expanding its capacity for customer-centric service delivery — ensuring the Authority remains a trusted benchmark for scientific and forensic excellence in Tanzania.



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2ND RUNNER-UP -  
SERVICE OF THE YEAR (PUBLIC)



**ERDOGAN HOSPITAL SOMALIA LTD**



**Erdogan Hospital Somalia Ltd**, located in Mogadishu, is a public tertiary hospital providing **specialized medical, surgical, and emergency services**. Established through a public-private partnership in 2015, the hospital serves thousands of patients annually and is widely recognized for advancing modern healthcare in Somalia.

Its path to national recognition reflects a commitment to **clinical excellence, accessibility, and innovation**. Erdogan Hospital introduced electronic patient-record systems, standardized diagnostic protocols, and continuous staff training in infection control and patient safety. These initiatives improved service efficiency by 40 percent, reduced waiting times, and increased patient satisfaction to above 90 percent.

For Erdogan Hospital, quality means **delivering compassionate, evidence-based care** that meets international medical standards. Winning 2<sup>nd</sup> runner-up at the regional awards for Service of the Year (Public Sector) underscores its role in strengthening Somalia's health system and restoring trust in public healthcare.

Looking ahead, the hospital plans to **expand telemedicine services**, strengthen laboratory accreditation, and invest in renewable-energy systems to enhance reliability and sustainability. Continuous professional development and digital transformation will remain central to its quality-of-care agenda.



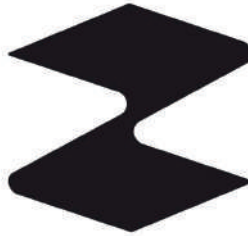
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### WINNER - SERVICE OF THE YEAR (PRIVATE) - LARGE ENTERPRISE



**ZIPLINE RWANDA**



**Zipline Rwanda** is a large enterprise specializing in **autonomous drone delivery of medical and essential supplies**. Operating from distribution centers in Muhanga and Kayonza, Zipline serves hospitals, health centers, and pharmacies across Rwanda, ensuring life-saving products such as blood, vaccines, and medicines reach patients safely and on time.

The company's journey to national recognition has been defined by **technological innovation, precision logistics, and customer satisfaction**. Zipline has optimized its delivery operations to achieve 99% reliability, reduced delivery times to under 45 minutes nationwide, and expanded its reach to remote health facilities. Its commitment to quality and safety has positioned Rwanda as a global model for drone-based logistics in healthcare.

For Zipline, quality means **accuracy, safety, and trust** — ensuring every delivery meets medical standards and community expectations. Winning the *regional award for Service of the Year (Private) – Large Enterprise* acknowledges the company's impact on healthcare accessibility, its collaboration with the Government of Rwanda, and its contribution to national resilience.

Looking ahead, Zipline plans to **scale its technology for broader use**, including e-commerce and agriculture logistics, while maintaining world-class safety and quality standards. The company also aims to enhance local skills development and expand its footprint across Africa.



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### 1ST RUNNER-UP - SERVICE OF THE YEAR (PRIVATE) - LARGE ENTERPRISE



**RAPHAEL LOGISTICS (T) LTD**



**Raphael Logistics (T) Ltd**, based in Tanzania, is a large enterprise providing **specialized transport and logistics solutions**, including abnormal cargo transport, heavy lifting, container handling, and machinery hire services. Established in 2007, the company supports regional trade by serving clients in Tanzania, Kenya, Uganda, Rwanda, Zambia, Burundi, and the DRC.

Raphael Logistics' success stems from its **commitment to reliability, safety, and continuous improvement**. The company implemented a Quality Management System aligned with ISO 9001:2015, introduced digital tracking systems for shipment visibility, and enhanced driver training and fleet monitoring to ensure on-time and secure deliveries. These initiatives improved customer satisfaction and operational efficiency while reducing costs.

For Raphael Logistics, quality means **consistency and customer satisfaction** — delivering every shipment safely and on schedule. Winning *1<sup>st</sup> runner-up for Service of the Year (Private) – Large Enterprise* validates its dedication to service excellence and strengthens its credibility within Tanzania's logistics sector.

Looking ahead, the company plans to **expand digital automation in warehouse and shipment tracking**, strengthen environmental and safety practices, and pursue ISO 14001 certification to align with regional sustainability goals.



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## WINNER -SERVICE OF THE YEAR (PRIVATE) - SME



### EAGLE AIR LTD



**Eagle Air Ltd**, headquartered in Kampala, is a Ugandan SME providing **passenger, cargo, and charter flight services** within Uganda and across East and Central Africa. Established in 1994, the company has built a strong reputation for safety, reliability, and service efficiency, contributing to regional connectivity and business growth.

The company's journey to national recognition was driven by a systematic focus on **safety standards, operational control, and staff competence**. Eagle Air adopted an **ISO 9001:2015-aligned Quality Management System**, strengthened internal audit procedures, and upgraded aircraft maintenance and training programs. These improvements reduced operational downtime, enhanced customer satisfaction, and improved compliance with civil aviation regulations.

For Eagle Air, quality means **safety, reliability, and professionalism** at every stage of service delivery. Winning the *regional award for Service of the Year (SME – Private)* validates its longstanding commitment to continuous improvement and high standards in regional air transport.

Looking ahead, the company plans to **expand its fleet, strengthen digital systems for flight operations, and pursue further ISO certifications related to safety and environmental management**. Eagle Air aims to continue offering dependable air transport solutions that meet international aviation benchmarks.



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1ST RUNNER-UP - SERVICE OF THE YEAR  
(PRIVATE)- SME

# Zanlink

ZANLINK LIMITED 

**Zanlink Limited**, based in Zanzibar, is a medium-sized enterprise providing **internet and digital connectivity services**, including fiber and wireless broadband, corporate internet solutions, and managed network services. Established in 2000, the company has become a trusted partner in Zanzibar's digital transformation, serving corporate clients, SMEs, and households through a combination of reliability, innovation, and strong customer engagement.

Zanlink's journey to national recognition has been driven by a clear focus on **quality, efficiency, and customer experience**. The company introduced automated customer relationship management tools that reduced complaint resolution time by 30% and expanded fiber connectivity to new markets, driving a 12.5% annual revenue increase. It also improved staff engagement through recognition and training programs, resulting in 85% employee satisfaction and higher service reliability.

For Zanlink, **quality means consistent excellence** — maintaining network uptime above 99.5%, adhering to national regulations, and ensuring transparency in service delivery. Winning *1st runner-up Service of the Year – Private* affirms two decades of commitment to excellence and local empowerment, motivating the team to continue setting higher standards in service delivery.

Looking ahead, **Zanlink plans to attain ISO 9001 certification by 2026**, introduce AI-driven customer insights for proactive service reliability, and expand the use of renewable energy across its infrastructure, reinforcing its leadership in sustainable and customer-centered digital services.



EAST AFRICAN COMMUNITY  
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