



EAST AFRICAN COMMUNITY
REGIONAL QUALITY AWARDS

QUALITY IN MOTION
NATIONAL QUALITY AWARD WINNERS

2025

We are proud to present winners of the National Quality Awards and nominees of the East African Community (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 in East Africa.

Their achievements reflect not only organisational excellence but also the power of quality to drive competitiveness, resilience, and inclusive growth across the region.

The EAC Regional Quality Awards is an annual flagship event that recognises outstanding achievements in quality management across the EAC region. The Awards celebrate enterprises that have demonstrated exceptional commitment to quality—both in services and manufacturing—honouring the accomplishments of both Large Enterprises (LEs) and Small and Medium-sized Enterprises (SMEs).

The EAC Regional Quality Awards are supported by the European Union funded EU-EAC Market Access Upgrade Programme (MARKUP II), implemented by the International Trade Centre in collaboration with the EAC Secretariat and national partners in the recipient countries.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

SERVICE OF THE YEAR (PRIVATE) - SME



AFRICA QUANTITATIVE SCIENCES (AQS) LTD



Africa Quantitative Sciences (AQS) Ltd, based in Kigali, Rwanda, is an SME providing **data analytics, research, and digital innovation services** to clients in government, academia, and the private sector. Its mission is to help organizations make evidence-based decisions through reliable data systems and professional statistical support.

AQS's path to the national award was marked by its emphasis on **service reliability, staff competence, and customer responsiveness**. The company introduced structured quality management procedures, regular staff training, and digital tools to improve data accuracy and client communication. These steps increased productivity, client satisfaction, and the company's reputation as a trusted analytics partner.

For AQS, quality means accuracy, timeliness, and integrity in service delivery. Winning the national award for *Service of the Year (SME – Private)* recognizes its consistent adherence to best practices and its contribution to strengthening data-driven decision-making in Rwanda and beyond.

Looking ahead, AQS aims to **adopt ISO 9001 standards**, expand into regional markets, and enhance the integration of artificial intelligence in data analytics. The company also plans to mentor emerging professionals to build local capacity in quantitative research and innovation.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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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 national 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

SERVICE OF THE YEAR (PRIVATE) - SME



First Somali Takaful & Re-takaful
FISO Takaful Insurance

FISO TAKAFUL INSURANCE



First Somali Takaful Insurance (FISO), based in Mogadishu, is a pioneering SME offering **Islamic-compliant insurance solutions** designed to provide risk protection and financial security for individuals and businesses. Established in 2014, FISO has become a trusted insurer in Somalia's growing financial services sector.

The company's path to national recognition reflects its dedication to **transparency, customer confidence, and operational efficiency**. FISO has developed clear standard operating procedures, improved claim-processing systems, and provided regular staff training on Sharia-compliant risk management. These initiatives have reduced claim turnaround times, improved service reliability, and strengthened trust among policyholders.

For FISO, quality is about **fairness, professionalism, and customer satisfaction**. Winning the national award for *Service of the Year (SME – Private)* validates its continued efforts to formalize insurance practice in Somalia and contribute to the development of ethical, high-quality financial services.

Looking ahead, FISO plans to expand its product portfolio to include agriculture, health, and property insurance tailored to Somali market needs. The company also aims to adopt international best practices in **quality management, digital service delivery, and risk-control systems** to maintain competitiveness and support a stable national insurance ecosystem.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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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 the national award 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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SERVICE OF THE YEAR (PRIVATE) - LARGE ENTERPRISE



PREMIER BANK LTD



Premier Bank Ltd, headquartered in Mogadishu, is a leading financial institution providing **retail, corporate, and digital banking services** across Somalia. Founded in 2013, the bank has grown rapidly through a strong customer-centric approach and investment in secure financial technology.

The bank's path to national recognition has been defined by **innovation, inclusion, and quality service delivery**. Premier Bank expanded mobile- and internet-banking platforms, introduced Sharia-compliant financing products, and streamlined operations through ISO aligned quality procedures. These efforts have improved transaction speed, reduced service errors, and enhanced customer satisfaction.

For Premier Bank, quality means **trust, transparency, and continuous improvement** — ensuring every client interaction meets high professional and ethical standards. Winning the national award for *Service of the Year (Private – Large Enterprise)* reflects the bank's role in modernizing Somalia's financial sector and fostering economic resilience.

Looking ahead, the bank plans to **extend digital-banking coverage**, integrate advanced cybersecurity systems, and pursue **ISO 9001 certification**. It also aims to strengthen SME financing programs and sustainability initiatives that broaden access to finance and promote long-term growth.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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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 national 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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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 the national award 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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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 the national quality award for *Service of the Year (Public)* 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

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 national 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

COMPANY OF THE YEAR (SME) AND 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 national awards for *Company of the Year and 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

COMPANY OF THE YEAR (SME)



HOPE LABS GROUP

Hope Labs Group (HLG), based in Somalia, is an SME specializing in the production and distribution of **pharmaceutical, laboratory, and medical diagnostic products**. Established in 2017, the company plays a vital role in strengthening Somalia's healthcare system by ensuring access to reliable, affordable, and high-quality medical supplies for hospitals, clinics, and pharmacies nationwide.

HLG's journey to national recognition has been shaped by a commitment to **product quality, efficiency, and customer trust**. The company implemented rigorous quality assurance procedures, improved staff skills through continuous training, and strengthened supplier management systems to ensure product authenticity and consistency. These efforts have enhanced customer confidence, expanded market reach, and positioned HLG as a dependable local partner in health product supply.

For Hope Labs Group, quality means **conformance to international standards and continuous improvement**. Winning the national award for *Company of the Year – SME* validates the company's dedication to maintaining high safety and performance standards across all product lines and inspires further investment in innovation and service excellence.

Looking ahead, HLG plans to **upgrade its quality management systems**, expand its product portfolio to include locally manufactured medical consumables, and pursue ISO certification to support long-term competitiveness and contribute to a stronger healthcare ecosystem in Somalia.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

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 the national award 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

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 the national award 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

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 national 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

COMPANY OF THE YEAR (SME) AND 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 the national awards for *Company of the Year – SME and 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

COMPANY OF THE YEAR (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 the national award for *Company of the Year – SME* 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

COMPANY OF THE YEAR - LARGE ENTERPRISE AND
PRODUCT OF THE YEAR - LARGE ENTERPRISE



**AQUANA FONTANA HEAVEN
BEVERAGE FACTORY CO. LTD.**



Aquana Fontana Heaven Beverage Factory Co. Ltd., based in Juba, South Sudan, is a large manufacturing enterprise producing a range of **water bottles, bottle caps, preforms, and packaging containers**. Established in 2007, the company plays a vital role in supporting South Sudan's fast-growing beverages and packaging industry, supplying safe, reliable, and high-quality products to local consumers and businesses.

The company's journey to national recognition has been defined by its strong focus on **employee training, customer engagement, and continuous improvement**. Aquana Fontana has introduced regular staff workshops on quality control and production standards, while establishing structured feedback channels to better understand customer needs. These initiatives have enhanced efficiency and reduced product defect rates by 0.5%, improving reliability and strengthening brand reputation.

For Aquana Fontana, quality is an **ongoing commitment** encompassing customer satisfaction, product integrity, compliance with safety standards, and teamwork across the organization. Winning national awards for *Company of the Year – Large Enterprise and Product of the Year – Large Enterprise* demonstrates the company's leadership in manufacturing excellence and its contribution to building trust in locally produced goods.

Looking ahead, the company plans to **expand its quality management systems**, strengthen supplier quality assurance, and leverage **data-driven decision-making** to monitor performance and guide improvements. Continuous staff development and customer feedback will remain central to sustaining product quality and consumer confidence.



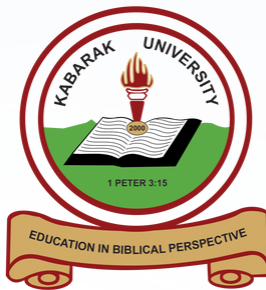
EAST AFRICAN COMMUNITY
REGIONAL QUALITY AWARDS

QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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COMPANY OF THE YEAR - LARGE ENTERPRISE AND PRODUCT 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 national awards for *Company of the Year and Service of the Year (Private – 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.



EAST AFRICAN COMMUNITY
REGIONAL QUALITY AWARDS

QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

COMPANY OF THE YEAR (LARGE ENTERPRISE)



FABRIMETAL BURUNDI

Fabrimetal Burundi, located in Bujumbura, is a large manufacturing enterprise producing **high-quality steel reinforcement bars (rebars)** and related products for construction and infrastructure projects. As part of the Fabrimetal Group, which operates across Africa, the company supports regional industrialization and infrastructure development by supplying reliable, durable, and certified steel.

The company's path to national recognition highlights its commitment to **production efficiency, quality assurance, and environmental sustainability**. Fabrimetal Burundi operates state-of-the-art rolling mills and testing laboratories to ensure all products meet **East African Standards (EAS)** and international benchmarks. Continuous staff training and preventive maintenance have improved productivity and reduced defect rates, while recycling initiatives have minimized waste and energy use.

For Fabrimetal, quality means **strength, precision, and long-term reliability** — values that guide its operations from raw-material sourcing to final delivery. Winning the national award for *Company of the Year (Large Enterprise)* reflects the company's leadership in Burundi's industrial sector and its adherence to recognized standards.

Looking ahead, Fabrimetal plans to **expand production capacity**, strengthen its environmental management system, and pursue **ISO 9001 and ISO 14001 certifications**. The company remains committed to supporting Burundi's construction sector with sustainable, high-quality steel products that contribute to safe and resilient infrastructure.



EAST AFRICAN COMMUNITY
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QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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COMPANY OF THE YEAR (LARGE ENTERPRISE)



HORMUUD TELECOM SOLUTIONS INC.



Hormuud Telecom Somalia Inc., headquartered in Mogadishu, is Somalia's leading telecommunications company, providing **mobile, internet, and financial services** to individuals and businesses nationwide. Founded in 2002, Hormuud has expanded its reach across all major regions, offering affordable connectivity that underpins economic and social inclusion.

The company's journey to national recognition has been shaped by a strong commitment to **innovation, reliability, and customer satisfaction**. Hormuud has implemented advanced network infrastructure, improved service uptime, and introduced digital customer-care platforms that allow real-time feedback and resolution. These initiatives have increased customer loyalty, improved service quality, and strengthened the company's reputation as a trusted national brand.

For Hormuud Telecom, **quality means delivering secure, affordable, and accessible communication services** that meet global standards while reflecting local realities. Winning the national award for *Company of the Year (Large Enterprise)* acknowledges its leadership in driving Somalia's digital transformation and promoting business resilience in a challenging environment.

Looking ahead, Hormuud plans to **expand its 4G and mobile-money networks**, invest further in cybersecurity, and pursue **ISO certification** to enhance quality management across its operations. The company also aims to scale renewable-energy use within its infrastructure and continue providing essential digital services that connect communities and power economic growth.



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QUALITY IN MOTION

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COMPANY OF THE YEAR (LARGE ENTERPRISE)



JESA FARM DAIRY LTD



Jesa Farm Dairy Ltd, based in Kampala, Uganda, is a large-scale **producer of dairy products**, including pasteurized milk, yogurt, butter, and cream. Established in 1981, Jesa has become one of Uganda's most trusted dairy brands, recognized for its commitment to innovation, food safety, and sustainable production.

Jesa's journey to national recognition is rooted in its focus on **modernization, product quality, and staff development**. The company has invested in advanced pasteurization and packaging technology, implemented rigorous hygiene and testing protocols, and trained employees in quality and food-safety systems. These measures have improved product consistency, extended shelf life, and strengthened market competitiveness.

For Jesa, quality means **maintaining the highest standards of freshness, safety, and customer satisfaction**. Winning the national award for *Company of the Year (Large Enterprise)* reflects the company's excellence in dairy processing and its role in advancing Uganda's agribusiness sector.

Looking ahead, Jesa plans to **expand its product range**, integrate renewable energy in its processing plants, and pursue **international certifications** to reach new export markets. The company will continue to support dairy farmers through training and quality-based milk collection systems that promote inclusive and sustainable growth.



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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 the national award 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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QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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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 the national award 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

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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 national award 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

EXPORTER OF THE YEAR (SME)



FALCON LOGISTICS LTD

Falcon Logistics Ltd, headquartered in Bujumbura, is an SME specializing in **freight forwarding, customs brokerage, and transport logistics** for regional and international trade. Founded in 2018, the company provides integrated logistics solutions that connect Burundian exporters to markets across the East African Community and beyond.

Falcon's success is rooted in its focus on **service reliability, compliance, and customer satisfaction**. The company has adopted electronic tracking systems, strengthened documentation procedures, and provided staff training in international shipping standards. These efforts have improved delivery accuracy, reduced clearance times, and increased export volumes for its clients.

For Falcon Logistics, quality means **delivering every consignment safely, on time, and in full compliance** with regulatory requirements. Winning the national award for *Exporter of the Year (SME)* recognizes its contribution to trade facilitation and its support to Burundi's growing export sector.

Looking ahead, the company plans to **expand its regional network**, invest in digital logistics platforms, and pursue **ISO 9001 certification** to enhance transparency and efficiency. Falcon aims to continue positioning Burundian exporters as trusted partners in regional and global supply chains.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

EXPORTER OF THE YEAR (LARGE ENTERPRISE)

Sasini

— ESTD 1952 —

KIPKEBE TEA LIMITED

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 national 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

EXPORTER OF THE YEAR (LARGE ENTERPRISE) AND
PRODUCT OF THE YEAR (LARGE ENTERPRISE)



SAID SALIM BAKHRESA & CO. LTD.



Said Salim Bakhresa & Co. Ltd. (SSB) is one of Tanzania's leading manufacturing enterprises, **engaged in processing wheat grains into flour and related by-products** for local, regional, and international markets. Established in 1983 with a milling capacity of 250 metric tons per day, the company has since expanded to **4,320 metric tons per day**, becoming the **largest wheat processing operation in East and Central Africa**.

SSB's journey to national recognition reflects its long-standing philosophy of doing everything with **maximum possible perfection**, without compromising on quality, affordability, or social and environmental responsibility. Its focus on excellence has driven strong growth and customer satisfaction, leading to continuous investment and expansion into several African countries, including **Rwanda, Burundi, Uganda, Malawi, Mozambique, Zimbabwe, and South Africa**.

For SSB, **quality means delivering products that meet and exceed stakeholder expectations in safety, reliability, and performance**. Winning the national quality awards for *Exporter of the Year – Large Enterprise and Product of the Year – Large Enterprise* is a proud validation of the company's commitment to its quality policies and philosophy — proof that its impact is recognized both internally and by stakeholders across the region.

Looking ahead, the company aims to strengthen its focus on **environmental, governance, and social responsibility**, reinforcing sustainability as an integral part of its continued growth and reputation as one of Africa's most trusted food manufacturers.



EAST AFRICAN COMMUNITY
REGIONAL QUALITY AWARDS

QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

EXPORTER OF THE YEAR (LARGE ENTERPRISE) AND PRODUCT 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 national awards for both *Exporter of the Year and Product of the Year (Large Enterprise)* 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

PRODUCT OF THE YEAR (SME)



HANDI 

KANDI, based in Burundi, is an SME specializing in the **production and distribution of bottled drinking water**. Established in 2018, the company employs 100 people and serves both local and regional markets with a commitment to delivering safe, high-quality, and affordable products that meet customer needs.

KANDI's journey to national recognition has been driven by **leadership commitment, process efficiency, and continuous improvement**. The company strengthened its quality management systems through structured planning, staff training, and product testing. This systematic approach led to significant improvements in productivity, customer satisfaction, cost efficiency, and market access — achieving performance gains of more than 60%.

For KANDI, quality means **consistent product excellence** — ensuring every bottle meets rigorous safety and purity standards while reflecting customer trust and satisfaction. Winning the national award for *Product of the Year (SME)* validates the company's progress in building a reliable, high-quality local brand that can compete in regional markets.

Looking ahead, KANDI plans to **further formalize its quality monitoring systems**, expand employee involvement in quality assurance, and strengthen environmental and community engagement practices. The company remains committed to continuous improvement and to setting higher benchmarks for bottled water quality in Burundi and beyond.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

PRODUCT OF THE YEAR (SME)

RWASHOSCCO
PRODUCERS AND EXPORTERS OF
FINE RWANDAN BOURBON COFFEES



RWASHOSCCO LTD



RWASHOSCCO Ltd, the Rwandan Small Holder Specialty Coffee Company, is an SME engaged in **processing, marketing, and exporting Arabica coffee** under its brands Café de Maraba and Angelique's Finest. Established in 2005, the company supports smallholder farmers to produce premium specialty coffee that meets international standards of taste, aroma, and sustainability.

The company's success in winning national recognition reflects its ability to **comply with food safety and quality management systems** while maintaining fair trade and farmer-centered business models. RWASHOSCCO's focus on continuous training, process control, and certification has resulted in improved product consistency, increased customer satisfaction, and access to new regional and international markets.

For RWASHOSCCO, quality means meeting customer expectations, ensuring conformance to standards, and providing value for money. The national award for *Product of the Year (SME)* recognizes the company's commitment to delivering world-class coffee that reflects both Rwandan craftsmanship and global quality benchmarks.

Looking forward, the company plans to **deepen its implementation of quality and safety standards**, expand farmer capacity-building programs, and pursue product diversification to strengthen Rwanda's reputation in specialty coffee exports.



EAST AFRICAN COMMUNITY
REGIONAL QUALITY AWARDS

QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

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 the national award for *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.



QUALITY IN MOTION
NATIONAL QUALITY AWARD WINNERS

2025

PRODUCT 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 national award for *Product 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.



QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

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 the national award for 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.



EAST AFRICAN COMMUNITY
REGIONAL QUALITY AWARDS

QUALITY IN MOTION

NATIONAL QUALITY AWARD WINNERS

2025

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 the national award 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.



EAST AFRICAN COMMUNITY
REGIONAL QUALITY AWARDS

2025

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