

KENYA ROADS BOARD



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QUALITY MANAGEMENT SYSTEMS: SUMMARY OF PROCESSES AND PROCEDURES

OCTOBER, 2021

KEY RESULT AREA, PROCESSES AND PROCEDURES

	KEY RESULT AREAS	PROCESSES	PROCEDURES
1	Management of the Kenya Roads Board Fund (KRBF)	KRB-P01: Fund management and financial reporting	KRB-P01-PR01: Disbursement Of KRBF KRB-P01-PR02: Resource Mobilization (RMLF, Borrowing etc) KRB-P01-PR03: Management Of Fixed Assets Register KRB-P01-PR04: Preparation Of Budgets KRB-P01-PR05: Management Of Accounts Payable KRB-P01-PR06: Management Of Accounts Receivable KRB-P01-PR07: Preparation Of Financial Reports KRB-P01-PR08: Cash Management KRB-P01-PR09: Treasury Management KRB-P01-PR10: Tax Management
2	Oversight of the road Network	KRB-P02: Monitoring & Evaluation of delivery of road works, goods & services	KRB-P02-PR01: Technical Compliance and Performance audits of road work, value for money audit KRB-P02-PR02: Road works Financial Audits
3	Coordination of Road Development Rehabilitation and Maintenance	KRB-P03: Works Programming	KRB-P03-PR01: Preparation of APRP KRB-P03-PR02: Monitoring of APRP implementation
4	Advisory to the Cabinet Secretary (on policy matters)	KRB-P04: Road Asset Management	KRB-P04-PR01: Research and Innovation KRB-P04-PR02: Coordination of Road Sector Investment Programme KRB-P04-PR03: Roads Inventory and Condition Survey KRB-P04-PR04: Road Classification KRB-P04-PR05: Management of road network data KRB-P04-PR06: Management of Roadworks Cost Estimation Systems

			KRB-P04-PR07: Coordination of road sector studies and policies
5	Institutional capacity	KRB-P05: Human Resource Management	KRB-P05-PR01: Staff planning, recruitment & selection (cross reference HR Manual) KRB-P05-PR02: Staff Exit KRB-P05-PR03: Training & Development KRB-P05-PR04: Staff Welfare (schemes, grievance, leave, cross-cutting issues) KRB-P05-PR05: Staff Discipline KRB-P05-PR06: Knowledge Management
		KRB-P06: Infrastructure & Environment	KRB-P06-PR01: Management of Environment, Health and Safety KRB-P06-PR02: Physical Assets Management KRB-P06-PR03: Transport Management
		KRB-P07: Business Information Systems and ICT infrastructure	KRB-P07-PR01: Automation and integration of business systems KRB-P07-PR02: User support and training KRB-P07-PR03: Websites and portals management KRB-P07-PR04: Installation & maintenance of network infrastructure & servers KRB-P07-PR05: Data and information security KRB-P07-PR06: Disaster recovery management KRB-P07-PR07: Preventive maintenance KRB-P07-PR08: Electronic waste management KRB-P07-PR09: Management of ICT equipment
		KRB-P08: Supply Chain Management	KRB-P08-PR01: Procurement Planning KRB-P08-PR02: Procurement of Goods & Services KRB-P08-PR03: Inventory Management KRB-P08-PR04: Disposal of Assets KRB-P08-PR05: Suppliers performance assessment (SPA)
6.	Quality Control & Improvement	KRB-P09: QMS Performance Evaluation	KRB-P09-PR01: Internal QMS Audit KRB-P09-PR02: Control of Non-Conforming Outputs KRB-P09-PR03: QMS Management Review KRB-P09-PR04: Control of Documented Information (as required by QMS) KRB-P09-PR05: Property belonging to customer and external providers
		KRB-P10: Performance Management	KRB-P10-PR01: Strategic planning KRB-P10-PR02: Performance contracting KRB-P10-PR03: Performance appraisals KRB-P10-PR04: Management of outsourced processes
		KRB-P11: Systems Audits	KRB-P11-PR01: Internal Audit KRB-P11-PR02: Risk Assurance
		KRB-P12: Communication	KRB-P12-PR01: Access to information KRB-P12-PR02: Internal communication

			<p>KRB-P12-PR03: External Communication - (customer communication, customer feedback, public relations)</p> <p>KRB-P12-PR04: Customer Satisfaction</p> <p>KRB-P12-PR05: Complaints handling</p>
		KRB-P13: Legal & Governance	<p>KRB-P13-PR01: Legal Advisory</p> <p>KRB-P13-PR02: Litigation Handling</p> <p>KRB-P13-PR03: Board Secretarial Services</p> <p>KRB-P13-PR04: Management of legal instruments</p>