



# **KENYA INSTITUTE OF SUPPLIES MANGEMENT**

*Promoting Professionalism in procurement and supply chain management*

*KISM Towers, Ngong Rd. P.O. Box 30400-00100 Nairobi, Kenya. Tel: +254 (20) 2213908/9/10  
;( 020) 3505992 Fax: 2213911; Mobile: 0721-244828.E-mail: admin@kism.or.ke*

## **REGISTRATION AND LICENSING POLICY DRAFT 2**

### **Vision Statement**

*“To be the pre-eminent professional body promoting best practices in procurement and Supplies management.”*

### **Mission Statement**

*“To promote integrity and professionalism in procurement and supply chain management”*

### **Core Values**

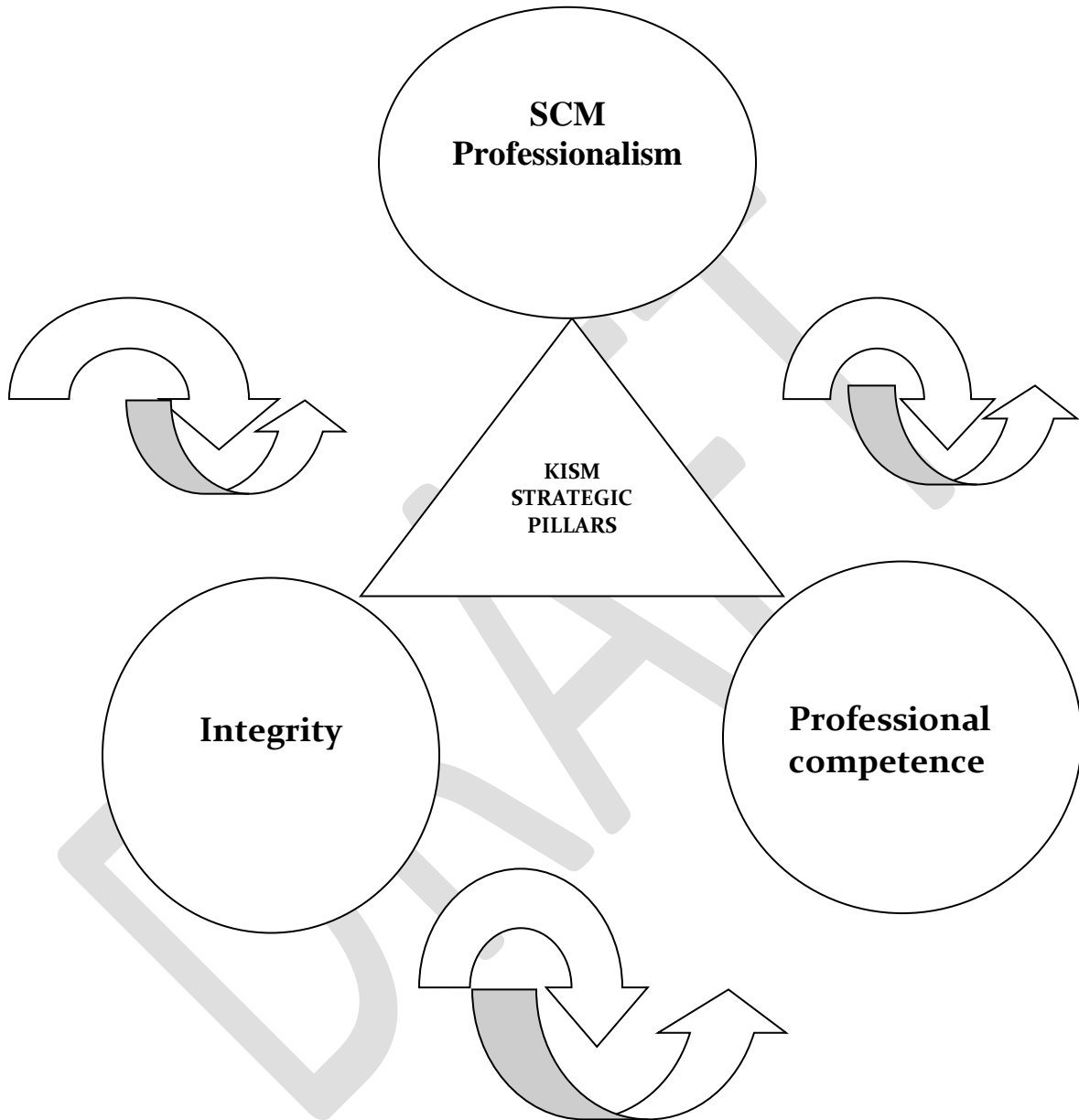
*Integrity*

*Team work*

*Innovativeness*

*Professionalism*

# STRATEGIC PILLARS



## TABLE OF CONTENTS

<b>VISION STATEMENT .....</b>	<b>ii</b>
<b>MISSION STATEMENT .....</b>	<b>ii</b>
<b>CORE VALUES .....</b>	<b>ii</b>
<b>STRATEGIC PILLARS .....</b>	<b>iii</b>
<b>FORWARD.....</b>	<b>vi</b>
<b>PREFACE .....</b>	<b>vii</b>
<b>ACRONYMS AND ABBREVIATIONS .....</b>	<b>viii</b>
<b>DEFINITION OF TERMS .....</b>	<b>ix</b>
<b>CHAPTER ONE.....</b>	<b>1</b>
<b>INTRODUCTION.....</b>	<b>1</b>
1.1 Background .....	1
1.2 Purpose of the Policy Framework .....	1
1.3 Situational Analysis.....	1
1.4 Scope of Application.....	5
1.5 Objectives of the Policy .....	6
<b>CHAPTER TWO.....</b>	<b>7</b>
<b>THE GUIDING PRINCIPLES OF REGISTRATION AND LICENSING .....</b>	<b>7</b>
2.0 Introduction .....	7
2.1 Integrity .....	7
2.2 Inclusivity.....	7
2.3 Accessibility .....	7
2.4 Accuracy.....	7
2.5 Credibility.....	7
2.6 Sustainability.....	8
2.7 Confidentiality.....	8
2.8 Professionalism .....	8
2.9 Compliance with Legal Obligation .....	8
2.10 Customer Relationship Management .....	8
<b>CHAPTER THREE .....</b>	<b>9</b>
<b>KEY ELEMENTS OF THE POLICY .....</b>	<b>9</b>
3.0 Introduction .....	9
3.1 Registration Process .....	9
3.2 Licensing .....	11

3.3 Membership and License Renewal ..... 13

3.4 Continuous Member Engagement..... 15

3.5 Monitoring Compliance ..... 17

3.6 Quality Assurance ..... 18

3.7 Records Management..... 20

3.8 Continuous Professional Development ..... 22

3.9 Policy Administration, Monitoring, Evaluation and Review ..... 24

References ..... 26

DRAFT

## FORWARD

The Registration and Licensing Processes are governed by elaborate administrative procedures within a legal framework and a clear policy on enhanced transparency while providing useful guidelines to membership of various categories for fairness, equity and accountability. In turn, Kenya Institute of Supplies Management (KISM) the professional body develops standards for adherence to members among others such as integrity and ethical consideration.

Supply Chain Management (SCM) is of great value addition to organizations and when poorly handled, may unfortunately be a great cause of losses. Because of its nature, there is need to keep up with ever changing contemporary developments. In licensing for example, and considering the practices of other serious professions, various tools such as Continuous Professional Development (CPD) trainings at affordable rates may be used, with appropriate target groups and guidelines developed for both learners and resource persons. The policy on affordability may encourage greater use of KISM resource center, on-line learning and e-library inclusive of all relevant publications.

Upon the passing of Supplies Management Practitioners Act (SPMA, 2007), given the level of recognition and respect accorded to SCM at that time, it was necessary to promote the profession. It therefore became necessary to relax the registration conditions and not insist on licensing as a means of dealing with teething challenges. That period is now over. Having in mind the objective of the SPMA (2007), it is time to develop clear criteria for registration and licensing.

This policy framework contains critical information that supplies practitioners require, to successfully practice and professionally develop. It highlights KISM's Constitutional mandate and discusses the registration process of members, licensing process, membership and license renewal, member engagement, compliance monitoring, quality assurance, records management and continuous professional development.

KISM is responsible for regulating the procurement profession in Kenya through registration and licensing and ensuring compliance with professional and ethical standards both in the public and private sector. This responsibility makes KISM strategic and central to ensuring the implementation, monitoring and enforcing compliance of this policy framework.

**John Karani, MKISM, MCIPS  
COUNCIL CHAIRMAN, KISM**

## **PREFACE**

The KISM registration and licensing policy has been approved by Registration Committee mandated to register and license all SCM practitioners on behalf of KISM. The development of this policy is a key milestone in the history of the organization. SCM function is one of the cornerstones in the implementation of the national development goals which envisage a globally competitive and prosperous nation. The Framework is premised on the following legislations;

- Supplies Practitioners Management Act, 2007 (SPMA, 2007),
- The Supplies Practitioners Management (Registration & Licensing) Regulations, (2015),
- The Public Procurement and Assets Disposal Act, 2015 (PPADA, 2015),
- The Public Procurement and Asset Disposal Regulations, 2020 (PPADR, 2020), and
- The Constitution of Kenya, (2010).

Section 15(3) of the SPMA (2007) mandates the registration committee to receive, register and grant Practitioners License to supplies practitioners intending to practice as individuals or firms whether as sole proprietors, partnerships or as a corporate bodies. This registration and licensing policy incorporate best procurement and supply chain practices across the globe, with bench marking done with countries such as the USA, Canada, India, Germany and France. It covers KISM's core methodology for the registration and licensing of all supply chain practitioners in Kenya. It includes key procedures and steps in the registration process, licensing, renewals, member engagement, quality assurance, records management, monitoring, evaluation and review.

The key purpose of this policy framework is to provide guidance on the registration and licensing processes and requirements for membership. It helps ensure members of the institute comply with legal rules and regulations to create a safe work environment.

**ALLAN OMONDI**  
**REGISTRATION COMMITTEE CHAIRMAN**  
**KENYA INSTITUTE OF SUPPLIES MANGEMENT**

## ACRONYMS AND ABBREVIATIONS

<b>ACECA</b>	<b>: Anti-Corruption and Economic Crimes Act</b>
<b>CIPS</b>	: Chartered Institute of Purchasing and Supply
<b>CPA</b>	: Certified Public Accountant
<b>CPD</b>	: Continuous Professional Development
<b>E-Procurement</b>	: Electronic Procurement
<b>HRMP</b>	: Human Resource Management Professionals
<b>ICPAK</b>	: Institute of Certified Public Accountants of Kenya
<b>ICT</b>	: Information, Communication Technology
<b>IHRM</b>	: Institute of Human Resource Management
<b>KASNEB</b>	<b>: Kenya Accountants and Secretaries National Examinations Board</b>
<b>KISEB</b>	: Kenya Institute of Supplies Examination Board
<b>KISM</b>	: Kenya Institute of Supplies Management
<b>MRP</b>	: Material Requirement Planning
<b>NSCMPF</b>	: National Supply Chain Management Professional Framework
<b>PPADA</b>	: Public Procurement and Assets disposal Act
<b>PPADR</b>	: Public Procurement and Asset Disposal Regulations
<b>PPRA</b>	: Public Procurement Regulatory Authority
<b>PSCM</b>	: Procurement and Supply Chain Management
<b>QA</b>	<b>: Quality Assurance</b>
<b>SCM</b>	: Supply Chain management
<b>SPMA</b>	: Supplies Practitioners Management Act
<b>OECD</b>	<b>: Organization for Economic Co-operation and Development</b>
<b>UK</b>	: United Kingdom
<b>USA</b>	: United States of America



## DEFINITION OF TERMS

**Members:** means a person who is registered under the Act and is a member of the Institute (SPMA, 2007).

**Professional body:** means a body representing members of a profession, which is regulated by statute, code of conduct or rules as may be amended from time to time (PPADA, 2015).

**Procurement:** means the acquisition by purchase, rental, lease, hire purchase, license, tenancy, franchise, or by any other contractual means of any type of works, assets, services or goods including livestock or any combination and includes advisory, planning and processing in the supply chain system (PPADA,2015)

**Procurement Function:** means a unit within a procuring entity staffed with procurement professionals who are officially concerned with managing the procurement and asset disposal process and reports directly to the head of procuring entity functionally and administratively (PPADA, 2015).

**Professional:** means a person who has professional qualifications in a specialized field and who is engaged in the practice of a skill or trade, having undertaken the relevant formal academic and professional training including undertaking practical learning in the form of apprenticeship or tutelage under the guidance of a suitably qualified and experienced person in the field of training or tutelage (PPADA, 2015).

**Procurement Professional:** means a person registered as a procurement professional pursuant to section 16(1) of the SPMA, (2007) with expertise achieved through formal education and practical experience and shall be held to a high professional standard.

**Registration Committee:** means a committee as set out to handle registration of members and licensing of practitioners as provided for under section 15 of the SPMA, (2007)

**Supply Chain:** means a system of organizations, people, activities, technology, information, and resources involved in supply of a product a service, works or any combination thereof to an end user.

**Supply Chain Management:** means the process of strategically managing flows of goods, services, finance and knowledge, along with relationships within and among entities, to realize greater economic value.

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background**

The Kenya Institute of Supplies Management (KISM), was established under the Supplies Practitioners Management Act, 2007 (the SPMA) as a professional association representing Supply Chain Management (SCM) practitioners in Kenya. Section 3(1) of SPMA, (2007) mandates KISM to among other functions, to register, license and regulate the SCM profession in Kenya and ensure compliance with professional and ethical standards. KISM has come up with this Registration and Licensing Policy to guide members both at government and private sectors understand the benefits of attaining membership and licensing in line with the provisions of the constitution and to bring sanity into the profession. This document broadly provides appropriate framework for developing detailed guidelines on membership and licensing.

#### **1.2 Purpose of the Policy Framework**

A policy statement is an organization level document that prescribes acceptable methods or behaviors. It is a collection of a set of expectations put in place to manage behavior. This policy document shall be used to inform members of the legal requirements regarding Registration and Licensing. The Framework articulates the legal requirements of the profession, covering all relevant areas of professionalism including penalties incase of default. It helps in defining the Institute's mission to promote SCM profession in Kenya in both the public, private and third sector and to provide guidance about how to achieve the Institute's objectives. This Policy is intended to be a tool for guidance on the registration and licensing process and requirements for membership. The policy is premised on the SPMA, (2007), its attendant Registration & Licensing Regulations, (2015), the PPADA, (2015), the PPADR, (2020) and the Constitution of Kenya (2010).

#### **1.3 Situational Analysis**

Different countries across the globe have different licensing and certification programme for Supply Chain practitioners as provided for by their respective professional bodies. Such bodies include the Council of Supply Chain Management Professionals in Canada; Institute of Public Procurement and the Association of Supply Chain Management in USA; Chartered Institute of Purchasing and Supply in UK and the Institute of Materials Management in India. Licensing and Certification provides increased professional recognition for professionals and offers a professional designation to formally acknowledge a practitioner's level of achievement.

Professional work is changing and being changed as increasingly more professionals such as Accountants, doctors, nurses, teachers, engineers and social workers now practice as individuals (sole proprietor or partners), firms, or as corporate bodies (Evetts, 2012). According to (OECD,

2007), professionalism in public procurement allows for functionality, transparency and significant savings in public expenditure. It is a tool for organizing work and controlling workers in contrast to the hierarchical, bureaucratic and managerial controls of industrial and commercial organizations.

The role of governments across the world has been to grant legitimacy by registration and licensing of professional activities, setting standards of practice and regulations, acting as guarantor of professional education by giving public funds for academic education and scientific research, and by paying for services provided by professional experts and practitioners, (Evetts 2008; Brint, 2006). The Kenyan government has put in place elaborate legal frameworks to govern and guide the SCM profession such as the SPMA, (2007), its attendant Registration and Licensing Regulations (2015), the PPADA, (2015) and the PPADR, (2020).

Despite the numerous legislations that spell out clearly the requirements of a supplies practitioner, recent studies indicate that a small percentage of procurement professionals in public service are full members of KISM and a negligible percentage are licensed. A study by Kapila (2008), Marende *et al.*, (2015) shows that 33.7% of procurement professionals in the state corporations were full members while only 1.1% were Associate members and 26.1% were not members. The study observed that lack of certified procurement professionals was a critical problem that affects SCM in public institutions. A comparative analysis with other professions gives a clear picture as follows:

### **1.3.1 Accountancy Profession**

Accounting profession requires certification and licensing beyond the attainment of a bachelor's degree. The Institute of Certified Public Accountants of Kenya (ICPAK) is the professional organization that regulates the activities of all Certified Public Accountants (CPA) in Kenya. No person(s) or firm(s) is permitted to practice as an accountant unless he/she is a holder of a practicing certificate and a license. A person wishing to obtain a practicing certificate applies to the Registration Committee and pays the prescribed fee. The Registration Committee is mandated to issue a practicing license if it is satisfied that the person: (a) is registered; (b) is a holder of a practicing certificate, meets such other requirements prescribed, and, if not so satisfied, refuse the application. Since its establishment in 1978 under CAP 531 laws of Kenya, ICPAK has been dedicated to development and regulation of the accountancy profession in Kenya and provision of professional accountancy examinations through the registered examining body, Kenya Accountants and Secretaries National Examinations Board (KASNEB).

### **1.3.2 Human Resource Management Profession**

The Institute of Human Resource Management (IHRM) is a Statutory Professional Body established under the Human Resource Management Professionals (HRMP) Act, No.52 of 2012. Its mandate is to regulate the HR profession in Kenya by promoting the application of best HR

management policies and practices at the work place, enhance competencies and capabilities while supporting innovative and transformative HR practices and standards. To practice as a HR Professional in Kenya, one must be registered with IHRM in accordance with sections 4, 18, 19 and 25 of the (HRMP) Act and therefore hold a Practicing Certificate. In accordance with Legal Notice - Kenya Gazette supplement no. 63, the HRMP (Registration and Training Regulations, 2015) section 4 stipulates the criteria for registration of a member. Other functions of IHRM include; conducting examinations and prescribing tests of competency deemed appropriate to qualify for membership and certification by the Institute and regulating the practice, competence and professional conduct of human resource professionals. According to the Act, human resource practitioners are required to take the Certified Human Resource Professional Course to qualify as professionals.

### **1.3.3 Legal Profession**

The Kenya School of Law was established as a law vocational training school for the training of barristers in 1963. The Kenya School of Law was re-established in 1995 to provide the Advocates Training Program which focused on the preparation of young law graduates for entry into the legal profession. The school also provides advocates training, continuing professional legal development, paralegal training, and the provision of specialized professional legal training in public service, conducting of projects and consultancies and research. The membership of the Law Society of Kenya (LSK) consist of (a) Any advocate who is a member of the Society by virtue of the provisions of section 28 of the Advocates Act (Cap. 16); (b) Any person admitted to membership of the society under section 6 of the Act; (c) Any person elected as an honorary member of the Society under section 7 of the Act; (d) Any person who has at any time previously been a member of the Society and who complies with the regulations of the Society for the time being in force. To be an advocate in Kenya, one must first complete a law degree from a recognized university in the Commonwealth, and then attend the Kenya School of Law for a postgraduate Diploma in Legal Practice.

A person(s) wishing to practice as an individual (sole proprietor or partners), firms, or as corporate body shall, within 30 days of registering a law firm submit to the secretary a copy of the firm's registration certificate and provide details of the firm. The secretary keeps and maintain a register of all law firms operating in Kenya and where there is a change in any of the particulars required under the regulation, including where the firm has ceased to exist, the proprietor of the firm or a person in charge of the firm, immediately notify the secretary to update the register accordingly.

### **1.3.4 Medical Profession**

Kenya Medical Association (KMA) is a professional body for medical and dental practitioners registered in Kenya. Its mandate was originally concentrated on the welfare of doctors and

operated largely as a members club. Currently it plays a significant role in educating the public and advocacy for quality health care services delivery.

Registration as a medical practitioner or a dentist under the Medical Practitioners and Dentist ACT, Chapter 253 Laws of Kenya or the granting of a license under section 13, entitles the registered or licensed person to practice medicine or dentistry or to render medical or dental services, as the case may be, in a salaried post under a government or local government health scheme or in such salaried posts in such institutions as the Board may from time to time approve.

No medical practitioner or dentist is to act as or engage in private practice as a private practitioner or be employed by a private practitioner, unless he holds a license to engage in private practice under the provisions of section 15 of the Medical Practitioners and Dentist Act. The Board may authorize the Registrar to issue to a medical practitioner or a dentist who has applied and whom the Board considers to have had suitable working experience in medicine or in dentistry, as the case may be, a license to engage in private practice on his own behalf as a private practitioner or to be employed, either whole time or part time, by a private practitioner.

### **1.3.5 Summary of the Existing Gaps in SCM Profession in Kenya**

Based on the situational analysis, the following gaps were identified in SCM Profession in Kenya:

- i.** Compared to Medicine, Accountancy, Law and Human Resource Management, SCM is lagging behind in developing adequate standards for admission to membership, registration, licensing and continuous development programs.
- ii.** The National Supply Chain Management Professional Framework (NSCMPF) taskforce revealed that there is lack of structured and harmonized approach to the provision of procurement training and lack of standardized professional competencies, certification and accreditation in Kenya.
- iii.** NSCMPF noted that the PSCM professional training, certification and licensing is at its nascent stages as compared to Accountancy, Law, Medicine and HRM professions and that there is need for a clear policy framework for registration, licensing and Continuous Professional Development.
- iv.** SCM in Kenya, has enough legislative framework to operate from, there is only lack of implementation and enforcement of the legislation. With a well defined policy framework backed by the current legislations, SCM profession shall be well on its way in adopting international best practices like its peers.

- v. Studies by Kapila (2008) and Marendi *et al*, (2015) indicated that only a small percentage of SCM professionals in public service are full members of KISM and a negligible percentage are licensed. These studies emphasized the need for a policy framework that would ensure its mandatory for procurement practitioners to subscribe to membership of a professional organization. It observed that lack of certified procurement professionals was a critical problem that is affecting the efficiency of SCM practices in public institutions.
- vi. KISM as a National body established under SPMA (2007), legally mandated to establish, monitor, improve and publish the standards of the supplies practitioners' profession and safeguard the interest of all SCM practitioners in the country. However, it lacks adequate awareness regarding this critical role among stakeholders leading to unqualified, unregistered, unregulated persons performing SCM functions.
- vii. Whereas other professions such as HRM, Law, Accountancy, Medicine, and have enforced their mandatory requirements for members to attain a professional certification before they are registered /licensed to practice, this has not been the practice in the SCM profession. This has contributed to SCM being regarded as a general occupation despite its strategic importance in the economic growth of the country.
- viii. Whereas the SPMA, (2007) and PPADA, (2015) provide mandatory requirements in the appointment and deployment of SCM professionals, the requirements have largely not been enforced in both public and private sectors.
- ix. The SPMA, (2007) does not provide for student membership. There is need for such a category of members.
- x. Compared to Medicine, Accountancy, Law and HRM which have well development CPD policies, SCM is lagging behind in developing adequate policy guidelines on continuous professional development programs.

There is need therefore for a comprehensive policy framework in the registration of members and licensing and continuous professional development in the profession in line with legislative provisions.

#### **1.4 Scope of Application**

Registration and Licensing is an essential tool for labour protection, professional recognition and designation for professionals. This policy presents KISM's core methodology for the registration and licensing of all supply chain practitioners in Kenya. It is applicable to all supplies practitioners in public, private and third sector practice in Kenya.

### **1.5 Objectives of the Policy**

1. To provide a framework for ensuring relevant registration, licensing and verification mechanisms are in place;
2. To verify the professional qualification, registration of members and licensing of practitioners at appointment and during their practice;
3. To provide a benchmark through which the public, employers of supplies professionals and clients can have confidence and trust that registered supplies practitioners have met appropriate professional standards, as defined by the Institute.
4. To maintain an up-to-date record of Supplies Practitioners that allow KISM to conduct effective monitoring of performances and enforcement of compliance of supplies professional requirements.
5. To provide an opportunity to supplies practitioners to demonstrate before peers their professional attainment and commitment to professional standards and continuous development for enhancing competence.
6. To provide a basis for international comparability and mobility of supplies practitioners and recognition of the Institute.
7. To promote standards of professional competence and practice amongst members of the Institute.



## CHAPTER TWO

### THE GUIDING PRINCIPLES OF THE REGISTRATION AND LICENSING

#### **2.0 Introduction**

The information given by the members including their academic and professional qualifications, their curriculum vitae, copies of academic and professional achievements, testimonials and certificates of membership of professional bodies are issues bordering on data privacy and security and therefore are of utmost importance to the registration committee. The Registration and Licensing process shall endeavor to the best professional values and principles including compliance to legal obligations and sustainable supply chain concerns. KISM registration and licensing process shall be guided by the following principles:

#### **2.1 Integrity**

The registration committee will adhere to the principles of good governance to ensure transparency and accountability in all its undertakings. The Committee shall maintain an unimpeachable standard of integrity, trustworthiness and sincerity in all their undertakings. They must promote honesty, fairness, accountability, teamwork, confidentiality and professionalism in managing its programmes and activities.

#### **2.2 Inclusivity**

The information on eligibility for on application for registration and licensing must be made available to all groups and categories of eligible members. This involves registering all qualified persons and licensing of practitioners, including the marginalized groups and persons with disability.

#### **2.3 Accessibility**

The Registration and Licensing information should be physically and geographically accessible as well as readily available to all persons qualified to register. Information shall be disseminated through various platforms which will include the KISM website: [www.kism.or.ke](http://www.kism.or.ke), publications and social media.

#### **2.4 Accuracy**

The registration information shall be recorded accurately and maintained properly. Member's data in terms of academic advancement shall be up to date. Data from members are subject to international best practices and are verified and validated using the latest technology.

#### **2.5 Credibility**

Member's registration information stored in both paper and electronic formats must be sufficiently secured to prevent unauthorized access, to protect it against unauthorized alteration or disclosure.

## **2.6 Sustainability**

Members' registration process shall be implemented in a cost effective manner using the latest eco-friendly technology. The Institute shall maintain a compendium of member's data. The registration committee shall endeavor to provide the same format of data to enable consistency and easy retrieval. Member's registration process shall ensure that resources are used in a responsible, efficient, and effective manner with a view to obtaining the best value for money.

## **2.7 Confidentiality**

The registration committee shall treat all information provided by members with strict confidentiality and use it exclusively for registration, licensing and other purposes beneficial to the members. The Committee has an obligation to ensure confidential and proprietary information is adequately protected.

## **2.8 Professionalism**

The registration committee shall strictly abide by professional code of conduct including applying ethical principles and methods in the provision of quality services to the members. Professionalism requires competency and due diligence when rendering service at all times.

## **2.9 Compliance with Legal Obligation**

The registration committee shall comply with all the applicable laws, regulations, relevant to registration of members and licensing of practitioners.

## **2.10 Customer Relationship Management**

The registration committee commits to align its activities to the expectations of the stakeholders and attaining the highest standards in service delivery. The committee will embrace "customer first philosophy" in pursuing its targeted results at all levels. This will be achieved through providing professional advice at all times, sharing accurate information on registration procedures and adhering to legal frameworks.

## CHAPTER THREE

### KEY ELEMENTS OF THE POLICY

#### 3.0 Introduction

The Registration Committee established under the SPMA, (2007) serves primarily to review and examine the registration process and plan for system improvement. This policy is anchored on the registration process, licensing, membership and license renewal, member engagement, quality assurance, compliance monitoring, records management, continuous professional development, policy administration, monitoring evaluation and review.

#### 3.1 Registration Process

A registration process is a standardized step by step comprehensive procedure that KISM commits itself to admit SCM professionals into its membership register. The process is intended to ensure that all those that qualify are registered as members of the Institute.

The process includes receiving of applications for registration, screening of those applications, approving applications for registration and renewal of membership.

A sound and efficient registration system will ensure timely processing of applications for registration and renewal of membership.

##### 3.1.1 Policy Statement

KISM through the registration committee is responsible for ensuring that an efficient and effective registration procedure is in place in line with the SPMA, (2007) and industry best practice. The Committee shall ensure the registration process is simple, flexible and consistent. The Committee shall register and grant membership certificates to all applicants who are eligible SCM Professionals in Kenya.

##### 3.1.2 Objectives

- 3.1.2.1 To create and regularly update a repository of information of members, their academic and professional qualifications, their experience, where they work and their expertise and make it easily accessible.
- 3.1.2.2 To increase membership by providing invaluable opportunities for identification and referral of members to available work opportunities locally, regionally and internationally.
- 3.1.2.3 To enhance institutional capacity of the registration committee through continuous relevant capacity building programs.

**3.1.2.4** To provide guidance on the registration process and requirements for membership to relevant stakeholders by setting, maintaining and monitoring educational and professional qualifications of SCM professionals.

**3.1.2.5** To develop collaboration and linkages with other Professional bodies.

**3.1.2.6** To encourage individual social responsibility and accountability within the profession relating to professional services to clients and the community.

**3.1.2.7** To establish professional standards, guidelines which serve as guiding principles for the registration of SCM professionals.

**3.1.2.8** To promote the protection of the SCM profession from unethical conduct related to the fulfillment of the professional duties and responsibilities.

**3.1.2.9** To benchmark with international leading practices and reposition SCM functions in Kenya for effective and efficient service delivery.

**3.1.2.10** To encourage the development and implementation of Continuing Professional Development (CPD).

### **3.1.3 Registration Strategies**

To achieve the registration objectives, the Registration Committee shall focus on the following strategic approaches:

#### **3.1.3.1 Develop Registration Guidelines**

Develop and disseminate the Registration and Licensing Procedure Manual and Guidelines.

#### **3.1.3.2 Planning and Coordination**

Streamline the registration process with the SPMA (2007) and its attendant Registration and Licensing Regulations (2015) to improve delivery, accountability and registration standards.

#### **3.1.3.3 Partnership with Universities, Colleges and other Training Institutions**

Enter into Partnership with universities, colleges and other training institutions to sensitize and recruit potential members. Individual's membership recruitment to be conducted on completion of an academic or professional course.

#### **3.1.3.4 Membership Management System**

Adopt technological registration to provide an all-in-one solutions and high quality scientific documentation to comply with current records management systems.

#### **3.1.3.5 Capacity Development**

Build the capacity of registration staff and committee to enhance various activities to ensure prioritization of key competencies for unified registration delivery.

#### **3.1.3.6 Monitoring and Evaluation**

Establish benchmarks with other professional bodies and quarterly assess the progress made in relation to the registration of members.

#### **3.1.3.7 Develop Proper Communication Channels**

Establish networking mechanisms with employers to ensure enforcement and compliance to the SPMA, (2007), its attendant Registration and Licensing Regulations, (2015); the PPADA, (2015); the PPADR, (2020) and any other rules and regulations.

#### **3.1.3.8 Advocacy and Awareness**

Coordinate advocacy activities with various institutions to enlighten on the need for registration and to encourage the employers to share and update information on SCM professionals who might not yet be members of KISM.

### **3.2 Licensing**

Licensure is the mark of a professional. It is a standard recognized by employers and their clients, by governments and by the public as an assurance of dedication, skill and quality.

Licensure provides SCM professionals permission to practice in SCM field. It requires specialized training or an academic qualification followed by an examination which may be written, practical or both. In SCM profession, individuals are not legally allowed to practice in the job without the license.

#### **3.2.1 Policy Statement**

KISM shall grant licenses to all supplies professionals in all sectors intending to practice as individuals or as a firm whether as sole proprietor, partnership or as a body corporate.

The Registration Committee will use licensing to ensure that all practitioners in SCM have the required training, knowledge, **skill** and experience to perform as qualified professionals. Licensing will be done to ensure competency and protection of public interest.

### **3.2.2 Objectives**

- 3.2.2.1** To provide guidance on the registration and licensing process and requirements for membership by setting, maintaining and monitoring academic and professional qualifications for professionals.
- 3.2.2.2** To ensure high-quality services and safeguard against substandard and unethical conduct among SCM professionals by providing clear guidelines on professional development and training.
- 3.2.2.3** To ensure the licensing requirements match the qualifications and competency needed for the performance of the task.
- 3.2.2.4** To promote professionalization of SCM by encouraging practitioners to invest in occupational skills thus improving their professional standards.
- 3.2.2.5** To improve on the quality of the professional work and protect the public against incompetent and /or unethical practitioners.
- 3.2.2.6** To confer legitimacy and increase social status for practitioners.
- 3.2.2.7** To build a community of competent professionals and bring cohesiveness within the profession.
- 3.2.2.8** To provide benefits to practitioners through increased recognition of their work and influence.
- 3.2.2.9** To ensure that only professionals practice SCM and open up career options and expanded opportunities at company structure by licensing individuals to offer SCM related services.

### **3.2.3 Licensing Strategies**

To achieve the licensing objectives, KISM through the registration committee shall focus on the following strategic approaches:

#### **3.2.3.1 Strategic Alliances**

Establish strategic alliances with employers in all sectors to ensure enforcement and compliance to the SPMA, (2007) and its attendant Registration and Licensing Regulations (2015).

#### **3.2.3.2 Monitoring and Evaluation**

Develop a communications plan that will ensure the visibility of members' activities and professional development.

### **3.2.3.3 Improve on the Licensing Requirements**

Monitor the trends of licensing in the industry to know what is happening with its peers and improve on the licensing requirements from time to time.

### **3.2.3.4 Making the Licensing Process Simpler and Affordable**

Endeavor to make the licensing process simpler and affordable for potential members.

## **3.3 Membership and License Renewal**

SCM membership and license require annual renewal. The renewal process includes payment of a renewal fee. SCM profession also require proof of continuing professional development for each membership and licensure period. Failure to pay the fees or meet the regulatory requirements will deem the membership and license inactive or expired. Individuals are then accountable to follow the required process to reactivate the membership and license. Practicing without the required active membership and license is a violation of the law and could result in criminal charges being brought against the member.

### **3.3.1 Policy Statement**

The Registration Committee shall renew Memberships and Licenses granted under the SPMA (2007) its attendant Registration and Licensing Regulation (2015) once the validity period expires. The Committee will continuously focus on membership and license renewal to ensure delivery of the value that members expects to receive from paying their dues thus showing that KISM honors the rule of reciprocity and motivates members to keep their memberships active and in good standing.

### **3.3.2 Objectives**

**3.3.2.1** To keep an up to date database of members and practitioners and to achieve financial sustainability of the institution.

**3.3.2.2** To expand membership and licensing in other demographics that has not been reached for example the younger professionals.

**3.3.2.3** To increase the marketing efforts by better explaining the value of membership and licensing especially to existing members.

**3.3.2.4** Promote standards of professional competence and practice amongst members of the Institute.

**3.3.2.5** To grow membership from associate members to full members and to encourage more practitioners to be licensed.

**3.3.2.6** To ensure professionals benefit from advancement of the knowledge through continuous professional development.

**3.3.2.7** To provide a current pool of SCM human resources to enhance visibility in the market.

### **3.3.3 Renewal Strategies**

To achieve the membership and license renewal objectives, KISM through the registration committee shall focus on the following strategic approaches:

#### **3.3.3.1 Gazettement of Members**

Publish on annual basis the register of current members and practitioners.

#### **3.3.3.2 Make Renewal of Membership Easy**

Ensure that in each mail KISM sends, it includes a link that will take the member straight to the renewal page.

#### **3.3.3.3 Automatic Reminders/Notices**

Automatically send notifications to members on the expiry of their membership. By giving them this warning in advance, members can easily pay for their membership before expiry.

#### **3.3.3.4 Planning for New Younger Members**

Develop a new on boarding and first-year membership plan, ramping up engagement strategies, evaluating current benefits and introducing new benefits.

#### **3.3.3.5 Offer Incentives to those who Renew**

Introduce incentives for members to maintain continuous memberships rather than only paying dues.

#### **3.3.3.6 Membership Site**

Engage with members on Facebook, whatsapp, LinkedIn and other online platforms. Allow members to own the sites and encourage free discussions on how to improve services rendered to them.

#### **3.3.3.7 Compliance Audit**

In collaboration with employers in all sectors, conduct periodic compliance audits to establish the membership and license status.



### **3.4 Continuous Member Engagement**

Member engagement is the process of actively building, nurturing and managing relationships with all segments of KISM to increase membership volume, value and retention. The process has to be consistent, frequent and **intentional** for it to achieve meaningful value.

#### **3.4.1 Policy Statement**

KISM will honor the rights of members and treat them fairly, listen to their opinions and concerns, build understanding with them, encourage co-operation constructively in matters that interest members, and take part in developing the SCM profession.

The Registration Committee shall on a continuous basis communicate with KISM members and potential members through various channels in building relationships with them, and capturing their attention just often enough to remind them of the role of KISM.

#### **3.4.2 Objectives**

**3.4.2.1** To attract more members, create greater member retention rate, and growth.

**3.4.2.2** To build a strong relationship with members, improve their willingness to invest time and money with the organization in exchange for value.

**3.4.2.3** To increase member loyalty and create referrals.

**3.4.2.4** To engage members through workshops, seminars, training sessions, entertainment and through more interactive associations.

**3.4.2.5** To reduce the cost of acquiring a new member by reaching out and engaging current members.

**3.4.2.6** To develop an engagement strategy that can differentiate communication and become a system for feedback on member relationship with the organization.

**3.4.2.7** To improve members, trust in the organization through better communication and genuine engagement.

**3.4.2.8** To ensure that members' services, programs and facilities are inclusive and respond to current and emerging needs.

**3.4.2.9** To provide personalized, inspiring content for members, increase and improve accessibility to KISM's resources.

### **3.4.3 Member Engagement Strategies**

To achieve member engagement objectives, KISM through the registration committee shall focus on the following strategic approaches:

#### **3.4.3.1 Communication Strategy**

Develop and adequately communicate the engagement guidelines to the members with a detailed plan on how communication to the members, the leadership and all the stakeholders will be done.

#### **3.4.3.2 Member Participation**

Encourage members to participate in matters that affect them; provide channels for receiving suggestions, problems, and complaints; give priority; welcome opinion and exchange views (stakeholder dialogue) constructively in order to perceive ideas, expectations, and needs of stakeholders.

#### **3.4.3.3 Disclosing Information**

Accurately, explicitly, transparently, and comprehensively disclose information in order to ensure that the members receive sufficient, consistent, and timely information.

#### **3.4.3.4 Determining, Identifying, and Analyzing Members**

Clearly determine, identify and categorize members in order to analyze the risks and impacts, direct or indirect, incurred to each group of members comprehensively and clearly bearing in mind that each group has its own set of perspectives and expectations.

#### **3.4.3.5 Review and Reporting**

Systematically monitor and evaluate the overall quality of member engagement for continual improvement, develop an action plan, ensure collaboration among different categories of members, follow the engagement process, and inform member of the outcome.

#### **3.4.3.6 Membership Management System**

Implement an integrated membership management system to facilitate communication and interaction between the members.

#### **3.4.3.7 Continuous update of the Register**

Regularly capture and update member's demographic data for behavioral analysis on a real time to enable development and adoption of offerings that meet members' needs.

### **3.5 Monitoring Compliance**

Compliance monitoring refers to the quality assurance tests organizations do to check how well their business operations meet their regulatory and internal process obligations. An organization must take reasonable steps to ensure that its compliance program is followed, including monitoring and evaluating to detect and address any gaps in its processes.

#### **3.5.1 Policy Statement**

Ensuring compliance with relevant obligations is fundamental to the achievement of KISM's core objectives. It is the policy of KISM through the registration committee to establish a robust culture of compliance monitoring on registration and licensing processes.

The registration committee is committed to ensure monitoring of compliance with registration and licensing requirements, ethical principles, good corporate governance and transparency, quality and excellence, customer orientation and the integrity of its services.

The registration committee strives to meet all of its compliance obligations and appropriately respond to any compliance and/or regulatory issues and is committed to having in place appropriate and effective systems and tools to enable it to do so.

#### **3.5.2 Objectives**

- 3.5.2.1** To express KISM's will to establish a culture of regulatory compliance that allows the development of diligent professional conduct.
- 3.5.2.2** To show a firm condemnation of the profession before the commission of any kind of illicit, criminal, or event of any other nature, without, in any case, being justified on the basis of a benefit to the organization.
- 3.5.2.3** To maintain compliant membership that upholds the rules of conduct and work ethics for optimal service delivery **and image of the Institute**
- 3.5.2.4** To encourage all KISM members to carry out their activities with a firm commitment to complying with **Chapter 6, Article 10, 201** and 232 of the Constitution (2010), the values and ethical principles as laid out in the ACECA, (2003); SPMA, (2007); the Registration

and Licensing Regulations, (2015); Leadership and Integrity Act, (2012), KISM Code of Ethics, Policies, and all applicable procedures and controls.

**3.5.2.5** To promote a consistent, rigorous and comprehensive approach to compliance throughout the registration and licensing process.

**3.5.2.6** To strengthen the infrastructure for high-quality and internationally comparable licensing and registration system as well as to enhance compliance with national and international regulations.

### **3.5.3 Strategies for Monitoring Compliance**

To achieve compliance monitoring objectives, KISM through the registration committee shall focus on the following strategic approaches:

#### **3.5.3.1 Compliance Reporting**

Develop a compliance monitoring tool and regularly, efficiently and effectively report to the Council on registration and licensing compliance obligations.

#### **3.5.3.2 Compliance Education and Training**

Promote the awareness of compliance through facilitation of training and educating the members on the registration and licensing compliance obligations.

#### **3.5.3.3 Continuous Improvement**

Ensure registration and licensing compliance performance is regularly monitored, measured and reported.

#### **3.5.3.4 Enforcement Actions**

Impose mandatory corrective actions for non-compliant practitioners or employers.

#### **3.5.3.5 Routine Review**

Conduct routine review of the performance of the registration and licensing process and the continuing requirements of the monitoring programme.

### **3.6 Quality Assurance**

Quality Assurance (QA) is a wide-ranging concept which covers all matters that individually or collectively influence the quality of SCM profession. It is the totality of the arrangements made to ensure that SCM professionals possess the required qualifications for them to deliver as practitioners. QA therefore incorporates several factors and it is an integral part of all key activities in SCM profession.

The implementation of a QA system in SCM, including systems for registration of members, licensing of practitioners and renewals, may affect costs. However, the benefits of ensuring quality outweigh the cost investment because they reduce the possible losses caused by having nonprofessionals performing the PSCM activities and providing substandard services to employers and citizens.

### **3.6.1 Policy Statement**

KISM through the registration committee shall consistently provide high quality services to its members by establishing systems and procedures necessary to deliver results in accordance with members and legal requirements.

The Committee shall ensure all registration and licensing activities are planned and systematically implemented within the quality system that can be demonstrated to provide confidence that the SCM professionals have fulfilled requirements for quality.

### **3.6.2 Objectives**

**3.6.2.1** To provide confidence to institutions, customers, government and regulators that quality requirements of SCM have been met.

**3.6.2.2** To fully appreciate KISM members' needs and deliver high quality services.

**3.6.2.3** To monitor the registration and licensing progress and ensure quality completeness of each activity and output separately.

**3.6.2.4** To ensure the quality of the key processes and the key results of the registration and licensing function.

**3.6.2.5** To identify possible bottlenecks and enable corrective action.

**3.6.2.6** To increase KISM members' competitiveness in the industry with high quality of Institute services.

**3.6.2.7** To provide high quality service that satisfy members' requirements by getting things right the first time.

**3.6.2.8** To analyze members' feedback data, internal performance data, financial performance data and business performance data to ensure that the quality objectives are being met.

**3.6.2.9** To conduct business in an ethical and professional manner.

### **3.6.3 Quality Assurance Strategies**

To achieve the QA objectives, KISM through the registration committee shall focus on the following strategic approaches:

#### **3.6.3.1 Quality Assurance Guidelines**

Develop quality assurance procedure manual and guidelines and implement QA systems.

#### **3.6.3.2 Listening to Members**

Genuinely listen to members to truly understand the quality of services offered and where the Committee needs to focus its efforts.

#### **3.6.3.3 Partnership with Members in Quality Improvement**

Partner with members (involvement in decision making processes for agreeing on quality improvement priorities annually) to drive improvements and make services more responsive to members' actual needs.

#### **3.6.3.4 Early and Continuous Engagement**

Ensure early and continuous engagement of members that would lead to enhanced quality of services which are more aligned to the members needs.

#### **3.6.3.5 Regular Reviews**

Conduct regular review of the licensing and registration plan which shall outline its direction, goals and objectives.

#### **3.6.3.6 Quality Assurance Plan**

Develop and adopt AQ communications plan that ensures all stakeholders are clear of their roles and responsibilities in the QA initiative which shall include encouraging a free flow of two-way communication between the committee and the members.

### **3.7 Records Management**

Proper records management protects critical records and improves operational efficiency by ensuring that information can be found, retrieved quickly and effectively shared. It involves identifying, classifying, storing, securing, retrieving, tracking and disposing or permanently preserving the records. It includes the process of capturing and maintaining evidence of documents of the registration, licensing and renewal processes, on an annual basis.

#### **3.7.1 Policy Statement**

KISM through the registration committee shall maintain complete, accurate, authentic, and accessible records pertaining to each member's application for registration,

registration approval, licensing of practitioners and renewals for a period as may be specified in the Registration and Licensing Procedure Manual.

The Registration Committee shall create, preserve, maintain, use, and dispose of member's records appropriately. All records shall be stored to ensure their future conservation, retrieval and use. In doing so, the security, privacy and confidentiality of all records shall be protected.

### **3.7.2 Objectives**

**3.7.2.1** To provide a framework/system for efficient and effective management of members' records.

**3.7.2.2** To establish responsibilities and requirements for developing, implementing and maintaining an efficient and effective compliant records management program/system.

**3.7.2.3** To facilitate KISM's transition to full electronic record keeping as the foundation of an electronic records management program in compliance with the emerging trends in records management.

**3.7.2.4** To Create and preserve adequate and proper documentation of members' registration and licensing activities, policies, decisions, procedures, and essential transactions.

**3.7.2.5** To provide appropriate access, retrieval, maintenance, and use of members' records in all formats.

**3.7.2.6** To provide for the long-term storage of vital and other important records.

### **3.7.3 Records Management Strategies**

To achieve records management objectives, the Registration Committee shall focus on the following strategic approaches:

#### **3.7.3.1 Records Management System**

Design a system for receiving, controlling, maintaining, securing and tracking of registration and licensing records and documents.

#### **3.7.3.2 Regular Review**

Develop an Action Plan on a proactive basis for proper management of members' records and regularly review it to include information on the proposed activities and indicators showing progress and successes.

#### **3.7.3.3 Training**

Provide training to the registration staff and committee members to allow them to develop and implement effective records management practices.

### **3.7.3.4 Record Retention**

Create high-level records retention procedures which shall cover common activities and functions of the Institute to ensure a uniform approach to the retention and disposal of members' records.

## **3.8 Continuous Professional Development**

Continuing professional development (CPD) is a global practice of ensuring that professionals in every discipline keep pace with developments and advances in their careers and field of practice. SCM remains a dynamic discipline in the ever changing world of work. The knowledge and skills that SCM professionals require keeps changing as technology advances. KISM has recognized the need for professionals to be in the position not only to provide high quality services, but also feel confident in their abilities to attend to the needs of clients.

### **3.8.1 Policy Statement**

KISM through the Registration and Professional Standards Committees will ensure quality services is promoted and the capacity of professionals enhanced. The Committee shall ensure that members retain and continuously develop their attitude, skills and knowledge to maintain professional standards and ethics that promote excellence in SCM practice.

Through appraisal, all members will have opportunities to discuss and establish their professional development needs with the Institute. Emphasis will always be on improving standards and the quality of their professional training.

### **3.8.2 CPD Objectives**

- 3.8.2.1** To commit to the learning and development of the entire membership.
- 3.8.2.2** To continuously update professionals and practitioners on current and emerging issues.
- 3.8.2.3** To recognize that all members play a vital role in the achievement of high standards and in improving the professional skills and the development of the profession.
- 3.8.2.4** To provide opportunities for career progression either horizontally or vertically.
- 3.8.2.5** To expand and develop new areas of competence, which might be for members existing job or to develop their careers.



**3.8.2.6** To help to meet requirements for registration, licensing and renewals.

**3.8.2.7** To provide employers with structures that supports their responsibilities for developing a competent workforce and to achieve training and qualifications requirements.

### **3.8.3 CPD Strategies**

To achieve CPD objectives, KISM through the Registration and Standards Committees shall focus on the following strategic approaches:

#### **3.8.3.1 Planning**

Develop annual CPD programmes in for each category of members and also encourage individual member's annual plans.

#### **3.8.3.2 Progress Review**

Collaborate with the Training department to review the training programme to ensure it is in line with the current professional needs for each category of members.

#### **3.8.3.3 In - Service Training**

Recommend in-service training to be included in the CPD calendar during the academic year. The in-service programme shall be planned in advance in collaboration with the Senior Management Team of members' employers. The content of which is informed by the needs of the industry as outlined in the employers' professional development plans.

#### **3.8.3.4 Face-to-Face Lecture**

Encourage face-to face lecture method in advancing professional skills as it offers full-time educational experience.

#### **3.8.3.5 Workshops, Conferences and seminars**

Organize workshops for short period (3-5 days), regional, national or international conferences that will be held throughout the year where papers are presented according to the theme and sub- theme for discussion.

#### **3.8.3.6 Partnership with Employers**

Work with employers to identify their SCM training needs and develop a customized training programme (s).

### **3.9 Policy Administration, Monitoring, Evaluation and Review**

Policy monitoring allows for systematic examination of the process of creating a policy, implementing it, and evaluating its effect. This policy will be administered and continuously monitored to provide clarity on registration and licensing procedures.

The Policy shall be reviewed from time to time to accommodate changes in the environment and periodically evaluated to check its effects in terms of efficiency and validity in addressing registration of members and licensing of practitioners.

Where gaps, challenges or negative impacts are found, proposals on changes will be presented to the KISM Council for consideration. This policy document shall be reviewed after three years or when regulations or environmental shifts necessitate a substantial change

#### **3.9.1 Policy Statement**

KISM through the registration and Professional Standards Committess shall monitor, evaluate and review on a regular and periodic basis this policy to reflect and uphold the Institute's values, vision, mission and strategic direction and ensure it is relevant to the prevailing circumstances and practices in the environment at any given time.

#### **3.9.2 Objectives**

- 3.9.2.1** To continuously improve the approach, with particular regard to the management and the performance of the registration and licensing processes.
- 3.9.2.2** To periodically provide monitoring and evaluation reports that probe the strengths and weaknesses of this policy's operational model, and provide detailed information about its effectiveness.
- 3.9.2.3** To enhance policy efficiency and effectiveness.
- 3.9.2.4** To guide the planning, monitoring and evaluation activities of the committee and ensure that they meet the quality, learning and accountability challenges that sit at the very heart of the Institute's vision and mission statement.
- 3.9.2.5** To improve the quality and capacity of the routine data collection systems.
- 3.9.2.6** To outline specific activities required for strengthening the organizational capacity to conduct effective M&E.
- 3.9.2.7** To ensure greater utilization of routine data sources and strengthen the monitoring

culture within the Institute and its members by promoting the use of locally generated SCM information.

### **3.9.3 M & E Strategies**

To achieve administration, monitoring, evaluation and review objectives, KISM through the registration committee shall focus on the following strategic approaches:

#### **3.9.3.1 Coordination and Harmonization**

Continuously monitor, evaluate, improve and review the policy document to accommodate changes arising in the operating environment

#### **3.9.3.2 Monitoring Tool**

Develop a monitoring and evaluation tool for the implementation of the policy document.

#### **3.9.3.3 Standardize and streamline Data Collection and Reporting**

Strengthen monitoring, evaluation and review activities to bring alignment, coherence and synergy to data collection and reporting formats, including guidelines and work planning instruments.

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