



CUSTOMER SERVICE CHARTER



PREAMBLE

This Service Charter puts in place service standards that will guide the National Museums of Kenya (NMK) management and staff, in the provision of high quality services to its clients. This is keeping in line with existing laws, rules, regulations, norms, professional ethics and most importantly - customer expectations.

This service charter thus identifies areas in which the NMK operates, defines the responsibilities of the management and staff, describes the rights of clients and identifies key quality control indicators that will enable the delivery of high quality services by the NMK to all stakeholders/clients and the general public at large.

WHO WE ARE

The National Museums of Kenya (NMK) is a State Corporation established under the Museums and Heritage Act of 2006. Our mission is to collect, preserve, study, document and present Kenya's past and present cultural and national heritage. This is for the purposes of enhancing knowledge, appreciation, respect and sustainable utilization of these resources for the benefit of Kenya and the world. NMK falls under the Ministry of State for National Heritage and Culture.

NMK is charged with the responsibility of managing the country's diverse and rich national heritage. This entails (but is not limited to) administering the country's national and regional museums, sites, antiquities and monuments. NMK is further continuously involved in identifying and gathering information on all locations, buildings and other structures which may prove to be, or are, of historical, archaeological, palaeontological, geological, religious and/or cultural significance to the Republic of Kenya.

VISION

To be a global leader in heritage research and management.

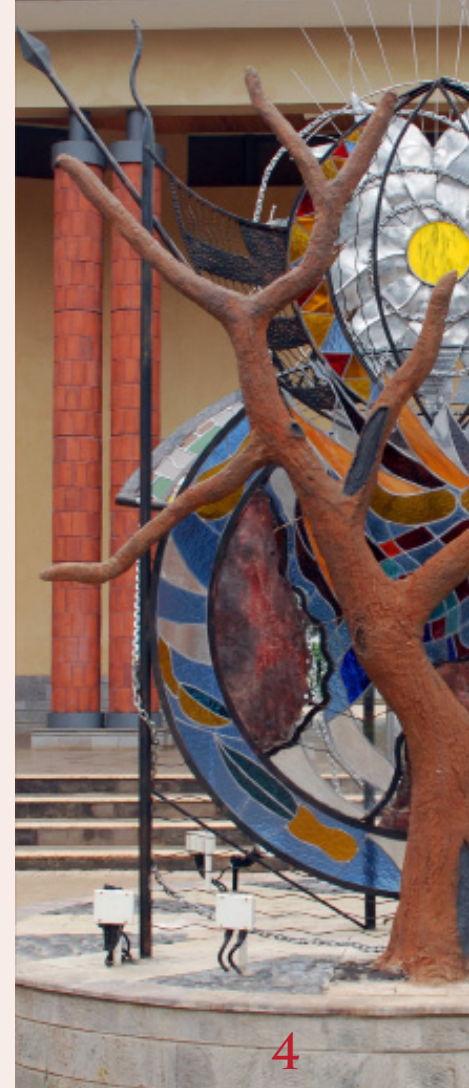
MISSION

To promote conservation and sustainable utilization of national heritage through generation, documentation and dissemination of research and collection management knowledge, information and innovations.

OUR CORE FUNCTIONS

The core functions of the National Museums of Kenya include the following:

- (i) **Heritage Promotion, Collection and Documentation:** NMK houses one of the most unique and diverse collections in the world. The collections are categorized into two major areas that include Natural history and Cultural/History/Musicological
- (ii) **Research:** The NMK undertakes research based on cultural and natural history in various fields and in collaboration with other research institutions.
- (iii) **Preservation and Conservation:** NMK has the mandate to preserve/ conserve all its collections which range from tangible to intangible, movable and immovable, in-situ and ex-situ.
- (iv) **Information Dissemination:** NMK synthesizes the information generated from research and collections and presents the same to the public for the purpose of raising awareness and learning amongst the general population through exhibitions, education programmes and other multimedia channels.





OUR CORE VALUES

The NMK shall endeavour to uphold the following key values in the delivery of services to all our clients/stakeholders:

Professionalism

We shall demonstrate expertise, efficiency and competence in the dispensation of our duties.

Teamwork

We shall provide quality services to all our stakeholders with the utmost solidarity and mutual cooperation for the greater benefit of our society.

Integrity

We shall ensure openness in all our dealings and operations

Leadership

We shall set the pace in shaping the national agenda with respect to the promotion, conservation and management of our cultural and natural diversity.

Adaptability

We shall be creative, innovative and adaptable to the ever emerging trends in heritage management.

Environment protection

We shall at all times work to protect and conserve the environment in line with national and international obligations.

OUR CLIENTS

Our clientele include:

- Researchers
- Students
- Foreign and domestic tourists
- Cultural Consultants
- Foreign missions
- Donor agencies and International organizations
- Research educational and training Institutions
- Cultural trusts and artistes
- Local communities and Local authorities
- International museums and related cultural institutions
- Internal Customers (Employees)
- General Public

COMMITMENT TO OUR CLIENTS

This charter is a commitment by the NMK to provide high quality services to all our stakeholders/clientele. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.





OUR SERVICE DELIVERY OBLIGATIONS

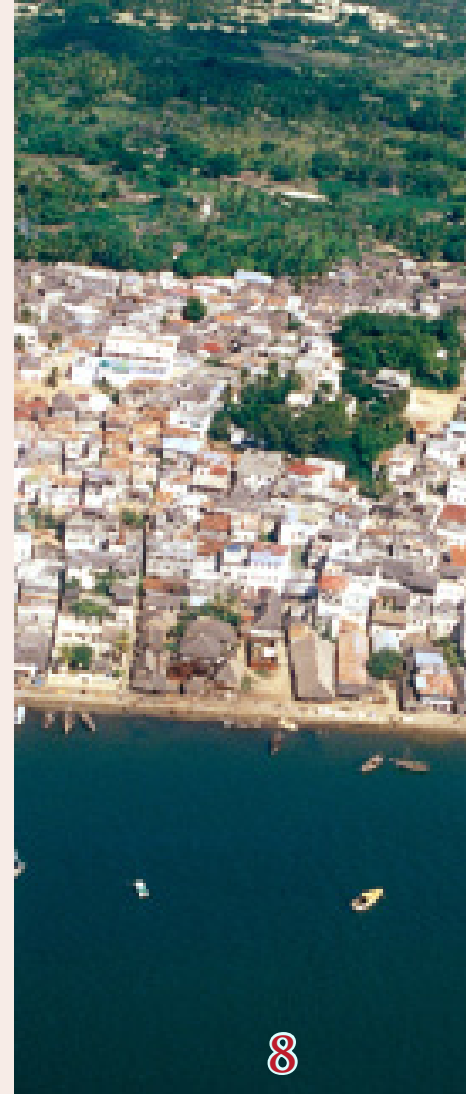
We are committed to providing our clients with enjoyable, memorable and exciting experiences at each point of service delivery. We therefore in this respect, commit ourselves to:

- Provide innovative, memorable and inspiring experiences to our clientele in the delivery of our services.
- Demonstrate superior customer service at all times; we shall be polite, helpful and professional in all our dealings with our clients.
- Take all opportunities available to inform you about all current and upcoming museum products, services and facilities
- Anticipate customer demands and create new and exciting opportunities for the delivery of our services
- Demonstrate technical/professional competence by all staff serving in the NMK
- Advocate and practice a culture of continuous improvement of systems and processes
- Ensure all clients are treated fairly and with the utmost respect. We shall at all times, wherever possible, try to provide different ways to deliver our services to meet the needs of individual clients
- Showcase thorough knowledge and expertise of all our collections and research
- Answer your calls within 3 rings
- Acknowledge and respond to your correspondence within 7 working days via mail and email

EXPECTATIONS FROM CUSTOMERS

In order to serve you better, you can help us improve performance by:

- Treating NMK staff with courtesy and respect
- Abiding by the regulations governing the operations at the museums
- Provide accurate information and complete documentation where applicable to ensure efficient and faster service
- Suggest ways of improving our services at the NMK
- Provide the NMK with adequate feedback on service delivery through various channels e.g. our website, suggestion boxes
- Promote the role of cultural and heritage management as undertaken by the NMK





HANDLING OF COMPLAINTS

We encourage all our customers to forward complaints, suggestions or compliments to the address given below. We guarantee confidentiality and privacy in respect to all complaints made.

- We shall acknowledge receipt and respond to all complaints made within 10 working days.
- If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

Please address all complaints/compliments/suggestions to:

The Director General,
National Museums of Kenya,
P.O B.O.X 40658-00100, NAIROBI,
Tel: (020) 3742131-4, 3742161-4,
Mobile: 0721-308425 / 0734-142296,
Fax: +254 020 3741424,
Email: nmk@museums.or.ke or publicrelations@museums.or.ke

MONITORING AND REVIEWING OF THE CHARTER

In light of the ever changing consumer environment and emerging market trends, we shall in consultation with all our stakeholders, subject this charter to constant review annually with a view of improving our services. We in addition, welcome your comments and suggestions in helping us improve our services. We endeavor to monitor the adherence to the commitments made in this charter.





FOR MORE INFORMATION PLEASE CONTACT:

The Director General,
National Museums of Kenya,
P.O B.O.X 40658-00100, NAIROBI,
Tel: (020) 3742131-4, 3742161-4,
Mobile: 0721-308425 / 0734-142296,
Fax: +254 020 3741424,
Email: nmk@museums.or.ke or publicrelations@museums.or.ke
Website: <http://www.museums.or.ke>



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