

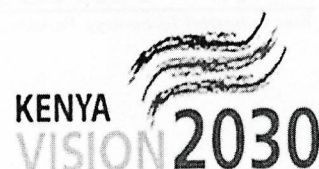
Institution Name	Kenya Industrial Research and Development Institute (KIRDI)		
Ministry	Industrialization Trade and Enterprise Development		
Economic Sector Alignment	General Economic and Commercial Affairs (GECA)		
Big four Alignment	Manufacturing		
Accounting Officer	Prof. David K. Rotich Tuigong		
Period FY	2021/2022 -2021/2023		Approval Date:19/8/2021
Process Documentation			
Service Name	Product Development		
Document Purpose	It outlines the steps in obtaining product development services at KIRDI		
Document Control	KIRDI-CSC-04-REV 0		
Process owner	Deputy Director Research Technology and Innovation		
Process writer	Deputy Director Research Technology and Innovation		
Process Reviewer	Deputy Director Corporate Services		
Process Flow			
Step	Activity	Time/No. of Days	Actor
1	The client request is received through email: directorkirdi@gmail.com or dir@kirdi.go.ke and forwarded to Deputy Director Research Technology and Innovation.	1 working day	Principal Office Administrator
2.	The Deputy Director Research Technology and Innovation forwards the request to Head of relevant Division.	1 working day	DDRTI
3	The head of the Division provides a quotation for the service and the necessary requirements to Deputy Director Research Technology and Innovation.	1-5 working days	HOD
4	The Deputy Director Research Technology and Innovation validates the quotation for the service and forwards to Principal office Administrator.	1 working day	DDRTI

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4	The client gets feedback on the requirements and quotation for the service.	1 working day	Principal Office Administrator
5	Upon acceptance of the terms, the contract and order forms for the service are signed by the client and the requisite payment done.	5 working days	HOD
6	The Head of Division assign a Research Scientist/Officer as per the client request.	1 working day	HOD
7	The Product prototype is developed and issued to the client.	Varied and the specific timeline for each case will be communicated to client.	Research Scientist/Officer

Revision status

No	Date	Short description of previous changes
Rev 0	19.8.2021	Initial

Approved CEO _____