



## SAVE THE DATE

**Join Us for a High-Impact Global Webinar on Quality, Accountability, and Institutional Excellence! From Principles to Practice. From Standards to Impact**

### **Implementing ISO 9001: Strengthening Quality Management and Accountability in Ombudsman Institutions**

Organized by the African Ombudsman Research Centre (AORC), the research arm of the African Ombudsman and Mediators Association (AOMA), based at the University of KwaZulu Natal (UKZN). In Collaboration with the International Ombudsman Association (IOI)

Ombudsman institutions and oversight bodies worldwide face growing demands for transparency, consistency, and public trust. Strong mandates must be supported by strong systems.

This practical webinar introduces ISO 9001, the internationally recognised Quality Management System standard, and explores how it can be applied in Ombudsman institutions and beyond to strengthen complaint-handling, internal processes, and service delivery.

#### **❖ Why Attend:**

- ✓ ISO 9001 made clear for Ombudsman institutions — what it means, why it matters, and how it strengthens accountability and public trust.
- ✓ Learn from a unique example — practical lessons, challenges, and success factors from the Office of the Ombudsman Punjab, a uniquely ISO 9001-implemented Ombudsman institution
- ✓ From insight to implementation — clear, practical pathways to start and sustain the ISO 9001 journey in Ombudsman institutions

#### **Quality • Accountability • Continuous Improvement :**

**Date: Tuesday, 20 January 2026**

**Time: 10 am in SA (GMT+2)**

**Duration: 1 hour and 30 minutes**

**Platform: Online via Zoom**

**Language: Simultaneous interpretation in English, French, Arabic, Portuguese, and Spanish**

**[CLICK HERE TO REGISTER](#)**

**Register in advance to secure your spot!**

**An official invitation, order of proceedings & details of speakers will follow soon**

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