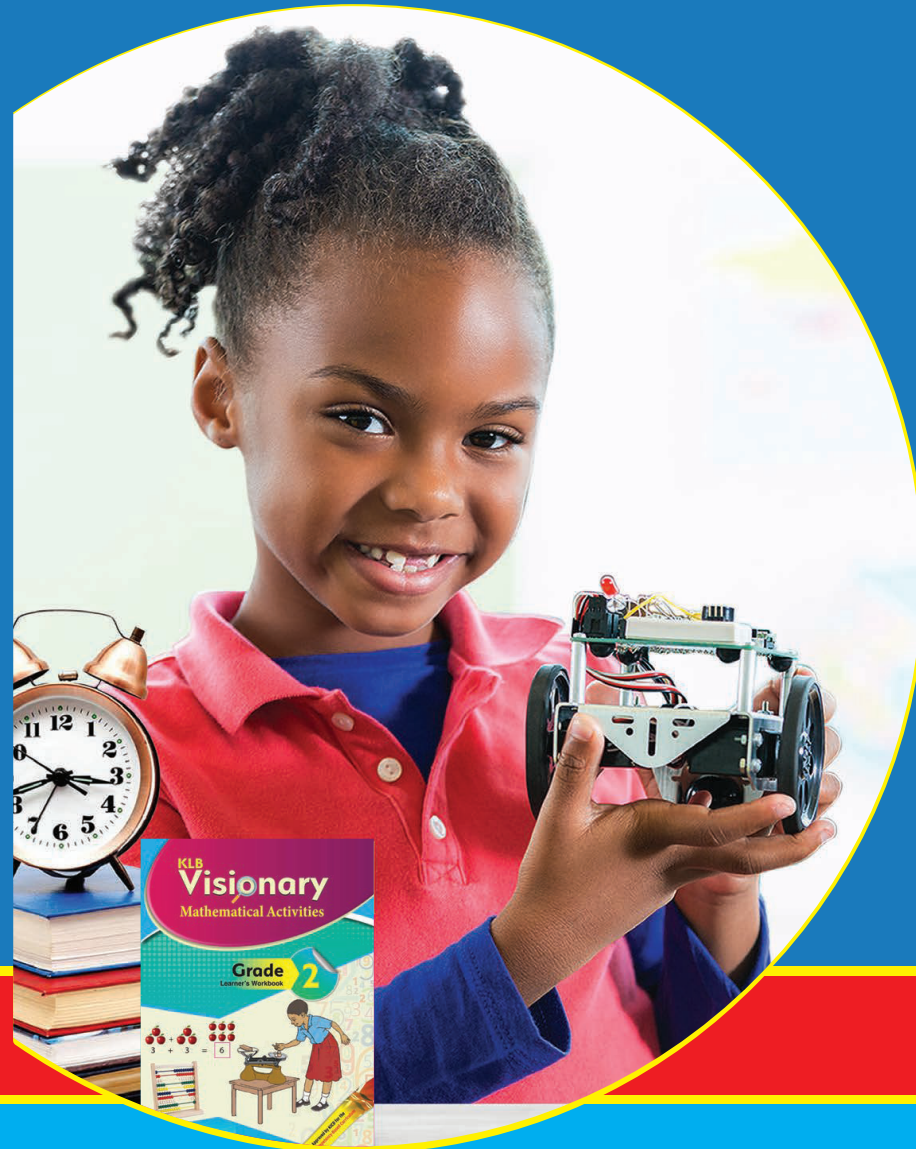




Publishing and Printing for YOU

Corporate Profile





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Karibu KLB

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Foreword

Greetings!

I am pleased to introduce you to Kenya Literature Bureau. This Corporate Profile is a useful tool that will enable you get to know our products and services better.

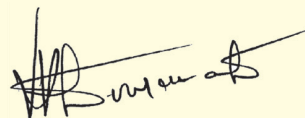
As home to some of the world's best authors, researchers and experts in the book publishing and printing industry, we pride ourselves in providing high quality knowledge materials and other printing services that are unmatched in the region. KLB has invested heavily in new technology and human resources for high quality prints, swift and cost-effective production, strong author support programmes and a nurturing environment to work, learn and grow.

Already, our publications are getting recognition at home and abroad. The Bureau has presence in the East Africa Region and has published books for the Rwanda and Uganda markets.

The Bureau has also established partnerships in areas of institutional printing targeting County Governments, ministries, agencies and the private sector. We are also keen on product diversification to meet the ever growing needs of our customers.

KLB was recently awarded of ISO 9001:2015 QMS recertification and continues to be the best performing state corporation under the Ministry of Education.

Our promise is to continue Publishing and Printing for YOU.



Victor Lomaria, OGW
MANAGING DIRECTOR



Vision, Mission, Core Values and Mandate

Vision

“A knowledgeable and inspired society”

Mission

“To provide innovative and competitive publishing and printing solutions”

Core values

- Customer Focus
- Integrity
- Creativity and Innovation
- Quality Publishing and Printing Solutions

Our Mandate

- To publish
- To print
- To disseminate literary, educational, cultural, scientific literature and materials.

Who We Are



Established in 1947 as the East Africa Literature Bureau.

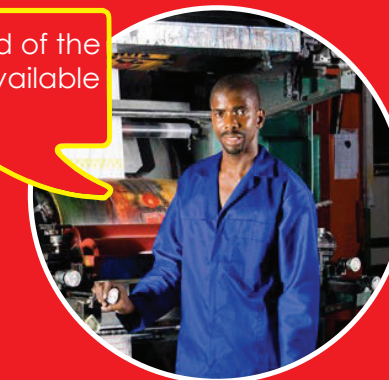
In 1977, becomes a department in the Ministry of Education



On the 4th of July 1980, we were enacted under Kenya Literature Bureau Cap 209.



Our competent staff are proud of the wide offering of school and available in both soft and hard copy.



Home to top authors and production of quality printed books and other materials.



Our Key Stakeholders:



Ministry of Education



Kenya Institute of Curriculum Development



Kenya Publishers Association



County Governments



Kenya Booksellers and Stationers Association



TSC, KEPSHA, KPSA, KESSHA



The general public



Publishing and printing excellence

- KICD approved curriculum
- Promoting local authorship
- Producing high quality content
- Home of talented and creative designers
- Culturally diverse and appropriate language content and knowledge materials
- e-Books found on: www.klbbooks.com, KLB App store, [snapplify](https://snapplify.com), amazon.com, e-kitabu.com, worldreader.org, and on the KICD Educational Cloud.

Titles Published: **1,276**

45k

Impressions per Hour
Printing Press

- Highly efficient printing press
- Offers both offset and digital printing
- Commercial printing services for individuals, corporates and County Governments

A nurturing environment

KLB believes that the core learning relationship is the one between student and teacher. We have continually invested in ensuring our publications and our cutting-edge digital products meet customer needs.

over **Ksh 4 billion** turnover

1.5m

Books Printed
Monthly

We specialize in materials to support knowledge dissemination in the core areas of literacy, numeracy and science, and provide a range of support services in special needs, teaching, learning and student well-being.

DELBERG
Speedmaster

Regional Footprint

We have established partnerships with booksellers and are seeing a consistent growth in the uptake of our publications.

KLB is continuously looking to go beyond new frontiers and has made inroads within the East Africa region to give students and other customers a taste of our quality publications.

We have invested more in a digital platform, giving us a global presence in real-time and a competitive advantage over other publishers.

KENYA:

Dominant publisher controlling primary and secondary school markets.

UGANDA:

Have a regional distributor for KLB books.

RWANDA:

Supply curriculum books to Rwanda Education Board (REB).

SOUTH SUDAN:

Printed Kajokeji District Development Plan in 2014.



Governance and Management

The Bureau is headed by the Board of Management, which provides directions on governance and oversees the implementation of the organization's Strategic Plan and objectives.

The Managing Director is at the helm of the day-to-day running of the organization.

Service Delivery Charter

NO	SERVICES OFFERED	REQUIREMENTS	CHARGES	TIMELINES
1	Publishing of educational materials	Manuscript	As per royalty agreement	(i) Acknowledge receipt of manuscript within 14 days from the date of receipt. (ii) Assess the manuscript and send a report to the author within 90 days. (iii) Process the manuscript within 3-6 months depending on the complexity. (iv) Pay royalties to the authors twice a year at the rate of 20% of the net price of the book.
2	Printing of educational materials, periodicals, journals, magazines and works of every description	- Print order - Signed work order	Signed work order	(i) Give a quotation within 48 hours of the receipt of the printing order. (ii) Print the work within 14 days of signing the works order.
3	Selling of educational materials	Order	As per price list	(i) Process orders and dispatch of books as follows. - Call in customers' orders-one (1) hour. - Nairobi customer orders- twelve (12) hours. - Upcountry orders- twenty-four (24) hours (ii) Send statements to customers at the end of every month. (iii) Raise credit notes within (21) days after the occurrence of an order procession error or receipt of a complaint.
4	Payments of suppliers	Duly signed invoices and supporting documents of per terms of contract	Free	As per terms of contract
5	Response to written correspondence	Written correspondence	Free	Within fourteen (14) days upon receipt
6	Attending to visitors		Free	Within ten (10) minutes upon arrival
7	Attending to phone calls		Free	KLB receptionist/ switchboard to pick external telephone calls by the third ring

Any service that does not conform to the above standards or if any officer does not live up to commitment to courtesy, integrity, fairness and excellence in service delivery should be reported to any of our offices or:

HEAD OFFICE AND PRINTING PRESS Belle-Vue Area, Popo Road, Off Mombasa Road

P.O. Box 30022-00100 GPO, Nairobi • Telephone: +254 (20) 3541196/7,

Mobile: +254 711 318188/ +254 732 344599 •

E-mail: info@klb.co.ke or publiccomplaints@klb.co.ke

The Commission on Administration of Justice, 'The Ombudsman'

P.O. Box 20414 00200, Nairobi | Tel: 020 2270000/2303000/263765 | Email: complain@ombudsman.co.ke

Quality Policy Statement

Kenya Literature Bureau is committed to apply risk based approach to reach higher levels of publishing and printing educational and knowledge materials as stipulated in ISO 9001:2015.

We will:

- Comply with regulatory and statutory requirements.
- Continually identify and mitigate risks that may affect the effectiveness of the Quality Management System.
- Partner with relevant internal and external stakeholders.
- Provide the highest quality service to customers and relevant interested parties.

This policy shall provide the framework for setting Quality Objectives, and shall be communicated, understood and applied within Kenya Literature Bureau as well as being made available to relevant interested parties as appropriate.

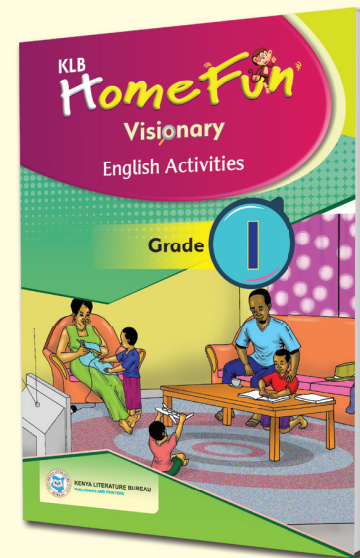
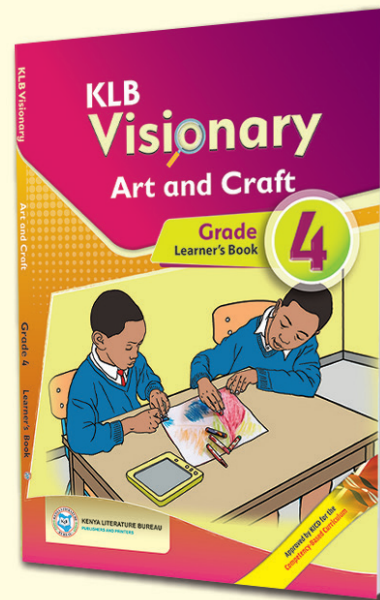
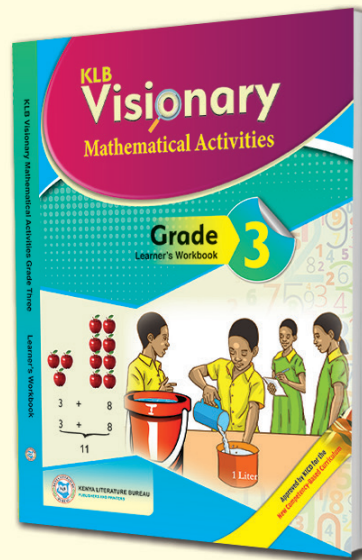
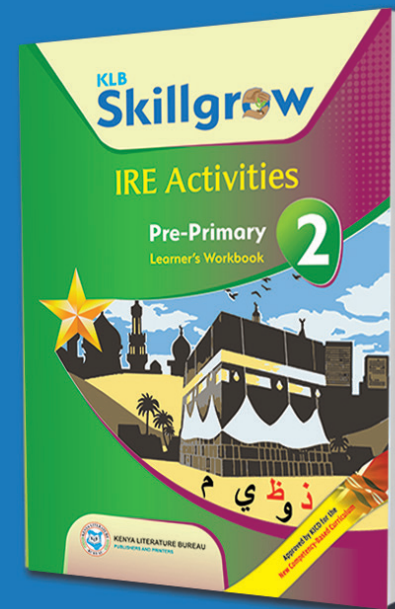
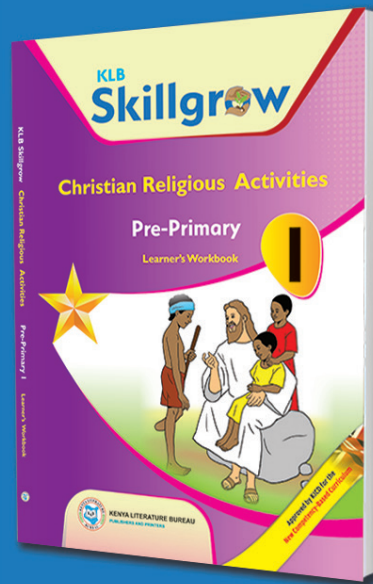
Further, our Quality Objectives shall be established and reviewed periodically to ensure continual improvement of our processes.





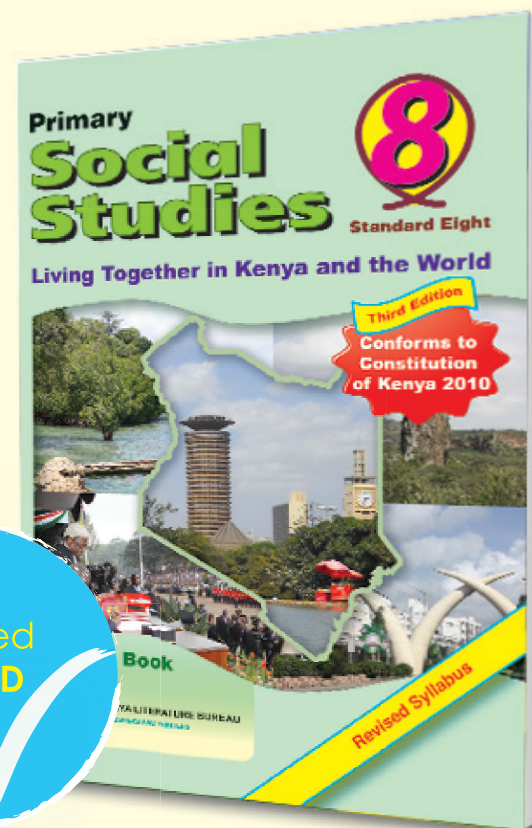
Competency Based Curriculum Books





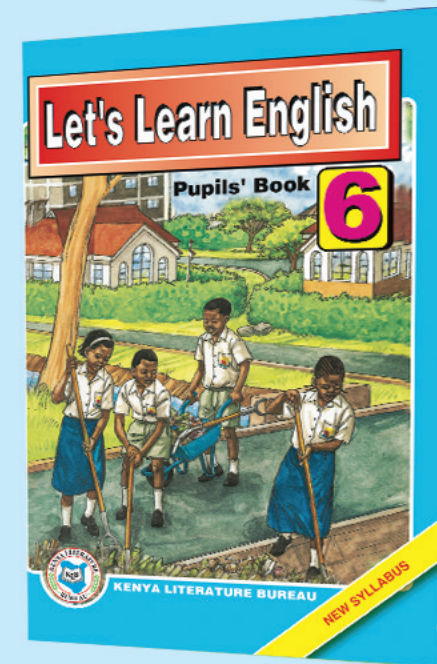
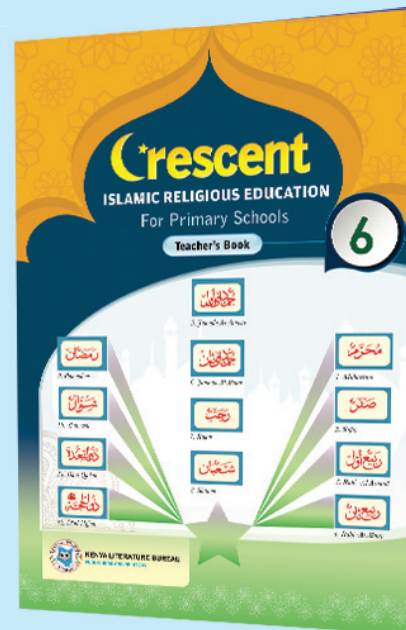
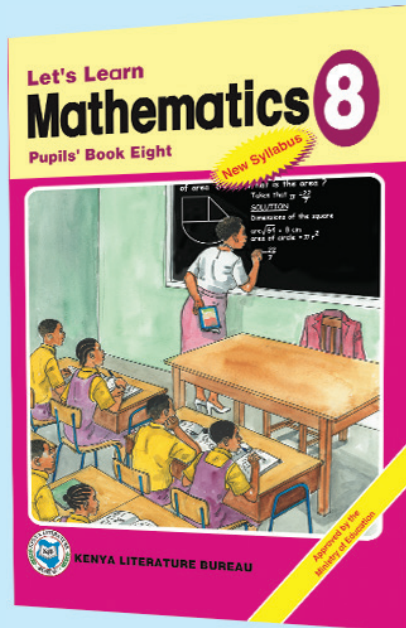
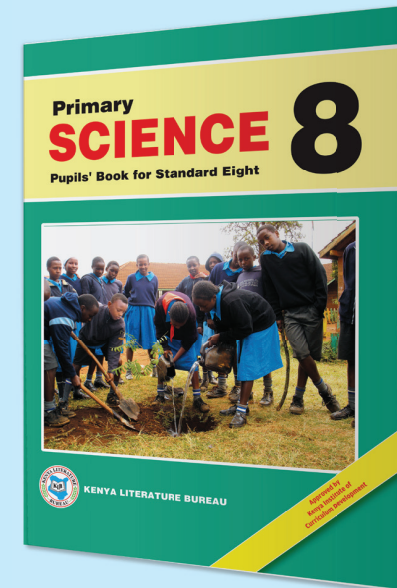
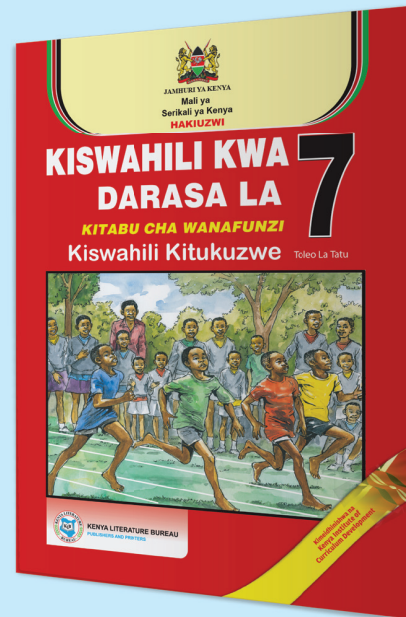
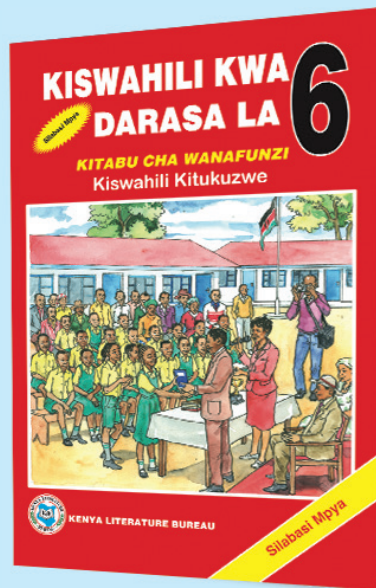


Primary School 8-4-4 Books



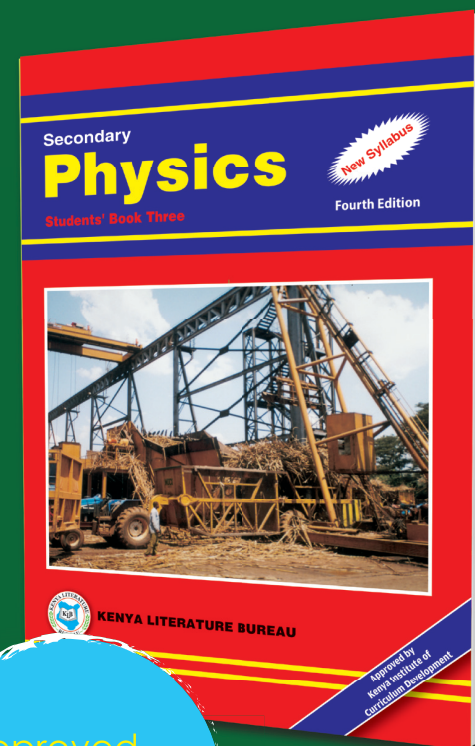
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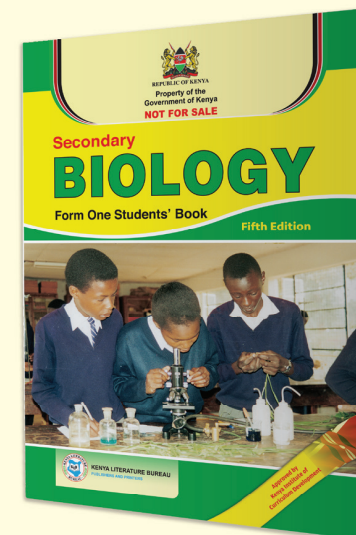
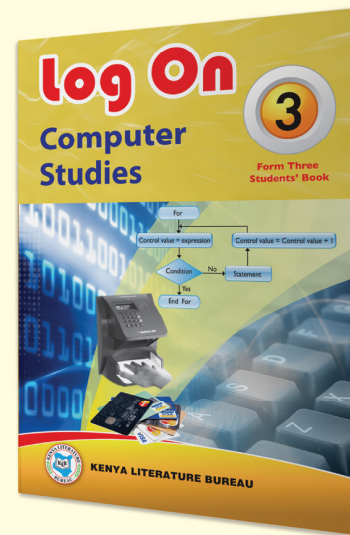
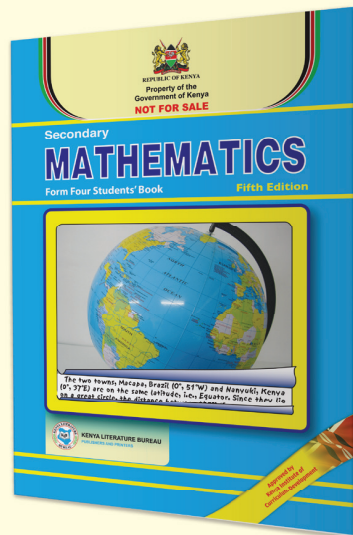
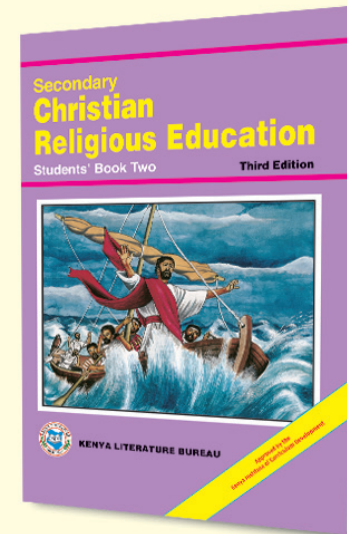
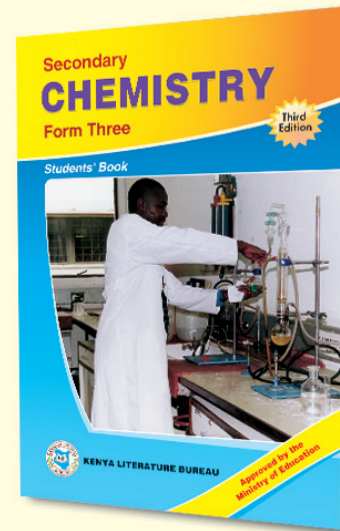
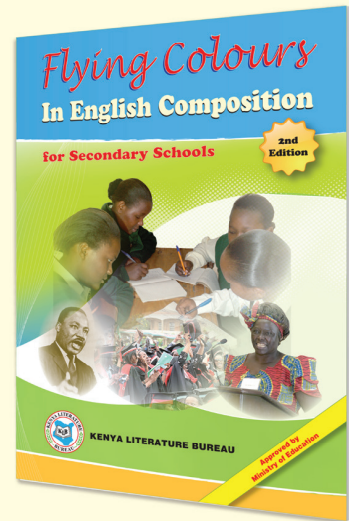


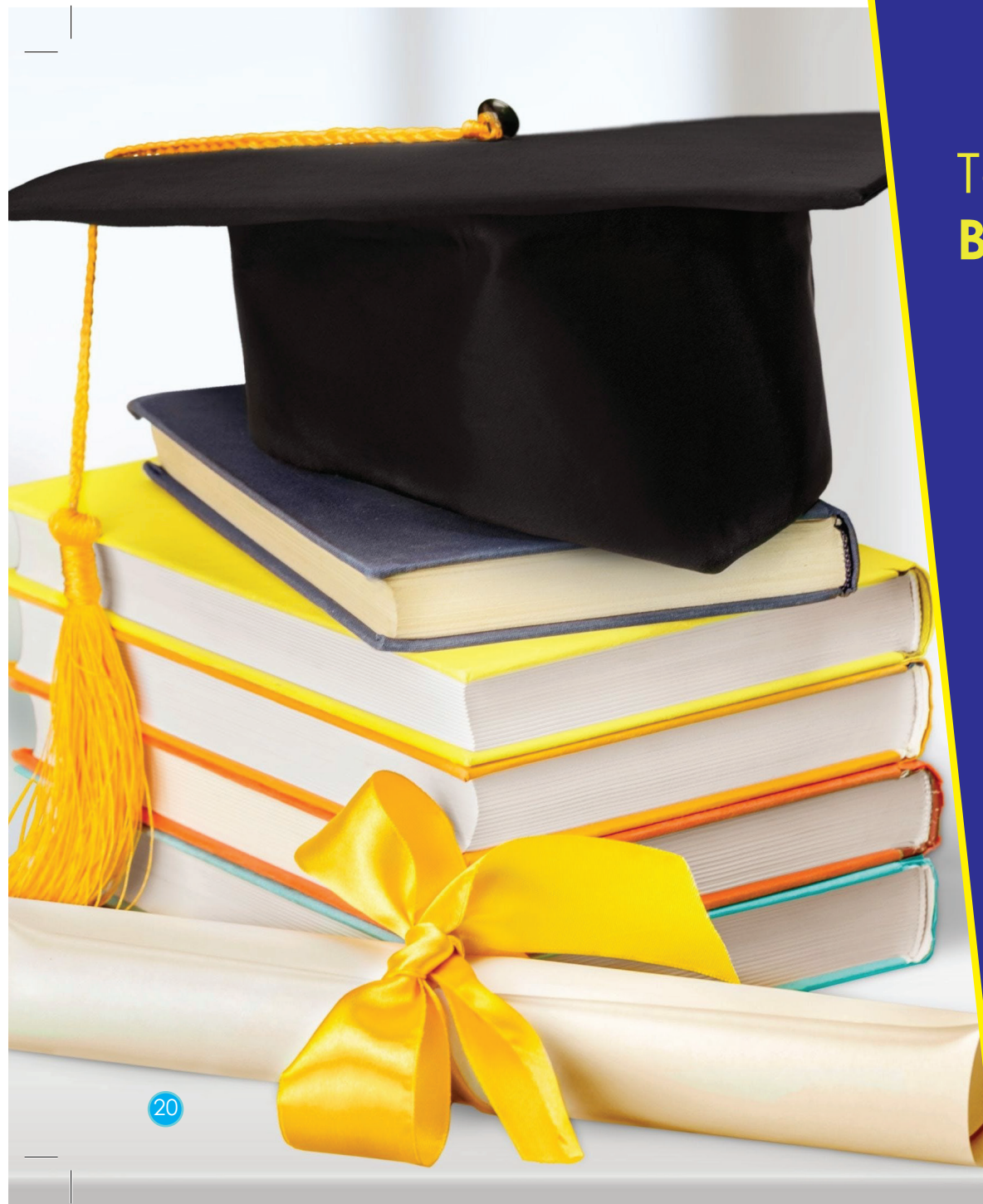
Secondary School Books



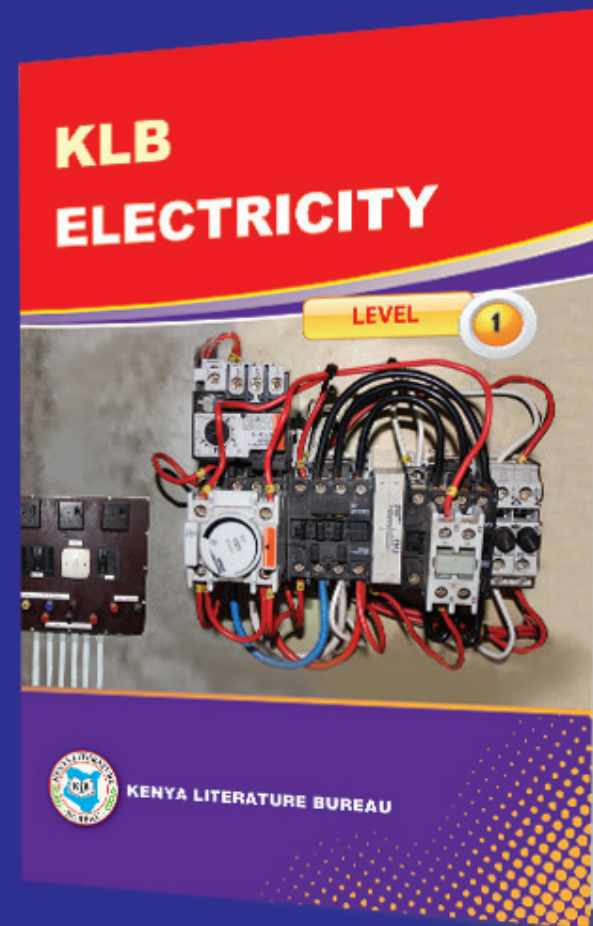
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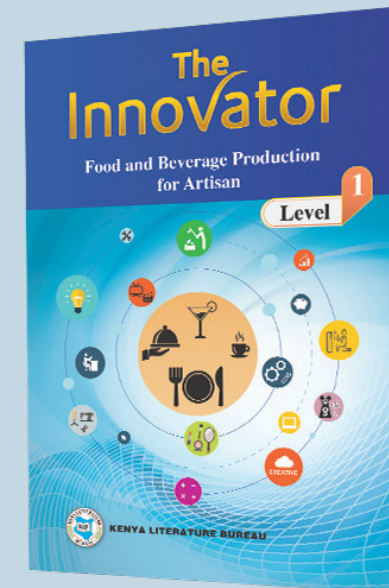
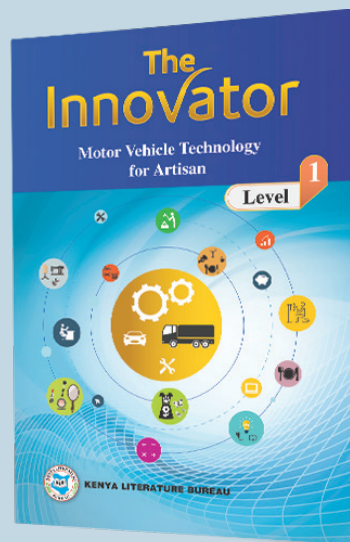
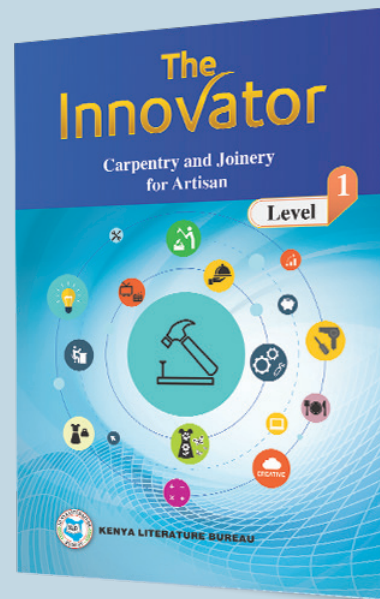
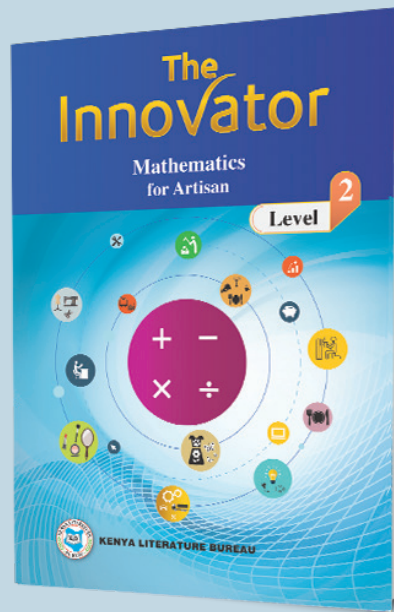






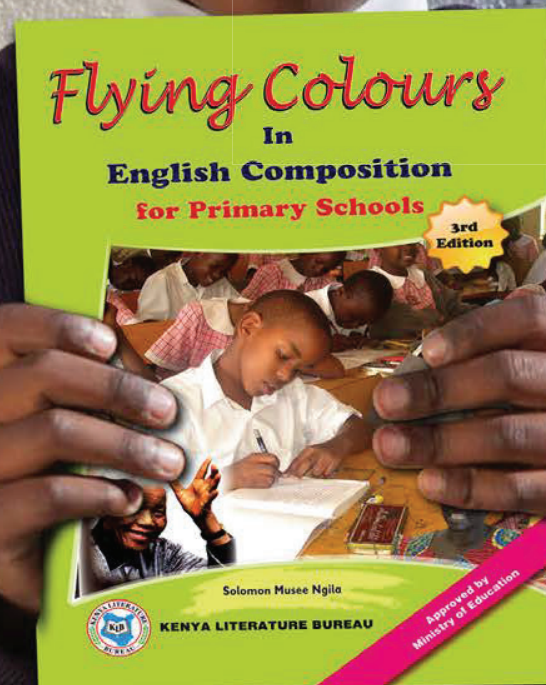
Tertiary Books

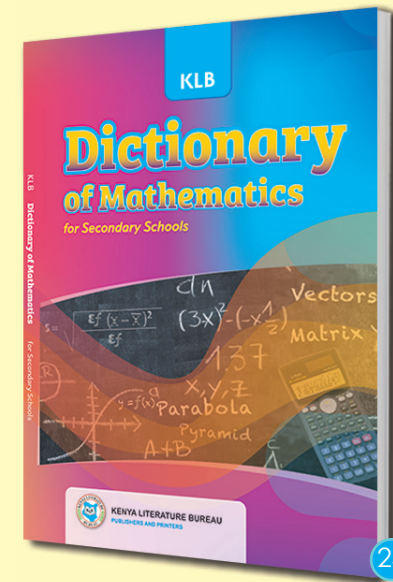
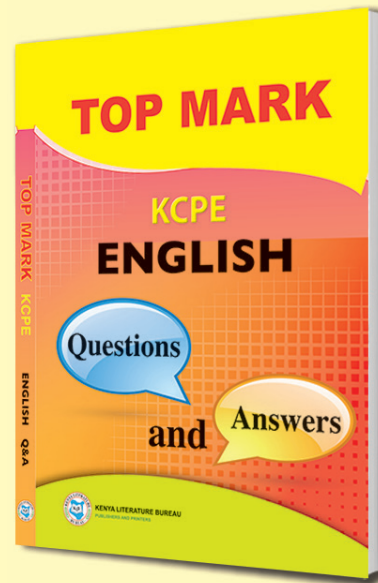
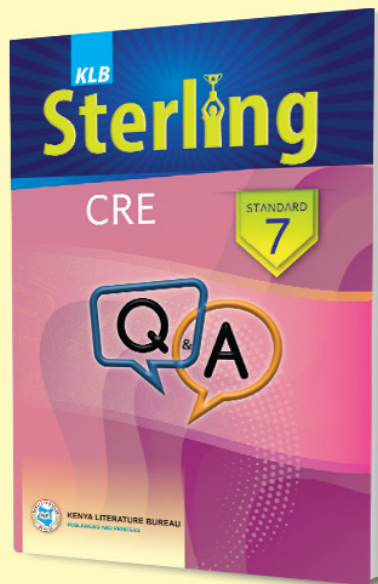
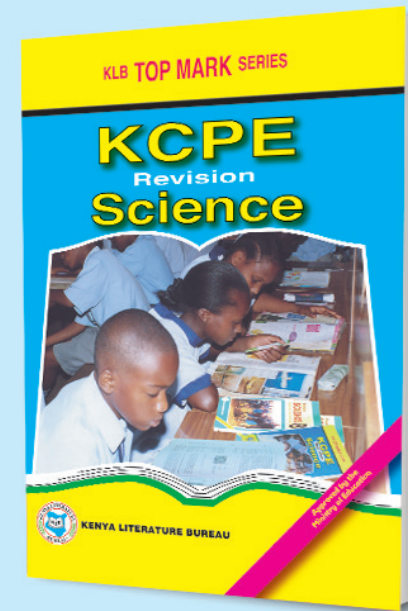
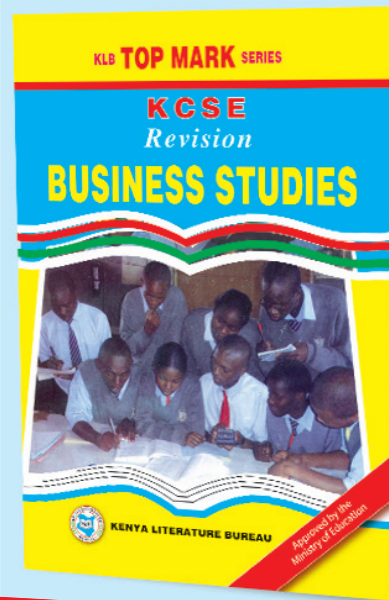
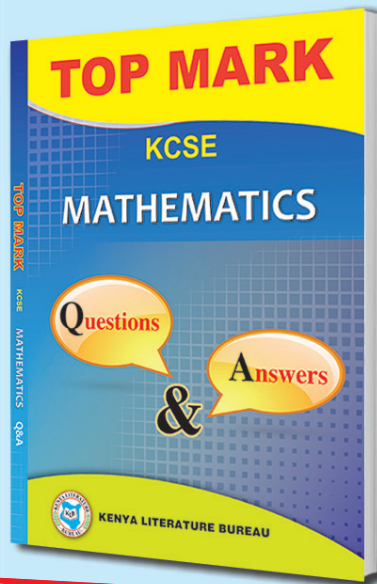




Revision Books

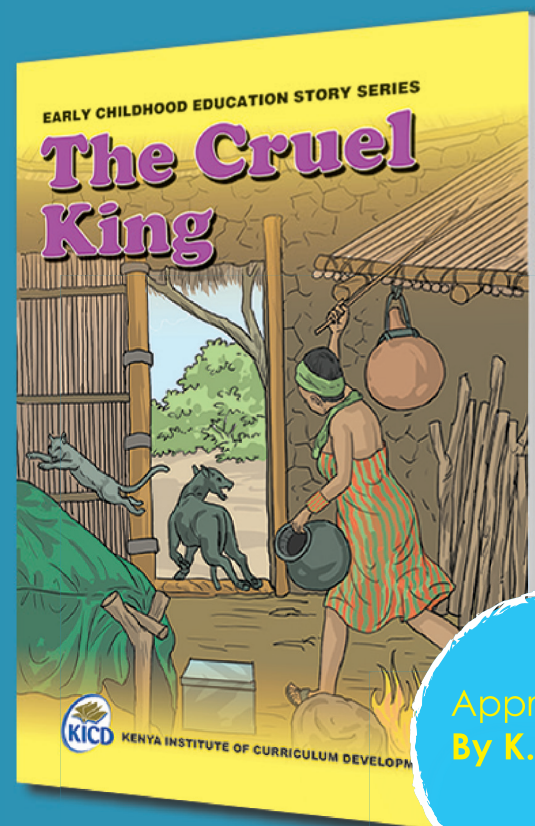
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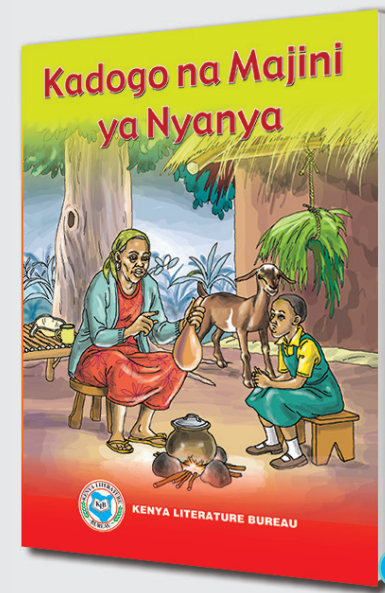
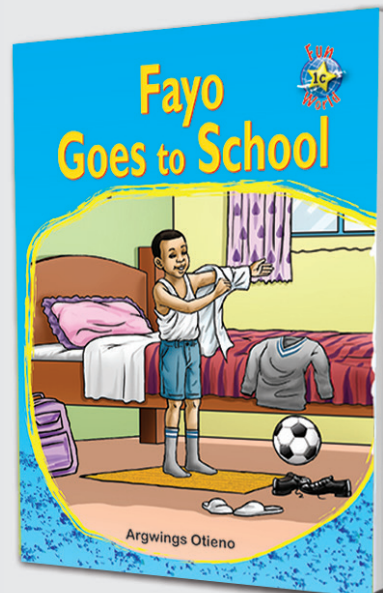
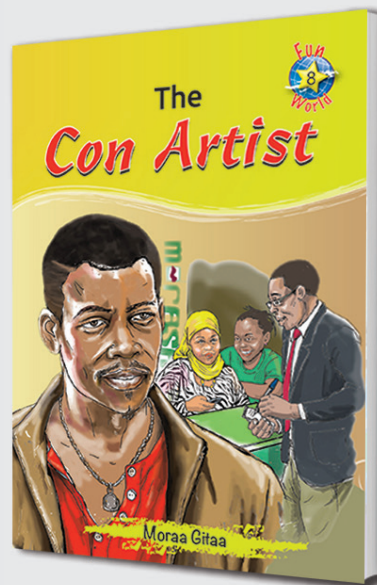
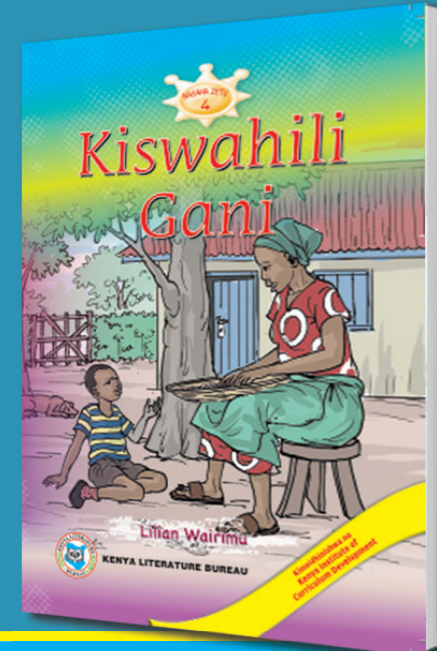
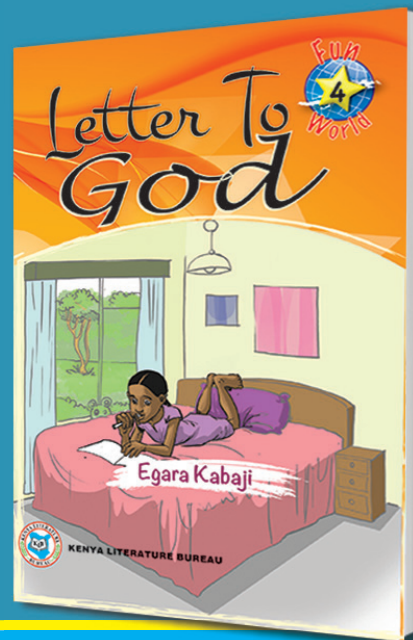
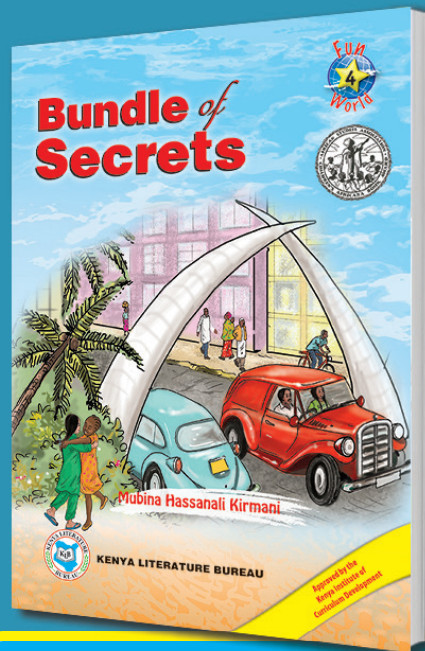


Readers



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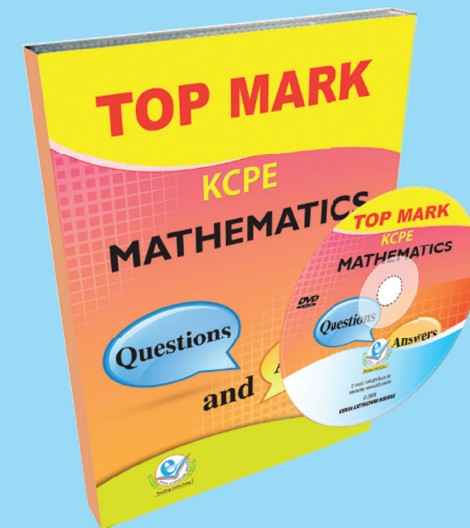
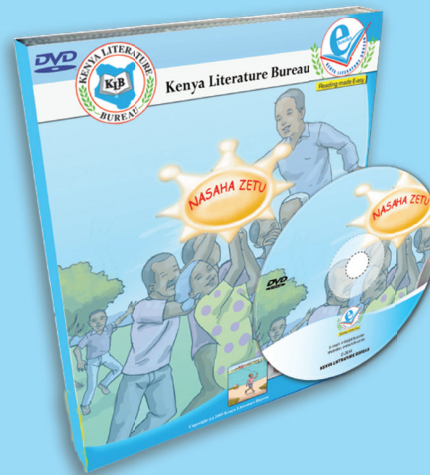
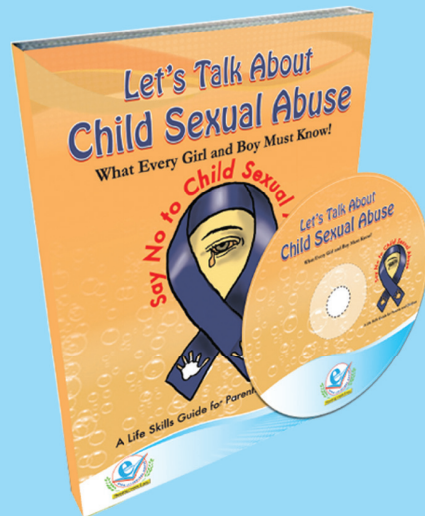
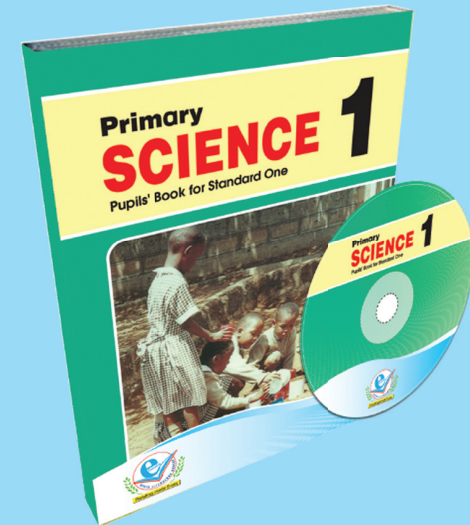
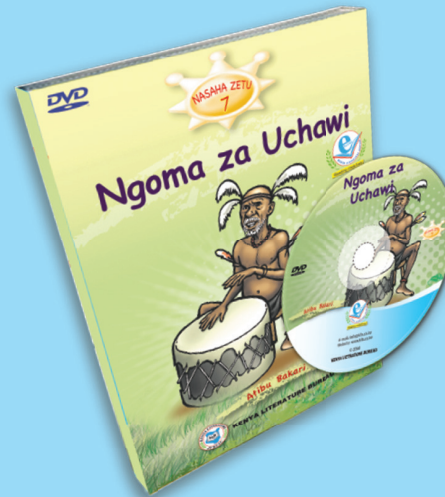
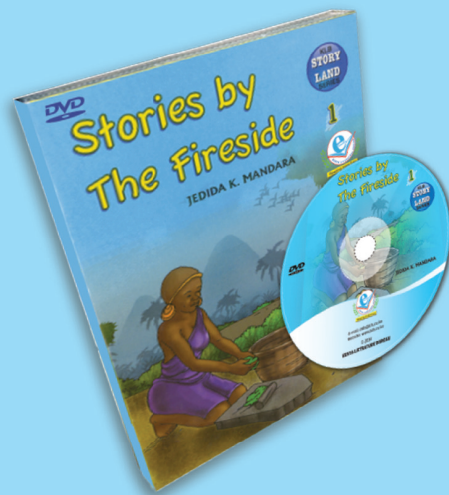


e-Books

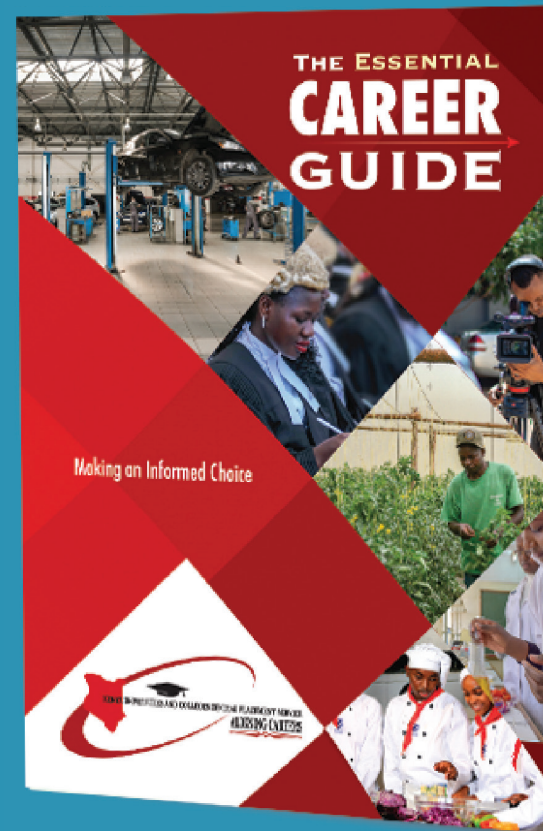


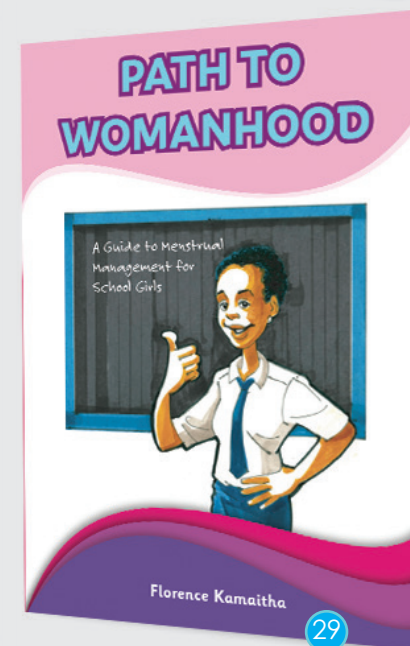
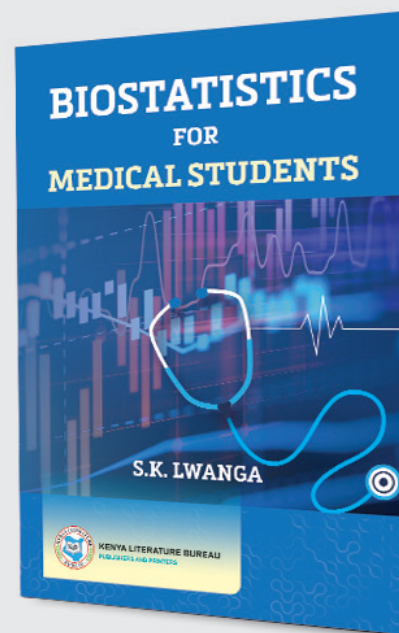
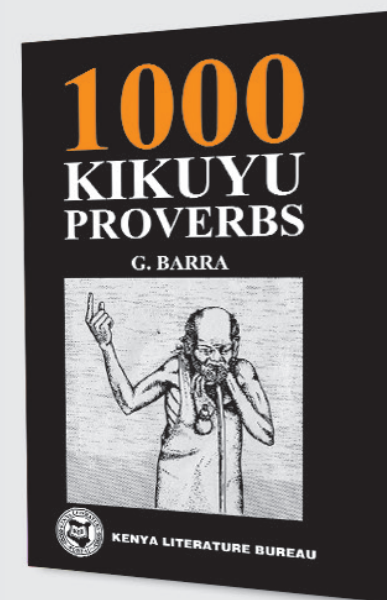
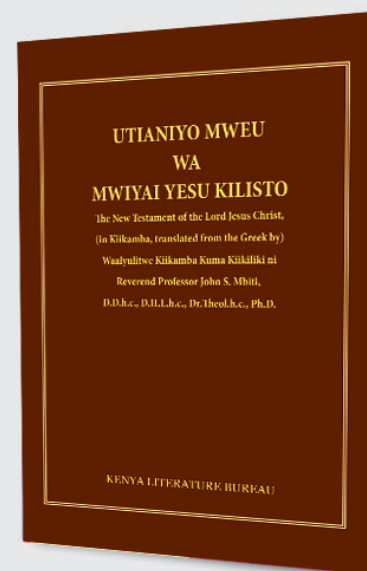
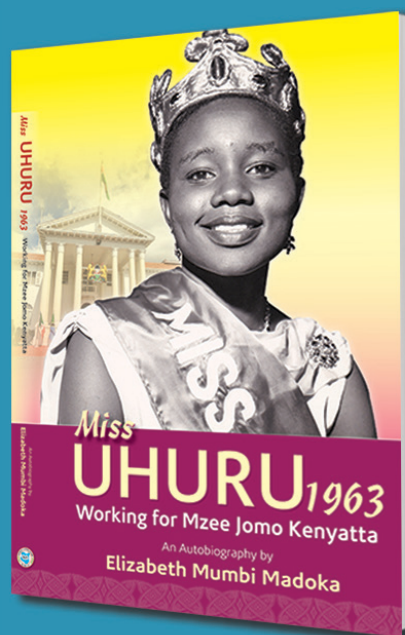
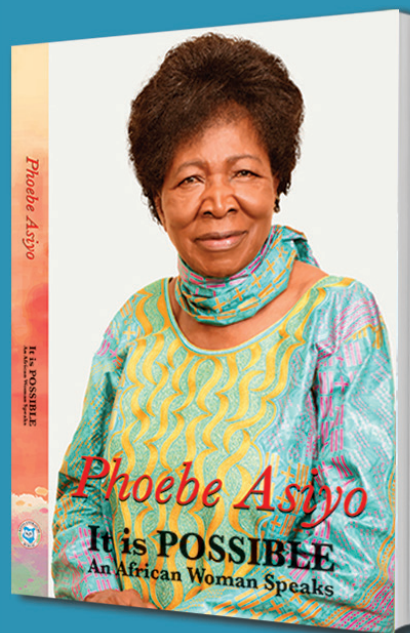
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General Books

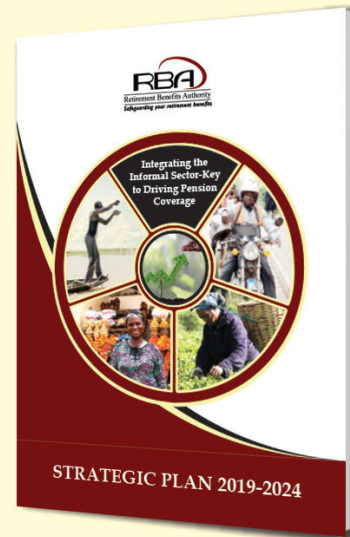




Institutional Printing

- Professional Editing and Book design Services.
- Design and Printing of Corporate Stationery, Marketing and Communication Materials, Annual Reports, Newsletters, Magazines, Revenue Receipts, Calendars, Standing orders, Strategic plans, Posters, Flyers, Leaflets, Brochures and Company profiles.
- Security/Tamper Proof printing.
- Printing of County Assembly bills and Standing Orders.
- Translation services-service charters, books and other publication.





Corporate Social Responsibility









Giving Back

Kenya Literature Bureau prides itself in being a government publisher and printer of quality knowledge material. Premised on this, the Bureau runs a campaign dubbed ‘Twachapisha Mwasoma’.

The aim of ‘Twachapisha Mwasoma’, coined from the Bureau’s mandate of publishing and printing for you, is to ensure an improvement in literacy among school-going children in Kenya, especially in marginalised communities.

Environmental Conservation

Kenya Literature Bureau is a key proponent of environmental conservation.

Our efforts have seen us participate in the annual World Environment Day and lead tree planting drives with partner schools and agencies around the country.



HEAD OFFICE & PRINTING PRESS

KLB Road, off Popo Road, South C, Belle Vue Area
P.O. Box 30022 – 00100, Nairobi, Kenya
Landline: +254 20 3541196/7, 6005595, 6008305/6
Mobile: +254 711 318188, 732 344799
Fax: +254 20 6001471
Email: info@klb.co.ke
klbpro@klb.co.ke

CUSTOMER SERVICE BRANCH

Kijabe Street
Landline: +254 20 2240758, 2245052/3, 2244845
Wireless: +254 2684941 – 5
Mobile: +254 724 256629, 733 666055
Fax: +254 20 2692220
Email: customer@klb.co.ke
www.klb.co.ke

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KLB IS ISO 9001:2015 CERTIFIED

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