



*Training and Production Centre for Shoe Industry
(TPCSI)*

Service Charter

Vision

To be a first choice training and common manufacturing facility for footwear and leather goods industry.

Mission

To serve as a specialized technology provider for both local and regional footwear and leather goods industries.

Quality Policy

Training and Production Centre for Shoe Industry Council (TPCSD) is committed to drive the Government's agenda on the development of leather industry and consistently meet its customers' requirements and endeavor to exceed their expectations through:

- (i) Commitment to continued excellence in service delivery.
- (ii) Upholding professionalism, integrity and sensitivity to stakeholder interests.
- (iii) Continual improvement of quality management system.

Core Values

- (i) Transparency and accountability.
- (ii) Professionalism
- (iii) Honesty and Integrity
- (iv) Team Work
- (v) Collaboration and Networking
- (vi) Commitment to Meritocracy and welfare of our staff and social Responsibility

Service and Standards

We aim to:

- (i) Provide trainings for advancement of skills and craft in footwear and leather goods manufacturing,
- (ii) Enhancement of quality workmanship and entrepreneurship in leather and footwear sub-sector,
- (iii) Provide common manufacturing services to MSMEs.

Our Standards

- (i) Identification
 - a) Whenever a client contacts us, our officer handling the case will provide his/her name.
 - b) All our members of staff wear the corporate name badge.

Our Service

1) Enquiries:

- (i) **When we receive a phone call:**
 - a. We aim to answer calls and enquiries within three (3) rings. If we cannot deal with the enquiry immediately, we will arrange to return the call at an agreed time.
- (ii) **When a client visits our offices:**
 - a. If a client pays a visit without an appointment, we shall try to see him/her within seven (7) minutes. If he/she has an appointment, we shall aim to see him/her within three minutes of the appointed time.
- (iii) **When a client writes to us**
 - a. When a client requests for information from us through a letter, fax or e-mail, we shall respond within three (3) working days from receipt of the communication.
 - b. Should we not be in a position to handle the case, we shall notify the client on this within five working days.
- (iv) **On Lodging Complaints:**
 - a. The Council is committed in acknowledging clients' complaints (lodged through available channels i.e e-mail, Compliant Forms and letter) within two (2) working days and will aim to respond to complaints within seven (7) working days.

2) Technical Support

- a. Concepts for production of shoes, travel bags, handbags and small leather items will be developed within three working days.
- b. Grading of shoe pattern will be done within one (1) working day.
- c. Production of footwear and bags. The institutions current production capacity is six bags and eighteen pairs of shoes per day.
- d. Common manufacturing facility. Strap and skiving services will be done within one (1) day of acceptance.
- e. Basic and Entry level training will be done within four (4) and six (6) weeks respectively
- f. Consultancy Services. Physical evaluation of products will be done within one (1) day of acceptance (subject of volumes)
- g. Production flow plan will be undertaken within a minimum of three (3) working days subject to size of workshop.

3) Payment for Services and Goods as per table indicated below

| a) Pattern Making | Concept | Cost |
|--|--|---|
| <ul style="list-style-type: none">• Shoes• Travel bags• Handbags• Small Items | | Ksh 3,500 Ksh 4,000 Ksh 3,500 Ksh 1,500- 2,500 |
| b) Grading of Shoe Patterns | Pattern | Ksh 3,500 |
| c) Common Manufacturing Services | Strap cutting and skiving | Ksh 10 |
| d) Training | Basic and Entry level | Ksh 4,000 per week |
| e) Consultancy Service (i) Physical evaluation of product (ii) Production flow Plan | Availability of product Availability of flow plan | Ksh 50 per item Minimum Ksh 10,000 |

‘Commitment to Courtesy and Excellence in Service Delivery’

Any service that does not conform to the standards herein or any officer who does not live up to the commitment of courtesy and excellence in Service delivery should be reported to:

- (i) **The Chief Executive Officer,**
Kenya Leather Development Council,
P. O. Box 14480 – 00800,
NAIROBI.
Tel: 0704 617705/0709386000
E-mail: info@leathercouncil.go.ke (for enquiries) or
complaints@leathercouncil.go.ke (for complaints)

In case the customer is unsatisfied by KLDC’s response they can seek redress from the ombudsman using the following contact;

- (ii) **The Commission Secretary/CEO,**
The Commission on Administration of Justice ‘Office of the Ombudsman’,
Second Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way-Westlands,
P. O. Box 201414 – 00200,
NAIROBI.
Email: info@ombudsman.go.ke (for enquiries) complain@ombudsman.go.ke (for complaints)



**Training and Production Centre for Shoe Industry
Kenya Leather Development Council**

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Website: www.leathercouncil.go.ke

Email: tpcsi@leathercouncil.go.ke
info@leathercouncil.go.ke

For complaints

Email: complaints@leathercouncil.go.ke