

ISSUED FOR USE ON:

QUALITY MANUAL

REF: RU/QMR/QM/002



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

QUALITY MANUAL

RU/QMR/QM/002

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PREFACE

Rongo University is a chartered public University in Kenya that is committed to providing quality and innovative higher education through teaching, research and community service. The University has prioritized the attainment of ISO 9001:2015 Certification as a major reform initiative aimed at streamlining its operations and improving service delivery. The University has engaged its key stakeholders in reflecting upon its mandate, current status, operating and regulatory environment, operations and processes in a bid to realign them towards customer-focused service delivery and total quality management. Strategic objectives have been formulated, Quality Management Systems developed, and Standard Operating Procedures set in tandem with the University Strategic Plan. Quality remains a core priority for Rongo University in servicing its customers and providing quality education.

Signature:

Date:

DR. RACHAEL MASAKE

CHAIRPERSON OF COUNCIL

QUALITY POLICY STATEMENT

Rongo University is committed to providing quality and innovative higher education through teaching, research and community service. In pursuit of this commitment, the University shall comply with all the applicable requirements and continually improve her effectiveness by implementing a Quality Management System based on ISO 9001:2015. The University Council shall review this Policy and establish quality objectives on an annual basis to ensure continuing suitability.

Signature:

Date:

PROF. SAMUEL GUDU

VICE-CHANCELLOR

1.0 GENERAL

1.1 Background

Rongo University is a public institution that was chartered on 7th October, 2016 by H.E. President Uhuru Kenyatta. It was initially established as a Constituent College of Moi University through Rongo University College order 2011 (Legal Notice No. 70, of 17th June, 2011).

1.2 Vision

A world class technology driven University in learning and practice.

1.3 Mission

To provide quality and innovative higher education through teaching, research and community service.

1.4 Scope

This Quality Manual describes Quality Management System of Rongo University in respect to all its products and services offered to its customers in the University.

1.5 References

- a) ISO 9001:2015 standard
- b) The Kenya Constitution, 2010
- c) The Universities Act, 2012
- d) RU Strategic Plan
- e) RU Statutes
- f) RU Charter
- g) Other applicable legal requirements

1.6 Terms and Definitions

The terms and definitions given in ISO 9001:2015 applies to this Quality Management System (QMS) Manual and any other QMS document established unless superseded by the following definitions:

The University: Wherever the term “The University or RU” is used, it means “Rongo University”

Management: This comprises members of Rongo University Management Board.

Customer and related parties/stakeholders: These are the institutions or person(s) that pays for goods and/or receives service(s) from the Rongo University. They include:-

- a) Students.
- b) Learning Institutions.
- c) Non-Governmental Organizations (NGOs).
- d) Other Government institutions and departments.
- e) Members of Staff.
- f) Parents/Guardians
- g) Suppliers.

Processes: These are a set of interrelated or interacting activities of the University which transform input elements (policies, resources, customer needs and expectations) into results (work plans, annual budget, and procurement plan).

Product /Service: Refers to a product/service which is the result of one or several processes performed by the University.

Quality Management System (QMS): Set of interrelated or interacting elements that allow the University to establish its policies and objectives related to quality, and to achieve those objectives. These include the infrastructure, hardware, software (methods and procedures) and the human resource.

SWOT: Strengths, Weaknesses, Opportunities and Threats

PESTEL: Political, Economic, Social, Technological, Environmental and Legal

2.0 CONTEXT OF RONGO UNIVERSITY

2.1 Rongo University and its Context

The University has determined external and internal issues that are relevant to its purpose and its strategic direction which can affect its ability to achieve the intended result(s) of its quality management system through PESTEL and SWOT analysis. The external and internal issues identified are continuously being monitored and reviewed by the management as outlined in the University's current Strategic Plan.

2.2 Needs and Expectations of the Interested Parties

The University has determined the interested parties who are relevant to the quality management system and the requirements of the interested parties in order to prevent their negative potential effect on the University ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements. The interested parties including their needs and expectations are as outlined in the University's current Strategic Plan and are continuously being monitored and reviewed by the management.

2.3 Scope of the Quality Management System

2.3.1 Scope

The scope covers all processes, products, (programmes/activities) and services offered by Rongo University located at Kitere, Rongo. This includes; teaching, research and innovation, consultancy, extension and administrative and support services

2.3.2 Exclusions

No exclusions. All the ISO 9001:2015 Quality Management System requirements are applicable to the University's Quality Management system within the defined scope.

2.4 Quality Management System and Processes

The University has established documented, implemented and maintains the quality management system in accordance with requirements of the ISO 9001:2015 International Standard.

In implementing the Quality Management System, the University;-

- a) Has identified processes needed for the Quality Management System and their application throughout the organization. The processes are detailed in this manual, other operational manuals and standard operating procedures (SOP's) as applicable.

The processes are core for the University to provide effective services to the customers.

- b) Has determined the sequence and interaction of these processes (see Appendix I);
- c) Has determined criteria and methods/policies/procedures required to ensure the effective operation and control of these processes.
- d) Has determined and ensures the availability of resources and information necessary to support the operation and monitoring of these processes.
- e) Has assigned responsibilities and authorities for these processes through the University Organogram and individual Job descriptions
- f) Has determined and addresses risks and opportunities for its operations as described in various Risk Registers maintained by departments.
- g) Evaluates the processes and implements any changes needed to ensure that these processes achieve their intended results
- h) Effectively monitors and continually improves the processes and the QMS to enhance customer satisfaction.

The integrity of the QMS shall be maintained when changes to the QMS are planned and implemented.

The university maintains documented information to support the operation of her processes and retains documented information to have confidence that the processes are being carried out as planned.

3.0 LEADERSHIP

3.1 Leadership and Commitment

3.1.1 General

The University top management is committed to the development, maintenance and continual improvement of the Quality Management System. Top Management has demonstrated leadership and commitment with respect to the quality management system by:

- a) Being accountable for the effectiveness of the quality management system by periodic review of quality management system through management review meeting, Quality objectives review and providing necessary resources;
- b) Establishing quality policy and functional quality objectives for the quality management system, that are compatible with the context and strategic direction of the University;
- c) Ensuring the integration of the Quality Management System requirement into the University business processes;
- d) Establishing procedures for promoting the use of the process approach and risk-based thinking;
- e) Providing resources for effective implementation of the Quality Management System.
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) Ensuring that the quality management system achieves its intended results;
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system by providing trainings, conducting awareness programs;
- i) Promoting improvement by introducing suggestion scheme and conducting meetings;
- j) Supporting relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

3.1.2 Customer Focus

In order to ensure that customer and applicable statutory and regulatory requirements have been determined, understood and consistently met, the Management has;

- a) established the RU Customer Service Delivery Charter, which shall be communicated throughout the University;
- b) enabled access to the relevant statutory and regulatory requirements at all levels;

- c) identified risks and opportunities that can affect conformity of products and services to enhance customer satisfaction.

3.2 Quality Policy

The Management has established a Quality Policy to guide activities including decision making in relation to quality issues.

The Quality Policy has been documented and authorized for use in the University by the Vice-Chancellor on behalf of Council and is:

- a) communicated by means of training programmes, meetings, displays and University website and understood by all the employees of the University,
- b) reviewed for continuing suitability in every Management Review meeting.
- c) available to relevant parties as appropriate.

3.3 Organizational Roles and Responsibilities

Responsibilities and authorities of all staff of the University are defined in and communicated through Job Descriptions and appointment letters as applicable.

The University Management has appointed a Quality Management Representative, ISO Committee and ISO Secretariat who shall ensure that:

- a) quality management system conforms to the requirements of ISO 9001:2015,
- b) processes are delivering their intended outputs,
- c) there is promotion of awareness of customer requirements throughout the University,
- d) integrity of the Quality Management System is maintained when changes to the document are planned and implemented and;
- e) Report to Management on the performance of the Quality Management System and any need for improvement

4.0 PLANNING

4.1 Risk Assessment

The University has determined and documented risks and opportunities and actions to address them in the Strategic Plan and Departmental Risk registers. These actions are integrated and implemented into the University QMS processes.

The University shall conduct annual risk assessment to evaluate the effectiveness of the actions to address risks and opportunities.

4.2 Planning and achievement of Quality Objectives

Quality objectives which are measurable and consistent with the quality policy, including those needed to meet requirements for product have been established at Departmental levels.

The plans to achieve the quality objectives are developed and documented in Departmental work plans / objective registers which are evaluated quarterly.

The quality objectives shall be reviewed annually to ensure suitability.

4.3 Planning of Changes

The University shall determine the need for changes to the QMS and implement them in a planned and controlled manner by:

- a) Identifying the purpose for the changes and their potential consequences;
- b) Ensuring integrity of the QMS is maintained;
- c) Ensuring the availability of resources, allocation or reallocation of responsibilities and authority.

5.0 SUPPORT

5.1 Resources

5.1.1 General

Management shall determine and provide the resources needed to establish, implement and maintain the QMS and continually improve its effectiveness to enhance customer satisfaction.

5.1.2 People

Management shall ensure that all the personnel assigned responsibilities affecting product/service quality are competent and have appropriate training, skills and experience. In order to ensure that the University acquires and maintains the necessary competence, a documented procedure number 1 for Recruitment in the Human Resource Procedure Manual has been developed.

5.1.3 Infrastructure

The University shall from time to time determine and provide the necessary infrastructure for effective implementation of the QMS. These shall include teaching space, hardware and software, transport and communication facilities which shall be maintained as per procedure number 1 in the Estates Procedure Manual.

5.1.4 Environment for the Operation of Processes

The University shall determine, provide and maintain a suitable environment needed for the operation of its processes and to achieve conformity to service/product requirements.

A suitable environment will be a combination of human and physical factors such as:

- a) Social (e.g. non-discriminatory, calm, non-confrontational);
- b) Psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
- c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

The University shall conduct work environment surveys on an annual basis. DVC (AFP) shall ensure preparation of an implementation matrix on the recommendations and ensure it is implemented

5.1.5 Monitoring and Measuring Resources

5.1.5.1 General

The University shall determine and provide the resources needed to ensure valid and reliable results when monitoring conformity of products and services to requirements. The University shall ensure that the resources provided:

- a) Are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) Are maintained to ensure their continuing fitness for their purpose.

The University shall retain appropriate documentation as evidence of fitness for monitoring and measurement.

5.1.5.2 Measurement Traceability

Measurement traceability shall be maintained as a requirement, if applicable for the instruments, or is considered by the University to be an essential part of providing confidence in the validity of measurement results. The University, where applicable, will ensure that measuring equipment shall be:

- a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- b) Identified in order to determine their status;
- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The University shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose and shall take appropriate action as necessary.

5.1.5.3 Organizational Knowledge

The University shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary. When addressing changing needs and trends, the University shall consider its current knowledge

and determine how to acquire or access any necessary additional knowledge and required updates.

The University knowledge will be based on:

- a) Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from unsuccessful and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);
- b) External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

5.2 Competence

The University shall from time to time determine the necessary competence for personnel performing work affecting Service/Product quality. It shall provide training as per procedure number 4 on Training and Development in the Human Resource Procedure Manual.

The University shall also ensure that all members of staff are sensitized on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. Appropriate records of education, training, skills and experience for the staff shall be maintained as per procedure number 1 on Records Control in the Mandatory Procedure Manual.

5.3 Awareness

The University shall ensure that its employees are aware of:

- a) The Quality Policy;
- b) Relevant quality objectives;
- c) Their contribution to the effectiveness of the QMS, including the benefits of improved performance;
- d) The implications of not conforming to the QMS requirements

5.4 Communication

Details regarding the effectiveness of the QMS shall be communicated in functional meetings, notice boards and other suitable mechanisms as outlined in the procedure number 1 on Communication in the Administration Procedure Manual.

5.5 Documented Information

5.5.1 General

The University QMS documentation shall be in a four tier consisting of:-

- a) Level 1: Quality Policy, Quality Objectives and Quality Manual.
- b) Level 2: All the quality procedures within the QMS.
- c) Level 3: Work instructions, documents from external sources and internal regulations.
- d) Level 4: Records.

5.5.2 Quality Manual

The University quality manual includes the following:

- a) Quality policy,
- b) The scope of the QMS,
- c) A description on the interaction of the QMS processes, and
- d) References in the procedures of the QMS.

The Quality Manual gives short policy statements guiding how various activities within the QMS shall be undertaken. The University processes are interdependent and relate with each other for effective performance and timely service delivery.

5.5.3 Creating and Updating of Information

Documented information, for the University shall be created and updated as per procedure number 1 and 2 for control of documents and control of records respectively in the Mandatory Procedures Manual.

5.5.4 Control of Documented Information

5.5.4.1 Documents

The University shall put mechanisms in place to ensure documents for the QMS are controlled. The control mechanism shall include controls for approval, review, revision, legibility, identification and availability. A documented procedure on Control of Documents number 1 in the Mandatory Procedure Manual has been developed to establish controls to be exercised with respect to all QMS documents.

5.5.4.2 Records

University records shall be established and maintained to provide evidence of conformity to requirements. The control of records shall ensure that they are legible, readily identifiable and retrievable. A documented procedure on Control of Records number 2 in the Mandatory Procedure Manual has been established to guide control of records.

6.0 OPERATION

6.1 Operational Planning and Control

During planning, the University shall determine the following as appropriate:

- a) Quality objectives and requirements for the product;
- b) Processes and documents, and provision of resources specific to the product;
- c) Required verification, validation, monitoring, measurement, inspection and test activities specific to the product before releasing to customers and;
- d) Records needed to provide evidence that the realization processes and product meet requirements.

The University has identified the plans required in the various documented processes.

6.2 Requirements for Products and Services

6.2.1 Customer Communication

Various processes have been designed for communication to customers in relation to various aspects of service delivery including the University products. Such methods include use of website and brochures, advertisements and meetings.

The University also has established a mechanism for resolution of customer complaints as well as receiving customer feedback through baseline surveys. The University shall at all times ensure that these communication methods are effective and customers receive the appropriate attention and information.

6.2.2 Determining the Requirements for Products and Services

For all types of academic programmes and other services offered by the University, customer requirements (written or unwritten), statutory and regulatory requirements and any other University requirements related to the courses or services shall be determined. This is to ensure that the University meets all such requirements during service delivery.

6.2.3 Review of the Requirements for Products and Services

Before commencement of the service/product delivery, the various functions of the University shall ensure that all the requirements determined for the service/product are reviewed and any differences discussed and resolved. The functions shall also ensure that the University has the capacity to provide the service. This will be to prevent the University from

committing itself to providing services or academic programmes before establishment of the requisite internal capacity.

6.2.4 Changes to Requirements for Products and Services

When requirements for products and services are changed, the University shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements.

6.3 Design and Development of Products and Services

6.3.1 General

When necessary, to design any products or services offered by the University, an effective design and control process shall be implemented to ensure that planning for the design and development takes place and the inputs and outputs of the design meet requirements. Design validations and verifications shall also be carried out at determined stages.

6.3.2 Design and Development

The University shall design and develop the various training curricula in order to effectively provide for all the necessary inputs.

Design and development of curriculum shall include:-

- a) needs analysis
- b) determination of inputs and outputs,
- c) necessary reviews, verifications, validations, and
- d) control of curriculum changes.

Curriculum Design and development shall be done in accordance to the Curriculum development and review procedure number 1 in the Academic Procedure Manual.

6.3.3 Design and Development Inputs

Inputs relating to product requirements shall be determined, and include, but not limited to:-

- a) Customer requirements.
- b) Applicable statutory and regulatory requirements
- c) Where applicable, information derived from previous similar designs, and
- d) Other requirements essential for design and development e.g. internal inputs like University policies and objectives, competence requirements, past experience information and outputs from other processes.

These inputs shall be reviewed for adequacy during management review meetings.

The University shall ensure that customer, statutory, regulatory, and other requirements that are considered as design and development inputs are well balanced, and are not in conflict with each other.

6.3.4 Design and Development Controls

At all stages of design and development, systematic reviews shall be performed in accordance with planned arrangements:

- a) To evaluate the ability of the results of design and development inputs and outputs, and
- b) To identify any problems at any design and development stage and propose necessary actions.

Personnel involved in such reviews shall include the relevant Departments concerned with the curriculum design and development stage(s) being reviewed.

Review areas shall include but not limited to:-

- a) Evaluation of potential risks,
- b) Identification and correction of problems,
- c) Opportunities for design and development process improvement, and
- d) Control of changes and their effect during design and development process.

6.3.5 Design and Development Verification

Verification shall be done according to planned arrangements in procedure Number 1 on Curriculum Development and Review in the Academic Procedure Manual and maintain appropriate records.

6.3.6 Design and Development Validation

Design and development validation shall be performed in accordance with procedure Number 1 the Curriculum Development and Review in the Academic Procedure Manual to ensure that it meets specified application or intended use.

Validation shall be done by the respective Head of Department presenting the developed curricula to a select panel of at least five (5) other RU lecturers for a period of at least three

hours. Stakeholders shall be invited to provide their inputs for consideration in the curriculum design and development.

The validation shall be done before curricula are implemented. Records of the results of validation and any necessary actions shall be maintained.

6.3.7 Design and Development Outputs

The outputs of curriculum design and development shall be provided in a form that enables verification against the design and development input and shall be approved by Senate prior to release to the respective department for implementation.

The design and development output shall be presented in both in print and electronic media as a complete description of the curriculum.

Design and development outputs shall:

- a) Meet the input requirement for design and development;
- b) Provide appropriate information for procurement and for service provision;
- c) Contain service acceptance criteria, and;
- d) Specify the characteristics of the service that are essential for its safe and proper use, where applicable.

6.3.8 Design and Development Changes

The University shall identify design and development changes where necessary. The changes shall be reviewed, verified and validated, as appropriate, and approved by Senate before implementation

6.4 Control of Externally Provided Processes, Products and Services

6.4.1 General

Procurement of goods and services required by the University shall be carried out in compliance with Government and University regulations.

6.4.2 Type and Extent of Control

In order to ensure that procurement of goods and services is done in a timely manner, within the budget and that purchased products comply with requirements, a documented procedure number 3 in the Procurement Procedure Manual on Procurement of Goods, Works and Services has been established.

All outsourced processes shall be identified and controlled within the QMS.

6.4.3 Information for External Providers

The University shall ensure the adequacy of requirements prior to their communication to the external provider.

6.5 Production and Service Provision

6.5.1 Control of Production and Service Provision

Services and development of products offered by the University shall be done under specified conditions including ensuring the service provider has easy access to information describing the service and availability of work instructions guiding them on how to undertake various activities. The University shall provide suitable environment and adequate tools and equipment for production and service provision.

Various processes shall be validated where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered. Where process of validation shall be done, competence and integrity of the personnel shall be determined to ensure that the quality of the results is assured.

6.5.2 Identification and Traceability

Customer and service records shall be maintained to provide evidence of compliance to requirements. Unique numbers and codes shall be used to identify the services or products offered and ensure traceability. These shall apply in the certificates, diplomas and degrees offered as well as coding of all the training programmes offered.

6.5.3 Property Belonging to Customers or External Providers

All customer property given to the University for use or incorporation into the courses such as student thesis, student academic results and documents from other institutions shall be identified and protected from any damages, losses and plagiarism.

6.5.4 Preservation

Care shall be exercised with respect to transcripts, certificates, degrees and other products offered during processing and delivery to ensure that their quality and integrity are maintained at all times.

6.5.5 Post-Delivery Activities

The University shall meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, the University shall consider:

- a) statutory and regulatory requirements;
- b) customer requirements;
- c) the potential undesired consequences associated with its products and services;
- d) the nature, use and intended lifetime of its products and services

6.5.6 Control of Changes

The University shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. The University shall retain documented information describing the results of the review of changes, the persons authorizing the change, and any necessary actions arising from the review. Where changes have been made, the previous versions shall be withdrawn, archived and stakeholders notified accordingly.

6.6 Release of Products and Services

The University shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. Product release and service delivery shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and as applicable by the customer.

The University shall retain documented information on the release of products and services. The documented information shall include:

- a) evidence of conformity with the acceptance criteria, and
- b) traceability to the person(s) authorizing the release.

6.7 Control of nonconforming outputs

The University shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery, as per the procedure Number 4 for Control of Non-Conforming Products and Services in the Mandatory Procedures Manual.

7.0 PERFORMANCE EVALUATION

7.1 Monitoring, Measurement, Analysis and Evaluation

7.1.1 General

The University shall plan and implement the monitoring, measurement, analysis and improvement processes needed to demonstrate the conformity of the product, conformity of the QMS and continually improve the effectiveness of QMS.

The University shall determine and implement effective methods of monitoring and measuring the effectiveness of the processes under its operations. The University shall implement correction and corrective actions whenever the processes do not achieve the desired results.

The University shall evaluate the performance and the effectiveness of the QMS through scheduled and unscheduled audits and retain appropriate documented information as evidence of the results.

7.1.2 Customer Satisfaction

From time to time the University shall determine customer satisfaction index through baseline surveys, students' feedback forms, and meetings. Management shall review the findings in order to determine appropriate action for enhancement of customer satisfaction.

7.1.3 Analysis and Evaluation

The University shall through the various departments determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the QMS and evaluate where continual improvement of the effectiveness of the QMS can be made.

7.2 Internal Audit

The University shall conduct internal audits at planned intervals to determine the effectiveness of the quality management system in order to identify opportunities for improvement. Procedure Number 3 in the Mandatory Procedure Manual on Internal Audit has been established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

7.3 Management Review

7.3.1 General

The University management shall review the QMS once in a financial year to determine suitability and effectiveness of the system. During the review, pertinent issues regarding the QMS shall be considered and decisions made on how to improve the system.

7.3.2 Management Review Inputs

Management shall review QMS as guided by the following agenda:

- a) Results of audits
- b) Customer feedback
- c) Process performance and product conformity
- d) Status of preventive and corrective actions
- e) Follow-up actions from previous management reviews
- f) Changes that could affect the quality management system, and
- g) Recommendations and improvement

7.3.3 Management Review Outputs

During Management Review meetings, the University Management shall make decisions and suggest actions related to:-

- a) Improvement of the effectiveness of the quality management system and its processes
- b) Improvement of product related to customer requirements, and
- c) Resource needs

8.0 IMPROVEMENTS

8.1 General

8.2 Nonconformity and corrective action

The University shall ensure that products and services, which do not conform to product requirements, are identified and controlled to prevent the unintended use or delivery. Procedure number 4 in the Mandatory Procedure Manual on Control of Non-Conforming Products has been established to define the controls and related responsibilities and authorities for dealing with nonconforming product. Records of the nature of nonconformity and any subsequent actions taken, including concessions obtained, shall be maintained.

The University shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effect of the nonconformities encountered as per Procedure Number 5 in the Mandatory Procedure Manual on Corrective Action has been established to guide in the implementation of corrective actions.

The University shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

8.3 Continual Improvement

The University shall continually improve the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

9.0 APPENDICES

9.1 Quality Management System Processes

Mandatory Processes

1. Control of Documents
2. Control of Records
3. Internal Quality Audit
4. Control of Nonconforming Product
5. Corrective Action

Administration Processes

6. Meetings
7. Security
8. Communication
9. Cleaning
10. Handling customer complaints
11. Records Management

Transport Processes

12. Transport Management

Human Resource Processes

13. Public Relations and Customer Service
14. Recruitment
15. Induction
16. Performance Appraisal
17. Training and development
18. Leave Management
19. Staff Discipline
20. Staff Clearance
21. Staff Separation

Finance Processes

22. Revenue Collection
23. Budgeting
24. Payments (Suppliers, Salaries, Part time Lecturers, Casuals, Bills, Imprest)

25. Final Accounts

Procurement Processes

26. Procurement Planning
27. Prequalification of suppliers
28. Procurement of Goods, Works and Services
29. Stores management
30. Disposal of idle and obsolete assets

Academic Processes

31. Curriculum development and review
32. Work load allocation
33. Timetabling
34. Teaching and monitoring
35. Evaluation
36. Setting and moderation of examinations
37. Administration of examinations
38. Marking & results
39. Projects
40. Industrial Attachment/Teaching Practice.
41. Deferment

Admissions Processes

42. Admission
43. Student Orientation
44. Registration of Students
45. Student Clearance
46. Inter/Intra School Transfer

Risk Based Audit Process

47. Risk Based Audit

Library Processes

- 48. Acquisition of new titles
- 49. Processing of library information materials
- 50. Registration of library users
- 51. Charging and discharging
- 52. Weeding

ICT Processes

- 53. ICT Help Desk User Support
- 54. Maintenance and Repair Services
- 55. Website and E-Mail Services
- 56. Editing, design and Layout of University Publications

Hostels and Catering Processes

- 57. Room allocation process
- 58. Room Clearance
- 59. Provision of catering services

Health Services Processes

- 60. Treatment and Referral

Performance Contract Process

- 61. Performance Contracting

Students Affairs Processes

- 62. Clubs and Societies
- 63. Students Governance
- 64. Student Leave Out
- 65. Students' Discipline

Sports and Games Processes

- 66. Training in sports and games
- 67. Organizing intra-mural and extramural sporting activities

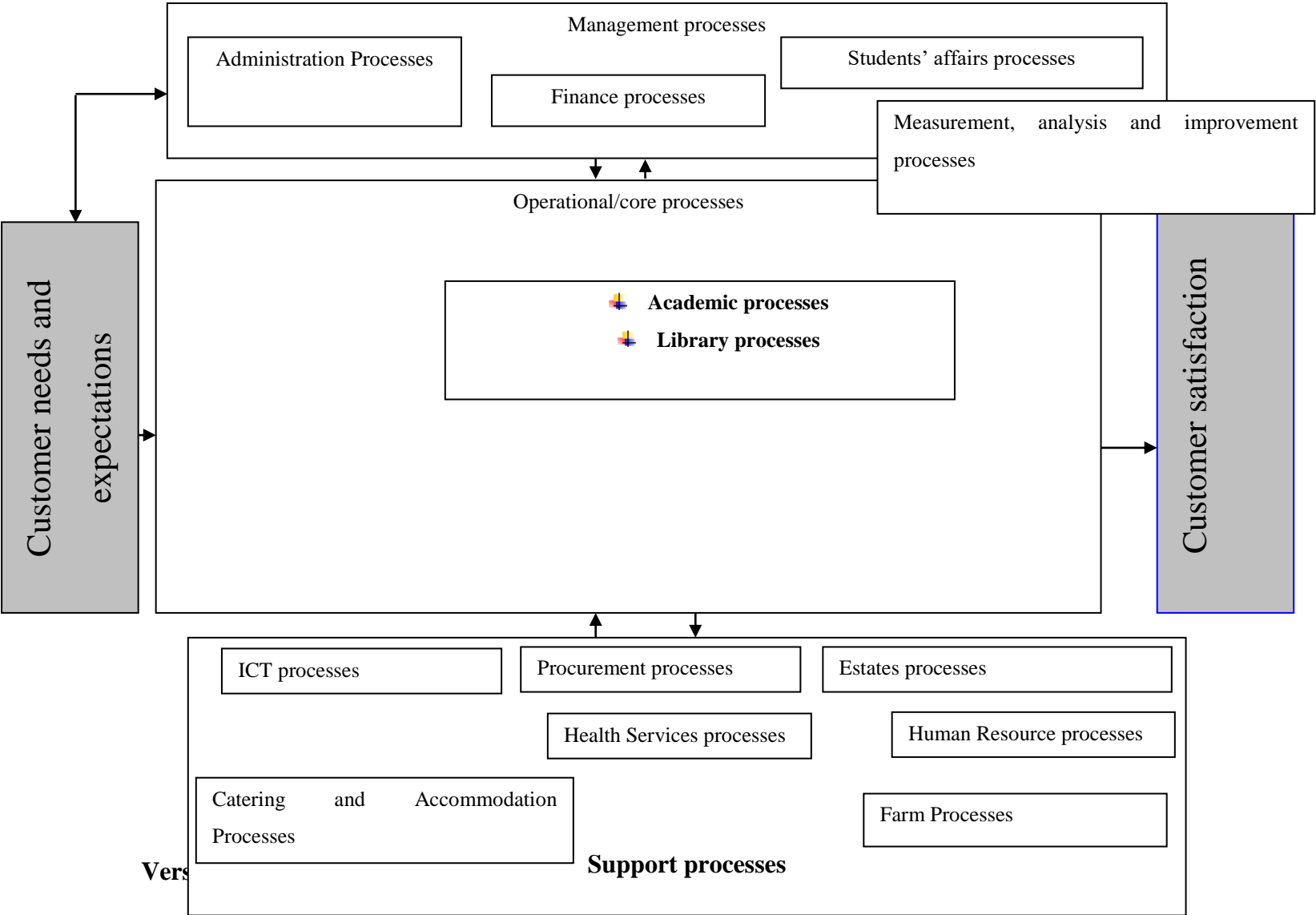
Estates Processes

- 68. Maintenance and repairs
- 69. Project development and Implementation

PSSP Processes

- 70. Advertising
- 71. Exhibitions and outreach Programs
- 72. Developing annual marketing plan

9.2 Description of the Interaction of Processes



9.3 Description of the Interaction of the Quality Management System processes

The aim of implementing a quality management system in the University is to enhance customer satisfaction and exceed their expectations. The University’s customers (students and prospective students) channel their needs and expectation during interaction with members of staff in the University and also during marketing of the University. The customer requirements form the input to the core processes which are:-

- a) Academic processes, and
- b) Library processes.

Each of the core processes interact individually with the support processes with the following component processes; ICT, Procurement, Human Resources, Catering and Accommodation, Estates and Health Services processes are injected into the core processes to ensure effective service delivery.

Both the core and support processes further interact with the management processes individually. The management processes include the Administration, Finance and Students’ Affairs processes which enhance efficiency during service delivery.

Continually, the University undertakes monitoring and measurement of its processes and products to ensure that they meet process and product requirements. Data collected from these monitoring and measurements is analyzed to identify areas of improvement.

The University also monitors its customer perception on the quality of services offered through annual customer satisfaction surveys. It is the commitment of the Management to act on the recommendations from such surveys to ensure continued customer satisfaction.

To ensure that there is improvement, the Management ensures that there is an annual review of the quality objectives set in each department.