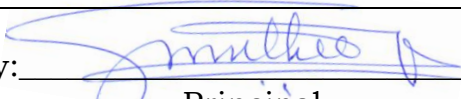
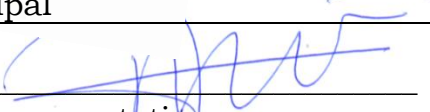

MERU NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015
ADMINISTRATION PROCEDURES MANUAL
MNP/PM/ADMIN/001

Authorized by:  Principal	Date: 16 TH JUNE 2016
Issued by:  Management Representative	Date: 16 TH JUNE 2016



**ADMINISTRATION PROCEDURES
MANUAL**

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DOCUMENT VERSION CONTROL SHEET

Issue No.	Issue Date	Description of Change	Authored / Revised by	Approved By
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PROCEDURE NUMBER 1: INTERNAL COMMUNICATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness in internal communication.

1.2 SCOPE

This procedure applies to all internal communications within the Polytechnic

1.3 REFERENCES

ISO 9001:2015 Clause 7.4

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal in charge of administration/Academic as applicable shall ensure adherence to this procedure.

1.6 INTERFACES

All the departments of the organisation – getting and giving accurate and complete information

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Information passed	Review of Memos, notices, letters, Issuance registers and Telephone Register

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Stationery
- b) Information
- c) Personnel



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1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Memo/Notice/Letter/Meeting Minutes and received communication
Originator	Informed people
Computers & Printers	Print – Out of memo/Notice/Letter/Meeting Minutes
Telephone	Passed Information

2.0 METHOD

2.1 The following shall constitute the official modes of communication within the Polytechnic:-

- a) Telephone
- b) Letters
- c) Memos
- d) Notices
- e) Meetings.

2.2 Communication using each of the modes shall be as follows:-

2.3 Telephone (intercom)

Note: Telephone shall be used for urgent communication and follow up on other modes of communication.

2.3.1 The originator shall use the telephone to communicate to the intended officer and maintain records of such communication.

2.4 Notices and Memos

2.4.1 The originator shall draft the memo/notice and seek authority for communicating the same from the DP concerned.

Note: Where the notice or memo is not on matters of policy or cross cutting issues, the originator may not seek authority from the DP.

2.4.2 The DP shall authorize the communication based on the authenticity of the information.

2.4.3 In the event that it is not authentic the DP shall advise the originator with recommendations.



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2.4.4 Upon authorization the originator shall ensure that the intended communications is posted on the appropriate notice boards and maintain a copy of the same.

2.5 Letters

Internal letters shall be written through/by the Principal. The Principal shall maintain a copy of the letter as evidence of communication.

2.6 Meetings

Communication through meetings shall be done in accordance with the meeting procedure in this manual.

3.0 APPLICABLE RECORDS

3.1 Letters

3.2 Minutes

3.3 Memos

3.4 Call Register



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PROCEDURE NUMBER 2: EXTERNAL COMMUNICATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness in external communication.

1.2 SCOPE

This procedure applies to all communication from and to the Polytechnic

1.3 REFERENCES

ISO 9001:2015 Clause 7.4

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure adherence to this procedure.

1.6 INTERFACES

All interested parties – giving and receiving complete and accurate information.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Information passed	Analysis of registers of Letters, Telephone, Emails, Circulars, Advertisements, Tender Documents, delivery books and postage book.

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Stationery
- b) Information
- c) Personnel



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- d) Tender documents
- e) E-mail addresses
- f) Funds

INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Letters, E-mails
Originator	Informed people
Computers & Printers	Print – Out of memo/Notice/Letter/Meeting Minutes
Telephone	Duly filled telephone calls register
Tender document	Duly filled tender document
Letters	Duly filled postage book

2.0 METHOD

- 2.1 External communication shall include both incoming and outgoing communication.
- 2.2 The following constitute the official modes of external communication:-
- a) Telephone
 - b) Letters
 - c) E-mails
 - d) Print and electronic media

2.3 Telephone

- 2.3.1 All outgoing official telephone calls shall be made through the Principal's Secretary upon the originator obtaining authority from the Principal.
- 2.3.2 The Principal's Secretary shall maintain records of the communication as applicable in the outgoing calls register.
- 2.3.3 Incoming telephone calls shall be received and transferred to the relevant officers and records maintained as applicable in the incoming calls register by the Principal's Secretary.



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2.4 Letters

2.4.1 The originator shall prepare the letter on the Polytechnic letterhead and forward it to the Principal for approval.

2.4.2 In approving the letter, the Principal shall consider the authenticity of the content.

2.4.3 In the event that the content is not authentic, the Principal shall make recommendation and refer the letter back to the originator for correction and resubmission.

2.4.4 On approval, the Principal shall forward the letter to the Principal's secretary for dispatch to the recipient.

2.4.5 The Principal's secretary shall ensure that the letters are recorded on the postage book and dispatched by the dispatch officer.

2.4.6 Incoming letters shall be received at the registry, sorted and forwarded to the recipients. For official letters, the Registry clerk shall forward them to the Principal's secretary whereas personal letters shall be forwarded to the respective recipients.

2.4.7 Upon receipt of the letters, the Principal's secretary shall open, stamp "RECEIVED", record them in the incoming mails register, sort and forward them to the Principal for information and necessary action.

Note: *Application letters for admission shall be forwarded to the Registrar by the Principal's secretary without going through the Principal.*

2.4.8 The Principal shall as need be attention the letters to the respective officers and return them to the Secretary for dispatch to the recipients.

2.4.9 The Principal's secretary shall ensure that the recipient acknowledges receipt by signing of the delivery book.

2.5 Print and Electronic Media

For Print and Electronic Media the advertisement procedure number 19 in this manual shall apply.



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2.6 E-Mail

- 2.6.1 All emails through the Polytechnic's e-mail address shall be approved by the Principal as per 2.4.1. – 2.4.3 above.
- 2.6.2 Upon approval, the Principal's secretary shall send the mail to the recipient.
- 2.6.3 Upon receipt of any official email the Principal's secretary shall print it and handle it as an incoming letter.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 An outgoing calls register
- 3.2 An incoming calls register.
- 3.3 A postage book
- 3.4 A delivery book



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PROCEDURE NUMBER 3: MEETINGS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and consistency in conducting meetings.

1.2 SCOPE

This procedure shall apply to all scheduled and unscheduled meetings in the Polytechnic.

1.3 REFERENCES

ISO 9001:2015

1.4 TERMS AND CONDITIONS

Refer to the list of terms and definitions

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Polytechnic Governing council
- b) Non – academic HODs,
- c) Academic HODs

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
80 % Attendance	Analysis of Attendance list
All minutes to be ready and typed 7 days after the meeting	Analysis of date of submission of minutes
All scheduled meetings to start at the determined time.	Analysis of minutes and memos



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Stationery
- b) Agenda
- c) Personnel
- d) Venue
- e) Printer
- f) Computer
- g) Attendance list

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Memos, Notices, attendance list, minutes
Originator	Informed people
Computers & Printers	Print – Out of Memos/Notices/Meeting Minutes

2.0 METHOD

2.1 Meetings within the Polytechnic shall be categorised as follows:-

- a) Scheduled meetings
- b) Unscheduled meetings.

2.2 Scheduled meetings – *Include governing council, staff meetings, assemblies with trainees, departmental meetings and meetings with trainee leaders.*

2.2.1 This shall start during the opening staff meeting of a new term with the DP (Administration) as per the internal communication procedure in this manual directing all HODs to forward their departmental meeting schedules by a deadline date.

2.2.2 Upon receipt of the departmental schedules the DP (Administration) shall convene a meeting with the HODs to verify and schedule the departmental meetings.

2.2.3 In scheduling the meetings, the meeting shall consider the following:-



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- a) Collisions
- b) Other Polytechnic's events
- c) Term dates.

2.2.4 Upon verification and scheduling, the DP (Administration) shall liaise with the Principal for approval of the schedule.

2.2.5 In the event the Principal raises an issue the DP shall ensure that it is addressed.

2.2.6 The DP shall as per the reprography procedure number 10 in this manual ensure production of sufficient copies and distribute them to the HODs.

2.2.7 The convener of the meeting shall ensure issuing of the notice to the attendees at least seven days prior to the meeting.

2.2.8 The convener shall ensure that the venue and any other associated requirements are ready prior to the meeting.

2.2.9 The Chairperson shall call the meeting to order and establish the quorum of the meeting.

2.2.10 In the event that the meeting does not achieve quorum the Chairperson shall adjourn the meeting and reschedule it.

2.2.11 Upon establishing sufficient quorum the Chairperson shall ensure that the attendees fill in the attendance register and conduct the preliminaries as applicable.

2.2.12 The Chair person shall then guide the meeting through the following:-

- a) Adoption of the agenda items,
- b) Reading and confirmation of previous minutes as applicable,
- c) Handling of matters arising from the previous meeting,
- d) Deliberation of the agenda items

2.2.13 The convener shall ensure preparation of the minutes of the meeting, reading and confirmation during the subsequent meeting.



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2.2.14 The convener shall forward a copy of the confirmed minutes to the Principal for information and recommendations as appropriate.

2.3 Unscheduled Meetings

2.3.1 Unscheduled meetings shall be conducted as a result of urgent matters arising.

2.3.2 Records that lead to unscheduled meetings shall be maintained by the convener and a copy of the minutes forwarded to the Principal for information.

3.0 LIST OF APPLICABLE RECORDS

3.1 Communication to convene meetings.

3.2 Minutes.

3.3 Attendance list.



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PROCEDURE NUMBER 4: FILING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and efficiency in filing of records and documents.

1.2 SCOPE

This procedure applies to the filing of records and documents in the Polytechnic.

1.3 REFERENCES

None

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The HR shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Polytechnic Governing council
- b) Non – academic HODs,
- c) Academic HODs

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Reduce incidences of lost, misplaced and destroyed files	Monitoring of extent of protection, storage, identification and ease of retrieval as well as complaints
Retrieve files within an average of 2 minutes	Monitoring by observation

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Documents



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- b) Files
- c) Filing cabinets/shelves
- d) Personnel

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Documents	Filed documents
Files	Accurately identified files
Filing cabinets/shelves	Well-arranged files

2.0 METHOD

2.1 Files in the Polytechnic shall be categorized as follows:-

- a) Confidential files
- b) Personal files
- c) General file.

2.2 The files categories shall be abbreviated as follows:-

- a) Confidential as CON (confidential)
- b) Personal files as PER (personal)
- c) General files as GEN (General)

2.3 Identification of Files

- a) The first part shall be the initials of the Polytechnic followed by a forward slash that is – **MNP/**
- b) The second part shall be the abbreviation of the type of the file followed by a forward slash e.g. **GEN/**
- c) The third part shall be the subject matter followed by a slash e.g. for files containing records from the Ministry shall be abbreviated as **MOEST/**
- d) The fourth part shall be the volume of the files from VOL.1

Example: MNP/GEN/MOEST/VOL.1 meaning that the file belongs to the Meru National Polytechnic, it is in the category of general files, the subject is the Ministry of Education, science and Technology and is the first volume for the subject.



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2.4 Upon receipt of any record or document the custodian of the file shall sort out the records as per the filing classification.

2.5 The custodian of the file shall then assign a consequent folio number on the document and update the folio sheet.

2.6 Borrowing of Files

2.6.1 For any borrowed file, the Custodian shall verify the purpose of the borrowed file against the justified reason.

2.6.2 In the event that the Custodian is not convinced with the justification he/she shall seek authority from the relevant authority.

2.6.3 If the justification is satisfactory the Custodian shall record the borrowed file in the tracer card and issue the file as per procedure on control of records in the mandatory procedures manual and this procedure shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS

3.1 A folio sheet.

3.2 An outgoing files register.

3.3 Tracer card



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PROCEDURE NUMBER 5: STUDENTS DISCIPLINE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency, effectiveness and transparency in dealing with students discipline issues.

1.2 SCOPE

This procedure applies to the handling of all indiscipline relating to students in the Polytechnic.

1.3 REFERENCES

Current rules and Regulations of the Polytechnic

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The DP (Administration) shall ensure adherence to this procedure

1.6 INTERFACES

- a) Principal as the approving officer
- b) HODs as originators of cases
- c) DOS as the representative of the students' welfare

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% discipline handling	Analysis of all discipline cases handled
Timely disposal of cases – within three (3) weeks unless exceptional	Analysis of time taken to dispose cases as per disciplinary register/file
Completeness and accuracy of disciplinary reports	Review of disciplinary reports



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Discipline Registers
- b) Personnel

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Discipline Registers	Closed cases
Discipline committee	Minutes/ analysed reports

2.0 METHOD

2.1 Issuance of the Polytechnic's rules and regulations to new students

2.1.1 This shall start with the registrar in liaison with the DOS ensuring that all newly admitted students are issued with copies of the approved rules and regulations upon admission which they shall read and understand before signing the rules and regulations declaration form as evidence that they shall comply with all rules and regulations.

2.1.2 During orientation, the respective HOD shall sensitize students on the rules and regulations.

2.2 Handling Indiscipline Cases

2.2.1 This shall start with any of the following receiving information on indiscipline from a member of public or Polytechnic or identifying an indiscipline case:-

- a) HOD
- b) DOS
- c) Registrar
- d) DP
- e) Principal.

2.2.2 Upon 2.2.1, the receiving officer shall record the allegation in the occurrence book or departmental indiscipline register and investigate to establish its authenticity.



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- 2.2.3 In the event that the allegation is not authentic the receiving officer shall drop it and inform the originator with reasons thereof.
- 2.2.4 If the allegation is valid the receiving officer shall handle it as per the current Polytechnic rules and regulations or refer it to the DP (administration) for action.
- 2.2.5 If the indiscipline is of a criminal nature, the DP shall consult with the Principal before calling the police to handle it.
- 2.2.6 Depending on the magnitude of the case referred to the DP in 2.2.4 above, the DP shall as per the meetings procedure number 3 in this manual convene a meeting with the Disciplinary Committee to discuss the case.
- 2.2.7 The DP shall invite the student to the Disciplinary committee for his/her defence.
- 2.2.8 Based on the defence given by the student and the Polytechnic's rules and regulations, the committee shall determine the appropriate action to be taken.
- 2.2.9 The DP shall ensure that the action determined by the disciplinary committee is implemented and maintain appropriate records in the discipline register.
- 2.2.10 In the event the indiscipline case warrants suspension, the DP shall as per the internal communication procedure in this manual inform the Principal of the decision for approval.
- 2.2.11 In approving the action taken, the Principal shall consider the Polytechnic's rules and regulations
- 2.2.12 In the event that the Principal disapproves the action taken by the committee, he/she shall advise the committee on the way forward.
- 2.2.13 On approval, the DP shall as per the external communication procedure in this manual inform the parent/guardian, issue the student with a suspension letter which shall be a maximum of two weeks.



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2.2.14 On receipt of the trainee together with the parent/guardian after the suspension period, the disciplinary committee shall discuss the case with the parent/guardian and give a second hearing to the student before determining the disciplinary action to undertake.

2.2.15 The DP shall ensure that the action determined by the disciplinary committee is implemented and maintain appropriate records in the disciplinary file.

2.2.16 In the event that the action determined in 2.2.8 is expulsion, the DP shall inform the Principal who shall in turn table the matter to the PGC for discussion.

2.2.17 The Principal shall ensure that the action determined by the PGC is implemented and per the external communication procedure number 2 in this manual inform the Parent Ministry in the event the expulsion is approved.

2.3 Handling Mass Indiscipline

In case of mass indiscipline, the Principal shall consult the Education Officer from the Parent Ministry for advice before taking any action.

3.0 LIST OF APPLICABLE RECORDS

3.1 Discipline Register.

3.2 Meetings minutes.

3.3 Discipline file



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PROCEDURE NUMBER 6: CLEANING AND COMPOUND MAINTENANCE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in the general cleaning and compound maintenance in the Polytechnic.

1.2 SCOPE

This procedure applies to cleaning and compound maintenance in the Polytechnic.

1.3 REFERENCES

Current NEMA regulations

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Estate Manager shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Estate manager – supervision of cleaning
- b) Store keeper – providing cleaning tools, equipment and detergents
- c) Finance officer - paying for the work done
- d) Human Resource officer - hiring casuals
- e) DP (Administration)- supervision of Estate manager

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Consistently clean and habitable environment by ensuring coverage of all areas	Analysis of cleaning check list



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel
- b) Tools, equipment & detergents
- c) Safety gears
- d) Cleaning Register
- e) Casual's requisition form
- f) Compound maintenance register.

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Personnel	Analyzed cleaning register, Signed check list, clean and conducive environment
Tools, equipment & detergents	Signed issuance register
Safety gear	Signed issuance register

2.0 METHOD

2.1 Cleaning

- 2.1.1 This shall start at the end of every term with the Estate Manager in liaison with the Store Keeper acquiring cleaning materials.
- 2.1.2 At the beginning of every week, the Estate Manager shall issue the cleaners with cleaning detergents, tools and equipment.
- 2.1.3 The Estate Manager shall ensure that cleaning is done on a daily basis and maintain a record of all the works done in the daily cleaning register/cleaning check list.
- 2.1.4 In the event that cleaning has not been satisfactorily done the Estate Manager shall instruct the concerned officer to redo the work.
- 2.1.5 At the end of every week the Estate Manager shall ensure that a general cleaning of the Polytechnic is undertaken by the cleaners.
- 2.1.6 In the event of shortage of manpower to undertake general cleaning the Estate Manager shall fill a casual's requisition form and submit to



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the HRO who upon scrutiny shall forward to the Principal for approval.

2.1.7 In the event that upon scrutiny the HRO is not satisfied, he/she shall return the requisition to the estate manager with recommendation.

2.1.8 In approving the hiring of casuals, the principal shall be guided by;

- a) The necessity to hire workers
- b) The amount of work to be done
- c) The duration it will take
- d) Availability of funds

2.2 Compound Maintenance

2.2.1 Compound maintenance includes but not limited to:-

- a) Grass cutting,
- b) Planting and Trimming of trees and live fences,
- c) Maintenance of flower beds,
- d) Fencing
- e) Maintenance of water and sewerage system
- f) Maintenance of compost pits.

2.2.2 This shall start with the Estate Manager identifying a need to undertake compound maintenance.

2.2.3 Upon identification the Estate Manager shall assign the works to the relevant personnel, avail the working tools and equipment and supervise the work to ensure that it is satisfactorily done.


2.2.4 The Estate Manager shall maintain records of all the work done in the compound maintenance register.

2.3 On a weekly basis the Estate Manager shall forward the daily cleaning and compound maintenance registers to the DP (Administration) for information and appropriate action.

3.0 LIST OF APPLICABLE RECORDS

3.1 Casual's requisition form.

3.2 Daily Cleaning register.

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3.3 Compound Maintenance register.



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PROCEDURE NUMBER 7: CONTROL OF EXTERNALLY PROVIDED PROCESSES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure shall ensure effectiveness and efficiency in the control of outsourced processes in the Polytechnic.

1.2 SCOPE

This procedure applies to the control of all outsourced processes in the Polytechnic.

1.3 REFERENCES

None.

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure adherence to this procedure.

1.6 INTERFACES

- a) HR – Oversees the recruitment process
- b) Deputy Principal Academics - supervises hiring of lecturers
- c) Deputy Principal Administration - supervises security services
- d) Academic HODs - request for lecturers on contract
- e) Procurement officer - procures security services

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Security in the polytechnic	Analysis of daily occurrence register, visitors book and security file
100% class attendance	Analysed teaching diaries



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Lecturers/ security Personnel
- b) daily occurrence register
- c) visitors book
- d) security file

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Lecturers	Analyzed teaching diary
Daily occurrence register	Analyzed daily occurrence register
Visitors Book	Analysed visitors book
security file	Accurate and Complete security report

2.0 METHOD

- 2.1 This procedure shall start with any HOD identifying a need to outsource a process due to lack of capacity in the department.
- 2.2 Upon identifying a need the HOD shall forward the request to the DP Academics for information and input who shall then forward to the Principal for approval.
- 2.3 In approving the request, the Principal shall consider:
 - a) Relevance,
 - b) Cost of outsourcing
 - c) Availability of funds
 - d) Degree of urgency
 - e) Availability of the service from other departments.
- 2.4 In the event of disapproval the Principal shall make recommendations to the requesting HOD
- 2.5 Upon approval the Principal shall direct the HR to outsource the service as per the applicable procurement procedure in this manual.



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- 2.6 The HOD of the consumer department shall in liaison with the Principal supervise the service during delivery as per the signed contractual terms and conditions.
- 2.7 In the event of breach of contract the HOD shall as per the internal communication procedure in this manual advise the Principal who shall handle the matter as per the provisions of the contract.
- 2.8 At the end of the contract the HOD shall advise the Principal to authorize payment as per the terms and conditions of the contract.
- 2.9 This procedure shall be deemed complete upon the FO processing the final payment as per the payment procedure in the Finance Procedures Manual.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Communication of a need to the Principal.
- 3.2 Contract.



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PROCEDURE NUMBER 8: MANAGEMENT OF TRANSPORT SERVICES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability and efficiency in the management of transport services.

1.2 SCOPE

This procedure applies to the management of transport services for planned and unplanned trips in the Polytechnic.

1.3 REFERENCES

- a) The Traffic Act
- b) Current regulations from the parent Ministry

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The DP Administration shall ensure adherence to this procedure

1.6 INTERFACES

- a) Deputy Principal Administration - ensuring renewal of Insurance, servicing of the vehicles, supervision of drivers work ticket and coordinates the hiring out of Polytechnics vehicles.
- b) Academic HODs - communicating scheduled trips in their departments to the DOS.
- c) DOS - preparing the overall schedule of academic trips

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Academic trips taken	Analysis of schedule of trips and trips reports
All hired transport taken	Analysed requests and work tickets



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Travel schedules
- b) Work tickets
- c) Insurance covers
- d) Licences
- e) Fuel
- f) Vehicles
- g) Personnel
- h) Travellers

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Travel schedules	Analysed schedule of trips
Work tickets	Analysed work ticket
Insurance covers	Up to date Insurance covers
Licences	Up to date licences
Fuel	Analysed mileage
Vehicles	Analysed inspection record

2.0 METHOD

- 2.1 This procedure shall start with the DOS preparing overall schedule of trips within the first three weeks after the opening of the term guided by the HODs schedule of trips.
- 2.2 Upon preparation of the schedule the DOS shall forward a copy of the same to the Principal for approval.
- 2.3 In the event of unscheduled trips the DOS in liaison with DP Administration shall include them within the existing schedule as appropriate.
- 2.4 The driver shall ensure that any vehicle leaving the Polytechnic is officially authorized by an authorized officer by signing the work ticket and register at the Polytechnic's gate.
- 2.5 In the event that a vehicle breaks while on travel the driver shall handle the matter and when need be seek the DP's advice.



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2.6 While on travel the drivers shall ensure safety and security of the vehicles.

2.7 This procedure shall be deemed complete upon the driver closing the work ticket after the journey.

Note: *The DP Administration shall ensure that all drivers remain in uniforms at all times while on duty and maintain the cleanliness of the vehicles they are in charge of.*

LIST OF APPLICABLE RECORDS

2.8 Work ticket.

2.9 Vehicle Inspection register

2.10 Travel schedules

2.11 Insurance covers

2.12 Licences



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PROCEDURE NUMBER 9: PREPARATION OF TERMLY SCHEDULE OF ACTIVITIES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and timeliness in the preparation of the Polytechnic's termly schedule of activities.

1.2 SCOPE

This procedure applies to the preparation of all termly schedules of activities

1.3 REFERENCES

- a) Current MOEST Circulars
- b) Current Examination bodies circulars
- c) Current KATTI Circulars

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The DP Academics shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Principal - approves schedule of activities
- b) HODs - communicate scheduled activities in their departments.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Activities undertaken	Analysis of termly schedule of activities

1.8 RESOURCES

The resources to be used in the process are listed below:-



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- a) Schedule of activities
- b) Personnel
- c) Stationery
- d) Computer
- e) Printer

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Schedule of activities	Analysed schedule of activities

2.0 METHOD

- 2.1 This procedure shall start within the first week of opening with the DP Academics directing as per the internal communication procedure number 1 in this manual Heads of Departments to identify the activities of that particular term in their various departments.
- 2.2 Upon receipt of the term activities from the HODs, the DP shall as per the meeting procedure number 3 in this manual convene a meeting with the Heads of Departments to ratify and schedule these activities.
- 2.3 In ratifying and scheduling the activities, the meeting shall consider:-
- a) Relevance of the activities,
 - b) Already scheduled examination dates
 - c) Term dates
 - d) Cost of undertaking the activity
 - e) Previous activities.
- 2.4 Upon scheduling the activities the DP shall forward the draft schedule of activities to the Principal for input and approval.
- 2.5 In approving the schedule the Principal shall consider the criteria in 2.3 above.
- 2.6 In the event of disapproval the DP shall act on any recommendations from the Principal.



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- 2.7 Upon approval the DP shall as per the reprography procedure number1 in this manual make enough copies of the schedule and circulate them to the various departments for implementation.
- 2.8 In the event of unplanned activities the DP shall fit them in the planned schedule as appropriate.
- 2.9 In the event that there is need to change the date of a scheduled event, the DP shall as per the internal communication procedure number 1 in this manual ensure that communication is made to the affected departments.
- 2.10 The concerned officers shall ensure that records of all activities are maintained as per the procedure on control of records number 2 in the Mandatory Procedures Manual.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 An approved schedule of activities
- 3.2 Communication in case of change



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PROCEDURE NUMBER 10: MANAGEMENT OF PRODUCTION UNITS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability, efficiency and effectiveness in the management of the production units.

1.2 SCOPE

This procedure shall apply to the management of all production units in the Polytechnic.

1.3 REFERENCES

Current guidelines on facilities' hire

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure adherence to this procedure.

1.6 INTERFACES

- a) DP Administration - ensures travel schedule for hire of polytechnic vehicles is Prepared.
- b) Polytechnic cateress - prepares meals for guests.
- c) Estate manager - prepares venues for meetings and arranges accommodation.
- d) Security officer - ensures safety of the polytechnic

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
At least 90 % Customer satisfaction	Analysis of customer feedback
Achieve at least a ratio of 2:3 cost to benefit	Analysis of income and expenditure



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Travel schedules
- b) Fields
- c) Halls
- d) Boarding facilities
- e) Foodstuffs
- f) Kitchen
- g) Personnel

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Equipment, tools, Materials and personnel	Satisfied customers Decision to accept or not to accept Income

2.0 METHOD

2.1 The following constitute the Polytechnic's production units:-

- a) Polytechnic farm,
- b) Hire of Polytechnic conference facilities,
- c) Polytechnic Fields,
- d) Polytechnic Buses.

2.2 Polytechnic Farm

2.2.1 The Farm Manager shall coordinate the farm activities by:-

- a) Determining the farming activities to be undertaken such as dairy farming, poultry, piggery and crop production,
- b) Preparation of the farm budget at the beginning of the financial year and seeking approval from the Principal,
- c) Ensuring that production takes place as planned, and
- d) Marketing of the farm produce to the Polytechnic and external market.



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2.2.2 At the end of the production period, the farm Manager shall prepare and submit to the Principal a financial statement on the activities of the farm.

2.2.3 On receipt of the financial statement, the Principal shall analyse it and advise the farm manager as appropriate.

2.2.4 The farm manager shall ensure that the Principal's recommendations are implemented.

Note: *In the event that casual workers are needed, the farm manager shall make requisition for casuals as per clause 2.1.7 of procedure number 6 in this manual.*

2.3 Hire of Polytechnic's facilities (Conference halls and Furniture, Hostels, field and buses)

2.3.1 This shall start with the DP administration receiving a request to hire out a Polytechnic facility to a customer.

2.3.2 On receipt of the request the DP administration shall consider the purpose for which the facility shall be used against the Polytechnic facility hire guidelines.

2.3.3 In the event that the purpose is not consistent with the guidelines the DP administration shall advise the customer as appropriate.

2.3.4 If the request is consistent with the guidelines, the DP administration shall verify whether the facility has been hired on the requested date.

2.3.5 In the event that the facility has been hired the DP administration shall advise the customer as appropriate.

2.3.6 If the facility has not been hired, the DP shall advise the customer on the terms and conditions of hire.

2.3.7 Once the customer has met the preliminary requirements the DP administration shall ensure that the facility is availed and recorded in the facilities hire register.

2.3.8 After the use of the facility the DP shall confirm whether the facility is in the same condition as it was at the time of hire.



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2.3.9 In case of any damage to the facility, the DP shall act as per the terms and conditions of hire.

2.3.10 The FO shall maintain the records of the income generated from the hire of Polytechnic's facilities.

3.0 LIST OF APPLICABLE RECORDS

3.1 Farm budgets.

3.2 Evidence of payment of hire.

3.3 Facility hire register.



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PROCEDURE NUMBER 11: PROJECT MANAGEMENT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, consistency and efficiency in the management of all projects undertaken in the Polytechnic.

1.2 SCOPE

This procedure applies to the management of construction projects undertaken in the Polytechnic.

1.3 REFERENCES

Current MNP Strategic Plan

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure adherence to this procedure

1.6 INTERFACES

- a) Polytechnic's Governing Council - approving projects
- b) Procurement officer - dealing with the tendering process
- c) Polytechnic projects coordinator - overseeing daily progress
- d) Finance officer - handling all payments
- e) Ministry of Public works - preparing drawings and bills of quantities

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100 % project completed	Analysis of site meetings and certificate of practical completion.



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Strategic plan
- b) Budget
- c) Personnel
- d) Drawings and Bills of Quantities

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Project hand over documents	Certificate of practical completion
BQ	Completed project
Building plan	Actualized structure

2.0 METHOD

- 2.1 This procedure shall start with the principal identifying the project to be undertaken from the strategic plan and presenting it to the PGC for approval.
- 2.2 In approving the projects the PGC shall consider the following:-
 - a) Priority
 - b) Whether the project is budgeted for in the current financial year
- 2.3 In the event of disapproval the Principal shall act on the recommendations from the PGC.
- 2.4 Once the project is approved the Principal shall liaise with the Ministry of Public Works for the preparation of working documents and a BQ.
- 2.5 Once the Principal has received the appropriate working documents and BQ, he/she shall ensure that a contractor is selected in accordance with the procurement procedure number 2 in the Procurement Procedures Manual.
- 2.6 Once the contractor is selected the Principal shall hand over possession of the site to the contractor.



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- 2.7 In the event of partial contracts, the Principal shall ensure that the required materials are purchased in accordance with the procurement procedure number 2 in the Procurement Procedures Manual.
- 2.8 The Principal shall ensure site meetings are held as scheduled to assess the level of completion as per the work plan and the quality of work.
- 2.9 The Principal shall ensure that any recommendations arising from the site meetings are implemented.
- 2.10 Once the project is complete the Principal shall ensure that a certificate of practical completion is issued to the contractor upon which final payments are made as per the terms and conditions of the contract.
- 2.11 In the event that the project is not complete by the end of contractual period, the Principal shall advise the contractor in accordance with the contract terms and conditions.

Note: Ministry of public works will be engaged only for projects that relate to them. Those other projects will be supervised by the internal projects coordinator in liaison with relevant HOD as applicable.

- 2.12 This procedure shall be deemed complete upon the contractor handing over the construction project to the Polytechnic.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Evidence of approval of projects by the PGC
- 3.2 Work plans
- 3.3 Evidence of site meetings
- 3.4 Evidence of payments.
- 3.5 Certificate of practical completion.
- 3.6 Evidence of project handing over.



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PROCEDURE NUMBER 13: REPROGRAPHY

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in all reprography activities in the Polytechnic.

1.2 SCOPE

This procedure applies to all reprography activities in the Polytechnic.

1.3 REFERENCES

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Registry Clerk shall ensure adherence to this procedure

1.6 INTERFACES

Procurement officer - dealing with purchases of stationeries

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100 % requested reprography done	Analysis of photocopying requisition forms

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Stationary
- b) Photocopier/copy printer/printer
- c) Personnel



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1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Photocopier/copier	Complete printouts
Printer/printer	

2.0 METHOD

2.1 Photocopying

2.1.1 This shall start with a member of staff filling a photocopying requisition form and forwarding it to the HOD for approval. (For less than five copies members of staff shall directly seek authority to photocopy from the Registry Clerk/Registrar's Secretary).

2.1.2 In approving the request the HOD shall consider the following:-

- a) Urgency,
- b) Relevance, and
- c) Number of copies.

2.1.3 In the event of disapproval the HOD shall advise the requesting member of staff appropriately.

2.1.4 On approval the requesting officer shall forward the materials to the Registry/Registrar's Secretary for photocopying.

2.1.5 The Registry Clerk/Registrar's Secretary shall register the work in the reprography register and advise the requesting officer on the collection date.

2.1.6 The Registry Clerk/Registrar's Secretary shall photocopy the documents and record in the reprography register.

2.1.7 The Registry Clerk/Registrar's Secretary shall ensure that the requesting officer signs the reprography register on collecting the documents.

2.1.8 Before replenishing of printing materials, the store keeper shall ascertain that the previous issue has been fully utilized by checking the reprography register.



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2.1.9 In the event that the entries in the reprography register do not tally with the previous issue the store keeper shall seek clarification from the Registry Clerk/Registrar's Secretary and where need be taken appropriate action.

2.2 Printing

2.2.1 Printing in the Polytechnic is done at departmental levels for official documents.

2.2.2 On receipt of a request to print a document the HOD shall approve it based on:-

- a) Relevance of the document to the department,
- b) Number of copies, and
- c) Urgency.

2.2.3 In the event of disapproval the HOD shall advise the requesting member of staff.

2.2.4 Upon approval, the HOD shall ensure that the document is printed and recorded in the departmental reprography register.

2.2.5 The DP shall ensure that printing materials are only issued to the HODs based on the size and needs of the department.

3.0 LIST OF APPLICABLE RECORDS

3.1 Photocopy/Printing requisition form.

3.2 Reprography registers.



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PROCEDURE NUMBER 14: PROVISION OF SECURITY

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure to ensure effectiveness and consistency in the provision of security within the Polytechnic

1.2 SCOPE

This procedure applies to the activities of security provision within the Polytechnic.

1.3 REFERENCES

The Penal Code of 2008.

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Internal security officer shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Deputy Principal Administration - supervising security services
- b) Registrar - assisting the DP in security operations

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Security in the polytechnic	Analysis of daily occurrence register, visitors book, material delivery register and security file

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Security Personnel
- b) daily occurrence register
- c) visitors book
- d) security file



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- e) Material delivery register
- f) Vehicles register
- g) Gate pass
- h) Occurrence book.

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Material delivery register	Analysed materials delivery register
Daily occurrence register	Analysed daily occurrence register
Visitors book	Analysed visitors book
Security report	Accurate and Complete security report

2.0 METHOD

- 2.1 This procedure shall start with the Security officer in consultation with the DP Admin receiving and inducting the security personnel from the outsourced firm as per the procurement procedures.
- 2.2 Upon induction and commencement of duties, the security officer shall monitor the performance of the outsourced firm based on:
 - a) Gate keeping
 - b) Discipline
 - c) Personal attributes and Etiquette
 - d) Incidence of theft of polytechnic property
 - e) Completeness of records

2.3 Security at the Gate

- 2.3.1 Upon receipt of a visitor at the gate, the security personnel shall enquire on the nature of the visit and advise accordingly.
- 2.3.2 The Security personnel shall request the visitor to identify him/herself through any of the following documents and retain as applicable:-
 - a) National identification card/passport
 - b) Driving licence
 - c) Invitation letters
 - d) Identification cards or tags for trainees and staff respectively.



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2.3.3 In the event that the visitor does not produce the documents in 2.above, the Security Personnel shall seek authority to allow the visitor into the Polytechnic from the Principal/ DP admin /Registrar.

2.3.4 In the event that the visitor has a vehicle/luggage, the Security Personnel shall inspect the vehicle/luggage before issuing them with a pass.

2.3.5 In case the vehicle/luggage is not authorized, the Security personnel shall not allow the vehicle/luggage into the Polytechnic.

Note: Vehicles/luggage left outside the Polytechnic are at the owner's risk.

2.3.6 The Security Personnel shall record the details of the visitor in the visitors' register at the gate, issue a visitor's pass and direct the customer accordingly.

2.3.7 As the customer/visitor leaves the Polytechnic the security personnel shall ensure signing out in the visitors' register after re-inspecting the vehicles/luggage and take possession of the pass.

2.3.8 In the event that the customer has unauthorized item(s), the Security Personnel shall detain the customer and consult the Principal/ DP admin/Registrar for appropriate action.

2.3.9 During the change of shifts, the Security Personnel shall ensure signing of the occurrence book.

Note 1: Drivers of the Polytechnic's vehicles shall be required to produce signed work tickets and sign the Polytechnic's vehicle's register.

Note 2: For suppliers delivering goods, the security officer shall issue them with a pass after inspecting the deliveries and recording in the materials delivery register.

2.4 Security in the Compound

2.4.1 The Security Personnel shall be responsible for the safety of persons and property in the areas they have been allocated.



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- 2.4.2 In event of any unusual occurrence the security personnel shall as per the Internal Communications Procedure number 1 in this manual report to the internal security officer or DP for advice and appropriate action.
- 2.4.3 The Security Officer shall remain on duty until the next officer reports for his/her shift.
- 2.4.4 The Security Officer being relieved and the one taking over shall sign the occurrence book
- 2.4.5 The security officer shall prepare a performance and monitoring report with recommendations on monthly basis and forward to the principal for information and action
- 2.4.6 The performance reports above shall form the basis upon which the security firm shall be re-evaluated semi-annually for determination of their capabilities for the next procurement cycle by the evaluation committee.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Occurrence book.
- 3.2 Polytechnic Vehicle register.
- 3.3 Materials delivery register.
- 3.4 Visitors Registers



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PROCEDURE 15: PERFORMANCE CONTRACTING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and consistency of performance contracting.

1.2 SCOPE

The procedure applies to all performance contracts entered into by the Polytechnic's top management on one hand and MOEST on the other.

1.3 REFERENCES

- a) Current MNP Strategic Plan
- b) Performance contracting guidelines
- c) Previous Performance Contract

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The PC Coordinator shall ensure adherence to this procedure

1.6 INTERFACES

- a) Principal- Facilitation and authorisation
- b) Target Coordinators - Implementation reports

1.7 PERFORMANCE TARGETS

The performance shall be measured through the overall Performance of the Department based on:

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% submission of Reports	Review of reports
100% completeness of targets	-Review of target implementation -Feedback from agencies
Timely submission of reports	Review timeliness from submission register
Final overall annual performance to be very good	Annual analysis

1.8 RESOURCES



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The resources to be used in the process are listed below:

- a) Finances
- b) Personnel
- c) Stationery
- d) Computer hardware and software

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Finances	100% achievement of targets
Personnel	Quarterly reports
Stationery	Annual report
Computer hardware and software	

2.0 METHOD

2.1 Preparation of a Performance Contract

2.1.1 This shall start with the PC Coordinator as per the meetings procedure number 3 in the Administration Procedures Manual convening a meeting of the performance contracting secretariat within two weeks after receiving guidelines from the Ministry of Education, Science and Technology to identify the targets to be included in the performance contract.

2.1.2 In coming up with the targets, the secretariat shall be guided by the following:-

- a) The Current Polytechnic's Strategic Plan,
- b) The preceding performance contract for continuing targets, and
- c) The performance contracting guidelines released by MOEST annually.

2.1.3 On identifying the targets, the secretariat shall develop a draft PC and submit it to the Principal for input and approval.

2.1.4 In the event that the draft is not found satisfactory, the Principal shall with recommendations return it to the PC secretariat through the PC coordinator for amendment.



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2.1.5 Once the draft PC is satisfactory, the Principal shall forward it to the PC Coordinator for preparation of final draft.

2.2 Negotiation vetting and signing of the performance contract

2.2.1 On the date scheduled by MOEST, the PC secretariat shall together with the Principal and the Chairman of the PGC present the performance contract draft for negotiation.

2.2.2 On the date scheduled by MOEST, the PC secretariat together with the Principal and the Chairman of the PGC present the negotiated performance contract for vetting

2.2.3 Upon successful vetting of the performance contract, the PC coordinator shall as per the meetings procedure number 3 in this manual convene a meeting of the PC secretariat within fourteen days to determine the quarterly targets and develop a work plan.

2.2.4 On the date scheduled by MOEST, the Principal, Chairman of the PGC and an independent member of the PGC, shall present the performance contract for signing.

2.2.5 Once the PC is signed, the PC coordinator shall as per the meetings procedure number 3 in this manual convene a meeting with the process owners to cascade the Performance Contract targets.

2.3 Monitoring and evaluation

2.3.1 A fortnight before the end of each quarter the PC coordinator shall as per the meetings procedure number 3 in this manual convene a meeting of the PC secretariat and process owners to collect evidence of achievement of the cascaded targets.

2.3.2 A week after the end of the quarter the PC Coordinator shall as per the meetings procedure number 3 in this manual convene a meeting of the PC secretariat to prepare a quarterly report.

2.3.3 The PC Coordinator shall then forward the report to the Principal for information, input and onward transmission to MOEST for monitoring.



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2.3.4 The PC Coordinator shall as per the meetings procedure number 3 in this manual convene a meeting of the PC secretariat within two weeks after the end of the financial year to prepare an annual performance report.

2.3.5 On the date scheduled by MOEST, the PGC Chairman, Principal and the PC secretariat shall present evidence of performance for evaluation and ranking.

2.3.6 Upon receipt of the ranking of all the Technical Training Institutions by MOEST the Principal shall as per the internal communication procedure number 1 in this manual communicate the same to the members of staff and the procedure shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS

3.1 Record of meetings.

3.2 Reports.

3.3 Work plan.

3.4 Performance contracts (negotiated, vetted and signed).



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PROCEDURE NUMBER 16: REVIEW OF THE STRATEGIC PLAN

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and consistency in the review of the Polytechnic's Strategic Plan.

1.2 SCOPE

This procedure applies to all reviews on the Polytechnic's Strategic Plan.

1.3 REFERENCES

The current Polytechnic's Strategic Plan

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure that this procedure is adhered to.

1.6 INTERFACES

- a) Principal - provide information on the changes in the Polytechnic/Government
- b) PGC - Authorisation
- c) Staff - To give input

1.7 PERFORMANCE TARGETS

The performance shall be measured through the overall performance of the Department based on:

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% implementation of SP	Review of records of implementation on quarterly bases
Timely review of implementation	Review of the SP one month before the end of the financial year

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel
- b) Finances



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- c) Computer hardware and software
- d) Current Strategic plan

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Finances	100% achievement of targets Reviewed SP
Personnel	
Current SP	
Computer hardware and software	

2.0 METHOD

2.1 The procedure shall start with the Principal receiving a request to review the existing SP from any of the following:-

- a) Any member of staff in the Polytechnic,
- b) The Parent Ministry, and
- c) The PGC.

Note: A need to review the SP can emanate from, but not limited to the following:-

- i. Change of the National policies/governance,
- ii. Expiry of the current SP period,
- iii. Change in the Polytechnic's priorities/goals,
- iv. Change in the Polytechnic's status, and
- v. Change in technology.

2.2 In the event of 2.1 a) above, the Principal shall approve the request considering:-

- a) Relevance of the request to the achievement of the corporate goals,
- b) Resources required to review the SP, and
- c) Time remaining before the expiry of the current SP period.

2.3 In the event of disapproval, the Principal shall as per the internal communication procedure number 1 in this manual inform the requesting officer with reasons thereof.

2.4 On approval or in the event of 2.1 b) and c) above, the Principal shall present the request to the PGC for approval.



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- 2.5 Upon approval, the principal shall identify staff members and form a strategic plan review committee and call a meeting as per the internal communications procedure No 1 in the administration procedures manual.
- 2.6 The review committee shall identify the items in the SP to be reviewed and guided by the instructions received from the Principal.
- 2.7 Upon review, the chair of the review committee shall submit the reviewed strategic plan to the principal for information, input and submission to the PGC for approval.
- 2.8 Upon approval, the Principal shall forward it to the MR for issuance as per the procedure on document control number 1 in the Mandatory Procedures Manual MNP/MPM/MR/002.
- 2.9 This procedure shall be deemed complete upon the issuance of the reviewed
- 2.10 SP to the relevant departments and withdrawal of the obsolete copies

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Evidence of meetings.
- 3.2 Strategic Plan



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PROCEDURE NUMBER 17: HANDLING PUBLIC COMPLAINTS AND COMPLIMENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, timeliness and consistency in handling public complaints and compliments in the Polytechnic.

1.2 SCOPE

This procedure applies to the handling of all complaints public complaints and compliments in the Polytechnic.

1.3 REFERENCES

- a) Complaints Register
- b) Current Public Complaints Standing Committee Guidelines

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The PCO shall ensure that this procedure is adhered to.

1.6 INTERFACES

- a) Customers-Registering complaints and complements
- b) Employees- Registering complaints
- c) Management-Addressing complaints

1.7 PERFORMANCE TARGETS

The performance shall be measured through the overall performance of the Department based on:

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% customer satisfaction	Review of records of customer satisfaction sheets
Timely resolution of customer /Employee complaints	Review of complaints handling period



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1.8 RESOURCES

- a) Reporting boxes
- b) Stationeries
- c) Human resources

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Reporting boxes	Customer complaints and complements
Stationeries	Record of Complaints /Complements
Human Resources	Complaints resolution reports

2.0 METHOD

2.1 Public compliments

- 2.1.1 This shall start with any officer in the Polytechnic receiving a compliment from a customer.
- 2.1.2 Upon receipt of the compliment, the officer shall as per the internal communication procedure in this manual report to the PCO who shall record in the public compliments register.
- 2.1.3 The PCO shall as per the internal communication procedure in the in this manual inform Principal of the complimented officer.
- 2.1.4 Upon receiving the communication, the Principal shall identify the process owner(s) responsible for causing the compliment to be raised.
- 2.1.5 The Principal shall as per the internal communication procedure in this manual communicate to the complimented process owner(s) and where applicable write commendation letter(s).

2.2 Handling Complaints

- 2.2.1 This shall start with the PCO receiving a complaint(s) from a customer to the Polytechnic.
- 2.2.2 Upon receipt of the complaint, the PCO shall record it in the complaints register.
- 2.2.3 The PCO shall then investigate to establish the validity of the Complaint(s).



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- 2.2.4 In the event that the alleged complaint(s) is not genuine, the PCO shall as per the internal and/or the external communication procedures in this manual inform the complainant the findings of the investigation.
- 2.2.5 In the event that the complaint(s) is genuine, the PCO as per the internal communication procedure in this manual shall inform the DPA.
- 2.2.6 The DPA shall as per the internal and/or the external communication procedures in this manual apologise to the complainant on behalf of the management.
- 2.2.7 The DPA shall then in consultation with the PCO and the affected Departmental Head and where need be the Principal determine the action to take.
- 2.2.8 The PCO shall ensure that the action determined is implemented and where necessary as per the internal and/or the external communication procedures in this manual inform the complainant.
- 2.2.9 The PCO shall take a corrective action as per the procedure on corrective action in the mandatory procedures manual to prevent recurrence.
- 2.2.10 The PCO shall prepare and submit to the CAJ quarterly reports of the complaints received and actions taken.
- 2.2.11 The PCO shall also maintain a copy of the report forwarded to the CAJ.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Compliments register.
- 3.2 Complaints register.
- 3.3 Communication to the complainants and those complimented.
- 3.4 Reports to the PCSC.



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PROCEDURE NUMBER 18: REPAIRS AND MAINTENANCE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in repairs and maintenance.

1.2 SCOPE

This procedure applies to the repair and maintenance of all physical infrastructure and equipment in the Polytechnic.

1.3 REFERENCES

- a) Current Architectural standards manual
- b) Current Respective Manufacturers Manual
- c) Current Health and safety policy
- d) Public Procurement and disposal Act

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The R&MC chairperson shall ensure adherence to this procedure.

1.6 INTERFACES

- a) All HODs – requesting for repairs and maintenance
- b) PO – availing the materials for repair and maintenance
- c) Principal – approving the repair and maintenance schedules

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on:-

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% repairs done	Analysis of repairs and maintenance schedules

1.8 RESOURCES

The resources to be used in the process are listed below:-



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- a) Personnel
- b) Repair/ maintenance register
- c) Materials
- d) Budget

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Repair and maintenance schedule	Analysed R & M schedules
Materials	Well repaired facility/working equipment/tool

2.0 METHOD

2.1 Repairs

- 2.1.1 This shall start with the Chairperson R&MC or user identifying a need for repair/maintenance.
- 2.1.2 Upon identifying the need, Chairperson R&MC shall record the request in a repairs/maintenance register.
- 2.1.3 The Chairperson R&MC shall ensure that an assessment on the reported need is assessed by an internal technical expert.
- 2.1.4 Upon assessment, the assessing officer shall advise the chairperson R&MC on the most appropriate action to take guided by:-
- a) Warranty agreements/SLAs available
 - b) Magnitude of the repair for equipment/facilities not under any agreements with suppliers
- 2.1.5 In case of 2.1.4 (a) above, the chairperson R&MC shall liaise with the PO and the supplier to ensure that the repair is undertaken.
- 2.1.6 In the event of 2.1.4 (b) above, the chairperson R&MC shall undertake any of the following:-
- a) Assign an internal technician to undertake the repair, or
 - b) As per the outsourcing procedure number 7 in this manual source for the repairs



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c) Seek replacement and refer the item(s) to the disposal committee for disposal as applicable.

2.1.7 In case of 2.1.6 (a), the technician shall as per the requisition and issuance of stores procedure number 1 in the Procurement Procedures manual request for spare parts as need be.

2.1.8 The technician shall undertake the repair; ensure the concerned HOD verifies it before recording the repair in the repairs register.

2.2 Maintenance of facilities

2.2.1 This shall start 3 weeks to the close of a term with the Chairperson R&MC as per the internal communication procedure number 1 in this manual communicating to all HODs to identify and forward maintenance needs within their respective department.

2.2.2 Upon receipt of the departmental maintenance needs the R&MC shall as per meetings procedure number 3 in this manual convene a meeting with the R&MC to consolidate the needs and prepare a maintenance schedule.

2.2.3 The R&MC shall then forward the schedule to the Principal for approval.

2.2.4 In approving the schedule, the Principal shall consider the following:-

a) Feasibility,

a) Cost

b) Health and safety conditions of the premises

c) Urgency.

2.2.5 In the event of disapproval, the Principal shall advice the R&MC with recommendations

2.2.6 Upon approval, the R&MC shall ensure implementation of the schedule ensuring following of the appropriate procedures.



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2.2.7 Upon completion of any maintenance the R&MC shall prepare a report and forward it to the principal for information and recommendations as necessary.

2.3 Maintenance of equipment and machines

2.3.1 This shall start with a user of any of the above, identifying a need for maintenance guided by the maintenance schedules in place.

2.3.2 The user shall then fill the repair/maintenance requisition form and forward it to the R&MC.

2.3.3 Upon receipt of the requisition, the R&MC shall fill a job card and assign the work to an internal technician.

2.3.4 In the event of a need for an expert or spare part, R&MC shall in liaison with the PO acquire them as per the purchasing procedure number 3 in the Procurement Procedures.

2.4 Improvement

2.4.1 This shall start with the user department identifying a need to improve an existing facility and in consultation with R&MC forwarding the request and a budget to the Principal for approval.

2.4.2 In approving the request and the budget, the Principal shall consider the following:-

- a) Cost implication,
- b) Necessity of the improvement
- c) Budgetary allocation
- d) Time period to carry out the improvement.

2.4.3 In the event of disapproval, the Principal shall advise the user department with recommendations or reasons thereof.

2.4.4 Upon approval, the user department shall as per the requisition and issuance of stores procedure number 2 in the Procurement Procedures Manual request for the materials needed for the improvement.



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2.4.5 In the event that there is need for expert labour, the user department in liaison with the Estate Manager shall source for the labour as per the outsourcing procedure number 7 in this manual.

2.4.6 The user department in consultation with the R&MC shall supervise the work and ensure that the improvement is undertaken to completion.

2.4.7 The user department shall prepare a report on the improvement and forward it to the Principal for information.

3.0 LIST OF APPLICABLE RECORDS

Maintenance Schedule

Repairs Schedule

Job Requisition card



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PROCEDURE NUMBER 19: ADVERTISEMENT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability and efficiency in advertisement.

1.2 SCOPE

This procedure applies to all advertisements in the Polytechnic.

1.3 REFERENCES

- a) Procurement and disposal of assets act
- b) Current guidelines from the respective examination body

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The DP (AA) shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Academic HODs
- b) Registrar
- c) DP(AA)
- d) Principal
- e) Procurement Office

1.7 PERFORMANCE TARGETS

TARGET	MONITORING AND MEASUREMENT
100% advertising of information on course	Adverts in the media, Printed and approved information broadcasted
Applications for courses advertised	Number of applications received from areas covered by media

1.8 RESOURCES

- a) Courses to be advertised
- b) Advertising materials
- c) Information on suppliers



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d) Personnel

e) Transport

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Information on courses to be advertised	Designed information on courses
Advertising materials	Adverts developed
Information on suppliers	Media contracted
Field promotions	Adverts distributed

2.0 METHOD

2.1 This procedure shall start with the DP (AA) in liaison with the Registrar convening an Academic Board meeting as per the internal communication procedure number 1 where the HODs shall identify the courses to be advertised.

2.2 Upon the courses being identified, the registrar in liaison with the SA shall design the advertisement information and submit to the DP (AA).

2.3 On receiving the designed draft advert, the DP (AA) shall seek approval from the Principal on suitability of the information as designed and proceed with advertising.

2.4 In the event of disapproval, the Principal shall advice the DP (AA) as appropriate.

2.5 Upon approval the DP (AA) shall ensure that the advert is placed in the identified media within the agreed time.

2.6 The DP (AA) shall receive copies of the adverts from the media and text broadcasted with the necessary evidence of broadcast. This procedure shall be deemed to be complete.

3.0 LIST OF APPLICABLE RECORDS

3.1 Evidence of meeting to identify the courses

3.2 Evidence of approval of draft adverts.

3.3 Evidence of placing adverts in the identified media.