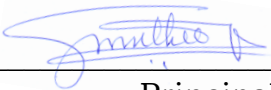


MERU NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015
QUALITY ASSURANCE PROCEDURES MANUAL
MNP/PM/QA/001

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



**QUALITY ASSURANCE
PROCEDURES MANUAL**

Doc No: MNP/PM/QA/001

Issue: 02

Version: 0

Issue Date: 16-06-2016

DOCUMENT VERSION CONTROL SHEET

Issue No.	Issue Date	Description of Change	Authored / Revised by	Approved By
Issue 1 Version 0	13-May-2011	Document creation	QAO	Principal
Issue 2 Version 0	16-June- 2016	Overhaul of the Procedure Manual to meet the requirements of ISO 9001:2015	QAO	Principal



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PROCEDURE NUMBER 1: QUALITY ASSURANCE

1.0 GENERAL

1.1 PURPOSE

This procedure shall apply to all members of staff of Meru National Polytechnic to enhance teaching process.

1.1 SCOPE

This procedure applies to Quality Assurance at Meru National polytechnic

1.2 REFERENCES

TSC Code of Conduct

1.3 TERMS AND DEFINITIONS

Refer to the list of terms and definitions

1.4 PRINCIPAL RESPONSIBILITY

The Quality Assurance Office Coordinator shall ensure implementation of this process

1.5 INTERFACES

- a) Academic Departments – to provide analyzed teaching diaries, analyzed class attendance registers and teaching time-tables
- b) DPA to give administrative guidelines on quality assurance

1.6 PERFORMANCE TARGET

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

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% class attendance by lecturers	Review of analyzed teaching diaries
75% class attendance by students	Review of analyzed class attendance registers
80% pass rate in class academic performance	Review of students score sheets
At least 75% Customer Satisfaction	Analysis of trainees service feedback sheets



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1.7 RESOURCES

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

- a) Stationeries
- b) Personnel
- c) Teaching diaries
- d) Class attendance registers
- e) Students score sheets

1.8 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Teaching Diaries	Reports of the analyzed teaching diaries
Class attendance registers	Reports of the analyzed attendance registers
Students score sheets	Reports on the analysed students score sheets

2.0 METHOD

2.1 Attendance of lessons by students

2.1.1 This shall start with the departmental quality assurance officers once every 2 weeks collecting from academic HODs analyzed lessons attendance from class registers.

2.1.2 Upon 2.1.1 above, departmental QASOs shall then compile the analysis and prepare a report within 3 days.

2.1.3 The QASO Coordinator shall review the reports, make recommendations and submit the report to the DP-AA within 2 days for information and necessary action.

2.2 Attendance of lessons by lecturers

2.2.1 This shall start with the departmental QASO correcting from academic HODs analyzed lessons attendance from teaching diaries every 2 weeks.

2.2.2 Upon 2.2.1. above, departmental QASOs shall then compile the analysis and prepare a report and submit to the QASO coordinator within 3 days



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2.2.3 The QASO Coordinator shall receive the reports, make recommendations and submit the report to the DP-AA for information and necessary action.

2.3 Examination Analysis

2.3.1 This shall start with the QASO coordinator receiving analysed results from any of the external examining body from the EO.

2.3.2 The QASO coordinator shall forward the analysis to the departmental QASOs within a day.

2.3.3 Upon 2.3.2 above, departmental QASOs shall compile the reports from various departments and submit to the QASO coordinator within 2 days of receipt.

2.3.4 The QASO Coordinator shall receive the report and forward to the DP – AA with recommendations within 2 days.

2.4 Trainees feedback evaluation

2.4.1 This shall start with the departmental QASOs issuing and receiving filled customer satisfaction feedback sheets from trainees at least 3 weeks to the end of each term.

2.4.2 Upon 2.4.1 above, the departmental QASOs shall do analysis within one week and submit their reports to the QASO coordinator

2.4.3 The QASO coordinator shall the forward the report to the DP-AA for information and appropriate actions.

3.0 LIST OF APPLICABLE RECORDS

3.1 Teaching diaries.

3.2 Class attendance registers.

3.3 Students score sheets.

3.4 Customer Feedback sheets.

3.5 Analysed Reports.