

SOUTH EASTERN KENYA UNIVERSITY


QUALITY MANUAL

ISO 9001:2015

SEKU/MR/QM/001



SEKU/MR/QM/001: QUALITY MANUAL

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AUTHORIZATION STATEMENT

This ISO QMS Quality Manual has been issued by the QMS and PC Board with the authorization of the Vice Chancellor of South Eastern Kenya University (SEKU). It is the overall policy document for the implementation of the Quality Management System. It shall serve as a guide to ensure the University develops implements and maintains a Quality Management System (QMS) compliant with the provisions of the ISO 9001:2015 Standard.

The University has embarked on a process to instill a culture of quality in the organization. Quality service and products will be part of SEKU orientation in its march towards becoming a globally competitive centre of excellence.



Prof. Eng. Douglas Shitanda PhD
VICE CHANCELLOR

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0.1 Introduction

The South Eastern Kenya University (SEKU) is a successor to the South Eastern University College, which was a Constituent College of the University of Nairobi, established by Legal Gazette Notice No. 102 of 2008. SEUCO in turn was a successor to Ukamba Agricultural Institute (UKAI), which was established in the 1970s to run TVET programmes. The University is located 25 km west of Kitui town in Kitui County.

0.2 The University profile

The South Eastern Kenya University (SEKU) is a successor to the South Eastern University College; SEKU admitted its first Joint Admissions Board (JAB) and self-sponsored students in May 2010. As the University develops and expands, and currently offers a diverse range of academic programmes, organized into 9 schools, centers¹ institute. It is also strengthening its administrative and support services.

Currently, the University is rapidly developing its infrastructure and facilities, such as tuition blocks, hostels, internal road network, sports facilities amongst others. The University is continually recruiting professionally qualified academic, administrative, Technical and and Library staff.

SEKU has opened satellite campuses and centres in Kitui, Mtito Andei, Wote and Machakos.

SEKU main campus is located in Kitui County, Kwa-vonza location. The main campus land starts at 4 km from Kwa-vonza market along Kitui-Machakos road, in a serene environment conducive for learning.

0.3 History

South Eastern University College (SEUCO), was established through a legal Notice No. 102 of 18th July, 2008, as a Constituent College of the University of Nairobi. The Legal Notice clearly outlined the University College mandate, governance and management structures. It operated within the legal and regulatory framework of the government. The University College was granted a Charter on 1st March 2013 to become the South Eastern Kenya University (SEKU). The University Management adheres to international management practices and norms. Further, the University is governed by the Universities Act of 2012, University Charter and University Statutes.

SEKU is a successor to Ukamba Agricultural Institute (UKAI), which was upgraded to university college status through the above mentioned Legal Notice. This led to automatic and full transfer of “all rights, assets and liabilities held by UKAI or by anybody on behalf of UKAI” to SEUCO, and now to SEKU.

0.4 Mandate

The University’s main objectives and functions as outlined in its Charter will be to play a leading role in the development and expansion of the opportunities for higher education and research in agriculture, forestry, mining, energy, water and environmental sciences on arid and semi-arid lands (ASALs). This is in line with Vision 2030—Kenya’s long-term development plan—which recognizes the importance of the ASALs.

0.5 University arms and divisions

The members of the University as stated in the University charter are:-

- a) the Chancellor
- b) the Chairman of Council;
- c) the Vice-Chancellor;
- d) the Deputy Vice-Chancellors;
- e) the Principals of Constituent Colleges;

- f) the Principals of Colleges within the University;
- g) the Registrars;
- h) the University Librarian;
- i) the Finance Officer;
- j) the Chief Legal Officer;
- k) the members of the Council;
- l) the members of the Senate;
- m) the Lecturers;
- n) non-teaching members of staff;
- o) the students;
- p) Alumni
- q) the convocation; and
- r) Such other members of staff of the University or any other body formally admitted into association with the University, as the Council may from time to time determine.

0.6 Fundamental Statements

The following are the vision, mission and core values of the South Eastern Kenya University:

0.6.1 Vision

To be globally competitive centre of excellence in teaching, research, innovation and service

0.6.2 Mission

To provide, quality education through, teaching, research, extension, innovation and entrepreneurship with emphasis on dryland agriculture, natural resources and environmental management.

0.6.3 Philosophy

Arid to Green

0.6.4 Core Values

- a) Professionalism: to maintain ethical behavior, courtesy and professional etiquette in all our actions and interactions
- b) Innovation: Innovativeness shall be the hallmark of our business activities through fostering pro-activeness, creativity, and adaptability to change
- c) Integrity: We shall be honest, transparent and accountable always
- d) Freedom of thought: We shall promote and defend academic freedom
- e) Teamwork: We shall maintain a sense of unity and of common interests and responsibilities
- f) Respect and conservation of the environment: We shall strive to respect and protect the natural and working environment

0.6.5 SEKU QMS Objectives

- a) Establish mechanisms of providing quality university education that meets the needs of interested parties.
- b) Enhance customer satisfaction
- c) Establish mechanisms for effective financial management

0.6.6 University Services

- Teaching
- Research and innovation
- Consultancy
- Extension and outreach
- Community service
- Administrative and support services

0.6.7 Physical address

SEKU main campus is located in Kitui County, Kwa-vonza location. The main campus land starts at 4 km from Kwa-vonza market along Kitui-Machakos road, in a serene environment conducive for learning. It is about 170 km from Kenya's Capital City, Nairobi, and 40 km west of Kitui town, which is the county headquarters. Its immediate neighbours include Kenyatta University Kitui Campus, the Goat and Sheep Project (GASP) and Nyumbani Village Children's Home. The main University College campus lies on 10,000 acres in Kitui County.

0.6.8 Structure and Governance

SEKU is a body corporate established by a Charter through an Act of Parliament. For its effective management it has various bodies

- Chancellor
- The Council
- The University Management Board
- The Senate
- Academic Boards of schools, campuses or constituent colleges
- Departmental Boards

0.6.9 University Clients

- Students
- Parents
- Staff
- The citizens
- Service providers
- Donors
- Suppliers
- Industry partners

- Linkages partners
- The government of Kenya

0.6.10 University Stakeholders

The University stakeholders include

- The Government through Ministry of Higher Education
- The students
- Secondary schools and tertiary institutions
- Trade Unions
- The Donor agencies
- The private sector
- The commission for University Education
- Higher Education Loans Board
- The University council
- The University senate
- South Eastern Kenya University pension scheme

0.6.11 University Core Functions

- To provide university education aimed at producing mature and conscientious graduates with the skill, ability and desire to contribute to the well-being and development of the people of Kenya in accordance with the national philosophy of mutual social responsibility.
- To provide education for national service and development which reflect the national cultural heritage.
- To generate and transmit knowledge, and develop skills through research and training at undergraduate and postgraduate levels, either directly or through the medium of connected colleges, schools, or institutes.
- To foster national consciousness and unity.
- To preserve, produce, process, transmit and disseminate knowledge and stimulate the intellectual life and cultural development of Kenya.
- To conduct examinations for, and to grant degrees, diplomas and other awards of the University.
- To determine who may teach, what may be taught and how it may be taught in the University.
- To play an effective role in the development and expansion of opportunities of Kenyans wishing to continue with the education.

0.6.12 Circulation List

Controlled copies of this manual have been circulated to the following officers of the University:

CIRCULATION LIST	
1.	VICE CHANCELLOR
2.	DEPUTY VICE CHANCELLOR – ACADEMIC, RESEARCH AND STUDENT AFFAIRS
3.	DEPUTY VICE CHANCELLOR – FINANCE, PLANNING & DEVELOPMENT
4.	DEPUTY VICE CHANCELLOR – ADMINISTRATION AND HUMAN RESOURCE
5.	REGISTRAR – ACADEMIC AND STUDENT AFFAIRS
6.	REGISTRAR – PLANNING AND DEVELOPMENT
7.	REGISTRAR – ADMINISTRATION AND HUMAN RESOURCE MANAGEMENT
8.	MANAGEMENT REPRESENTATIVE
9.	DEAN, SCHOOL OF AGRICULTURE AND VETERINARY SCIENCES
10.	DEAN, SCHOOL OF ENVIRONMENT AND NATURAL RESOURCES MANAGEMENT
11.	DEAN, SCHOOL OF BUSINESS AND ECONOMICS
12.	DIRECTOR, INSTITUTE OF MINING AND MINERAL PROCESSING
13.	DEAN, SCHOOL OF EDUCATION
14.	DEAN, SCHOOL OF PURE AND APPLIED SCIENCES
15.	DEAN, SCHOOL OF WATER RESOURCES, SCIENCE AND TECHNOLOGY
16.	DEAN SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
17.	DEAN, SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY
18.	DEAN OF STUDENTS
19.	DIRECTOR, BOARD OF POSTGRADUATE STUDIES
20.	DIRECTOR, RESEARCH, INNOVATION AND TECHNOLOGY
21.	DIRECTOR, CATERING AND ACCOMMODATION SERVICES

22.	DIRECTOR, PERFORMANCE CONTRACTING AND QUALITY MANAGEMENT SYSTEMS
23.	DIRECTOR, KITUI CAMPUS
24.	DIRECTOR, MACHAKOS CAMPUS
25.	DIRECTOR, MTITO ANDEI CAMPUS
26.	DEAN, SCHOOL OF HEALTH SCIENCES

NOTE:

1. A controlled copy of the Quality Management System Manual will be available in the designated shared drive on the server.
2. The printed copy held by the Management Representative is the final authority on content

1.0 Purpose

This Corporate Quality Manual establishes the Quality Management System (QMS) implemented by South Eastern Kenya University in order to ensure that products (programmes/ activities) and services conform to customer, applicable statutory and regulatory requirements, and ISO 9001:2015 standard requirements. The establishment of a Quality Management System ensures continual improvement that would enhance customer satisfaction and its application is aimed at making an important contribution to managing costs and risks, meeting quality objectives, driving organizational growth and enhancing stakeholder satisfaction.

The Quality Manual is the highest level document of the South Eastern Kenya University QMS in the hierarchy consisting of Policy Statement, Operational Procedures (OP), and Work Instructions (WI) which together define the Quality Management System.

1. Scope

It applies to all processes, products, (programmes/activities) and services offered by SEKU in teaching, research, consultancy, extension, and administrative and support services.

1.1. Exclusions

There is no permissible exclusion since all the requirements of the ISO 9001:2015 are applicable to SEKU activities.

2. Normative References

For effective implementation of a quality management system the following documents are indispensable:

- a) *ISO 9001:2015 – QMS Requirements ;*
- b) *University strategic plan 2015-2019;*
- c) *University charter;*
- d) *University service charter 2016 ;*
- e) *University calendar.*

3. Terms and Definitions

The terms and definitions given in ISO 9001:2005 apply to this Quality Manual and any other management system established unless surpassed by the following definitions.

- 3.1. The university** – Whenever the term SEKU is used it shall mean South Eastern Kenya University.
- 3.2. Customer-** in SEKU this shall be the student, person funding the learner or the organizations that benefit from learning achieved by the learner.
- 3.3. Interested party-** party having interest in the success or performance of the University

- 3.4. **Quality management system** – set of interrelated or interacting elements that allow the University to establish its policies and objectives related to quality. These include the hardware (equipment), software (methods and procedures) and human ware (people)
- 3.5. **Senate** – means the Senate of the University established under Section 18.
- 3.6. **University management board** – means the University Management Board of the University provided by Section 17 of the Charter.
- 3.7. **University council** – means the council of the University established under Section 15.

4. CONTEXT OF THE ORGANIZATION

4.1. Understanding the organization and its context

The University has determined external and internal issues that are relevant to its purpose and its strategic direction and that 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 through PESTEL and SWOT are continuously being monitored and reviewed by the management.

4.2. POLITICAL ENVIRONMENTAL SOCIAL TECHNOLOGICAL ECONOMIC AND LEGAL ANALYSIS

Identification of Political, Environmental, Social, Technological, Economical and Legal issues

a) POLITICAL

1. Party affiliations
2. Influence on appointments
3. Ethnicity and nepotism
4. Devolved governance

b) ENVIRONMENTAL

1. Climate change
2. Water and sewage management
3. Environmental degradation
4. Renewable energy opportunities
5. Sanitation challenges
6. Human wildlife conflict
7. E-waste management

c) SOCIAL

1. Social cultural believes
2. Retrogressive cultural believes
3. Accommodative community
4. Gender based issues
5. National cohesion
6. Access to health facilities
7. Inadequate social amenities

d) TECHNOLOGICAL

1. High cost of ICT infrastructure
2. High rate of technological change
3. Unreliable supply of energy and water
4. Potential for tapping into renewable energy
5. Growth in the automation tools
6. Digital growth

e) ECONOMIC

1. High levels of unemployment and poverty
2. High inflation rate
3. High population growth
4. Counties economic growth
5. Low agricultural output
6. Growth in the banking sector.
7. Availability of income generating activities
8. Availability of land resources.

f) LEGAL ISSUES

1. Continuing court cases
2. Availability of legal documents i.e. charter, constitution.
3. Commission for university education regulations
4. Lack of capacity in the legal division
5. Compliance to statutory obligations.

4.3. STRENGTHS WEAKNESSES OPPORTUNITIES THREATS ANALYSIS

a) STRENGTHS

1. Large real estate base in Kitui, Emali, Nairobi, MtitoAdei, Mwingi and Wote
2. Strategic location of real estate property.
3. Rivers flowing through the University land in Kitui main campus
4. Modern physical facilities at the main campus to support teaching and learning.
5. Water reticulation and electricity grid installed
6. Well trained and competent staff
7. Conducive learning environment
8. Strong student governing system
9. Attractive terms and conditions of service
10. Well articulated governance policies in place
11. Strong University governance system
12. Implemented quality management system
13. Available campuses in Mwingi – Kitondoni

b) WEAKNESSES

1. Controversy over ownership of some of the properties.
2. Limited facilities to accommodate staff and students
3. Lack of enough resources for development
4. Unutilized land resource
5. Lack of adequate transport infrastructure
6. High rate of staff turnover

c) OPPORTUNITIES

1. Existence of partners to provide research funds.

2. Partners willing to develop land resource under PPP arrangement
 3. Existence of guiding policies for development such as vision 2030 and the constitution 2010
 4. Existence of institutions to partner with the university on staff and student exchange
 5. Supportive political leadership
 6. Local community support
 7. Existence of ready market for university products
 8. Availability of income generating activities for venturing.
- d) THREATS
1. Continual degradation of land resource
 2. Students unrest
 3. Unfenced land
 4. Inadequate water supply
 5. High costs of water and electricity.
 6. Unfriendly proximity to supply market
 7. High rate of staff turnover
 8. Untimely payment of services

4.4. Understanding the needs and expectations of the interested parties

SEKU has determined the interested parties who are relevant to the quality management system and the requirements of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

4.5. IDENTIFICATION OF EXTERNAL INTERESTED PARTIES

SNO.	INTERESTED PARTIES	NEEDS	EXPECTATIONS	RISKS
1.	Students	<ol style="list-style-type: none"> 1. Students 2. Research 3. Quality services 4. Medical care 	<ol style="list-style-type: none"> 1. Quality education 2. Graduating 	<ol style="list-style-type: none"> 1. Missing marks 2. Discontinuation 3. Challenges in the system
2.	Government	<ol style="list-style-type: none"> 1. Statutory deductions 2. Provision of quality education 	<ol style="list-style-type: none"> 1. Compliance to legal and regulatory requirements 2. Funds and resources 3. Upholding national requirements 	<ol style="list-style-type: none"> 1. Misappropriation of resources 2. Corruption
3.	Employees	<ol style="list-style-type: none"> 1. Remunerations 2. Conducive working environment 3. Job security 4. Motivation 	<ol style="list-style-type: none"> 1. Timely payments 2. Promotions 3. Sponsorships 4. Fairness 	<ol style="list-style-type: none"> 1. Dismissals 2. Delayed payments 3. Low remunerations leading to low living standards 4. Health hazards 5. Injuries at the work place

		5. Training 6. Professional growth		6. Occupational risks
4.	Suppliers	1. Market for products	1. Timely payments 2. Fairness in tender awards 3. Invitation to tender.	1. Delayed payments 2. Rejected supplies
5.	Local community	1. Employment opportunities 2. Education 3. Improved infrastructure	1. Social corporate responsibility	1. Hostility 2. Conflict with community 3. Theft 4. Bad influence such drug use.

6.	Parents and guardians	<ol style="list-style-type: none"> 1. Education for dependants. 2. Security of dependants 	<ol style="list-style-type: none"> 1. Quality education 2. Affordable services 3. Sponsorship opportunities for dependants 4. Graduation of dependants 	<ol style="list-style-type: none"> 1. Discontinuation of dependants 2. Unemployment of dependants after completion 3. Peer influence
7.	Industry / potential employers	<ol style="list-style-type: none"> 1. Quality personnel 2. Relevant programs that are market driven 	<ol style="list-style-type: none"> 1. Disciplined employees. 2. Competent workforce 3. Service delivery 4. Competence in performance of duties 	<ol style="list-style-type: none"> 1. Half backed employees

8.	Other University	<ol style="list-style-type: none"> 1. Students 2. Academic programs 3. Linkages 4. Access to academic program 	<ol style="list-style-type: none"> 1. Increased student enrolment 2. High transition rate 3. Availability of funds 	<ol style="list-style-type: none"> 1. Indiscipline students 2. Students unrest 3. Under enrolment 4. Withdrawal of charter 5. Overstretched facilities 6. Outbreak of diseases
9.	Research institutions	<ol style="list-style-type: none"> 1. Linkages and collaborations 	<ol style="list-style-type: none"> 1. Quality research 2. Dissemination of research findings 3. Innovativeness in the research 	<ol style="list-style-type: none"> 1. Failed projects 2. Plagiarism 3. Misappropriation of funds 4. Overestimated or underestimated budgets
10.	Nongovernmental	<ol style="list-style-type: none"> 1. Collaborations 	<ol style="list-style-type: none"> 1. Quality research 	<ol style="list-style-type: none"> 1. Misappropriation of funds 2. Failed projects

	organizations		2. Research dissemination 3. Trainings and capacity building 4. Funding	3. Lack of accountability 4. Conditional funding
11.	Professional bodies	<ol style="list-style-type: none"> Subscription to the bodies Compliance to requirements Membership enrolment 	<ol style="list-style-type: none"> Increased membership Timely payments Attendance to meetings 	<ol style="list-style-type: none"> Deregistration Resistance Conflict of interest with other regulatory bodies. High fees charged
12.	Donors and development partners	<ol style="list-style-type: none"> Collaboration 	<ol style="list-style-type: none"> Proper financial management Effective project management. Conformity to contract terms 	<ol style="list-style-type: none"> Failed projects Misappropriation of funds Conditional funding Breach of contracts Undisclosed information

4.6. Determining the scope of the quality management system

The organization has determined the scope of the quality management system by considering external and internal issues, requirement of relevant interested parties and product and service of the organization.

4.6.1. Scope of the Quality Management system

It applies to all processes, products, (programmes/activities) and services offered by SEKU in teaching, research and innovation, consultancy, extension and administrative and support services.

4.6.2. Exclusions

NIL

4.7. Quality management system and its processes

SEKU has determined the processes needed for the quality management system and their application throughout the organization. Further, it has determined the inputs required and the outputs expected from each processes in documented information. The sequence and interaction of the processes has also been determined.

SEKU has determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes in documented information of each process. It has further determined the resources needed for these processes and ensure their availability in documented information of support process and assigned the responsibilities and authorities for each processes.

SEKU has addressed the risks and opportunities.

SEKU shall evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results and improve the processes and the quality management system.

SEKU is also maintaining documented information to support the operation of its processes and retaining documented information to have confidence that the processes are being carried out as planned.

5.0. Leadership

5.1. Leadership and commitment

5.1.1. General

SEKU Management has demonstrated leadership and commitment with respect to the quality management system through:

- a) Taking accountability 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) Management has established quality policy and quality objectives for the quality management system and is compatible with the context and strategic direction of the organization;

- c) Management has determined the organizational processes and integrated with the quality management system requirement;
- d) Established procedures for promoting the use of the process approach and risk-based thinking;
- e) Ensuring that the resources needed for the quality management system are available, this is being periodically reviewed through management review meeting;
- 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, Kaizens and conducting meetings;
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2. Customer focus

SEKU management has demonstrated leadership and commitment with respect to customer focus by ensuring that:

- a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- c) The focus on enhancing customer satisfaction is maintained and procedure for customer satisfaction is addressed

5.2. Quality Policy

South Eastern Kenya University is committed to providing quality education that meets the needs of its interested parties through teaching, research, extension, consultancy and entrepreneurship. The University is committed to quality work and a learning environment founded on academic freedom, teamwork, pursuit of excellence, professionalism and integrity to satisfy interested parties and comply with legal requirements.

To be able to realize this commitment, the University shall ensure effective communication and continually improve on the effectiveness of the Quality Management Systems based on the ISO 9001 – 2015 Standards. The University shall review this policy and established quality objectives from time to time for continuing relevance and suitability.

5.2.1. Establishing the quality policy

SEKU management has established, implemented and maintained a quality policy that:

- a) is appropriate to the purpose and context of the organization and supports its strategic direction

- b) Provides a framework for setting quality objectives
- c) Includes a commitment to satisfy applicable requirements
- d) Includes a commitment to continual improvement of the quality management system

5.2.2. Communicating the quality policy

5.2.2.1. The quality policy is

- a) Available and be maintained as documented information
- b) Communicated, understood and applied within the organization through display, Training and periodical review.
- c) Available to relevant interested parties, as appropriate.

5.3. Organizational roles, responsibilities and authorities

SEKU management has ensured that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. While assigning roles, responsibility and authority, top management has considered and ensured that:

- a) The quality management system conforms to the requirements of ISO 9001:2015 International Standard;
- b) The processes are delivering their intended outputs;
- c) Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management;
- d) Promotion of customer focus throughout the organization;
- e) The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Roles, responsibility and authorities assigned are available in operating procedures and as per organization chart.

6.0. planning

6.1. RISK ASSESSMENT

Table 1
Evaluating Risk Likelihood and Consequence

Likelihood Of Occurrence Frequently	Consequence if Event Occurs				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
5 Likely					
4 Moderate					
3 Unlikely					
2 Improbable					
1					

Table 2
Determining the Need for Control

High	Unacceptable Risk: Update product or process design, add additional controls, review adequacy of current controls
Med	Investigate further risk controls:
Low	Risk is acceptable: No further risk controls required

Table 3
Definitions

Probability (Occurs)		Consequence	
Frequently	Weekly	Catastrophic	Lawsuit
Likely	<90 Days	Major	Refund
Moderate	>90 Days	Moderate	Complaint
Unlikely	>1 Yr	Minor	Delay (>5 Days)
Improbable	>5 Yrs	Insignificant	Delay (<5 Days)

6.2. Quality objectives and planning to achieve them

6.2.1. SEKU establishes quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall:

- a) Be consistent with the quality policy;
- b) Be measurable;
- c) Take into account applicable requirements;
- d) Be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) Be monitored;
- f) Be communicated;
- g) Be updated as appropriate.

6.2.2. SEKU will achieve its quality objectives by demonstrating:

- a) What will be done?
- b) What resources will be required?
- c) Who will be responsible?
- d) When it will be completed
- e) How the results will be evaluated

6.3. Planning of changes

SEKU determines the need for changes to the quality management system; the changes are carried out in a planned manner by:

- a) Identifying the purpose of the changes and their potential consequences;
- b) Ensuring the integrity of the quality management system;
- c) Ensuring the availability of resources, allocation or reallocation of responsibilities and authorities.

SEKU has determined the processes needed for the quality management system and their application throughout the organization.

7.0. Support

7.1. Resources

7.1.1. General

SEKU shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system by considering:

- a) The capabilities of, and constraints on, existing internal resources;
- b) What needs to be obtained from external providers.

The management will determine and provide the resources needed to implement and maintain the quality management system and continually improve its effectiveness to enhance customer satisfaction by meeting customer requirement. The resources will be in the form of:

- Human resources including qualified personnel.
- Machines, Equipment and infrastructure.
- Provide raw material and other inputs for realization of product and services.
- Providing funds.

The required resources are identified in the event of new Process Development review and based on the organization performance review in management review meetings.

7.1.2. People

SEKU shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

The human resource department along with respective process owner ensures that personnel performing work affecting product quality are competent and training is given on the basis of operation and control of its processes.

7.1.3. Infrastructure

SEKU shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. The infrastructure will include:

- a) Buildings and associated utilities;
- b) Equipment, including hardware and software;
- c) Transportation resources;
- d) Information and communication technology.

The university management will determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. To identify the required resources, the end user will play a key role based on their day to day interactions with respective supervisors.

7.1.4. Environment for the operation of processes

SEKU shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. 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 supervisors will determine and manage the work environment needed to achieve conformity to product requirement.

7.1.5. Monitoring and measuring resources

7.1.5.1. General

SEKU shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the 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 documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2. Measurement traceability

Measurement traceability is 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.

SEKU 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.

7.1.5.3. Control of Monitoring and Measuring Equipment

Measurement and Monitoring system is well equipped and the system has complete control over the monitoring and measuring equipment. The measurement methods used are evaluated to ensure that they are appropriate and reliable.

To ensure that the measuring equipment operate effectively and give reliable results, the university will ensure that:

- Equipment are maintained properly and are calibrated and adjusted as and when needed.
- Necessary safeguards are in place to take care of adjustments that could lead to invalid results.
- Calibrations are carried out as per national standards (by NABL accredited laboratories only). Where no such standard exist, the basis used for calibration or verification are recorded. The calibration records include the last date of calibration, calibrating agency (for external agency), calibration result, and frequency of calibration as per the process and/or instrument requirement and the next calibration date. The required accuracy is identified and compared to the measurement that meets expectations.
- Identification of appropriate equipment is accomplished by tagging, labeling, numbering or by including it in a calibration/maintenance database.
- Proper control is maintained to ensure that no faulty equipment is used, the reliability of the equipment is ensured through routine maintenance and re-calibration.
- Equipment are used, handled and stored under conditions that protect accuracy and prevent unauthorized adjustment. Work environmental controls are all in place for equipment.
- Instrument history cards are maintained for all measuring and Test instruments.

7.1.6. Organizational knowledge

SEKU 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 failures 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).

7.2. Competence

SEKU shall:

- a) Determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- b) Ensure that these persons are competent on the basis of appropriate education, training, or experience;
- c) Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) Retain appropriate documented information as evidence of competence for all employees.

7.3. Awareness

SEKU shall ensure that persons doing work under the organization's control are aware of:

- a) The quality policy;
- b) Relevant quality objectives;
- c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) The implications of not conforming to the quality management system requirements.

7.4. Communication

SEKU shall determine the internal and external communications relevant to the quality management system, including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate;
- d) How to communicate;
- e) Who Communicates.

7.5. Documented information

7.5.1. General

SEKU quality management system shall include, and not limited to:

- a) Quality manual;
- b) Quality Management system scope;
- c) Quality policy;
- d) Quality objectives
- e) Standard operating procedures
- f) Work instructions
- g) Retained documentation
- h) Organizational chart

Quality management System documentation is established following a three level documented structure.

7.5.2. Creating and updating

When creating and updating documented information, the university shall ensure appropriate

- a) Identification and description;
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) Review and approval for suitability and adequacy.

7.5.3. Control of documented information

7.5.3.1. Documented information required by the quality management system and ISO 9001:2015

International Standard shall be controlled to ensure:

- a) It is available and suitable for use, where and when it is needed;
- b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2. For the control of documented information, SEKU shall address the following activities, as applicable

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (e.g. version control);
- d) Retention and disposition.

Documented information of external origin determined by the SEKU to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

8.0. Operation

8.1. Operational planning and control

SEKU shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions, determined risks and opportunities analysis by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for
 - 1) The processes

- 2) The acceptance of products and services
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria;
- e) Determining, maintaining and retaining documented information to the extent necessary
 - 1) To have confidence that the processes have been carried out as planned
 - 2) To demonstrate the conformity of products and services to their requirements

SEKU shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

SEKU shall ensure that outsourced processes are controlled.

8.2. Requirements for products and services

8.2.1. Customer communication

Communication with customers shall include:

- a) Providing information relating to products and services;
- b) Handling enquiries, contracts or orders, including changes;
- c) Obtaining customer feedback relating to products and services, including customer complaints;
- d) Handling or controlling customer property;
- e) Establishing specific requirements for contingency actions, when relevant.

Customers are communicated regarding the product information through letter, verbal and/ or through phone, Fax, e-mail. If any amendments in enquiries, purchase orders it will be communicated through Phone, letter or Email. The customer complaints are registered in customer complaint register and the corrective action taken is communicated.

8.2.2. Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, SEKU shall ensure:

- a) The requirements for the products and services are defined, including
 - 1) Any applicable statutory and regulatory requirements
 - 2) Those considered necessary by the organization
- b) The organization can meet the claims for the products and services it offers.

8.2.3. Review of the requirements for products and services

8.2.3.1. SEKU shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. SEKU shall conduct a review before committing to supply products and services to a customer, to include:

- a) Requirements specified by the customer, including the requirements for delivery and post delivery activities;
- b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) Requirements specified by the organization;
- d) Statutory and regulatory requirements applicable to the products and services;

e) Contract or order requirements differing from those previously expressed. SEKU shall ensure that contract or order requirements differing from those previously defined are resolved.

The customer's requirements shall be confirmed by SEKU before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2. SEKU shall retain documented information, as applicable

- a) On the results of the review
- b) On any new requirements for the products and services

8.2.4. Changes to requirements for products and services

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

8.3. Design and development of products and services

8.3.1. General

SEKU shall establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services.

8.3.2. Design and development planning

SEKU shall consider the following in determining the stages and controls for design and development:

- a) The nature, duration and complexity of the design and development activities;
- b) The required process stages, including applicable design and development reviews;
- c) The required design and development verification and validation activities;
- d) The responsibilities and authorities involved in the design and development process;
- e) The internal and external resource needs for the design and development of products and services;
- f) The need to control interfaces between persons involved in the design and development process;
- g) The need for involvement of customers and users in the design and development process;
- h) The requirements for subsequent provision of products and services;
- i) The level of control expected for the design and development process by customers and other relevant interested parties;
- j) The documented information needed to demonstrate that design and development requirements have been met.

8.3.3. Design and development inputs

SEKU shall determine the requirements essential for the specific types of products and services to be designed and developed. SEKU shall consider:

- a) Functional and performance requirements;
- b) Information derived from previous similar design and development activities;
- c) Statutory and regulatory requirements;
- d) Standards or codes of practice that the organization has committed to implement;

- e) Potential consequences of failure due to the nature of the products and services.

Inputs shall be adequate for design and development purposes, complete and unambiguous.

Conflicting design and development inputs will be resolved.

SEKU shall retain documented information on design and development inputs

8.3.4. Design and development controls

SEKU shall apply controls to the design and development process to ensure that:

- a) The results to be achieved are defined;
- b) Reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- c) Verification activities are conducted to ensure that the design and development outputs meet the input requirements;
- d) Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- e) Any necessary actions are taken on problems determined during the reviews, or verification and validation activities;
- f) Documented information of these activities is retained.

8.3.5. Design and development outputs

SEKU shall ensure that design and development outputs:

- a) meet the input requirements;
- b) are adequate for the subsequent processes for the provision of products and services;
- c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
- d) Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

SEKU shall retain documented information on design and development outputs.

8.3.6. Design and development changes

SEKU shall identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements and retain documented information on:

- a) Design and development changes;
- b) The results of reviews;
- c) The authorization of the changes;
- d) The actions taken to prevent adverse impact.

8.4. Control of externally provided processes, products and services

8.4.1. General

SEKU shall ensure that externally provided processes, products and services conform to requirements and determine the controls to be applied to externally provided processes, products and services when

- a) Products and services from external providers are intended for incorporation into the organization's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

SEKU shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

8.4.2. Type and extent of control

SEKU shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

SEKU shall:

- a) Ensure that externally provided processes remain within the control of its quality management system;
- b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) Take into consideration
 - 1) The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements
 - 2) The effectiveness of the controls applied by the external provider;
- d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3. Information for external providers

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

The university shall communicate to external providers its requirements for:

- a) The processes, products and services to be provided;
- b) The approval of
 - 1) Products and services,
 - 2) Methods, processes and equipment,
 - 3) The release of products and services;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with the organization;
- e) Control and monitoring of the external providers' performance to be applied by the organization;
- f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

8.5. Production and service provision

8.5.1. Control of production and service provision

SEKU shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable:

- a) The availability of documented information that defines
 - 1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed,
 - 2) The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) The implementation of actions to prevent human error;
- h) The implementation of release, delivery and post-delivery activities;

8.5.2. Identification and traceability

SEKU shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services;

SEKU shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision;

SEKU shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

8.5.3. Property belonging to customers or external providers

SEKU shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

SEKU shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

8.5.4. Preservation

SEKU shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

8.5.5. Post-delivery activities

SEKU shall meet requirements for post-delivery activities associated with the products and services by considering:

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

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer

8.5.6. Control of Changes

SEKU shall review and control provision of services to the extent necessary to ensure continuing conformity with requirements.

SEKU shall retain documented information on the release of products and services.

The documented information will include

- a) Evidence of conformity with the acceptance criteria;
- b) Traceability to the person(s) authorizing the release.

To ensure that the products manufactured meet the quality requirements of customer fully, a systematic approach for inspection and testing at all stage viz. incoming, in process and final are demonstrated. At each stage the activity is performed according to documented procedures.

8.6. Release of products and services

SEKU shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

8.7. Control of nonconforming outputs

Procedures are established for identifying non-conforming product at Stores and stages of production / inspection as well as at the final inspection stage. The non-conforming materials are identified by the process owner or management representative at these stages and suitably identified.

Responsibility and authority are assigned for segregation, review and disposition of non-conforming product.

Documented information of segregation, review and suitable disposition of non-conforming materials are maintained by Management representative. Who is authorized to review non-conforming product.

The decisions of review as per applicable for disposition may be

- Action which has to be taken to eliminate the non conforming situation.
- Use as it is under concessions (deviation) / with partial rework or without rework after approval from defined Authorization.
- Rework to meet specifications.
- Reject / scrap.
- Return to supplier.
- Regard for alternative applications.

- Reworked / Repaired product re-verified to demonstrate conformity to requirement in accordance with the documented control plan. Details for handling of nonconforming outputs are described in Procedure

9.0. Performance evaluations

9.1. Monitoring, measurement, analysis and evaluation

9.1.1. General

SEKU shall evaluate the performance and the effectiveness of the quality management system. SEKU shall determine:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement is analysed and evaluated.

SEKU shall retain appropriate documented information as evidence of the results.

9.1.2. Customer satisfaction

SEKU shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. SEKU shall determine the methods for obtaining, monitoring and reviewing this information.

9.1.3. Analysis and evaluation

SEKU shall analyze and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) Conformity of products and services;
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system.

9.2. Internal audit

9.2.1. SEKU shall conduct internal audits at planned intervals to provide information on whether the quality management system:

- a) Conforms to:
 - 1) The SEKU's requirements for its quality management system;
 - 2) The requirements of ISO 9001:2015.
- b) Is effectively implemented and maintained.

9.2.2. SEKU shall:

- a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the

processes concerned, changes affecting the university, and results of the previous audits;

- b) Define the audit criteria and scope for each audit;
- c) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) Ensure that the results of the audits are reported to relevant management;
- e) Take appropriate correction and corrective actions without undue delay;
- f) Retain documented information as evidence of the implementation of the audit programme and the audit results.

9.3. Management review

9.3.1. General

Top management shall review the SEKU's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization

Management review will be conducted and chaired by VC/CEO once in six months to ensure continuing suitability & effectiveness in satisfying the requirements of ISO 9001:2015 and the stated quality policy and objectives.

The Management Review will include all elements of the entire quality system as detailed in procedure and schedule for the Management Review.

Records of Management Review Meetings shall be maintained by MR.

9.3.2. Management review inputs

The management review shall be planned and carried out taking into consideration

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - 1) Customer satisfaction and feedback from relevant interested parties;
 - 2) The extent to which quality objectives have been met;
 - 3) Process performance and conformity of products and services;
 - 4) Nonconformities and corrective actions;
 - 5) Monitoring and measurement results;
 - 6) audit results;
 - 7) The performance of external providers.
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities (see 6.1);
- f) Opportunities for improvement

9.3.3. Management review outputs

The outputs of the management review shall include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

The university shall retain documented information as evidence of the results of management reviews.

10.0. Improvements

10.1. General

SEKU shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These are, including:

- a) Improving products and services to meet requirements as well as to address future needs and expectations
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the quality management system.

Improvement shall include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization

10.2. Nonconformity and corrective action

10.2.1. When nonconformity occurs, including any arising from complaints, SEKU shall:

- a) React to the non-conformity and, as applicable take action to control and correct, deal with the consequences
- b) Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere by:
 - 1) Reviewing and analyzing the nonconformity;
 - 2) Determining the causes of the non-conformity;
 - 3) Determining if similar non-conformities exists or could potentially occur.
- c) Implement any action needed;
- d) Review the effectiveness of any corrective action, if necessary;
- e) Update risks and opportunities determined during planning, if necessary;
- f) Make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the non-conformities encountered.

The effectiveness of the identified corrective action is monitored through customer feedback and also the customers are kept aware of the corrective actions initiated, with each identified corrective action.

10.2.2. SEKU shall retain documented information as evidence of:

- a) The nature of the non-conformities and any subsequent actions taken;
- b) The results of any corrective actions.

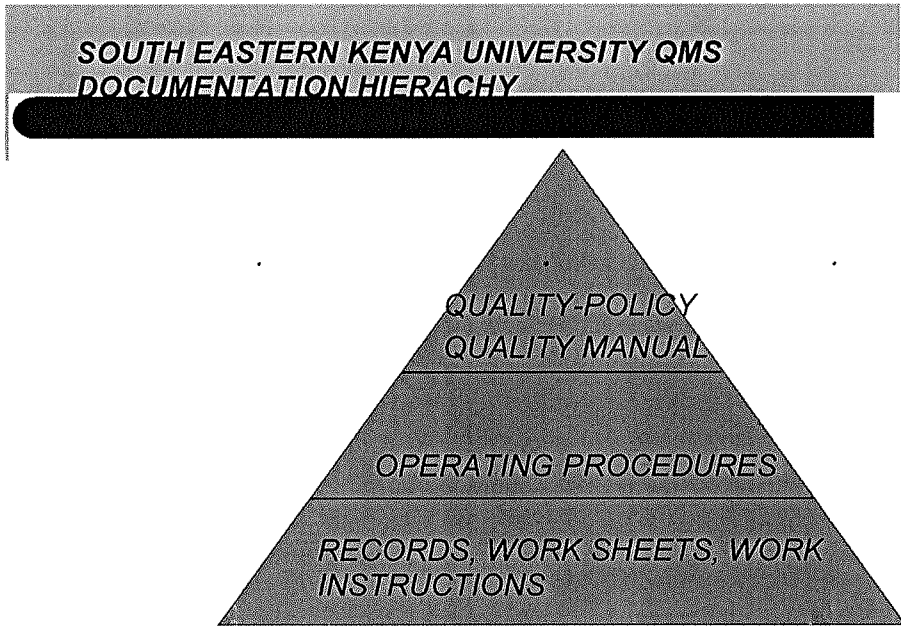
10.3. Continual improvement

SEKU shall continually improve the suitability, adequacy and effectiveness of the quality management system.

SEKU shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

APPENDICES

9.0 DOCUMENTATION HIERARCHY



SEKU QMS LIST DOCUMENTS

	DOCUMENT TITLE	DOCUMENT IDENTIFICATION	APPROVAL	AREA
1.	SEKU QUALITY MANUAL	SEKU/MR/QM/001	VC	CORPORATE
2.	PROCEDURE FOR CONTROL OF DOCUMENTS	SEKU/MR/OP/002	VC	CORPORATE
3.	PROCEDURE FOR CONTROL OF RECORDS	SEKU/MR/OP/003	VC	CORPORATE
4.	PROCEDURE FOR INTERNAL AUDITS	SEKU/MR/OP/004	VC	CORPORATE
5.	PROCEDURE FOR CONTROL OF NONCONFORMING PRODUCTS	SEKU/MR/OP/005	VC	CORPORATE
6.	PROCEDURE FOR CORRECTIVE ACTION	SEKU/MR/OP/006	VC	CORPORATE
7.	PROCEDURE FOR PREVENTIVE ACTION	SEKU/MR/OP/007	VC	CORPORATE
8.	PROCEDURES FOR CONTRACTED PROJECTS	SEKU/MR/OP/008	DVC-FPD	FINANCE AND PLANNING
9.	PROCEDURES FOR INTERNAL UNIVERSITY PROJECTS	SEKU/MR/OP/009	DVC-FPD	FINANCE AND PLANNING
10.	PROCEDURE FOR MAINTENANCE OF BUILDINGS/ ROADS/ ELECTRICAL WORKS AND MINOR WORKS	SEKU/MR/OP/010	DVC-FPD	FINANCE AND PLANNING
11.	PROCEDURES FOR MAINTENANCE OF GROUNDS	SEKU/MR/OP/011	DVC-FPD	FINANCE AND PLANNING
12.	PROCEDURES FOR CATERING SERVICES	SEKU/MR/OP/012	DVC – FPD	FINANCE AND PLANNING
13.	PROCEDURES FOR ACCOMODATION SERVICES	SEKU/MR/OP/013	DVC – FPD	FINANCE AND PLANNING
14.	PROCEDURE FOR BUDGET AND BUDGETARY CONTROL	SEKU/MR/OP/014	DVC – FPD	FINANCE AND PLANNING
15.	PROCEDURE FOR ADVANCE PAYMENTS (IMPREST) AND ACCOUNTING	SEKU/MR/OP/015	DVC – FPD	FINANCE AND PLANNING
16.	PROCEDURE FOR PAYMENT TO CREDITORS	SEKU/MR/OP/016	DVC – FPD	FINANCE AND PLANNING
17.	PROCEDURES FOR PAYMENT OF PERSONAL CLAIMS	SEKU/MR/OP/017	DVC – FPD	FINANCE AND PLANNING
18.	PROCEDURE FOR STUDENT FINANCE	SEKU/MR/OP/018	DVC – FPD	FINANCE AND PLANNING
19.	PROCEDURES FOR PAYMENT OF SALARIES	SEKU/MR/OP/019	DVC – FPD	FINANCE AND PLANNING
20.	PROCEDURE FOR MANAGING	SEKU/MR/OP/020	DVC – FPD	FINANCE AND

	PROJECT FINANCES			PLANNING
21.	PROCEDURES FOR FINANCE CATERING & ACCOMODATION SECTION	SEKU/MR/OP/021	DVC – FPD	FINANCE AND PLANNING
22.	PROCEDURE FOR CASH OFFICE	SEKU/MR/OP/022	DVC – FPD	FINANCE AND PLANNING
23.	PROCEDURE FOR SETTING UNIVERSITY EXAMINATIONS	SEKU/MR/OP/023	DVC-ARSA	ACADEMICS
24.	PROCEDURE FOR DEAN OF STUDENTS OFFICE	SEKU/MR/OP/024	DVC-ARSA	ACADEMICS
25.	PROCEDURE FOR ENFORCING EXAMINATION DISCIPLINARY MEASURES	SEKU/MR/OP/025	DVC-ARSA	ACADEMICS
26.	PROCEDURE FOR ACADEMIC FIELD TRIPS	SEKU/MR/OP/026	DVC-ARSA	ACADEMICS
27.	LABORATORY AND WORKSHOP PROCEDURE	SEKU/MR/OP/027	DVC-ARSA	ACADEMICS
28.	PROCEDURE FOR CONDUCTING RESEARCH	SEKU/MR/OP/028	DVC-ARSA	ACADEMICS
29.	PROCEDURE FOR STUDENT ADMISSION	SEKU/MR/OP/029	DVC-ARSA	ACADEMICS
30.	PROCEDURE FOR TEACHING PRACTICE	SEKU/MR/OP/030	DVC-ARSA	ACADEMICS
31.	PROCEDURE FOR UNIT ALLOCATION AND TEACHING	SEKU/MR/OP/031	DVC-ARSA	ACADEMICS
32.	PROCEDURE FOR UNIT REGISTRATION	SEKU/MR/OP/032	DVC-ARSA	ACADEMICS
33.	PROCEDURE FOR PROGRAMME DEVELOPMENT	SEKU/MR/OP/033	DVC-ARSA	ACADEMICS
34.	PROCEDURE FOR ACQUISITIONS OF LIBRARY RESOURCES	SEKU/MR/OP/034	DVC-ARSA	ACADEMICS
35.	PROCEDURE FOR LIBRARY TECHNICAL SERVICES	SEKU/MR/OP/035	DVC-ARSA	ACADEMICS
36.	PROCEDURE FOR LIBRARY USER SERVICES	SEKU/MR/OP/036	DVC-ARSA	ACADEMICS
37.	PROCEDURE FOR RECRUITMENT	SEKU/MR/OP/037	DVC-AHRM	ADMINISTRATION
38.	PROCEDURE FOR INDUCTION OF STAFF	SEKU/MR/OP/038	DVC-AHRM	ADMINISTRATION
39.	PROCEDURE FOR STAFF TRAINING AND DEVELOPMENT	SEKU/MR/OP/039	DVC-AHRM	ADMINISTRATION
40.	PROCEDURE FOR STAFF LEAVE ADMINISTRATION	SEKU/MR/OP/040	DVC-AHRM	ADMINISTRATION
41.	DISCIPLINARY PROCEDURE FOR STAFF	SEKU/MR/OP/041	DVC-AHRM	ADMINISTRATION

SOUTH EASTERN KENYA UNIVERSITY

ARID TO GREEN

TRANSFORMING LIVES

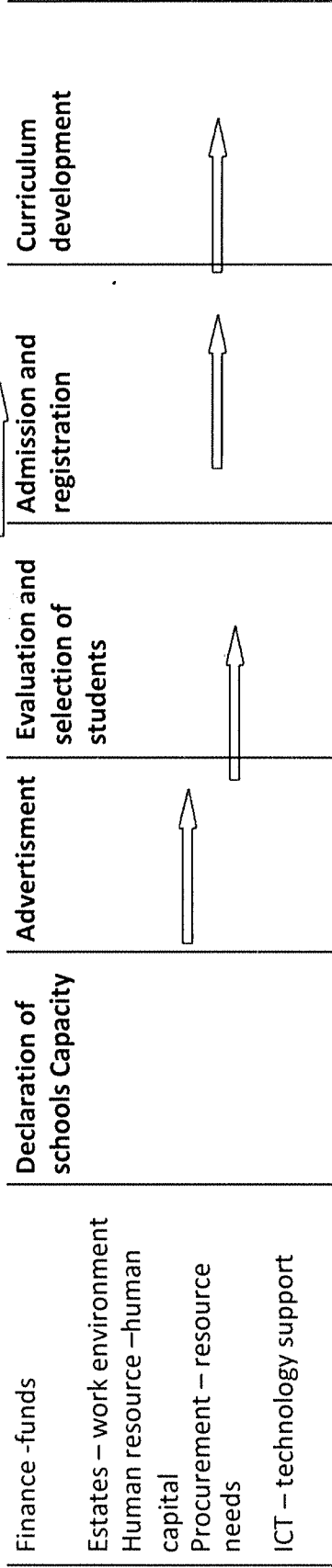
42.	PROCEDURE FOR CLEANING OF BUILDINGS AND GROUNDS MAINTENANCE IN THE UNIVERSITY	SEKU/MR/OP/042	DVC-AHRM	ADMINISTRATION
43.	PROCEDURE FOR FILING AND RECORDS CONTROL	SEKU/MR/OP/043	DVC-AHRM	ADMINISTRATION
44.	PROCEDURE FOR HANDLING MAIL	SEKU/MR/OP/044	DVC-AHRM	ADMINISTRATION
45.	PROCEDURE HANDLING COUNCIL MATTERS	SEKU/MR/OP/045	VC	ADMINISTRATION
46.	PROCEDURE FOR BOOKING OF BOARDROOMS	SEKU/MR/OP/046	DVC-AHRM	ADMINISTRATION
47.	PROCEDURE FOR HANDLING TELEPHONE CALLS	SEKU/MR/OP/047	DVC-AHRM	ADMINISTRATION
48.	PROCEDURE FOR HANDLING VISITORS	SEKU/MR/OP/048	DVC-AHRM	ADMINISTRATION
49.	PROCEDURE FOR FUELLING UNIVERSITY VEHICLES	SEKU/MR/OP/049	DVC-AHRM	ADMINISTRATION
50.	PROCEDURE FOR ROUTINE FLEET UTILIZATION	SEKU/MR/OP/050	DVC-AHRM	ADMINISTRATION
51.	PROCEDURE FOR VEHICLE REQUISITION	SEKU/MR/OP/051	DVC-AHRM	ADMINISTRATION
52.	PROCEDURE FOR PROVISION OF SECURITY SERVICES.	SEKU/MR/OP/052	DVC-AHRM	ADMINISTRATION
53.	PROCEDURE FOR OUTPATIENT TREATMENT	SEKU/MR/OP/053	DVC-AHRM	ADMINISTRATION
54.	PROCEDURE FOR DATABASE AND INFORMATION SYSTEMS DEVELOPMENT	SEKU/MR/OP/054	DVC-AHRM	ADMINISTRATION
55.	PROCEDURE FOR CONDUCTING ICT END-USER TRAINING	SEKU/MR/OP/055	DVC-AHRM	ADMINISTRATION
56.	PROCEDURE FOR OPERATING THE ICT CUSTOMER CARE DESK	SEKU/MR/OP/056	DVC-AHRM	ADMINISTRATION
57.	PROCEDURE FOR ICT END-USER SUPPORT	SEKU/MR/OP/057	DVC-AHRM	ADMINISTRATION
58.	PROCEDURE FOR SYSTEMS ADMINISTRATION	SEKU/MR/OP/058	DVC-AHRM	ADMINISTRATION
59.	PROCEDURE FOR ICT SECURITY	SEKU/MR/OP/059	DVC-AHRM	ADMINISTRATION
60.	PROCEDURE FOR COORDINATING QUALITY ASSURANCE FOR ACADEMIC PROGRAMMES	SEKU/MR/OP/060	DVC-ARSA	ACADEMICS
61.	PROCEDURE FOR COORDINATING STANDING COMMITTEES	SEKU/MR/OP/061	MR	ADMINISTRATION
62.	PROCEDURE FOR DEVELOPMENT OF THE	SEKU/MR/OP/062	MR	ADMINISTRATION

	<i>UNIVERSITY PERFORMANCE CONTRACT</i>			
63	<i>PROCEDURE FOR PROCUREMENT OF GOODS, SERVICES AND WORKS</i>	<i>SEKU/MR/OP/063</i>	<i>DVC – FPD</i>	<i>FINANCE AND PLANNING</i>
64	<i>DISPOSAL PROCEDURE</i>	<i>SEKU/MR/OP/064</i>	<i>DVC – FPD</i>	<i>FINANCE AND PLANNING</i>
65	<i>PROCEDURE FOR ISSUING MATERIALS FROM STORES</i>	<i>SEKU/MR/OP/065</i>	<i>DVC – FPD</i>	<i>FINANCE AND PLANNING</i>
66	<i>PROCEDURES FOR CATERING SERVICES</i>	<i>SEKU/MR/OP/066</i>	<i>DVC – FPD</i>	<i>FINANCE AND PLANNING</i>
67	<i>PROCEDURE FOR PROGRAMS, TRAINING AND ACADEMIC PLANING</i>	<i>SEKU/MR/OP/066</i>	<i>DVC - ARSA</i>	<i>ACADEMICS</i>
68	<i>PROCEDURE FOR BOARD OF POSTGRADUATE STUDIES</i>	<i>SEKU/MR/OP/068</i>	<i>DVC - ARSA</i>	<i>ACADEMICS</i>
69	<i>PROCEDURE FOR STAFF CLEARANCE</i>	<i>SEKU/MR/OP/69</i>	<i>DVC-AHRM</i>	<i>ADMINISTRATION</i>
70	<i>PROCEDURE FOR DISPOSAL OF IDLE ASSETS</i>	<i>SEKU/MR/OP/070</i>	<i>DVC - FPD</i>	<i>FINANCE, PLANNING AND DEVELOPMENT</i>
71	<i>PROCEDURE FOR SUPPLIER APPRAISAL & RATING</i>	<i>SEKU/MR/OP/071</i>	<i>DVC - FPD</i>	<i>FINANCE, PLANNING AND DEVELOPMENT</i>
72	<i>PROCEDURE FOR PERFORMANCE APPRAISAL OF STAFF</i>	<i>SEKU/MR/OP/72</i>	<i>DVC-AHRM</i>	<i>ADMINISTRATION</i>
73	<i>PROCEDURE FOR CASCADING THE UNIVERSITY PERFORMANCE CONTRACT</i>	<i>SEKU/MR/OP/73</i>	<i>DVC-AHRM</i>	<i>ADMINISTRATION</i>
74	<i>PROCEDURE FOR MONITORING AND REPORTING OF PERFORMANCE</i>	<i>SEKU/MR/OP/74</i>	<i>DVC-AHRM</i>	<i>ADMINISTRATION</i>
75	<i>PROCEDURE FOR CALIBRATION OF MEDICAL EQUIPMENT</i>	<i>SEKU/MR/OP/75</i>	<i>DVC-AHRM</i>	<i>ADMINISTRATION</i>
76	<i>PROCEDURE FOR REGISTRATION OF STUDENT</i>	<i>SEKU/MR/OP/076</i>	<i>DVC - ARSA</i>	<i>ACADEMICS</i>
77	<i>PROCEDURE FOR ISSUE OF STUDENTS IDENTIFICATION CARD</i>	<i>SEKU/MR/OP/077</i>	<i>DVC - ARSA</i>	<i>ACADEMICS</i>
78	<i>PROCEDURE FOR DEFERMENT OF STUDIES</i>	<i>SEKU/MR/OP/078</i>	<i>DVC - ARSA</i>	<i>ACADEMICS</i>

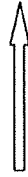
79	PROCEDURE FOR STUDENT CLEARANCE	SEKU/MR/OP/079	DVC - ARSA	ACADEMICS
80	PROCEDURE FOR COLLABORATION AND LINKAGES	SEKU/MR/OP/080	DVC - ARSA	ACADEMICS

PROCESS INTERACTION

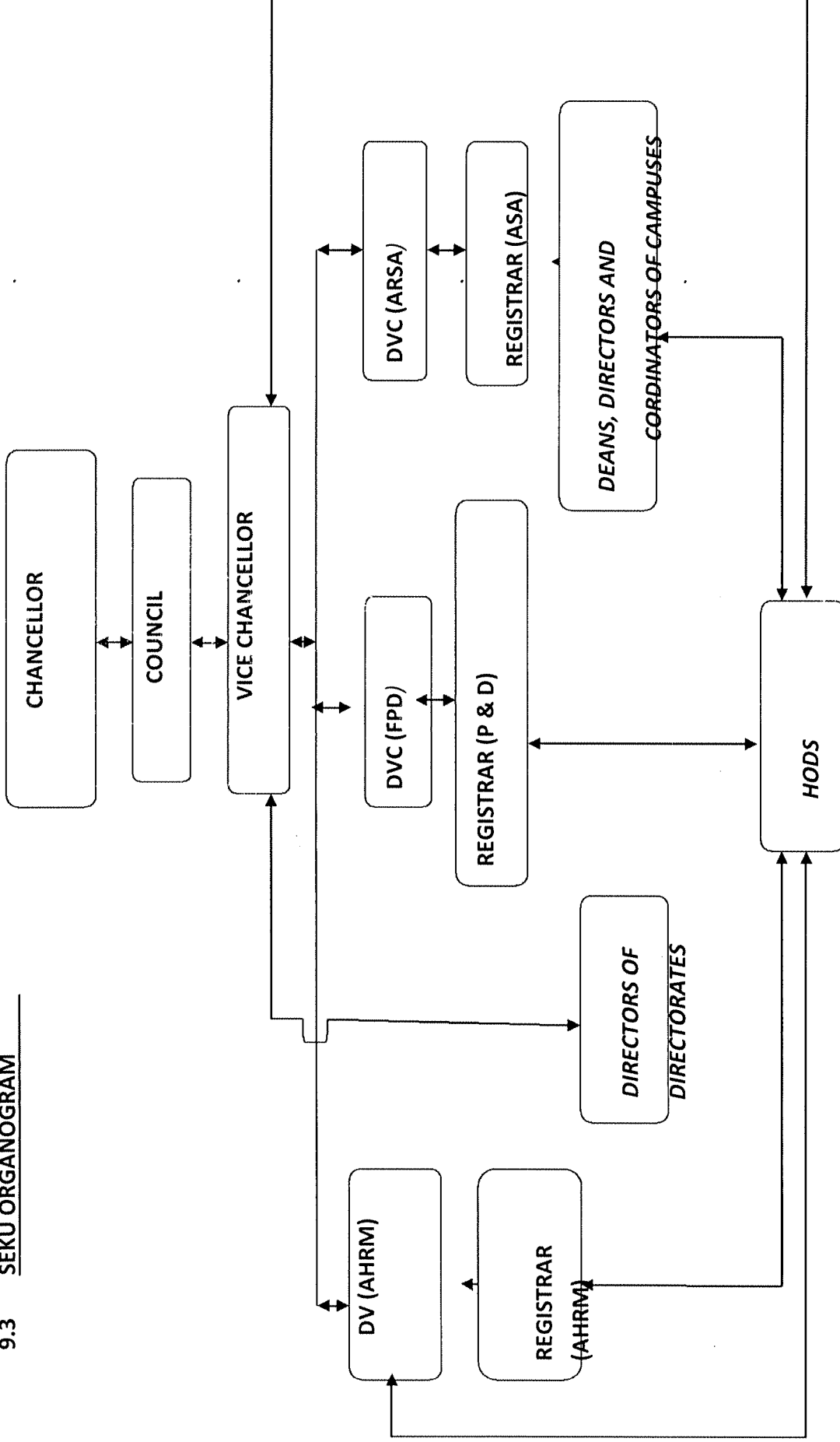
PLANNING	DOING	CHECKING	ACTING	
These functions provide the identified support to the core functions of all the university activities				
Finance – funds Estates – work environment Human resource –Human capital Procurement – resource needs ICT – technology support Security – Safety Administration mail and communication	Teaching Research Extension and Out reach	Evaluation of course curriculum Impact assessment	Review of curriculum Identification of new research areas	Declaration of schools Capacity Determination of training needs
Finance -funds Estates – work environment Human resource –human capital Procurement – resource needs ICT – Technology support	Training	Staff Appraisals	Awards of research grants , funds scholarships and training	Identification of research and training needs



Key Input- output direction of flow



9.3 SEKU ORGANOGRAM



9.3.1 KEY → Open two way Communication channels



Authority

DVC (AHRM)-Deputy Vice Chancellor (Administration and Human Resource Management)

DVC (ARSA)-Deputy Vice Chancellor (Academic and Student Affairs)

DVC (FPD)-Deputy Vice Chancellor (Finance, Planning and Development)

HODS-Heads of Departments and Sections

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