





KIBABII UNIVERSITY

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

QUALITY MANUAL

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0.0 GENERAL

0.1 Introduction

Kibabii University was established through Kenya Gazette Legal Notice number 115 of August, 2011. The University was chartered on 14th November 2015. The mandate of the University is clearly outlined in the Charter

0.2 Our Vision

“To be a global and dynamic University of excellence in Science, Technology and Innovation”.

0.3 Our Mission

“To achieve excellence in generation, transmission and enhancement of new knowledge in Science, Technology and Innovation through quality Teaching, Research, Training, Scholarship, Consultancy and Outreach programmes”.

0.4 Our Values

- a) Excellence
- b) Accountability and Transparency
- c) Integrity
- d) Social Responsibility
- e) Innovation
- f) Academic Freedom

0.5 Our Motto

“Knowledge for Development”

0.6 Contact Address

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1.0 SCOPE**1.1 General**

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

1.2 Application

The scope of the Quality Management System (QMS) in the University is the provision of training, research and extension services at the University located in Bungoma. Clause 7.6 shall be excluded from the scope of the Quality Management System. This clause has been excluded since in course of service provision, the University does not calibrate any equipment which affects product conformity.

1.3 NORMATIVE REFERENCES

- a) ISO 9001:2008
- b) The Kenya Constitution, 2010
- c) The Universities Act, 2012
- d) KIBU Strategic Plan, Jan. 2015
- e) Kibabii University Charter
- f) KIBU Statutes

1.4 TERMS AND DEFINITIONS

For the purpose of this Quality Manual, the following abbreviations and definitions apply:-

- a) KIBU – Kibabii University,
- b) MR – Management Representative,
- c) VC- Vice Chancellor
- d) DVC AFD- Deputy Vice Chancellor (Administration Finance and Development),
- e) DVC ASA – Deputy Vice Chancellor (Academic and Students Affairs),
- f) DVC PRE- Deputy Vice Chancellor Planning Research and Extension

4.0 QUALITY MANAGEMENT SYSTEM

4.1 General requirements

The University has identified processes needed for the Quality Management System as listed in clause 9.1 of this Quality Manual. The processes are core for the University to provide effective services to the customers. The processes shall be effectively monitored and continually improved to enhance customer satisfaction.

The University shall from time to time identify and develop any new processes needed to provide services and products and include them in the Quality Management System.

All outsourced processes shall be identified and controlled within this Quality Management System. (*See Control of outsourced Services Procedure (Procedure 5 in the Administration Procedure Manual)*)

4.1 Documentation requirements

4.2.1 General

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

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

4.2.2 Quality Manual

The University Quality Manual includes the following:-

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

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

4.2.3 Control of documents

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

Distribution of all Quality Management System documents to the University Officers shall be by distribution of hard/soft copies .

4.2.4 Control of records

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

5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The University management is committed to the development, maintenance and continual improvement of the Quality Management System through the following:-

- a) Communicating to the entire staff the importance of meeting customer requirements as well as statutory and regulatory requirements pertinent to the University services,
- b) Establishment of a quality policy and quality objectives,
- c) Holding at least two management review meetings of the system to ensure suitability of the system, and
- d) Ensuring adequacy of resources for effective implementation of the Quality Management System.

5.2 Customer Focus

In order to ensure that customer requirements have been established and met, the management has established the KIBU Service Delivery Charter which has been communicated throughout the University.

5.3 Quality Policy

The management has established a quality policy to guide activities including decision making in relation to quality issues.

The Quality Policy has been authorized for use in the University by the Vice Chancellor.
(See KIBU/ VC/QP/001)

5.4 Planning

5.4.1 Quality objectives

Quality objectives including those needed to meet requirements for product have been established at departmental levels. These quality objectives shall be reviewed on annual basis to ensure continuing suitability.

5.4.2 Quality Management System Planning

The University Management has developed and put in place a comprehensive QMS, quality monitoring and quality audits. The integrity of the QMS shall be maintained when changes to the QMS are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and authority

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

5.5.2 Management Representative

The Top Management has appointed a Management Representative who is in charge of maintenance and improvement of the Quality Management System by:-

- a) Ensuring that processes needed for the Quality Management System are established, implemented and maintained,
- b) Reporting to top management on the performance of the Quality Management System and any need for improvement,
- c) Ensuring the promotion of awareness of customer requirements throughout the University, and
- d) Liaising with external parties on matters relating to the Quality Management System.

5.5.3 Internal Communication

Details regarding the effectiveness of the Quality Management System shall be communicated in functional meetings, notice boards and other suitable mechanisms as outlined in *procedure no.1 on communication in the Administration Procedure Manual*.

5.6 Management Review

5.6.1 General

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

5.6.2 Review input

The University Management shall review QMS as guided by the following agenda:

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

5.6.3 Review output

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

- a) Improvement of the effectiveness of the Quality Management System and its processes
- b) Improvement of products related to customer requirements, and
- c) Resource needs

6.0 RESOURCE MANAGEMENT

6.1 Provision of Resources

The University Management shall determine and provide the resources needed to implement and maintain the Quality Management System and continually improve its effectiveness and also enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

The University shall ensure that all personnel performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

In order to ensure that the University acquires and maintains the necessary competence, *as outlined in procedure no. 1 for Recruitment in the Human Resource Procedure Manual.*

6.2.2 Competence, training and awareness

The University shall from time to time determine the necessary competence for personnel performing work affecting Service/Product quality.

The University shall also ensure that all members of staff are sensitized on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. Appropriate records of education, training, skills and experience for the staff shall be maintained *as per procedure number 2 on records control in the Mandatory Procedure Manual.*

6.3 Infrastructure

The University shall from time to time determine and provide the necessary infrastructure for effective implementation of the Quality Management System. These

shall include lecture halls, hardware and software, transport and communication facilities which shall be maintained *as per Estates Procedure Manual*.

6.4 Work environment

The University shall determine and manage the work environment needed to achieve conformity to service/product requirements. These work environment conditions will include amount of light, noise, pollution, ergonomics, radiation and cleanliness.

7.0 PRODUCT REALIZATION

7.1 Planning of Product Realization

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

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

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

7.2 Customer related processes

7.2.1 Determination of requirements related to the product

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

7.2.2 Review of requirements related in the product

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

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

7.2.3 Customer communication

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

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

7.3 Design and Development

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

Any changes to any designs shall be approved before implementation. This policy shall apply during the development of a new curriculum *as per Curriculum Development and Review procedure number 9 in the Academic Procedure Manual*.

7.4 Purchasing

Purchasing of goods and services required by the University shall be carried out in compliance with Government and University regulations. In order to ensure that purchasing of goods and services is done in a timely manner, within the budget and that purchased products comply with requirements, *in the Procurement Procedure Manual*. Goods and services shall be sourced from suppliers who have been evaluated and selected based on their ability to meet the University requirements.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

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

7.5.2 Validation of processes for production and service provision

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

7.5.3 Identification and traceability

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

7.5.4 Customer property

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

7.5.5 Preservation of Products

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

7.6 Control of monitoring and measuring equipment Excluded (Refer to clause 1.2)

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

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

8.2 Monitoring and Measurement

8.2.1 Customer satisfaction

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

8.2.2 Internal audit

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

8.2.3 Monitoring and measurement of processes

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

8.2.4 Monitoring and measurement of products

The University shall monitor and measure the characteristics of the various products and services to verify that they meet the product requirements. Records to demonstrate conformity or otherwise of the product shall be maintained. Product release and service

delivery shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority.

8.3 Control of nonconforming product

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

8.4 Analysis of data

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

8.5 Improvement

8.5.1 Continual improvement

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

8.5.2 Corrective action

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

8.5.3 Preventive action

The University shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. *Procedure number 6 in the*

Mandatory Procedure Manual on Preventive Action has been established to guide in the implementation of preventive actions.

9.0 Appendices

9.1 Quality Management System Processes

Mandatory Processes

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

Administration Processes

7. Records Management
8. Communication
9. Coordination of Cleaning Services
10. Control of Outsourced Services
11. Meetings
12. Security

Human Resource Processes

13. Staff Recruitment and Selection
14. Staff Training and Development
15. Staff Discipline
16. Staff Leave Processing
17. Staff Clearance
18. Staff Exit

Finance Processes

19. Payments (Imprest, Suppliers, Salaries, Advance, Work Study, Refund)
20. Budgeting
21. Revenue Collection
22. Preparation of Financial Statements
23. Bank Reconciliation

Procurement Processes

24. Procurement Planning
25. Pre-Qualification of Suppliers
26. Purchasing
27. Inspection and Receiving Of Deliveries
28. Issuance of Procured Items
29. Disposal of Stores, Equipment and Other Assets

Academic Processes

30. Admission of Students (Inter University Transfer and Credit Transfers and Others)
31. Registration of Students
32. Clearance of Students
33. Students Orientation
34. Industrial Training
35. Attachment
36. Students Discipline

37. Examination Management (Setting and Moderation of Examinations, Administration, Marking, Externalization, Release of Results)
38. Teaching (Theory Lessons and Practical)
39. Graduate Supervision
40. Academic Advising
41. Programme Development and Review
42. Timetabling
43. Loading
44. Academic Trips
45. Graduation
46. Deferment

Risk Based Audit Process

47. Risk Based Audit

Library Processes

48. Acquisition of Library Materials
49. Processing of Information Materials
50. Reference Services (Interlibrary Loan Services)
51. Charging And Discharging Of Library Materials
52. Registration of Library Customers
53. Replacement of Lost Library Cards

ICT Processes

54. User Support
55. Configuration Management
56. Data Backup
57. Website Management
58. Repair and Maintenance Of ICT Equipment

Hostels Processes

59. Room Allocation
60. Supervision of Cleaning
61. Clearing of Students from the Room

Catering Processes

62. Ordering Food from the Procurement Store
63. Preparation of Food
64. Serving of Food to Students
65. Serving of Food to Staff
66. Clearing and Cleaning After Service

Health Services Processes

67. Registration of New Patients
68. Treatment
69. HIV Counselling and Testing

Performance Contract and Quality Assurance Processes

70. Preparation and Evaluation of Performance
Contracts

71. Course Evaluation

Students Affairs Processes

72. Guidance and Counseling

73. Management of Games And Sports

74. Management of Student Centre

75. Leave of Absence

76. Management of Clubs and Societies

77. Management of Students' Leadership
Activities

78. Chaplaincy Services

79. Coordinating Wardenship

80. Coordinating Peer Education Activities

81. Students Co-Curriculum Activities

82. Financial Aid

Estates Processes

83. Annual Inspection

84. Preventive Maintenance

85. Repairs

Aids Control Unit

86. Prevention and Advocacy

87. Care and Support Activities

88. HIV and Aids Research

Legal

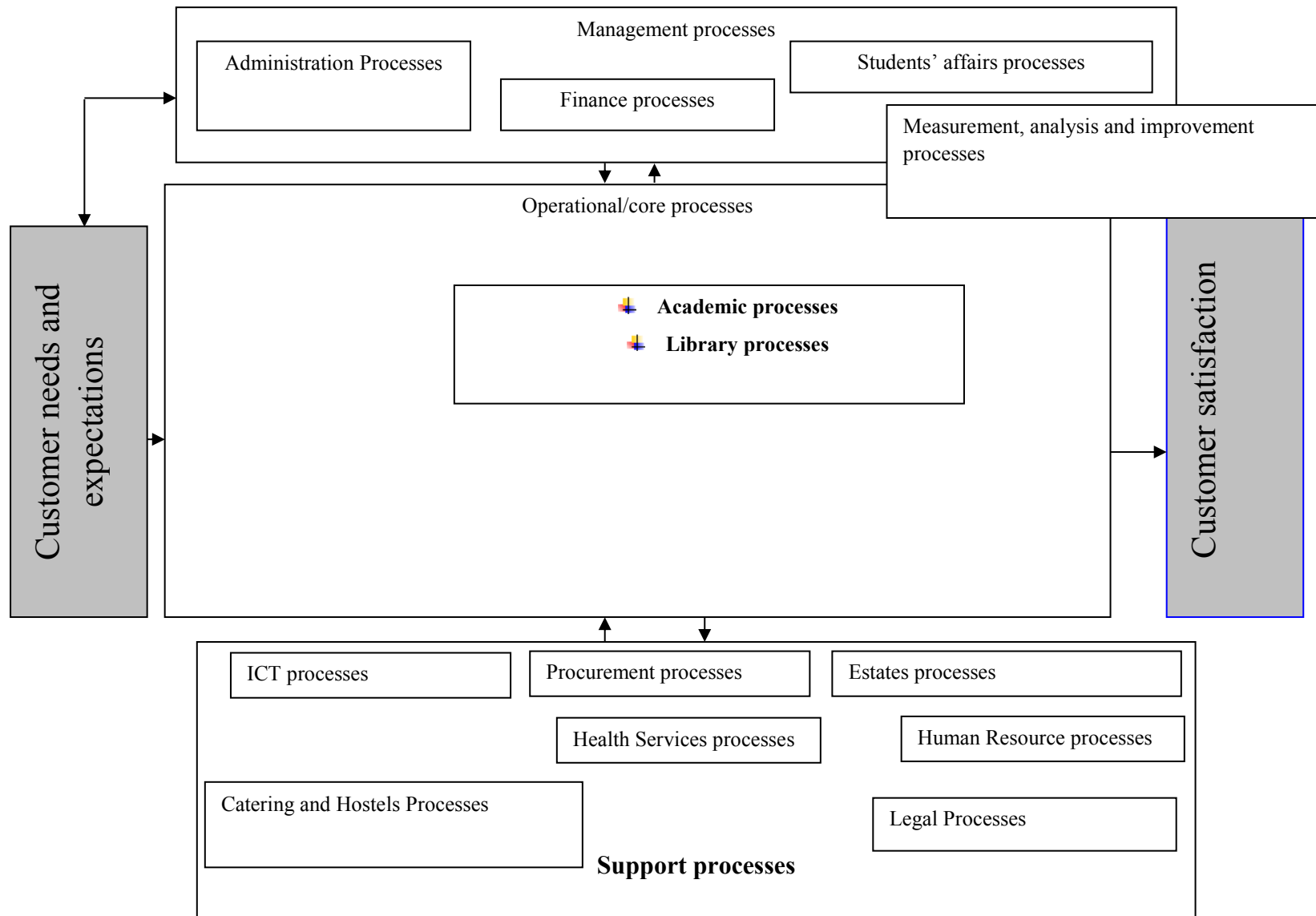
89. Writing of Legal Opinions and
Interpretation of all Legal Documents
Pertaining to the University

90. Attending Court Sessions on Behalf of the
University

91. Preparation and/or Making of Contracts
and/or Agreements and any other Relevant
Legal Document on Behalf of the University

92. Coordinating the Issuance of Legal
Undertakings

9.2 Description of the interaction of processes



Description of the interaction of the Quality Management System processes

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

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

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

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

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

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

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