
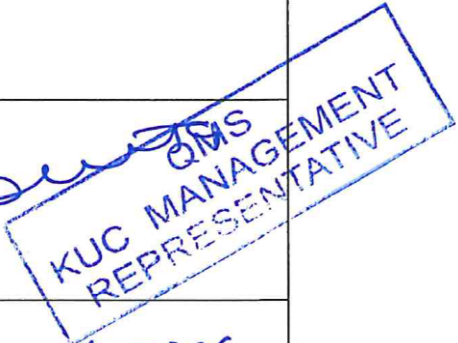






KENYA UTALII COLLEGE, NAIROBI

**PROCEDURE FOR STRATEGY & PARTNERSHIP DEPARTMENT
(KUC/QMS/R/49)**

AUTHORIZATION: Procedures for Strategy & Partnerships Department are issued under the authority of:	
ISO (QMS)MANAGEMENT REPRESENTATIVE	
SIGNATURE	 
DATE	23/08/2024
PROCESS OWNER: Deputy Director, Strategy & Partnerships	
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DATE:	 SIGNATURE:..... NAIROBI



KENYA UTALII COLLEGE, NAIROBI

**PROCEDURE FOR STRATEGY & PARTNERSHIP DEPARTMENT
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RECORD OF CHANGES

NO.	DATE	CLAUSE	REASON FOR REVIEW	PAGE	PROCESS OWNER
1.	01/08/2024	All/many clauses affected in the procedure	Procedure overhaul and rebuilding due to new organizational structure	All /numerous pages affected	DDSP



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**PROCEDURE FOR STRATEGY & PARTNERSHIP DEPARTMENT
(KUC/QMS/R/49)**

DOCUMENT DETAILS

1.	Section A: Quality Objectives
2.	Section B: Procedures
	Title
	Purpose
	Scope
	Reference
	Terminology
	Responsibility
	Inputs
	Methods
	Outputs
	Records



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**PROCEDURE FOR STRATEGY & PARTNERSHIP DEPARTMENT
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SECTION A: QUALITY OBJECTIVES

	QUALITY OBJECTIVES	TASK ACTIVITY	RESOURCES REQUIRED	RESPONSIBILITIES	TIME FRAME	KEY PERFORMANCE INDICATOR
1.	To Maintain ISO 9001: 2015 Standard	Conduct internal audits. Coordinate surveillance and certification audits	Budget Auditors	MR	Biannual (Internal Audit)	Continued certification
2	To resolve customer complaints within 21days	Receive complaints Acknowledge complaints Resolve complaints	Complaints Committee	DDSP	Continuous	Complaints resolved within 21 days
3.	Consolidate and report on college performance contract on quarterly basis	Collect reports on Quarterly basis from target holders	Competent staff	DDSP	Quarterly	Report submitted to PSPMU



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SECTION B PROCEDURES

PROCEDURE FOR QMS INTERNAL AUDITS

1.0 PURPOSE

The purpose of this procedure is to conduct QMS internal audits.

2.0 SCOPE

This procedure covers all the activities involved in conducting audits from planning to follow ups of the audits

3.0 REFERENCES

- ISO 9001:2015 – QMS requirements
- ISO 19011 - Guidelines on QMS internal audits
Quality Manual

4.0 TERMS AND ABBREVIATIONS

DDSP Deputy Director Strategy and Partnerships

QMS - Quality Management System

MR - Management Representative

CAT - Corrective Action Tracking Form

5.0 RESPONSIBILITIES

Management Representative

6.0 INPUTS

- Departmental Procedures
- Audit Checklists
- ISO Standard 9001:2015
- Internal QMS Auditor

7.0 METHOD

7.1 Audit planning, coordination and preparation.



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- 7.1.1 An annual audit programme shall be prepared (KUC/QM/R/012).
- 7.1.2 Audits shall be conducted as per audit programme.
- 7.1.3 Audit dates may vary depending on college activities

- 7.1.4 The MR shall define the audit objective and audit scope.
- 7.1.5 Audit plan shall be prepared.
- 7.1.6 The auditors shall issue audit notifications to auditees as per the audit schedule, at least seven days to audit date.
- 7.1.7 The lead auditors shall coordinate the audit exercise.
- 7.1.8 Audit reports shall be submitted within three working days.
- 7.1.9 The internal audit log shall be maintained.
- 7.1.10 The consolidated audit report shall be prepared within five working days after receiving individual reports.
- 7.1.11 The MR shall convene the Management Review meeting within three weeks of receiving the audit report.

8.0 OUTPUTS

ISO Certification/Continuation
Internal Audits

9.0 RECORDS

- Audit Reports
- Dully filled corrective action forms
- Dully filled audit log
- Signed audit notification forms
- Opening/Closing meeting registers

PROCEDURE FOR HANDLING COMPLAINTS



KENYA UTALII COLLEGE, NAIROBI

**PROCEDURE FOR STRATEGY & PARTNERSHIP DEPARTMENT
(KUC/QMS/R/49)**

1.0 PURPOSE

To provide guidelines for effective complaints handling.

2.0 SCOPE

This procedure applies to all customers' complaints.

3.0 REFERENCES

CAJ Guidelines

ISO 9001:2015 Standards

4.0 TERMS & ABBREVIATIONS

- DDS&P Deputy Director, Strategy and Partnerships
- ISO International Organization for Standards
- CAJ Commission on Administrative Justice

5.0 RESPONSIBILITY

Deputy Director, Strategy and Partnerships

6.0 INPUTS

- Complaints received

7.0 METHOD

- 7.1 The DDS&P shall receive complaints from students, staff and/or public.
- 7.2 The received complaint shall be recorded in the complaints register.
- 7.3 The DDS&P shall acknowledge receipt of the complaint within 24 hours.
- 7.4 The DDS&P shall then initiate the process of complaint handling.
- 7.5 The DDS&P shall communicate the corrective action.
- 7.6 The DDS&P shall resolve the complaint within 21 days.
- 7.7 The DDS&P shall report the complaints to CAJ on quarterly basis.

8.0 OUTPUTS

Resolved complaints

9.0 RECORDS

- Complaints Register



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10.0 APPENDICES

Change of record from

**PROCEDURE FOR IMPLEMENTATION, MONITORING AND REVIEW OF
STRATEGIC PLAN**



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**PROCEDURE FOR STRATEGY & PARTNERSHIP DEPARTMENT
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1.0 PURPOSE:

This procedure ensures implementation, monitoring and review of the strategic plan.

2.0 SCOPE:

This procedure covers strategic plan implementation, monitoring and review.

3.0 REFERENCES:

- I. Strategic Plan

4.0 TERMS AND ABBREVIATIONS

SP – Strategic plan

5.0 RESPONSIBILITIES

Deputy Director, Strategy and Partnerships.

6.0 INPUTS

Strategic Plan

7.0 METHOD

- 7.1 Annual strategic implementation plan shall be prepared.
- 7.2 The DDSP shall collect and collate the implementation status from relevant departments.
- 7.3 A quarterly implementation report shall be prepared.
- 7.4 Annual implementation reports shall be prepared.
- 7.5 Strategic plan for Kenya Utalii College shall be reviewed after every 5 years.