

**MAMA NGINA UNIVERSITY COLLEGE**

**QUALITY MANAGEMENT SYSTEMS AND PERFORMANCE CONTRACTING DEPARTMENT**

**SERVICE DELIVERY CHARTER**

**Service commitment:**

We are committed to providing quality services by ensuring that policies, processes and procedures that can impact the organization's ability to meet customer requirements are implemented and thereby attributing to increased customer satisfaction through continuous improvement in the University College.

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|  | **Service Rendered** | **Requirements** | **Charges** | **Timeline** |
|  | Enquiries and inquiries | Official request | Free | 1 day |
|  | Coordinating QMS Audits | Receipt of documentation, policies, procedures and relevant information | Free | Bi-annual (Internal)  Annually (External) |
|  | Issue of notice seeking/requiring corrective or preventive action | Corrective action Audit Reports | Free | 14 Days after the Audit |
|  | Organizing QMS Management Review Meetings (MRMs) | Compilation and analysis of appropriate review data. | Free | Annually |
|  | Submission of Performance contract quarterly reports | Quarterly Performance contracting reports from the relevant departments and committees | Free | Quarterly |
|  | Submission of Performance contracts annual reports | Annual Performance contracting reports from the relevant department. | Free | Annually |
|  | Preparation of University Performance contract for signing | Receipt of departmental annual targets | Free | May 30th yearly |
|  | Initiation of staff performance Contracting process | Departmental PC annual Work plan | Free | July 31th Yearly |
|  | Submission of Strategic plan Monitoring and Evaluation quarterly and annual reports | Submission of quarterly and annual Strategic plan progress reports from all departments | Free | Quarterly |
| ***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY*** | | | | |
| **Working Hours: 8.00- 5.00 pm on Monday to Friday, Closed on Weekends and Public Holidays except where indicated**  NB: In case the services rendered do not conform to the standards shown above, kindly contact the Head of Department, **QMS & PC (Room 110)**Based in the 1st Floor **Administration Building.** | | | | |
| **Address:**  Mama Ngina University CollegeDirect your complaints to the Complaint Office (Room 207)  P.O. Box 444-01030 Email: [feedback@mnu.ac.ke](mailto:feedback@mnu.ac.ke)  Gatundu, Kenya Tel: 0798 352 450  Email: [qms@mnu.ac.ke](mailto:qms@mnu.ac.ke) Ext: 5001  Tel: [*020*](Tel:(020)*8704601*  Ext 5020 | | | | |
| **HUDUMA BORA NI HAKI YAKO** | | | | |