



MAASAI MARA UNIVERSITY

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

CENTRAL SERVICES PROCEDURE MANUAL

MMU/CSPM/CS/2013

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Authorized by: <u>Prof. David K. Serem</u> V.C.	Sign: 	Date: 4 th June 3, 2013
Issued by: <u>Prof. Gerald N. Kimani</u> MR	Sign: 	Date: 4 th June 3, 2013

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PROCEDURE NUMBER 1: CLEANING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, efficiency, consistency and timeliness in cleaning.

1.2 SCOPE

This procedure applies to cleaning of lecture halls, washrooms, common areas in the University.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current Masai Mara University Service Delivery Charter

1.4 TERMS AND DEFINITIONS

1.5 PRINCIPAL RESPONSIBILITY

The In Charge Central Services shall ensure that this procedure is adhered to.

2.0 METHOD

- 2.1 This procedure shall start with the In Charge Central Services in consultation with the Cleaning Supervisor developing a monthly Cleaning Schedule at least one week to the implementation month.
- 2.2 In preparing the schedule, the In Charge Central Services shall consider:-
 - a) Number of personnel
 - b) Job designations
 - c) Areas to be cleaned
- 2.3 Upon preparation, the In Charge Central Services shall forward it to the Registrar Administration for approval.
- 2.4 In approving the schedule, the Registrar Administration shall consider the criteria in (2.2) and the current approved budget.
- 2.5 In the event that the schedule is not satisfactory, the Registrar, Administration shall make recommendations to the In Charge Central Services for amendment and resubmission.
- 2.6 Upon approval, the In Charge Central Services shall convene a sectional meeting to inform the members on their allocated duties and duty stations.

- 2.7 The Supervisor shall monitor the cleaning on a daily basis and record the same in the cleaning inspection form.
- 2.8 The Supervisor shall file the forms, prepare a quarterly report and forward it to the In Charge Central Services for review.
- 2.9 Upon review, the In Charge Central Services shall forward it to the Registrar Administration for information and action where applicable.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Cleaning Schedule
- 3.2 Cleaning Inspection Form
- 3.3 Evidence of Meetings
- 3.4 Quarterly reports

PROCEDURE NUMBER 2: GENERAL SUPPORT SERVICES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, efficiency, consistency and timeliness in the management of general support services.

1.2 SCOPE

This procedure applies to management of general support services in the University.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current Masai Mara University Service Delivery Charter.

1.4 TERMS AND DEFINITIONS

1.5 PRINCIPAL RESPONSIBILITY

The In Charge Central Services shall ensure that this procedure is adhered to.

2.0 METHOD

- 2.1 This procedure shall start with the In Charge Central Services receiving a duly approved general services request form from a Head of Department.
- 2.2 Upon receipt of the request, the In Charge Central Services shall in consultation with a representative from the user department prepare a work program.
- 2.3 The In Charge Central Services shall forward the work program to the Supervisor for execution.
- 2.4 The Supervisor shall implement the work program and ensure the user countersigns in the work program.
- 2.5 The Supervisor shall ensure filling of the work program and forward the file to the In Charge Central Services for custody.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 General services request form
- 3.2 Work Program