



KAIMOSI FRIENDS UNIVERSITY

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD

DIRECTORATE OF QUALITY ASSURANCE AND MANAGEMENT SYSTEMS THE SCOPE OF KAIMOSI UNIVERSITY QUALITY MANAGEMENT SYSTEM

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THE SCOPE OF KAIMOSI UNIVERSITY QUALITY MANAGEMENT SYSTEM

1.0 GENERAL INFORMATION

1.1 Creation and mandate of the university

Kaimosi Friends University is a public-spirited institution that was established in 2014 to make distinctive contributions to the society in education and training, research and innovation. The University was chartered on August 2, 2022, vide Legal notice number 87 of 2022.

1.2 Functions of the University

The functions of the University are to: -

- (a) provide directly, or in collaboration, with other institutions of higher learning, facilities for university education including technological, scientific, professional education and research;
- (b) advance knowledge and its practical application by research, innovation and other means;
- (c) disseminate the outcomes of research by various means, and commercially exploit the results of such research;
- (d) participate in technological innovation as well as in the discovery, creation, transmission and enhancement of knowledge, and to stimulate the intellectual life in the economic, social, cultural, scientific, and technological development;
- (e) contribute to industrial and technological development of society in collaboration and partnership with industry and other organizations;
- (f) develop quality and relevant programmes for degrees, diplomas and certificates;
- (g) establish colleges, faculties, schools, centres, institutes, departments, and other resources and administrative units as may be appropriate;
- (h) inculcate and promote a culture of innovation, critical inquiry and creativity in art, science, technology, engineering, and education, amongst staff, students, and society;
- (i) develop an institution of excellence in teaching, training, scholarship, entrepreneurship, research, consultancy, community service, among other educational services and products, with emphasis on technology and its

- development, impact and application to society;
- (j) provide a multi-level system of education and training that is relevant to the needs of the community covering a wide range of fields and levels with provision for recognition of prior learning and flexibility of transition between educational levels;
 - (k) Provide high quality facilities for educational, research, residential, commercial, cultural, social, recreational, sporting, and other activities;
 - (l) Facilitate student mobility between programmes of study at different universities;
 - (m) Participate in commercial ventures and activities that promote the objectives of the institution;
 - (n) Foster the general welfare of staff, students, and the community;
 - (o) Provide opportunities for development and further training for staff of the institution;
 - (p) Develop and provide educational, cultural, professional, technical and vocational services to the community and in particular fostering of corporate social responsibility;
 - (q) facilitate the development, provision, and expansion of services, programmes, and other products in ways that are easily accessible and reflect the principles of equity and social justice;
 - (r) conduct examinations for, and grant such, academic awards as may be provided for in the Statutes, and to syndicate examinations for awards at other institutions as may be approved by the Senate;
 - (s) Determine who may teach, what may be taught, and how it may be taught in the University;
 - (t) Promote socio-economic development in line with the country's development agenda; and
 - (u) Ensure University sustainability and adoption of the best practices in University management and institutionalization of systems of checks and balances

1.3 The University's Quality Management System

This scope outlines Quality Management System (QMS) established at KAFU to satisfy the requirements of ISO 9001:2015 standard in respect to all products and services offered to its customers in all the University Sections.

The University guarantees efficiency and effectiveness to all its customers including external providers and stakeholders by establishing and maintaining acceptable levels of measurable quality in its products to enhance customer satisfaction.

This Quality Management System outlines how the University adopts a process approach to developing, implementing, and improving the effectiveness as anchored in its mission, vision and core values.

2.0 COVERAGE AND APPLICATION

2.1 Scope of Certification

The scope of the Quality Management System of the KAFU is *“The provision of training, research and community outreach”*.

2.2 Coverage with regard to ISO 9001: 2015 Standard

In the implementation of a Quality Management System, the University shall comply with ISO 9001:2015 QMS requirements as well as any statutory or legal requirements as may be applicable.

2.3 Coverage and application within the University

Considering the external and internal issues, the interested parties and their requirements which have been determined in each operational area in the University, the implementation of the University's Quality Management System shall be applicable to all operations of KAFU and in all its existing schools. The University has two Divisions which are:

- a) Academic, Students Affairs and Research (core)
- b) Administration, Finance Planning and Development (support)

2.3.1 The Academic, Students Affairs and Research Division

This Division headed is Deputy Vice-Chancellor, ASA & R (Academic, Students Affairs & Research) and is charged with the core services of Teaching, Research and Community Outreach. To effectively discharge these services, the division is divided into 5 schools and 4 directorates as follows: -

- a) School of Education and Social Sciences(SESS)

- b) School of Business and Economics (SOBE)
- c) School of Computing and Information Technology (SCIT)
- d) School of Science (SOS)
- e) School of Health Science (HS)

The functions of the Four schools as well as academic departments is defined by the following functions:

- a) Timetabling.
- b) Curriculum development and review.
- c) Curriculum delivery.
- d) Academic field trips/courses.
- e) Students' field/industrial attachments/teaching practice
- f) Supervision of projects and thesis

This Division is also charged with the oversight of 3 directorates with their responsibilities as listed below:

(a) Directorate of Graduate Studies

The Directorate is headed by the Director Graduate Studies and is responsible for performing the following functions

- i. Harmonizing postgraduate curricula and regulations;
- ii. Admitting postgraduate students on the recommendation of Faculties/Schools/Institutes;
- iii. Publishing a prospectus and bibliographic records of postgraduate research done and being done within the University;
- iv. Developing a database of ongoing and published work arising from postgraduate research in the University;
- v. Coordinating the administration and processing of Master's Research Projects, Master's Theses and Doctoral Theses,
- vi. Receiving reports on the welfare and conduct of students, deliberate upon and make such recommendations thereon to the Senate

(b) Directorate of Research, Innovation and Outreach

The Directorate is headed by the Director Research, Innovation and Outreach and is responsible for the following functions;

- i. Administration and oversight of internally and externally funded projects.
- ii. Provision of relevant supportive services to researchers, students and staff who are running projects that are internally and externally funded.
- iii. Spurring the generation of new ideas, discoveries, innovative solutions

- to societal challenges and problems.
- iv. Coordination of consultancy, innovation and outreach activities to various communities within the country and beyond.
- v. Developing relevant policy documents in the Directorate

(c) Directorate of University Linkages and Career Services

The Directorate is headed by the Director University Linkages and Career Services. The mandate of the directorate is to promote the internationalization of education at the University, and to facilitate students' career development and employability. Its responsible for:

- i. Initiating, facilitating and sustaining linkages between the University and other universities or similar institutions outside Kenya;
- ii. Promoting the University's academic programmes globally;
- iii. Receiving and facilitating the processing of international students' applications and enrollment;
- iv. Providing advisory services to international students and staff at the University;
- v. Facilitating access to welfare services to international students and staff;
- vi. Assisting students to acquire information, knowledge and competences that enhance individual career development, academic success and employability;
- vii. Developing relationships with employers for the purposes of securing internships for students and employment for graduates;
- viii. Using students' and employers' feedback to inform the development and review of academic programmes.
- ix. Developing relevant policy documents in the Directorate

(d) Directorate of Open Distance and E-Learning (ODEL)

The Directorate is headed by the Director Open Distance and E-Learning and is responsible for the following functions;

- i. Administering course management systems, students' records, and examinations,
- ii. Maintaining a Student Information Service (SIS) or Help Desk,
- iii. Training lecturers on developing and teaching ODeL courses and marketing the programs.
- iv. Developing programmes and delivering strategies for education and training through Distance Learning;
- v. Coordinating the production of e-learning resources;
- vi. Promoting the e-learning mode of delivery of the University programmes;
- vii. Developing, implementing and managing learning support systems and services, including community-based learning centres;
- viii. Facilitating and promoting research in Distance Learning;

- ix. Developing collaborations and partnerships with local, regional and international Distance Learning institutions, organizations and stakeholders

The other functions that are covered in this scope under this Division include:

i. Library

- a. Acquisition and processing of information materials
- b. Circulation of library information materials
- c. Registration of library users
- d. Weeding of information materials
- e. Retrieval of information materials in the library
- f. Management of e-resources

ii. Students Affairs (games and sports, guidance and counselling)

- g. Games and sports
- h. Counseling of students
- i. Registration and coordination of clubs and societies
- j. Management of student governing council (SGC) elections and induction of SGC leaders.

iii. Hostels and Accommodation

- k. Room allocation
- l. Room clearance

iv. Admissions

- m. Recruitment, admission and exit of students.

v. Examinations

- n. Appointment of external examiners
- o. Processing of examinations

vi. HIV and Aids Control Unit

- a) Provide a multi-sectoral approach of HIV prevention Measures
- b) Set Minimum Internal Requirements (MIR) for managing HIV and AIDS in the University
- c) Establish structures and programmes that promote HIV and AIDS prevention revolution
- d) Ensure adequate allocation of resources to HIV and AIDS prevention interventions
- e) Guide the University staff members and students on their rights and obligations regarding HIV and AIDS.

2.3.2 Administration, Finance, Planning and Development Division

This Division is headed by the Deputy Vice-Chancellor (Administration, Finance, Planning and Development) and is charged with the overall Planning, Administration and Financial management in the University. To effectively discharge these services, the division is divided into 7 departments with specific roles as outlined below:-

i. Finance

- a. Budgeting
- b. Revenue collection
- c. Payments
- d. Petty cash management
- e. Imprest management
- f. Salary administration
- g. Management of research project funds
- h. Bank reconciliation
- i. Fixed asset management
- j. Preparation of final accounts

ii. Administration and Human Resource

- k. Provision of competent staff
- l. Communication
- m. Records management
- n. Customer care
- o. Handling compliments and complaints
- p. Management of outsourced services
- q. To provide for a well-defined career structure
- r. Provision of good working environment
- s. Provision of transport facilities
- t. Facilitation of medical services

iii. Health Services

- u. Registration of new staff and students for healthcare services
- v. Managing health services and facilities
- w. Offering medical referral services
- x. Managing pharmaceutical services
- y. Management of Medical laboratory services
- z. Medical waste management

iv. Directorate of Resource Mobilization

The Directorate is headed by the Director Resource Mobilization and is responsible for undertaking marketing and communication; enhancing alumni relations and mobilizing resources for the University. The Directorate's functions are:

- a. Marketing and publicizing the University through print, electronic and digital media;
- b. Developing marketing, and resource mobilization strategies;
- c. Fostering linkages with Alumni and the Industry for partnerships and collaborations;
- d. Lobbying for funding from the Government;
- e. Developing capacity for raising revenue through research projects, consultancies, and the Alumni Association;
- f. Maximizing returns from investments and land resources;
- g. Promoting and monitoring the growth of the University Endowment Fund;
- h. Soliciting funds from individuals, corporate bodies, and foundations;
- i. Expanding funding from strategic development partners;
- j. Strengthening internal control systems to safeguard resources
- k. Developing relevant policy documents in the Directorate

v. Directorate of Strategy and Planning

The Directorate is headed by the Director Strategy and Planning and is responsible for planning, developing and executing the University's strategy.

The Directorate's functions are:

- a. Coordinating the development and review of University Strategic Plan and the Master Plan;
- b. Preparing Bi-annual Rolling Plans for the University's Strategic Plan and the Master Plan;
- c. Implementing the University's Master Plan, Strategic Plan, and Annual Work Plan that are in alignment with the University's mission, vision, and values.
- d. Monitor progress against the strategic plan and make recommendations for corrections as needed

2.3.3 Office of the Vice Chancellor

In addition to the above divisions, there are also other functions that support the core functions of the university and are covered by this scope under the office of the Principal are as follows:

(a) Procurement Services

- i. Procurement planning
- ii. Pre-qualification of suppliers
- iii. Procurement of goods, works and services

- iv. Issuance of stores
- v. Disposal of obsolete, surplus and unserviceable assets
- vi. Stock taking

(b) Security Services

- i. Provision of security services

(c) Legal Services

- i. Administration and control of legal records and documents
- ii. Legal opinions
- iii. Drawing of agreements
- iv. Litigation in suits against the University
- v. Litigation where suits are instituted by the University

(d) Internal Audit Services

- i. Preparation of the audit work plan
- ii. Scheduled audit
- iii. Unscheduled audit
- iv. Risk and opportunity assessment
- v. Audit of surrendered imprest.

(e) Directorate of Performance Management

The Directorate is headed by the Director Performance Management. The mandate of the directorate is to mainstream performance management systems in the entire University operations, functions and processes. The directorate is responsible for the following functions:

- i. Developing and regularly reviewing performance management framework as aligned to the national performance management guideline and appraisal system, including performance management, indicators, targets, standards and weights;
- ii. Coordinating the drafting of the University Council performance targets and weights for performance indicators;
- iii. Preparing and continuously updating the University Service Delivery Charter;
- iv. Coordinating implementation of performance contracting and annual work plans;
- v. Coordinating the mainstreaming of the performance contracting system including cascading of the annual performance contract and preparation of reports in the University;
- vi. Coordinating monitoring and evaluation of the University Performance Contract.
- vii. Compiling and coordinating the announcement of performance evaluation results;
- viii. Coordinating activities that promote National Cohesion and National

- ix. Values mainstreaming in the University;
Coordinating monitoring and evaluation of University programs and projects;
- x. Undertaking and coordinating disability mainstreaming in the University;
- xi. Coordinating environmental management activities in the University;
- xii. Developing relevant policy documents in the Directorate

(f) Directorate of Quality Assurance and Management Systems

The Directorate is headed by the Director Quality Assurance and Management Systems. The mandate of the directorate is to mainstream performance management systems in the entire University operations, functions and processes. The directorate is responsible for the following functions:

- i. Planning and implementing University quality assurance standards;
- ii. Developing and reviewing policies, operational manuals and instruments for internal quality evaluations;
- iii. Conducting University-wide quality systems audits;
- iv. Organizing training programmes on quality standards in the University;
- v. Coordinating self-assessment of academic programmes;
- vi. Evaluating teaching effectiveness;
- vii. Analyzing External Examiners' reports, making recommendations and monitoring their implementation;
- viii. Monitoring the implementation of recommendations by internal and external evaluators of academic programmes;
- ix. Monitoring and evaluating quality of teaching and research facilities;
- x. Conducting surveys on stakeholders' perceptions of the quality of academic programmes, products and services;
- xi. Evaluating the efficiency and effectiveness of human and time resources utilization in the delivery of academic programmes and conduct of research;
- xii. Establishing linkages, partnerships, and networks with various institutions to enhance quality of delivery of academic and research services.
- xiii. Developing relevant policy documents in the Directorate

(g) Directorate of Corporate Affairs

The Directorate is headed by the Director Corporate Affairs. The Directorate include the public relations, marketing and liaison offices, with the mandate of creating and communicating a favourable public image for the University. The directorate is responsible for the following functions:

- i. Providing leadership in strategic communications.
- ii. Providing leadership and support to the University's corporate functions
- iii. Promoting the image (reputation) of the University
- iv. Promoting and maintaining mutually beneficial relationships with Government(including County governments) and corporate organizations
- v. Promoting change and innovation through timely response to the needs of theUniversity community
- vi. Facilitating protocol services at the Chancellor and the Vice -Chancellor's offices
- vii. Developing relevant policy documents in the Directorate

(h) Directorate of Information, Communication and Technology Services

The Directorate is headed by the Director Information, Communication and Technology Services. its mandate is to provide Information, Communication and Technology Services in the University. The directorate is responsible for performing the following functions:

- i. Deploying, supporting and developing innovative, quality and sustainable ICT solutions and services in the university.
- ii. Developing and maintaining e-based services for management and learning.
- iii. Developing relevant policy documents in the Directorate
- iv. Supporting ICT systems and services in the University
- v. Providing ICT maintenance and support for key management systems
- vi. Ensuring upgrades and maintenance of ICT systems
- vii. Developing and maintaining the University web site(s).
- viii. Supporting the University telecommunications and data networks
- ix. Monitoring and advising management on performance of ICT systems

(i) Council Secretariat Services

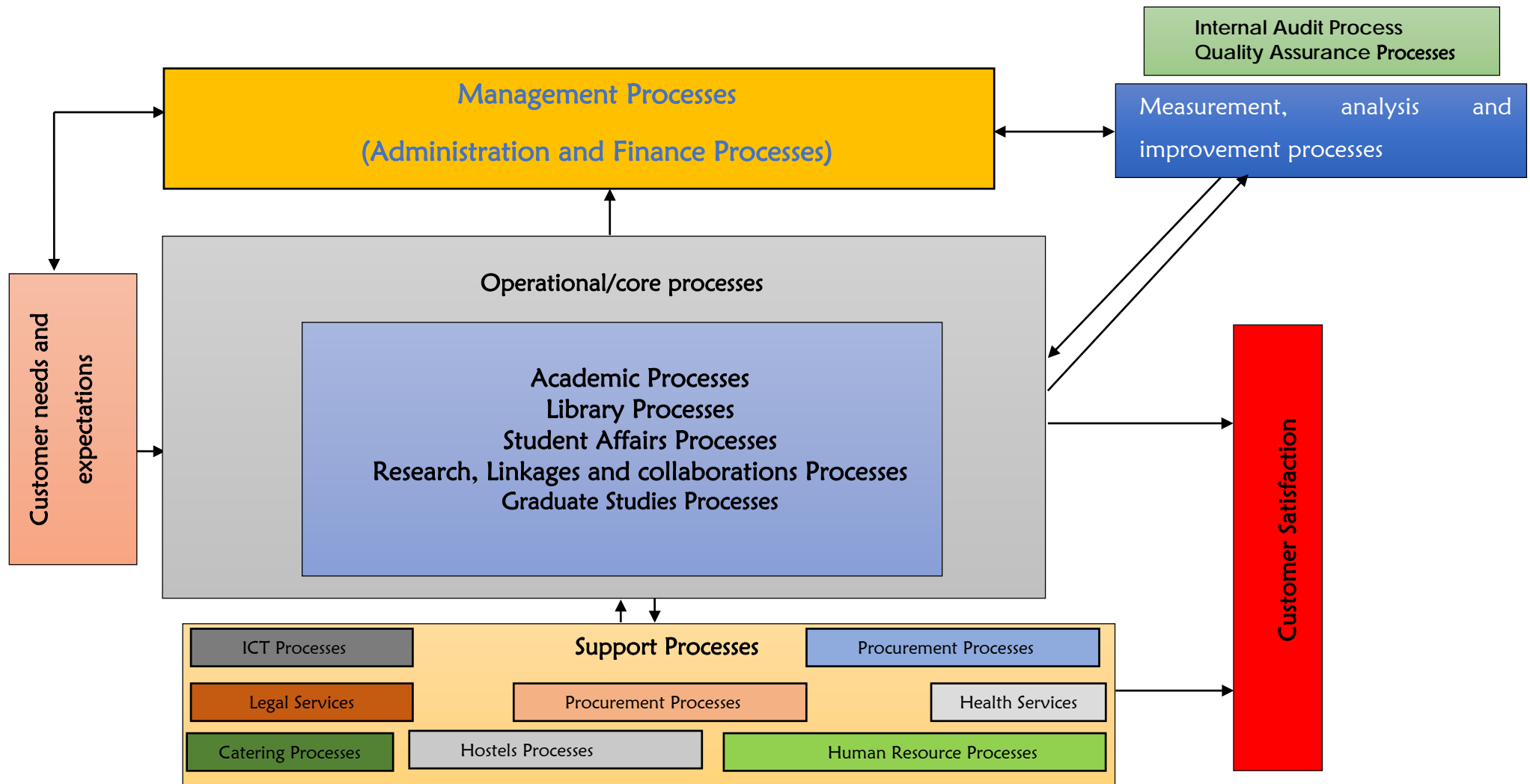
- i. Oversight of all university operations
- ii. Approval of all management requests and operations

3 LOCATION & PHYSICAL CONTACT

- 3.1 Established in 2014, Kaimosi Friends UNIVERSITY is a public-spirited institution that makes distinctive contributions to society in education, training, research and innovation. The University was gazetted as a constituent college of Masinde Muliro University of Science and Technology on May 22, 2015, vide Legal notice number 87 of the Kenya Gazette Supplement number 65. It was chartered on August- 02-2022 vide legal notice number 165 of 2022.
- 3.2 The institution is situated in the vast, lush-green and history-rich Kaimosi Complex, just 500 meters off the Chavakali-Kapsabet Road, between Shamakhokho and Cheptul townships. It is equidistant from Kisumu, Kakamega and Kapsabet towns – about 35 kilometers. Its location in a tropical rain forest provides a serene environment for teaching, learning and research. It is the zenith of more than 10 institutions in the complex – including Jumuia Hospital-Kaimosi, Friends college Kaimosi, Friends theological college, Kaimosi Girls, and Boys High, Kaimosi TTC, Kaimosi Vocational Training Institute, a Special school, and a host of primary schools – all sponsored by the Kaimosi Friends Church.
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KAIMOSI

4 QMS PROCESS APPROACH AND INTERACTIONS

4.1. QMS Process Approach and Interactions Chart



4.2 Description of the QMS Process Approach and Interactions

The aim of implementing a Quality Management System in the UNIVERSITY is to enhance customer satisfaction and exceed their expectations through the provision of products that meet their requirements and applicable legal requirements. During service provision and interaction with customers, Schools/departments determine customer needs and expectations, which are channeled to the respective schools/departments. Further, the UNIVERSITY determines legal requirements relating to the outputs it provides. These product or service requirements form the input to the interactive processes.

During service realization, each school/department interacts with the support departments independently. The support departments enhance effectiveness and efficiency in outputs. The departments also interact independently with the management processes in the Administration, Finance, Planning and Development departments in enhancing effectiveness and efficiency for Financial and Administrative support.

Continually, each school/department undertakes monitoring and measurement of its processes and products to ensure that they meet process and product requirements. The Internal Audit department and Quality Assurance & Management Systems Directorate undertake monitoring of processes and products and advise the respective schools/departments. Further, through Quality Management System audits opportunities for improvement and nonconformances are identified and actions taken. On an annual basis, the University monitors and measures customer satisfaction through customer satisfaction surveys and data collected is analyzed to identify areas of improvement.

To ensure that there is improvement, the top management ensures that there is an annual review of the quality objectives set in each department as well as risk assessment and opportunities for improvement evaluated during management reviews.