



## **KITALE NATIONAL POLYTECHNIC**

---

**QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD**

---

**EVALUATION REPORT ON THE ACHIEVEMENT OF QUALITY OBJECTIVES FOR THE FY 2020-**

**2021**

**ADMINISTRATION DEPARTMENT**

**ADMINISTRATION**

**EVALUATION REPORT ON THE ACHIEVEMENT OF QUALITY OBJECTIVES FOR THE FY 2020-2021**

<b>Objective</b>	<b>Who will be responsible?</b>	<b>What will be done?</b>	<b>When will it be completed?</b>	<b>What resources will be required?</b>	<b>How will the results be monitored and evaluated?</b>	<b>Status of achievement</b>
<i>State a measurable quality objective addressing any of the dimensions of quality product/ service</i>	<i>Give the title of the person to ensure that the quality objective is achieved (the process owner)</i>	<i>State activities to be undertaken to ensure that the quality objective is achieved</i>	<i>For every activity in column 3 indicate when it will be completed</i>	<i>Indicate the resources required to undertake the activities in column 3</i>	<i>Indicate how results will be monitored and evaluated that you've met the quality objective</i>	<i>Comment on the implementation process</i>
To raise and maintain customer satisfaction level from 75% to 100% by the end of the December, 2018.	DPs	<ol style="list-style-type: none"> <li>1. Collect more customer feedback.</li> <li>2. Analyze customer feedback tool more frequently.</li> <li>3. Take action</li> </ol>	<ul style="list-style-type: none"> <li>- Monthly</li> <li>- Quarterly</li> <li>- Monthly</li> </ul>	<ol style="list-style-type: none"> <li>1. Stationary</li> <li>2. funds</li> <li>3. Personnel</li> <li>4. Infrastructure</li> </ol>	Monitor by: <ul style="list-style-type: none"> <li>- Analysis of the customers' feedback report.</li> <li>- Physical observation of the customers, Infrastructure, Personnel, Stationary</li> </ul> Evaluate by analyzing results at the end of December, 2018.	Customer satisfaction raised and maintained from 75% up to .... Objective achieved up to .... hence to be continued
To reduce the frequency of machine breakdown from the current ten cases to at least two cases in a month by end of the year 2018.	DPs	<ol style="list-style-type: none"> <li>1. Train the officers involved on new skills of repairs and maintenance</li> <li>2. Disposing off the old machines and acquiring new and modern ones</li> </ol>	<ul style="list-style-type: none"> <li>- Quarterly</li> <li>- Yearly</li> </ul>	<ol style="list-style-type: none"> <li>1. Funds</li> <li>2. Infrastructure</li> <li>3. Personnel</li> <li>4. Stationary</li> </ol>	Monitoring by: <ul style="list-style-type: none"> <li>- Analysis of the maintenance reports</li> <li>- Analyze reported incidences of machine breakdown</li> </ul> Evaluate by: <ul style="list-style-type: none"> <li>- Physical observation of the machines</li> </ul>	Frequency of machine breakdown effectively reduced from at least two cases in a month up to ... Objective achieved up to ... hence to be restated
To maintain at least	DPs	<ol style="list-style-type: none"> <li>1. Continuous training of the</li> </ol>	<ul style="list-style-type: none"> <li>- Quarterly</li> </ul>	<ol style="list-style-type: none"> <li>1. Funds</li> <li>2. Infrastructure</li> </ol>	Monitor by: <ol style="list-style-type: none"> <li>1. Analysis of trips</li> </ol>	Safety of trips effectively

100% safety of the trips by the end of the year December, 2018		drivers 2. Taking Insurance	- Annually	3. Personnel 4. Stationary	register book 2. Analysis of training record book Evaluate by: Physical observation of operations	managed up to ... Objective achieved but the process is still continuous, hence to be restated
To enhance security by constructing a modern gate fitted with security features by the end of the year 2018	DPs	1. Build a modern gate 2. Build phase one of the perimeter wall	- Quarterly - Annually	1. Funds 2. Infrastructure 3. Personnel 4. Stationary	Monitor by: 1. Analysis of sources of funds 2. Analysis of personnel Evaluate by: Physical observation	Modern gate constructed and fitted with security features. Hence the objectively effectively achieved.

**PREPARED BY: DEPUTY PRINCIPAL ADMINISTRATION.**

**DATE: 25<sup>TH</sup> OCTOBER 2021**