





KITALE NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD

ADMINISTRATIONS QUALITY OBJECTIVES

KNP/QO/ADMIN/04

Authorized by: _____ Principal	Sign: 	Date: <u>25TH OCT 2021</u>
Issued by: _____ Management Representative	Sign: 	Date: <u>25TH OCT 2021</u>

ADMINISTRATIONS
QUALITY OBJECTIVES

SNO	Objective	Who will be responsible?	What will be done?	When will it be completed?	What resources will be required?	How will the results be monitored and evaluated?
	<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>
1.	To raise and maintain customer satisfaction level from ... % to at least 100% by the end of the December, 2018.	DP. Admin for admin issues and DP. Academic for academic issues	1. Collect more customer feedback. 2 .Analyze customer feedback tool more frequently. 3. Take action	- Monthly - Quarterly - Monthly	1. Stationary 2. funds 3. Personnel 4. Infrastructure	Monitor by: - Analysis of the customers' feedback report. - Physical observation of the customers, Infrastructure, Personnel, Stationary Evaluate by analyzing results at the end of December, 2022.
2.	To reduce the frequency of machine breakdown from the current ten cases to at least ... cases in a month by end of the Dec, 2022.	DP. Admin for admin issues and DP. Academic for academic issues	1. Train the officers involved on new skills of repairs and maintenance 2. Disposing off the old machines and acquiring new and modern ones	- Quarterly - Yearly	1. Funds 2. Infrastructure 3. Personnel 4. Stationary	Monitoring by: - Analysis of the maintenance reports - Analyze reported incidences of machine breakdown Evaluate by: - Physical observation of the machines

3.	To maintain at least 100% safety of the trips by the end of the year December, 2022.	DP. Admin for admin issues and DP. Academic for academic issues	1. Continuous training of the drivers 2. Taking Insurance	- Quarterly - Annually	1. Funds 2. Infrastructure 3. Personnel 4. Stationary	Monitor by: 1. Analysis of trips register book 2. Analysis of training record book Evaluate by: Physical observation of operations
4.	To enhance security by constructing the second face of the perimeter wall by Dec 2022.	DP. Admin for admin issues and DP. Academic for academic issues	1. Build phase two 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

PREPARED BY: DEPUTY PRINCIPAL ADMINISTRATION.

APPROVED BY: PRINCIPAL

DATE: 25TH OCTOBER 2021