


The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR CLEANING AND MAINTENANCE (CUEA/DVC ADM/MTN/02)	TRANSPORT AND MAINTENANCE OFFICER
	NO. OF APPENDICES:
	THREE (3) 7.1, 7.2 and 7.4
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	DEPUTY VICE CHANCELLOR, ADMINISTRATION, FINANCE AND PLANNING
SIGNATURE	
DATE	07 January 2019
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NOTE: 1. Write amendments on the page provided (Clause 0.2) 2. Controlled copies of this document will be in the Transport and Maintenance Office and the relevant functions for authorized users	

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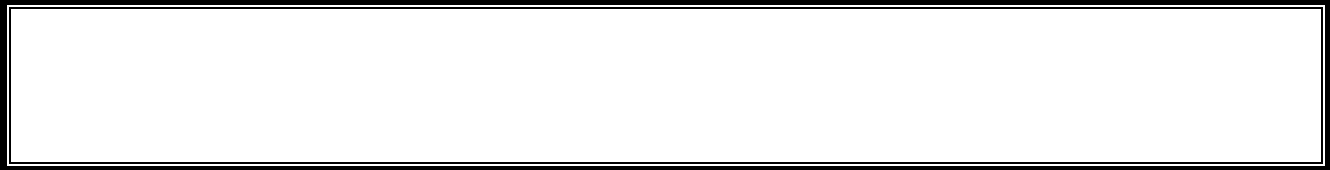
Standard Operating Procedure

CUEA/DVC
ADM/MTN/02

Title

**PROCEDURE FOR CLEANING AND
MAINTENANCE**

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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date (dd-mm-yy)	Details of Changes		Authorization
		Page	Clause/subclause	Title
1.	07-01-2019	All	Review of procedure to adhere to ISO 9001:2015	TMO

0.3 Distribution / Circulation

This procedure is available on the CUEA servers for authorized users

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1.0 PURPOSE

To ensure timely and efficient allocation of transport

2.0 SCOPE

The procedure of the booking for transport shall be covering all CUEA staff, students and bus hires except the DVC and VC.

3.0 REFERENCES

None

4.0 DEFINITION OF TERMS

- 4.1 VC Vice Chancellor
- 4.2 DVC Deputy Vice Chancellor
- 4.3 HOD Head of Department


5.0 PRINCIPAL RESPONSIBILITIES

It shall be the responsibility of the transport officer to ensure the procedures are adhered to.

6.0 METHOD

- 6.1 The maintenance supervisor shall prepare a monthly duty roster that shall be reviewed at the end of the three months to take care of the cleaners who normally have a six month contract.
- 6.2 The maintenance supervisor shall supervise the work being done and record the kinds of works performed by each member of staff.
- 6.3 Where the work done is not satisfactory, the supervisor shall seek the clarification from the person doing the work.

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- 6.4 In exceptional circumstances, the Transport / Maintenance Officer shall receive direction from the Head Advancement ,Estates & infrastructure.
- 6.5 On completion of the request, the maintenance supervisor shall report back.

7.0 APPENDICES

7.1 CONTEXT


7.1.1 External / Internal Factors

(a)	External Factors	Identified Risk / Opportunity
(i)	Weather changes	Rainy/ sunny seasons
(ii)	Surface of work station	Staff fail to report due to sickness
(iii)	Health of staff	Slippery floors
(b)	Internal Factors	Identified Risk / Opportunity
(i)	No of staff engaged	Availability of vehicle
(ii)	Provision of tools	Lack of quorum
(iii)	Level of supervision	Availability of authorities to approve

7.1.2 Relevant Interested Parties

	Party	Needs and Expectations
(i)	Students and staff	Clean classes and offices
(ii)	visitors	Well-kept compound
(iii)	administration	Comfortable learning environment


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7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
1.	Inadequate staff		1	3	2	medium	Employ enough
2.	Slipperly floors		2	1	2	Low	Provide right foot wear

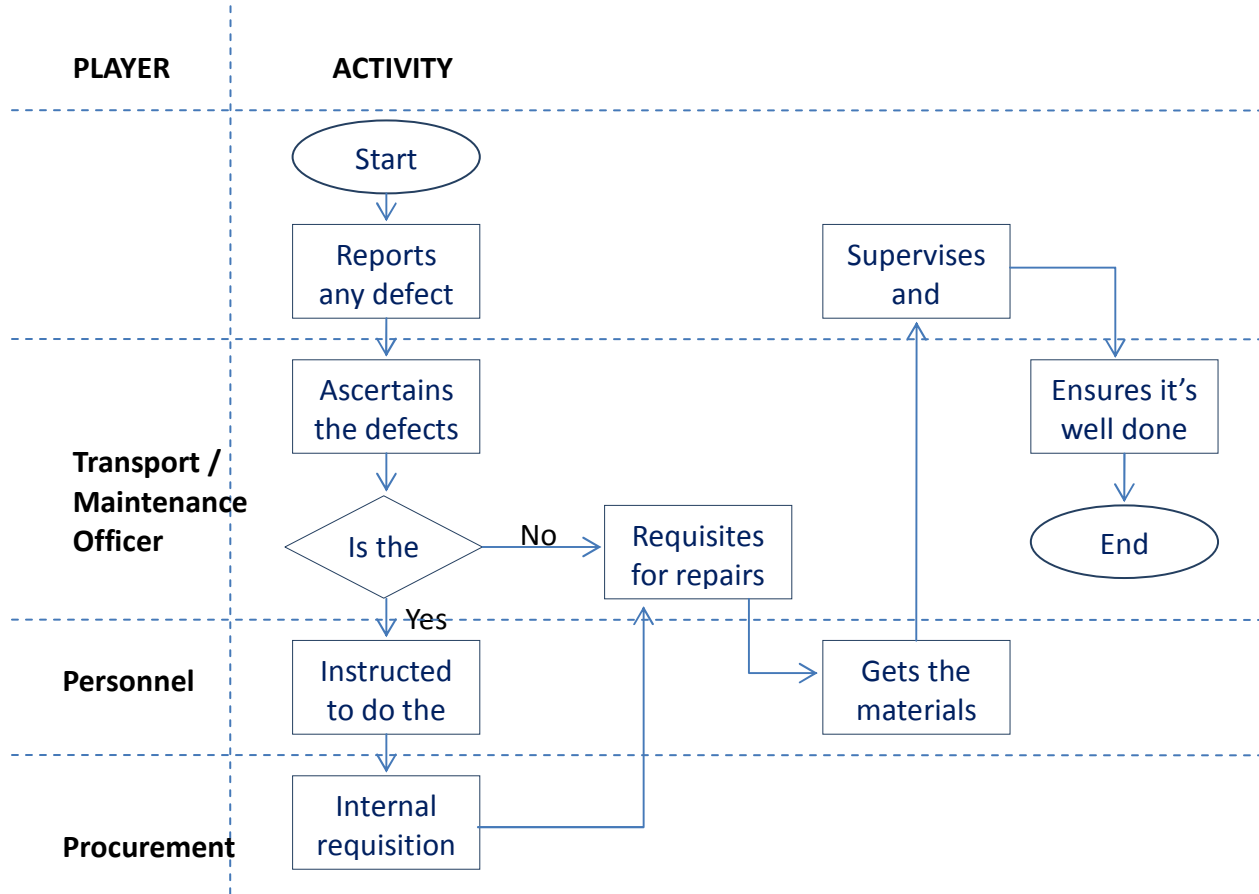
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7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE

NONE

7.4 PROCESS MAP



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