Level 1
QUALITY POLICY MANUAL

NORTHWEST SAMAR STATE UNIVERSITY
Calbayog City, Samar
UNIVERSITY BOARD OF REGENTS

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Northwest Samar State University (NwSSU) traces its beginning to Republic Act 2441 on November 16, 1960 as a vocational high school known as Tiburcio Tancinco Memorial Vocational School (TTMVS) enacted by Congress of the Philippines on June 21, 1959. From its humble beginning of forty five (45) students, classes expanded with seven (7) teachers and transferred to the present school campus in 1962.

With almost ten years since the school had its opening, the administration introduced new breaths to the school underscoring the faculty development program and infrastructure projects. The school opened the first class of the two-year postsecondary course, the predecessor of the present college department.

On November 17, 1982, the school was converted into a state college known as Tiburcio Tancinco Memorial Institute of Science and Technology (TTMIST). It was during this time that the school focused on the development of the school’s physical structures and offered courses on Industrial Technology with majors in Automotive Technology, Garments Technology, Trade Technology and Technical Drafting and soon followed by BSIE (Bachelor of Science in Industrial Education).

Significant milestones and great accomplishments have been instituted by the school in various areas like sending teachers to national and international trainings, study grants and conferences, receiving awards for outstanding performance of the faculty and technological innovations, implementing significant improvements in terms of physical facilities and other infrastructure projects, and building stronger linkages and partnerships with various national and international agencies and institutions and the opening of the Graduate School program, particularly offering two courses – Master of Arts in Industrial Education and Master of Arts in Science Teaching.

In 1993 responding to the demands of the industry for graduates who are competitive, more BS degree courses, most importantly, Arts and Sciences courses, Teacher Education, doctorate degrees, computer-related courses, information technology courses, were offered. Along line with the objective of the school to provide quality education, degree programs were submitted for AACCUP accreditation and the research, extension, and income generating programs of the school were strengthened, the capability and qualifications of the faculty through trainings and other career development in line with the faculty development program was also enhanced to match the required manpower complement for quality education.
Along these years, the school continued to grow and more courses were offered like Master in Engineering major in Engineering Management, BS in Hotel and Restaurant Management, BS in Electronics Communications Engineering and BS in Criminology. These courses were in line with the government’s pursuit of providing graduates who will serve as strong manpower of the country, most particularly, among those needed by various industries. Moreover, the school made improvements on renovation of physical facilities, establishment and installation of internet facilities, and strengthened linkages with various local, national and international agencies, and advancement in the area of technology through submitting some technological innovations and projects developed by some faculty members and students.

From then on, the school made a stable increase of enrolment ranging from 3.0 to 4 percent every year. Significant achievements were attained such as high passing rates of students in government examinations like board examinations for the engineering courses and education courses; improved faculty profile with not less than 55 percent holders of masters and doctorate degrees; intensification of research and extension programs; and strengthening of income-generating programs and projects. Faculty and staff welfare and development were also given priority.

More courses were offered at this time like Master in Information Technology, BS in Tourism Management and others; curriculum revisions particularly on ladderization of some programs; offering of more TESDA short courses; and increase of student scholarship grants. However, one of the most significant achievements attained by the Institute under was the elevation of the school from SUC Level 1 to SUC Level III-A, which considered four key result areas, namely: Quality and Relevant Instruction, Research Capability and Output, Relation with and Services to the Community and Management of Resources. In addition, TTMIST had updated its curricular programs/courses in education, engineering, information technology, computer science, management, business administration and others in order to keep pace with the demands of the industry or the world of work.

On November 18, 2009, TTMIST officially acquired its status of a state university to be known as Northwest Samar State University integrating SSCAF as its external campus. At present, the Northwest Samar State University continues to envision itself in heading towards a promising future. At present, the students continue to enjoy quality education in response to the competitive international standards, especially in the areas of science and technology and the University become the dynamic center of academic excellence in this eastern Visayas region.
EDUCATIONAL PROCESS FLOWCHART

(see attached flowchart)

NARRATIVE DESCRIPTION OF THE EDUCATIONAL PROCESS FLOWCHART

In completing a degree/course at the Northwest Samar State University, the following is the general educational process, to wit:

1. The student applicant shall undergo an entrance examination administered by the Guidance Office for new students and transferees.
2. The applicant who passes the entrance examination shall be advised to go to the College where he/she prefers to enroll/register and undergo other admission and screening requirements like grade evaluation and interview. Those who fail shall be advised to apply in some other course/s of the University which requires lower admission requirements or with open admission requirements.
3. The qualified applicant shall then be registered and shall undergo learning process which consists of academic instruction, co-curricular and extra-curricular activities as mandated and in accordance with the CHED minimum requirements for the curriculum, as well as, in the approved curriculum of the University. The performance of the student, particularly his academic performance, shall be subjected to periodic monitoring and evaluation based on the mandates imposed by CHED, the University and other guidelines necessary for the completion of the degree/course, which shall, in turn serve as basis for his/her retention.
4. Once the student passes all the requirements, he/she may proceed in the completion of the course. Otherwise, he/she shall be advised to transfer.
5. After complying with all academic requirements, a student who is enrolled in a four/five-year degree course shall undergo an On-the-Job Training or Student Teaching, whichever is applicable, in order to fully satisfy the requirements of the course.
6. The trainees or student teachers shall also be subjected to regular monitoring and evaluation as regards their performance.
7. Once the trainee or student-teacher fails based on the criteria/standards set for passing the training, he/she shall be advised to go back to the industry or cooperating school for re-training. Once the student is able to comply and pass the requirements, then he/she can proceed in completing the course as prerequisite to graduation.
8. After obtaining clearance from the industry/agency or cooperating school indicating that the student-trainee has fully and satisfactorily completed all requirements of OJT/Student-teaching, he/she is the qualified as a candidate for graduation or finish the remaining semesters, whichever is applicable as prescribed by the College and/or University.
VISION

A provider of relevant and quality education to a society where citizens are competent, skilled, dignified and community-oriented.

MISSION

An academic institution providing technological, professional, research and extension programs to form principles men and women of competencies and skills responsive to local and global development needs.

PURPOSE

The firm commitment of Northwest Samar University to elevate the quality and standards of the school is the main driving force for the establishment of the Quality Management System. The vision and mission and the various goals and objectives of the concerned Colleges and offices are a reflection of what the University aims for the entire academic community, most especially the students. Specifically, the University gives more focus in the areas of science and technology and it aspires to bring quality and accessible education most especially to the underprivileged individuals in the Eastern Visayas region.

SCOPE

The Quality Policy Manual of the Northwest Samar State University covers the following:

2.1. Policies and objectives of the Northwest Samar State University Quality Management System (QMS) stipulating the provision of education in all programs offered by the University.

2.2. Organizational structure and set up of the University.
DEFINITION OF TERMS

In order to provide the readers a common frame of reference and understand better the concepts as used in the context of this document, the following terms are operationally defined, to wit:

1. Calibration – the process of adaptation of the University in conformity with the globally accepted measures with emphasis on the accuracy and reliability of the measuring standards set for the devices prescribed in the curriculum.
2. Certification – the procedure and action by a duly authorized body of determining, verifying, and attesting in writing to the qualifications of personnel, processes, policies and procedures in accordance with applicable requirements.
3. CHED – the acronym for Commission on Higher Education
4. Conformity – an affirmative indication of judgment that a product or service has met the requirements of the relevant specifications, contract, or regulations; the state of meeting the requirements.
5. Corrective action – an action that is undertaken in order to rectify or correct a certain policy or procedure which causes an undesirable or problematic situation or creates non-conformity in order to prevent recurrence.
6. Customer – In the context of this manual, the term customer specifically refers to the students who are the direct recipients of the frontline services of the University.
7. NwSSU – acronym for Northwest Samar State University
8. Evaluation – the act of examining a process or group with respect to the standards of ISO 9001:2000 and forming certain conclusions as a result.
9. Examination – This is to measure the goods or services to determine conformity to some specified requirements or standards.
10. Guidelines – These refer to the documented instructions that are considered acceptable practices but not mandatory.
11. Inspection – these are procedures that measure one or more conditions of a product or service and the assessment of the products in comparison with the characteristics of standard or prescribed requirements to determine whether the product conforms or not with such requirements.
12. Non-conformity – the non-compliance or observance of prescribed requirements or guidelines.
13. Procedure – a specific method or step in performing or complying with a certain activity or task.
14. Process – an interrelated set of procedures and resources necessary for the accomplishment of a task or output.
15. Quality – the overall characteristics of a product or service reflecting a standard that satisfies a client.

16. Quality assurance – all the planned and systematic activities implemented within the quality system, and demonstrated as needed, to provide adequate confidence that a product or service can fulfill requirements for quality (refer to CHED Memo).

17. Quality Editor – a particular individual identified by the Administration who is qualified to perform quality audits/evaluation.

18. Quality control – the set of operational techniques and activities used to accomplish certain requirements in achieving quality standards.


20. Quality Plan – a document setting out the specific quality practices, resources and sequences of activities relevant to a particular product, project or contract.

21. Quality Policy – the overall intentions and directions of an organization regarding quality, as formally expressed by top management.

22. Quality System – the organization structure, responsibilities, procedures, processes, and resources needed to implement quality management in the provision of education covering all programs offered in NwSSU.

23. Standard – the documented result of a particular standardization effort approved by a recognized authority.

24. Testing – a method of determining the capability of an item to meet specified requirements by subjecting the item to a set of physical, chemical, environment or operating actions and conditions.

25. Top management – refers to the topmost leadership in the NwSSU System and includes the Board of Regents (BOR), SUC President III, SUC Vice-Presidents, and the College Deans.

26. Traceability – the ability to trace the history, application, or location of an item(s) or activity(ies) by means of recorded verification.

27. Verification – the manner in which the documents are verified as to their conformity and validity vis-à-vis regulations and policies of the University.
REFERENCES

The following were the vital documents which served as basis in the preparation and implementation of the Quality Management System (QMS) Manual, to wit:

1. ISO 9001:2008 Standard
2. NwSSU Merit System
3. NwSSU Administrative Manual
4. Board of Regents Resolutions
5. Civil Service Memorandum/Circulars
6. CHED Memorandum Orders and Circulars
8. New Government Accounting and Auditing (NGAS)
9. Republic Act 9719 (IRR of the University)
10. Republic Act 9470 (National Archives of the Philippines Act of 2007)
11. DBM Circulars
13. University Code
14. Student Handbook
17. Library Manual
18. Other applicable statutory and regulatory memoranda/orders/circulars
4. Quality Management System

4.1 Documentation

Northwest Samar State University Quality Management System (QMS) is designed to assure consistency in meeting the client’s needs and expectations with conformity on specified requirements of the ISO 9001:2008 standard. The QMS manuals primarily composed of the Quality Policy Manual (Level 1), the Quality Procedures Manual (Level 2), and the Quality Forms (Level 3).

4.1.1 The Quality Policy Manual is the framework of the Quality Management System.

4.1.2 The Quality Procedures Manual illustrates the process for the system to follow.

4.1.3 The Quality Forms serve as the pattern for operation and any other activities to be performed.

4.2 Control of Documents

4.2.1 The maintenance of the QMS manuals shall be the responsibility of the Director for Quality Assurance, who is also a member of the Management Review Committee (MRC). These manuals shall be reviewed and approved by the same committee.

4.2.2 The QMS manuals and its related documents are treated as confidential and shall not be brought outside the university’s premises without prior authorization from the Director for Quality Assurance. Documents/Records control procedures are defined in the Quality Procedures Manual.

4.2.3 The distribution of QMS manuals shall be the responsibility of the Director for Quality Assurance to ensure that correct documents are always available at points of use. A master list identifying the current revision status of documents shall be established and readily available to preclude the use of invalid and/or obsolete documents and data. Controlled copies shall be marked “CONTROLLED COPY” in red ink. A complete set of the QMS manuals shall be furnished to university president, vice president for academic affairs, vice president for administration, vice president for research, extension, and external affairs, satellite campus directors, and records officer.
4.2.4 In the case of the satellite campus of the university, the campus director, who is the authorized Campus QMR, shall be responsible in issuing relevant policies procedures and forms to the identified custodians. Acknowledgement of receipt of copies shall be indicated in the Master’s Copy under the Distribution List of the Documents.

4.2.5 The Northwest Samar State University encourages the participation of the entire staff in the system in the continual improvement of the Quality Management System. Recommendations or suggestions on QMS amendments shall be made in accordance to the Document Control Procedures in the Quality Procedures Manual.

4.2.6 The Director for Quality Assurance shall update the appropriate pages of the manual if revisions are instituted. He/She shall ensure that revisions are circulated to the registered holders of the manual.

4.2.7 The registered holders of the QMS manuals are responsible in ensuring that updated pages issued to them are inserted in their Controlled Copy manual and that obsolete pages are returned to the Director for Quality Assurance as soon as possible.

4.2.8 The Director for Quality Assurance shall control the master copy of obsolete pages, however, he shall ensure that each page is marked “Obsolete” and the date revised with his initial.

4.2.9 The Director for Quality Assurance shall ensure that all obsolete QMS manuals and other related documents retained as necessary for reference purposes are identified by marking “Obsolete: for reference purposes only”.

4.3 Control of Quality Records

Records shall be maintained to provide evidence of conformity to requirements and of the effective implementation/operation of the Quality Management System. Documented procedures in the control of quality records are defined in the Quality Procedures Manual.

4.3.1 All quality records shall be stored and retained in such a way that they are readily identifiable and retrievable in storage/filing cabinets, disks to prevent damage or deterioration, and to prevent loss. Records shall remain legible.
4.3.2 Retention time of quality records shall vary, depending on the importance and usefulness as reflected in the General Records Disposition Schedule (GRDS) in adherence to RA 9470, otherwise known as the National Archives of the Philippines Act of 2007.

4.3.3 Quality records shall be made available for evaluation by the University and Campus QMRs for review in an agreed period.
5. Management Responsibility

For the purpose of the Quality Management System, NwSSU has defined ‘Top Management as:

- University President
- Vice Presidents
- Campus Director

5.1 Management Commitment

NwSSU’s Top Management provides its commitment to the development, implementation and continual improvement of the quality system by:

a) Communicating to all personnel of the University the importance of meeting customer as well as statutory and regulatory requirements. Said requirements shall be communicated via

- employee meetings and general assemblies
- academic and administrative council meetings
- Bulletin boards
- Memoranda
- Stakeholders assembly/forum
- University website
- Social/mass media

b) Establishing a quality policy and quality objectives of the University and ensure that these are well-disseminated and understood by all members of the academic community.

c) Conducting management reviews to evaluate the effectiveness of the quality management system

d) Ensuring the availability of the resources and shall be immediately addressed through Management Review meetings to achieve and sustain quality work performance
5.2 Customer Focus

Top Management shall ensure that customer requirements are determined and are met to enhance customer satisfaction and ensure continuous improvement of NwSSU’s student services.

The customer requirements can be determined through several processes, particularly those that are expected to address the needs of the customer.

The customer of the University includes students, parents/guardians, national and local agencies, and other stakeholders.

Regular monitoring and evaluation shall be conducted to address the areas that need improvement in the customer requirements. Results of the monitoring and evaluation shall be inputs during management review meetings.

Actions shall be taken as necessary to ensure that customer requirements are continually met and enhanced.

5.3 Quality Policy

The Quality Policy of Northwest Samar State University is the Mission Statement as provided in RA 9719.

Top Management shall ensure that the Quality Policy of the University is:

a) Appropriate to the purpose of the University;
b) Communicated, understood, and implemented in all units and members of the University;
c) Ensured commitment to comply with requirements and continually improve effectiveness; and
d) Reviewed for continuing suitability during Management Review meetings.
5.4 Planning

5.4.1 Quality Objectives

Top Management shall ensure that quality objectives, including those needed to meet requirements for service provision and educational output realization are established at relevant functions and levels within the University.

The quality objectives shall include those needed to meet educational output requirements.

The quality objectives shall be measurable and are consistent with the Mission Statement.

The quality objectives shall be measurable and are consistent with the regional, national, and international quality standards.

The objectives shall be communicated in such a way that stakeholders of the University can contribute to their achievement.

5.4.2 QMS Planning

The Top Management shall ensure that responsible managers of the different departments and units shall submit action plan before the start of each academic year to form part of the University’s plan.

The planning shall focus on defining the processes needed to meet effectively and efficiently the University’s objectives for the different areas.

The components of the plan shall include information from the monitoring and evaluation of goals and objectives and updated organizational processes.

Plans to ensure the effective implementation of the new or revised system will be reviewed and discussed during the Management Review Meetings.
5.5 Responsibility, Authority, and Communication

5.5.1 Responsibility and Authority

The Top Management shall define the responsibility and authority of all employees who manage, perform and verify work affecting quality.

The responsibility and authority of each employee shall be documented and communicated.

The Top Management shall ensure that responsibility and authority are achieved through:

a) Initiate action to prevent any potential problems and non-conformities relating to the processes in the service provision and educational output realization, and the quality system;
b) Identify and record any problem relating to the service provision and educational output realization, and the quality system;
c) Initiate corrective action as well as preventive action for potential problems and non-conformities relating to the processes in the service provision and educational output realization, and the quality system;
d) Recommend, provide, and implement solutions with reference to service and or educational output conformity; and
e) Control the processing and delivering of services to ensure non-conforming educational output achieve a satisfactory condition.

5.5.2 Management Representatives

Top Management of the NwSSU appoints the Director of Quality Assurance as Quality Management Representative (QMR) who has the responsibility and authority for:

a) Ensuring that processes needed for the Quality Management System are established, implemented and maintained;
b) Reporting on performance of the Quality Management System to the Top Management for review as basis for improvement of the same Quality System; and
c) Ensuring the promotion of awareness of customer requirements through the University.
The Top Management shall appoint the Campus Director as Quality Management Representative who shall be responsible that the Quality Management System is consistently implemented in the satellite campus.

In the absence of the Quality Management Representative, any member of the Management Review Committee can assume the functions and responsibilities as authorized by the QMR and with the approval of the Top Management.

5.5.3 Internal communication

The Top Management shall ensure that effective and efficient communication processes within the University are established. Likewise, Top Management shall ensure that communication takes place on effectiveness of QMS.

Top Management shall also actively encourage communication feedback from people in the University as a means of involving them. These communication channels maybe in the form of:

a) Newsletters
b) Memoranda/Office Orders
c) Bulletin Boards
d) E-mail
e) Meetings/Conferences
f) Suggestion Boxes
g) Employee meetings and general assemblies
h) academic and administrative council meetings
i) Stakeholders assembly/forum
j) University website
k) Social/mass media
5.6 Management Review

5.6.1 General

The Quality Management System shall be reviewed by the Top Management to ensure a continuing suitability, adequacy and effectiveness. The management review shall be conducted to assess opportunities for improvement and determine whether there is a need for changes to the system, quality policy, and objectives. The review process shall be conducted at a minimum of one time per calendar year.

The Management Review Committee is composed of:

a) University President
b) Vice President for Academic Affairs
c) Vice President for Administration
d) Vice President for Research and Extension
e) Campus Director
f) Quality Management Representative (QMR)
g) Lead Auditors

5.6.2 Review Inputs

Inputs to management review shall include information on:

a) Results of audits
b) Customer complaints/feedback
c) Process and educational output performance
d) Status of preventive and corrective actions
e) Changes that affect the QMS
f) Recommendation for improvement

The records from reviews shall be maintained.

5.6.3 Review Output

Outputs from the Management Review Meetings shall include any decisions and actions related to:

- improvement of the effectiveness of the QMS and its processes;
- improvement of programs related to client requirements; and
- resource needs.
6. Resource Management

6.1 Provision of Resources

The NWSSU management commits to provide the necessary people, equipment, tools and materials and shall have the responsibility to ensure the availability of the identified resources which are essential to the implementation of the strategy and achievement of the organization’s goals and objectives. The overall philosophy in determining the resource requirements shall be:

6.1.1 Effective implementation and maintenance of QMS and the need for its continuous improvement; and

6.1.2 Continuous enhancement of client satisfaction level by meeting client requirements.

6.2 Human Resources

NWSSU ensures that instructional and support personnel, and all other personnel performing any task in the quality management system, are competent in their assigned task and are hired based on the approved job description possessing the necessary qualifications and satisfying the statutory and regulatory requirements set by Civil Service Commission (CSC).

The NWSSU top management shall only hire those applicants or candidates who possess the minimum requirements in terms of education, training and experience, civil service eligibility, physical fitness, and other qualities required for successful performance.

6.2.1 Enhancement of Competence and Awareness Through Training

Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives so much so that they are allowed to undergo trainings and attend seminars and workshops for their professional as well as personal growth.

6.2.1.1 The university conducts annual in-service training to its teaching and non-teaching personnel which helps in achieving the necessary competence needed in their respective work. Departmental heads/college deans and heads of various offices are responsible for identifying competency requirements and training needs in their respective departments/colleges and offices, and for
establishing departmental training programs. Instances
where communications were received directly by the office
of the university president, the latter no less forwards the
invitation to the concerned dean or any appropriate officer
for proper identification of personnel to attend the event or
gathering.

6.2.1.2 Identification of personnel to undergo training shall be on the
basis of their assigned tasks, performance, education, trainings attended, and experience.

6.2.1.3 All personnel records including their education, trainings, skills
and experience shall be filed and maintained in the 201
file/Personnel Data file in the Human Resource Management
Office of the university.

6.3 Infrastructure

6.3.1 The top management of NwSSU shall determine, provide and maintain
the infrastructure needed to achieve conformity to service requirements
through its preventive maintenance plans. Moreover, for new
buildings/structures to be built, the management shall follow the
established standards set by the CHED Technical Panel, and other
requirements set by the local as well as national regulatory boards.
Suitable infrastructure and facilities are provided as required to achieve
conformity to quality education. These include, but not limited to,
buildings, classrooms, laboratories, and other amenities.

6.3.2 The NwSSU top management formulates the Infrastructure Development
Program and shall thereafter creates an Infrastructure Project
Management Committee for monitoring and evaluation in the
implementation of new structures to be built. On the other hand, the
offices of Building Maintenance and Infrastructure Development (BMID)
shall establish and implement a maintenance plan which shall cover but
not limited to:

6.3.2.1 civil and structural
6.3.2.2 mechanical
6.3.2.3 electrical
6.3.2.4 information and communication technology
6.4 Equipment

To ensure that our equipment is suitable for achieving conformance to service requirement, NwSSU through the Office of General Services shall establish and implement a maintenance plan which shall cover those found in but not limited to:

6.4.1 workplace and associated facilities
6.4.2 classrooms and laboratories
6.4.3 all others within school premises

6.5 ICT and other Facilities

The top management of NwSSU shall determine and provide the needed ICT (software and hardware) and other facilities in order to achieve service conformity. Preventive maintenance methods are in place to ensure that all these continue to meet customers requirements and are religiously evaluated during management review to determine continued suitability.

6.6 Work Environment

6.6.1 The NWSSU top management shall determine, establish and manage a conducive work and learning environment in conformity to established standards.

6.6.2 It shall ensure that the conditions under which work is performed including physical, environmental and other factors are suitable enough to meet the university’s objectives.