



MASENO UNIVERSITY

DOCUMENT	PROCEDURE FOR PERFORMANCE MANAGEMENT		
DOC. NO:	MSU/ VC/QAPM/OP/01	ISSUE NO:	2
DATE OF ISSUE	10 TH MARCH, 2023	REV. NO:	0
AUTHOR	DIRECTOR, QUALITY ASSURANCE & PERFORMANCE MANAGEMENT		
AUTHORIZED BY:	VICE-CHANCELLOR	ISSUED BY:	MR
SIGNATURE		SIGNATURE	

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0.1 DOCUMENT CHANGES

#	Date (dd-mm-yy)	Details of Change		Authorization
		Page	Clause/sub clause	Title
1	06/03/2023	1	Change of signature of MR to reflect the current officer in charge.	VC
2	06/03/2023	2	3.3 ...inclusion of “Control of Documented Information”.	VC
3	06/03/2023	3	4.6. Addition of PSPMMU-Public Service Department Management & Monitoring Unit.	VC.
4	06/03/2023	3,4,5	6.1.2, 6.1.3, 6.1.5, 6.1.7, 6.2.2.2, 6.2.2.3 aligned to conform to current operations.	VC
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0.2 DOCUMENT DISTRIBUTION

This procedure shall be available on the University website for authorized users.

1. PURPOSE

This procedure ensures that services offered by the university adhere to the specified performance standards.

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2. SCOPE

This procedure covers performance contracting, monitoring and evaluation.

3. REFERENCES:

- 3.1 ISO 9001-2015: Quality Management System Requirement.
- 3.2 Maseno University Quality Manual
- 3.3 MSU/VC/MR/OP/01-Control of Documented Information.
- 3.4 Annual performance contract
- 3.5 Commission for University Education guidelines and standards
- 3.6 Performance Contract guidelines

4. TERMS (DEFINITIONS) & ABBREVIATIONS

- 4.1 **DVC PRI** – Deputy Vice-Chancellor Partnerships, Research and Innovation
- 4.2 **DVC AFD** - Deputy Vice-Chancellor, Administration, Finance & Development
- 4.3 **DVC ASA** - Deputy Vice-Chancellor, Academic & Students’ Affairs
- 4.4 **MR** - Management Representative
- 4.5 **DQA&PM**- Director Quality Assurance & Performance Management

5. RESPONSIBILITIES

Director Quality Assurance & Performance Management shall be responsible for the effective implementation of this procedure.

6. METHOD

6.1 Performance Contract

- 6.1.1 Director QAPM shall notify and collect information from Divisional Heads on their Divisional Performance Contract targets by March of every year.
- 6.1.2 Director QA&PM shall prepare the proposed performance contract targets for the university based on departmental inputs and the PC guidelines from the Government.
- 6.1.3 The University Management shall consider, approve, vet and negotiate the proposed targets with the relevant Government Ministries.

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6.1.4 The Director QA&PM shall in liaison with the Vice-Chancellor ensure the University Council Performance Contract is cascaded within the University set up and monitor its implementation.

6.1.5 At the end of every quarter, the Director, QA&PM shall prepare quarterly Performance Contract reports, present them to the University Management Board and the University Council for approval. DQA&PM shall submit the reports to the relevant Ministries and Government Agencies by 14th of the subsequent month.

6.1.6 At the end of the financial year, the Director, QA&PM shall prepare an annual Performance Contract report; present it to the University Management Board and the University Council for approval. Thereafter the Director, QA&PM shall submit the report to the relevant Ministries and Agencies.

6.1.7 The Director, QA&PM shall compile final evidence required for evaluation of the University Council Performance Contract by the Government. University Council, University Management, QA&PM shall participate in the evaluation at the end of the contract period.

6.2 Monitoring and Evaluation

6.2.1 Customer Satisfaction

6.2.1.1 The DQA&PM shall facilitate Customer Satisfaction Survey once every financial year to check on the level of customer satisfaction in the University and its Campuses.

6.2.1.2 This shall be done through a questionnaire developed by either DQA&PM or consultants engaged by MSU and approved by MSU management.

6.2.1.3 The DQA&PM shall submit the report to Management Board for discussion and adoption.

6.2.1.4 The DQA&PM shall monitor the implementation of the agreed Action Plan.

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6.2.2. Teaching and Learning Evaluation

6.2.2.1 The DQA&PM shall carry out Teaching Effectiveness Evaluation at the end of every semester to check on the effectiveness of teaching, learning and pedagogical issues by the students in the University and its Campuses.

6.2.2.2 This shall be done through a questionnaire developed by either DQA&PM.

6.2.2.3 The Director, DQA&PM shall send the individual lecturers' report to respective CODs for onwards submission to lecturers.

6.2.2.4 The DQA&PM shall prepare a report and submit to Senate for discussion and adoption.

