



Centre for Mathematics,
Science and Technology
Education in Africa
(CEMASTE)

General Operating Procedures

ADMINISTRATION PROCEDURE MANUAL

	Signature	Date
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PREAMBLE

The Administration department is comprised of Office services, Reprography Section, Estates Management, Security Services and Transport Section. The Principal Administration Officer has the overall principal responsibility for ensuring that this procedure remains adequate for its intended purposes and implementation. The Heads of sections ensure that these procedures are followed, effectively implemented and maintained.

PROCEDURE NO 1: CEO'S RECEPTION (OFFICE SERVICES)

GENERAL

1.0 PURPOSE

The purpose of this procedure is to ensure that processes in the Chief Executive Officer's reception is carried out effectively and efficiently as per the CEMASTEAs Service Charter and ISO 9001:2015 requirements.

2.0 SCOPE

This procedure applies to the Office Services functions within the CEO's reception, specifically covering the handling of mail, telephone handling, attending to enquiries, processing of information requests, management of customer interactions, receiving and acknowledging gifts, as well as the coordination and evaluation of external services. It provides a structured approach to ensure efficiency, consistency, and accountability in the delivery of office services

3.0 REFERENCES

1. CEMASTEAs Quality Manual
2. ISO 9001:2015 International Standard
3. Service Charter
4. Communication Policy
5. Customer Satisfaction procedure
6. Access to Information Act, 2016

4.0 DEFINITION OF TERMS, ACRONYMS AND ABBREVIATIONS

In addition to the relevant common definitions of terms given in ISO 9000, the following specific definitions shall apply:

CEO Chief Executive Officer

RMU Records Management Unit

AA Administration Assistants

5.0 PRINCIPAL RESPONSIBILITY

The Administration Assistants have the principal responsibility for ensuring that this procedure remains adequate for its intended purposes. All staff in the office services are responsible for implementing and ensuring this procedure is followed.

6.0 METHOD

Process maps are as per annex two

6.1 HANDLING CORRESPONDENCE

- 6.1.1. The Administration Assistants ensure that all external mail is captured in the incoming mail register except those marked confidential which should be opened by the Principal Administrative Officer
- 6.1.2. Administration Assistants ensure all internal and external correspondences received through official email or hand delivery are correctly date stamped.
- 6.1.3. Administration Assistants ensure all actioned documents from the CEO are dispatched to the relevant officers and where need be a scanned copy is sent through the officeservices@cemastea.ac.ke email. All actioned documents shall be recorded in the dispatch register, proposal register or delivery book. These documents must be signed for by the recipient upon receipt
- 6.1.4. All written correspondence responses shall be dispatched within five working days while email within one working day.
- 6.1.5. All copies of mail should be filed in subject files in the relevant departments. All County correspondences and training reports shall be filed in the Records Management

6.2 TELEPHONE HANDLING

- 6.2.1 Administration Assistants shall answer the telephone and direct them as required

- 6.2.2 Detailed call logs shall be maintained that specifies all incoming and outgoing calls, including the date, time, duration, and purpose of the call.
- 6.2.3 Visitors shall be received promptly and with courtesy, welcomed and assisted
- 6.2.4 Enquiries received through any channel shall be acknowledged and addressed within the stipulated timelines, ensuring clients receive accurate and timely feedback

6.3 RECEIVING OF GIFTS

- 6.3.1 The Centre's gift register shall be maintained at the CEO's reception. The register shall include the date of receipt, the name of the giver, the nature and approximate value of the gift, and the reason for the gift.

6.4 PROCESSING OF REQUEST FOR INFORMATION

- 6.4.1 Requests for information received shall be acknowledged. The information provided must be verified for completeness, accuracy and compliance with institutional policies, confidentiality and the Access to Information Act, 2016.
- 6.4.2 A formal response is then sent to the requester within 21 days. Where information cannot be provided, the person requesting for information is informed in writing.

6.5 EVALUATION OF EXTERNAL PROVIDERS

- 6.5.1 The Administration Assistants shall ensure performance of external providers are evaluated against the contract and reports generated quarterly. The reports shall be submitted to the Supply Chain Department quarterly

7.0 KEY PERFORMANCE INDICATORS

Key Performance Indicator	Target	Frequency of Monitoring and Evaluation	Responsibility
Correspondence handling within 1 day	100%	Weekly	AA

8.0 PROCESS RISK

Refer to Office Services risk and opportunities register

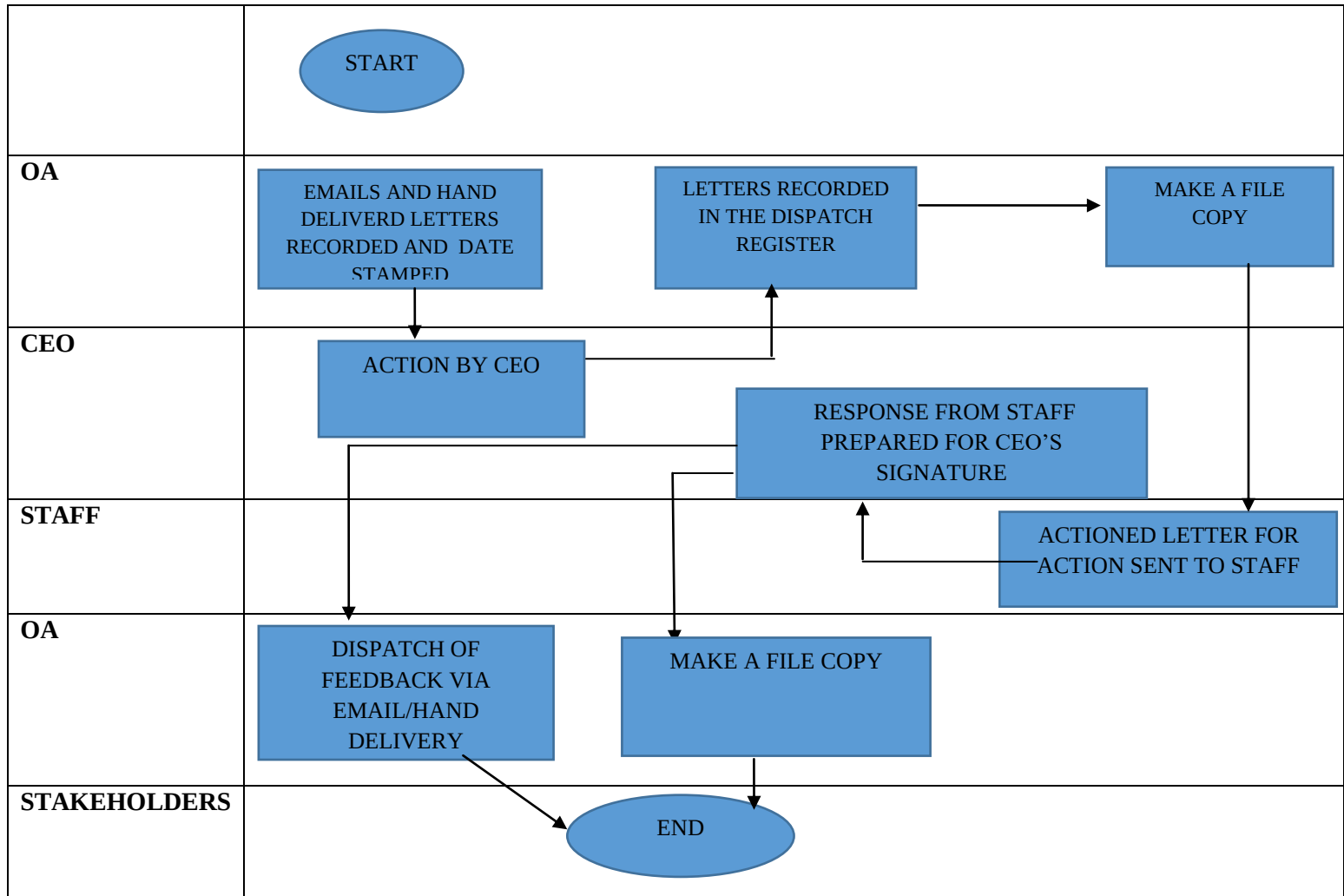
9.0 RETAINED DOCUMENTED INFORMATION

1. Subject Files
2. Delivery Book
3. Dispatch Register
4. Incoming mail register
5. Proposal Register
6. File Movement register
7. Complaints and compliments register
8. Outgoing Calls Register
9. Post office log book
10. Gift register

10.0 ANNEX: PROCESS INTERACTION MATRIX

Suppliers	Inputs	Activities	Outputs	Customer
CEO Ag. Director STEM Training Ag. Director Research and Innovation RMU AA Staff Stakeholders	Incoming and Outgoing correspondence	• Incoming letters received, registered and actioned • Dispatch of outgoing letters	Signed and actioned letters Records of movement	RMU AA Stakeholders Staff

ANNEX II: OFFICE SERVICES PROCESS MAP



PROCEDURE NO 2: REPROGRAPHY SERVICES

GENERAL

1.0 PURPOSE

The purpose of this procedure is to ensure that all reprography services are carried out in a timely, effective and efficient manner as per the reprography section procedure and ISO 9001:2015 requirements

2.0 SCOPE

This procedure is applicable to reproduction of documents, printing of certificates and all other activities in the reprography section in CEMASTEА

3.0 REFERENCES

1. ISO 9001:2015 Standard
2. CEMASTEА Quality Manual

4.0 DEFINITION OF TERMS, ACRONYMS AND ABBREVIATIONS

In addition to terminologies defined in ISO 9000, the following specific definitions shall apply;

BULK DOCUMENTS	Documents with more than 120 pages
ERP	Enterprise Resource Planning
REPROGRAPHY	Reproducing, printing, copying graphic materials, trimming, binding and lamination
SMALL DOCUMENTS	Documents with less than 120 pages
TRAINING MATERIALS	Includes registers, M&E tools and modules

5.0 PRINCIPAL RESPONSIBILITY

Reprography officer has the principal responsibility for ensuring that this procedure remains adequate for its intended purposes. All staff in the reprography sections are responsible for implementing and ensuring this procedure is followed.

6.0 METHOD

Process maps are as per annex two

6.1 REPRODUCTION OF DOCUMENTS

- 6.1.1 The Reprography Officer receives requests through email or request register For bulk documents(modules), the Reprography officer fills the ERP within the day of receiving and takes to the program coordinator to approve
- 6.1.2 The Reprography officer makes a stationery request to stores through the ERP for issuance of the requested materials.
- 6.1.3 After issuance of materials requested the Reprography officer prints or photocopies within one week for bulk documents and 3 working days for small documents
- 6.1.4 The Reprography Officer ensures adherence to statutory and legal requirements on Copyright Amendment Act 2019 and Data Protection Act 2019 while reproducing documents

6.2 PRINTING OF CERTIFICATES

- 6.2.1 The Reprography officer prepares the certificate template after receiving the approved course contents from Ag. Director STEM Training, and prints a sample and takes to Ag. Director STEM Training for approval before printing is done.
- 6.2.2 The Reprography officer prepares the data within 1 day if the list is between 001-500 participants.(serializing, checking and merging)
- 6.2.3 The Reprography officer prints the certificates within 1 day (for 001-500 participants) after receiving an approved list of qualifiers from the Ag. Director STEM Training. The reprography officer embeds the official seal after the training assistant has verified the certificates. The Reprography Officer submits to them to Ag. Director STEM Training office for dispatch
- 6.2.4 The Reprography Officer ensures that the pdf format of the certificates is sent to Ag. Director STEM Training and preserves the same in JPEG format.
- 6.2.5 The Reprography officer ensures that a copy of the certificate template and participants details is maintained for backup.
- 6.2.6 Where printing of certificate is not applicable, e-certificates are issued through the CEMASTEIA portal

6.3 EVALUATION OF EXTERNAL PROVIDERS

- 6.3.1 The Reprography officer ensures that a schedule of maintenance is prepared and available for all the photocopying machines.
- 6.3.2 The Reprography officer ensures that the performance of the external provider shall be evaluated against their signed contract and reports generated on quarterly basis. The reports shall be submitted to the supply chain at the end of every quarter.

7.0 KEY PERFORMANCE INDICATORS

Key Performance Indicator	Target	Frequency of Monitoring & Evaluation	Responsibility
To conduct routine maintenance services for the machine quarterly -Execute major machine repairs within 5 working days -Ensure that at least 80% of all submitted documents are executed within 21 days for Bulk documents and within 1 day for small documents.	100%	Quarterly	Reprography officer

8.0 PROCESS RISK

Refer to Reprography section risk and opportunities register

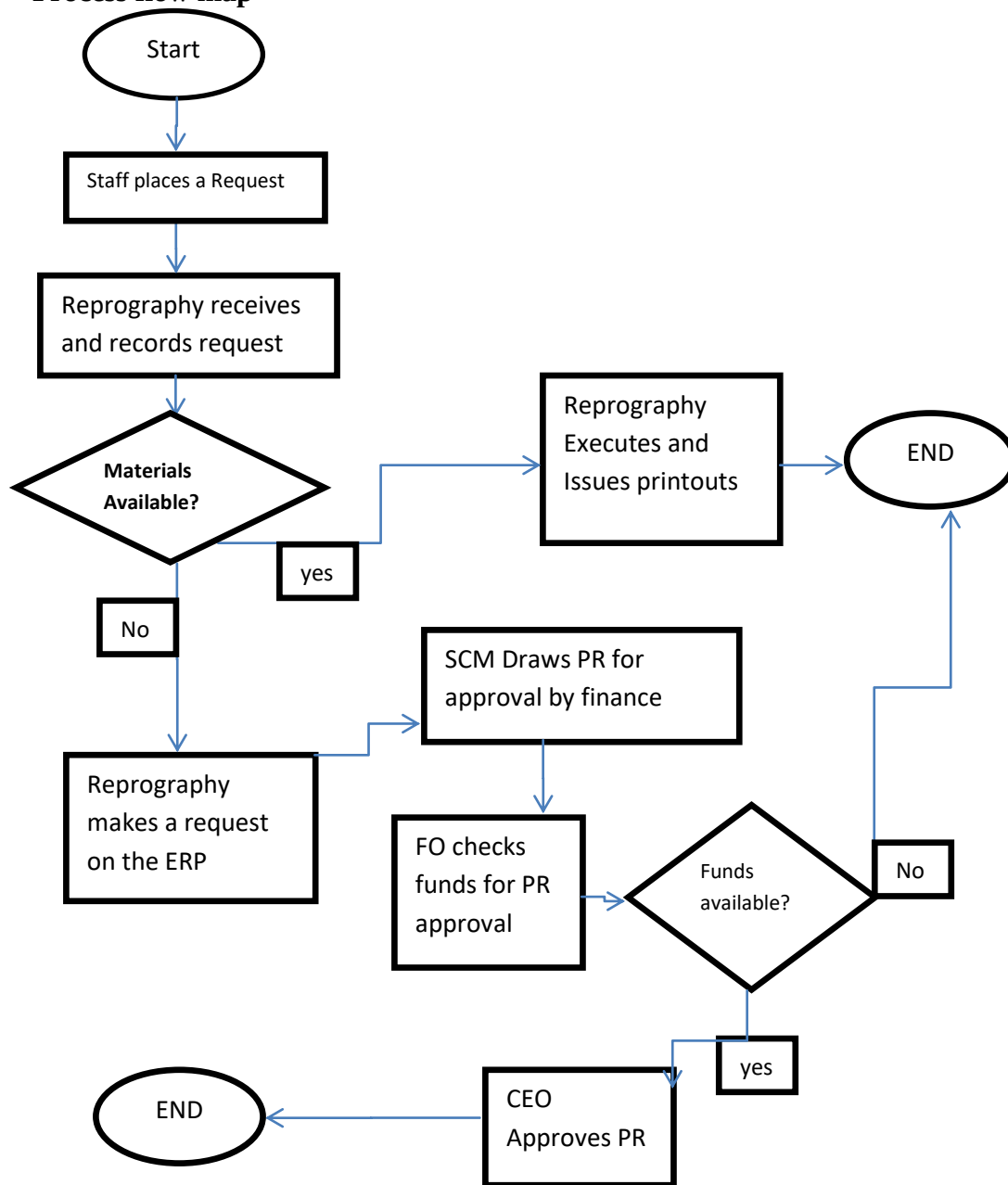
9.0 RETAINED DOCUMENTED INFORMATION

1. Request register
2. Enterprise Resource Planning Form
3. Certificate register

10.0 ANNEX: PROCESS INTERACTION MATRIX

Suppliers	Inputs	Activities	Outputs	Customer
Staff	1. Soft and hard copies of approved modules and other official documents 2. List of names for preparation of certificates 3. Approved Certificate template	Photocopying, printing, binding, trimming, laminating	1. Printed training modules and evaluation forms and other submitted documents 2. Printed certificates	1. Ag. Director STEM Training 2. Staff

Process flow map



PROCEDURE NO 3: ESTATES

GENERAL

The procedure is for the framed contracts affecting the operations of generators, firefighting equipment, wastewater treatment plant and the borehole. The contracts shall be for time durations as stipulated in the SCM procedure manual. This procedure also covers general repairs initiated by a request for repairs by staff.

1.0 PURPOSE

The purpose of this procedure is to ensure that planning, execution and controlling of work in the estates section are carried out effectively within CEMASTEА as per statutory, regulatory requirements, CEMASTEА Quality Manual and ISO 9001:2015

2.0 SCOPE

This procedure is applicable to construction, repair and maintenance activities including handling of premises keys at CEMASTEА

3.0 REFERENCE

1. CEMASTEА Strategic plan 2023-2027
2. CEMASTEА Quality Manual
3. ISO 9001:2015 International standard

4.0 DEFINITION OF TERMS, ACRONYMS AND ABBREVIATIONS

In addition to terminologies defined in ISO 9000, the following specific definitions shall apply;

BQs	Bill of Quantities
SDPW	State Department of Public Works
ENIA	Evaluation Negotiations Inspection and Acceptance
SEMA	Senior Estates Management Assistant
FRAMED CONTRACTS	Awarded contracts for a specified duration of time for routine maintenance
PSCMO	Principal Supply chain management officer
HoS	Head of Security
WWTP	Waste Water Treatment Plant

5.0 PRINCIPAL RESPONSIBILITY

The Senior Estates Management Assistant has the principal responsibility of ensuring that these procedures remain adequate for their intended purpose during implementation. The Senior Estates Management Assistant has the responsibility to ensure that staffs adhere to this procedure as stipulated

6.0 METHOD

Process maps are as per annex two

6.1 ROUTINE MAINTENANCE AND GENERAL REPAIRS

- 6.1.1 The SEMA raises a procurement purchase requisition for the services to the PSCMO (*refer to the SCM procedure manual*) 2 months before contract period conclusion
- 6.1.2 During the performance, the SEMA supervises the routine maintenance service signing and documenting the contractor's job card in the specific category file
- 6.1.3 In the event of the contractor not meeting the timelines the SEMA informs the PSCMO
- 6.1.4 The SEMA advises the PSCMO on these framed contracts regarding omissions, variations and necessary amendments during the performance period
- 6.1.5 Once the job is complete, the SEMA forwards the job card to PSCMO for processing
- 6.1.6 For replacement of worn out parts the SEMA and inspection committee shall confirm spare specifications quantities before installation

6.2 MANAGEMENT OF MATERIALS AND TOOLS

- 6.2.1 The SEMA requests the materials and tools from PSCMO and books them in the stock control register
- 6.2.2 The SEMA monitors the borrowing of tools by booking outgoing and return dates in the hand tools register

6.3 COMPOUND KEYS CONTROL

- 6.3.1 The SEMA maintains a key log for controlling access, issuance and movement of keys for all administrative operational areas
- 6.3.2 The SEMA facilitates access to service points by statutory service providers and relevant outsourced service providers for strategic installations e.g generators, WWTP, high voltage chambers and the borehole
- 6.3.3 The following operational areas shall monitor and control their keys; Procurement, Finance, Human Resource, Hospitality, Records Management unit, ICT, Reprography, Library and laboratories.

6.4 LOST KEYS

- 6.4.1 The SEMA receives a written report from staff for the lost keys
- 6.4.2 The SEMA notifies the HoS of the lost keys in writing and documents in the key log file.
- 6.4.3 The SEMA initiates repairs that are key cutting or change of locks. Change to the locks shall be warranted by:
 - Sensitivity of the concerned room
 - Absence of the spare key

6.5 NEW CONSTRUCTION

- 6.5.1 The SEMA liaises with S.D.P.W Engineers for supervision of the contracted works.
- 6.5.2 The SEMA gives the Chief Executive Officer briefs on project progress

6.6. EVALUATION OF EXTERNAL SERVICES PROVIDERS

- 6.6.1 The SEMA shall ensure performance of external providers will be evaluated against the signed contracts and reports generated quarterly

7.0 KEY PERFORMANCE INDICATORS

Key Performance Indicator	Target	Frequency of Monitoring & Evaluation	Responsibility
Maintained and serviced machines, plant and equipment per schedule	100%	Quarterly	SEMA
Execution of major repair works	Within 2 weeks	Quarterly	SEMA
Execution of minor repair works	Within 5 days	Quarterly	SEMA

8.0 PROCESS RISK

Refer to Administration Department risk and opportunities register

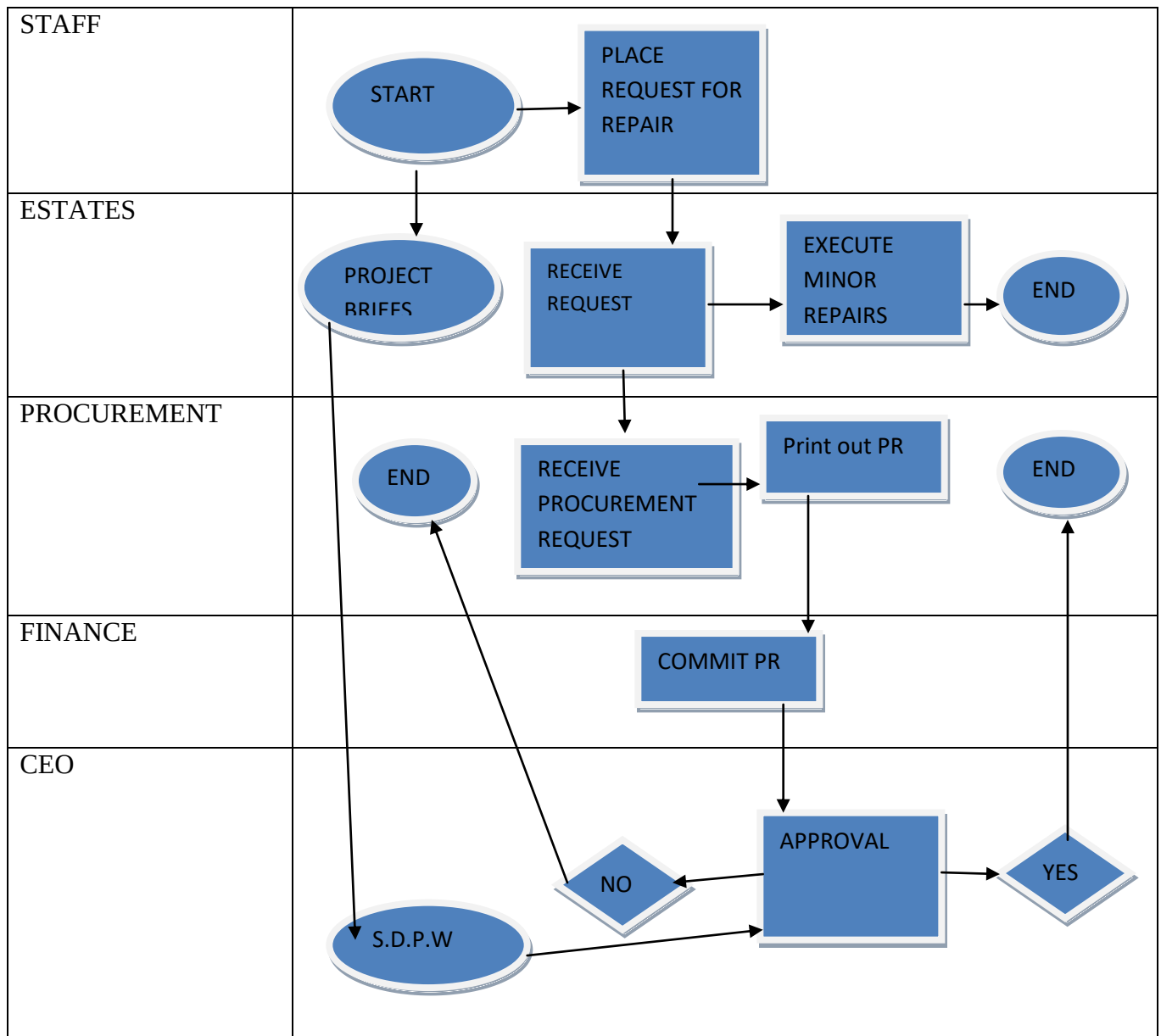
9.0 RETAINED DOCUMENTED INFORMATION

1. Signed contracts
2. Job cards
3. Inspection reports
4. Meeting minutes
5. Maintenance schedules
6. Procurement requisitions
7. Stock control register
8. Key control log
9. Controlled BQs
10. Controlled variation reports
11. Contract documents (drawings, specifications, BQs)
12. Site instructions

10.0 PROCESS INTERACTION MATRIX

Supplier	Inputs	Activities	Outputs	Customer
Estates Hospitality Residents	Requests for repairs/maintenance Maintenance schedule	Servicing and repair of machines	Job card Maintenance reports Serviced machines Repaired machines	Estates Hospitality Residents
Staff	Requests for lock replacement and key cutting	Purchasing of locks key cutting	Cut keys Repaired locks	Staff

PROCESS FLOW MAP



PROCEDURE NO 4: SECURITY

GENERAL

1.0 PURPOSE

The purpose of this procedure is to ensure security services at the Centre are managed effectively at all times in line with the requirements in the CEMASTEА Quality Manual and ISO 9001:2015 standards

2.0 SCOPE

This procedure is applicable to security activities in CEMASTEА and covers planning, execution and reporting on security arrangement at CEMASTEА

3.0 REFERENCE

1. ISO 9001:2015 International Standard
2. CEMASTEА Strategic Plan 2023 - 2027
3. CEMASTEА Quality Manual
4. Work instruction manual

4.0 DEFINITION OF TERMS, ACRONYMS AND ABBREVIATIONS

In addition to terminologies defined in ISO 9000, the following specific definitions shall apply;

HoS Head of Security

5.0 PRINCIPAL RESPONSIBILITY

The Head of Security has the principal responsibility for ensuring that this procedure remains adequate for its intended purpose. The Head of Security is responsible for ensuring that this procedure is implemented and followed by all staff.

6.0 METHOD

Process maps are as per annex two

6.1 SECURITY SERVICES MANAGEMENT

- 6.1.1. The Head of Security receives the out-sourced security guards from the Principal Supply Chain Management Officer and does a comprehensive job induction. He takes them through basic day to day compound security routines and prepares a duty roster.

- 6.1.2. The HoS ensures the security guards take their assigned stations as per the prepared duty roster and supervises the handing over and taking over of the guards at change-over times
- 6.1.3. HoS ensures security guards record in the occurrence book any security incidents observed during their assigned duty time. Any thefts are recorded in the theft register. However, in case of a major security incident such as burglary the security officer takes appropriate action including alerting the police upon receiving information from the guards on duty
- 6.1.4. The HoS ensures that the out-going security supervisor or guard hands over the occurrence book and CEMASTEIA property and provides a security brief to the incoming security supervisor and both sign the guard attendance register
- 6.1.5. The HoS prepares daily occurrence reports and makes monthly reports to the Director's office for action

6.2 HANDLING OF VISITORS

- 6.2.1. The HoS ensures the security guard on duty records the visitor's particulars; identity card or passport in the visitor's record book and retains the identification documents.
- 6.2.2. The HoS ensures all visitors are issued with an identification tag after screening and directed to the relevant department to be visited
- 6.2.3. The HoS ensures that before entry, the security guard inspects the vehicles, and for walk ins scanning with metal detectors is done before being issued with an identification tag
- 6.2.4. In the event of a security incident the security guard reports immediately to HoS who takes appropriate action after recording details in the occurrence book
- 6.2.5. For incoming deliveries, the HoS supervises the security guards, checks and records product details in the supplier book at the main gate and makes a follow up with the inspection committee and the details of the goods confirmed at the receiving bay
- 6.2.6. For outgoing goods, the HoS confirms clearance with the bearer having a valid gate pass approved by the CEO. The HOS shall confirm that the content going out are consistent with the content in the gate pass

6.2.7. The HoS supervises the security guards implementing visitors exit from CEMASTEIA returning all the retained documentation produced on entry

6.2.8. Staff shall be subjected to all the above security routines on entry and exit(screening and frisking of persons and their vehicles)

7.0 PERFORMANCE INDICATORS

Key Performance Indicator	Target	Frequency of Monitoring & Evaluation	Responsibility
Security of property and life	Zero loss to property and life	Weekly	HoS
Records of visitors	100%	Weekly	HoS Security personnel

8.0 PROCESS RISK

Refer to Administration Department risk and opportunities register

9.0 RETAINED DOCUMENTED INFORMATION

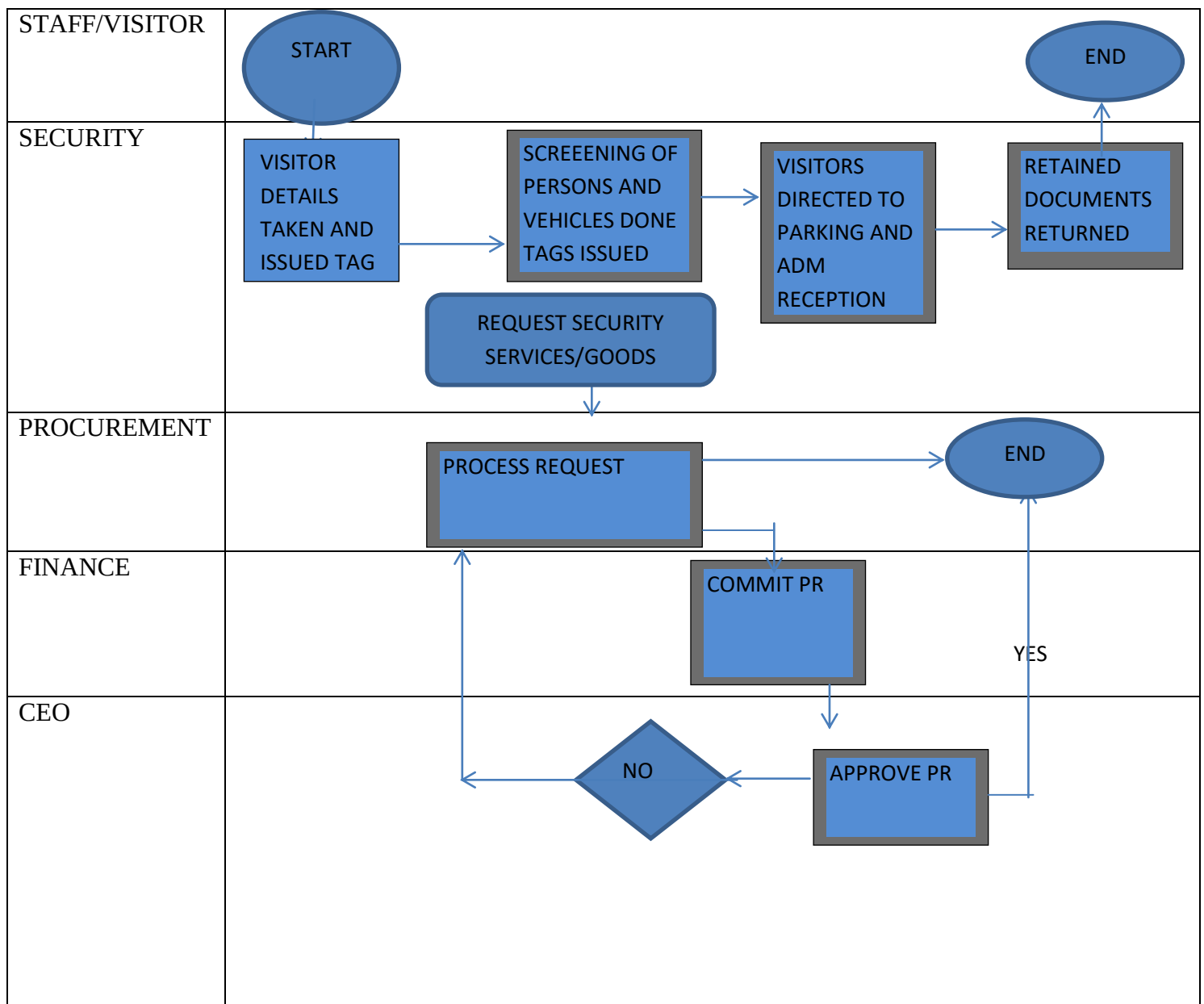
1. Guard attendance register
2. Duly filled gate pass
3. Visitor's record book
4. Occurrence book
5. Supply book

10.0 PROCESS INTERACTION MATRIX

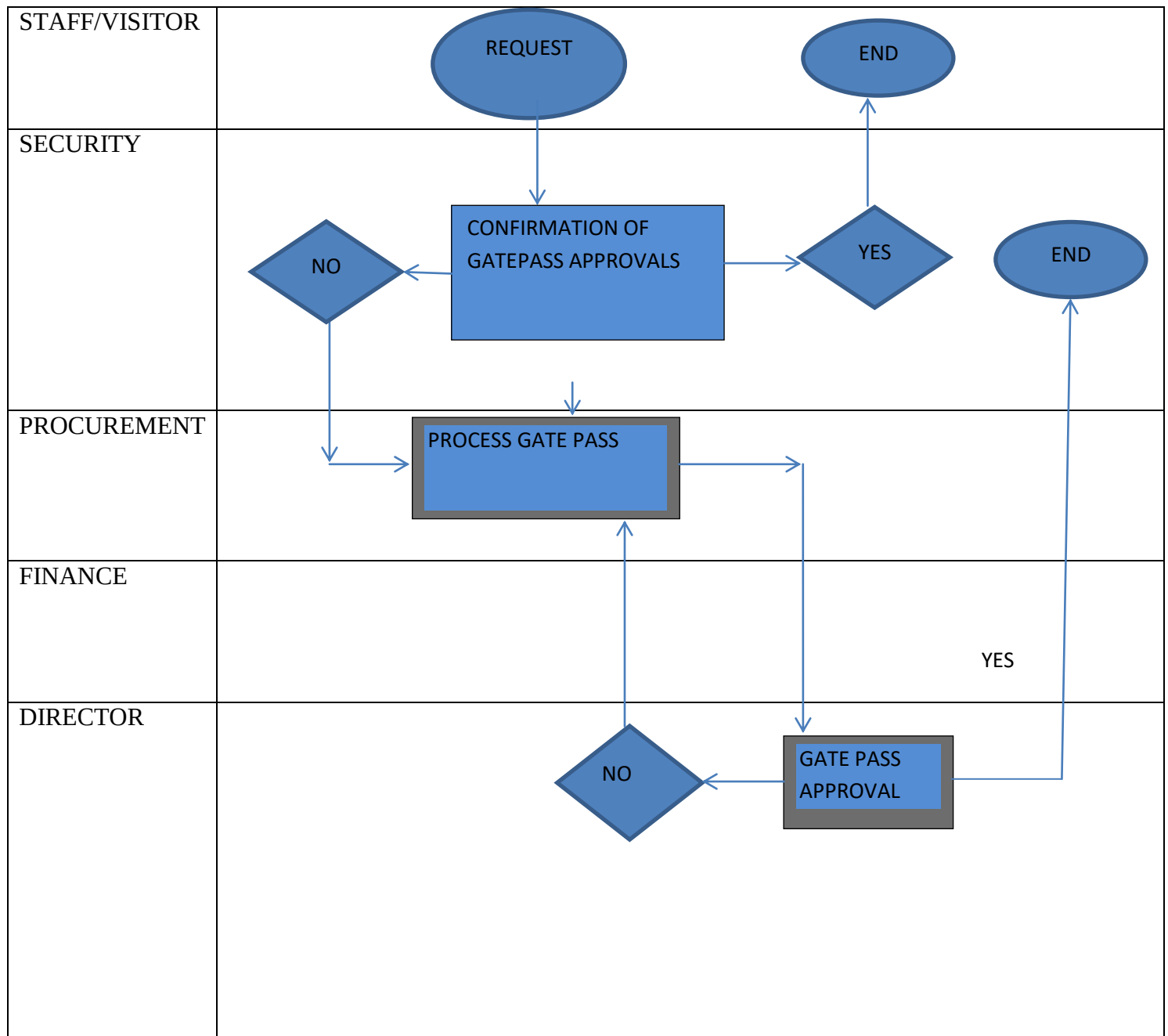
Supplier	Inputs	Activities	Outputs	Customer
Staff Visitors Suppliers	Recording personal information	Security checks Issue badges	Access to the Centre Gate passes	Staff Visitors Suppliers
Staff	Incident reports	Investigate incidents Document findings Escalate if needed	Incident reports Root cause analysis Corrective action	Security HR Top management
Security		Surveillance &	Surveillance	Security

ICT officers		monitoring of CCTV feeds	reports Footage	Head of Administration
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SECURITY PROCESS MAPPING 1



SECURITY PROCESS MAPPING 2



PROCEDURE NO 5: TRANSPORT SERVICES

GENERAL

1.0 PURPOSE

The purpose of this procedure is to ensure transport services are carried out effectively and efficiently to support CEMASTEА activities in line with CEMASTEА quality manual and ISO 9001:2015 requirements

2.0 SCOPE

This procedure is applicable to management of transport services in CEMASTEА i.e fuel management, assignment of vehicles, repairs and maintenance

3.0 REFERENCES

1. CEMASTEА quality manual
2. ISO 9001:2015 standard
3. CEMASTEА Service Charter
4. National Transport Safety Authority Act
5. CEMASTEА Road Safety Mainstreaming Policy

4.0 DEFINITION OF TERMS, ACRONYMS AND ABBREVIATIONS

In addition to the relevant, common definition of terms given in ISO 9000, the following specific definitions shall apply;

FIELD TRIPS	Journeys made outside Nairobi County
HD	Head driver
LOCAL TRIPS	Movements restricted within Nairobi and its environs
LSO	Local service order
EGP	Electronic Government Procurement
NTSA	National Transport Service Authority
AG. DIRECTOR R&A	Acting Director Research and Administration
PSCMO	Supply chain management
TEAM LEADER	Overseer of the group

5.0 PRINCIPAL RESPONSIBILITY

The Head driver has the principal responsibility for ensuring that this procedure is adequate for its intended purpose. The Head Driver has the responsibility to ensure that all staff in the transport section implement this procedure.

6.0 METHOD

6.1 ASSIGNING OF VEHICLES

- 6.1.1. The Head Driver receives a request for a vehicle one day prior for local trips and five days for field trips through the transport requisition form or a letter through the CEO's office
- 6.1.2. For internal requests HD ascertains if a vehicle is available then assigns a driver and communicates to the applicant the same day.
- 6.1.3. For external requests, HD proposes names and vehicles for the CEO's approval and response to the client.
- 6.1.4. The assigned driver ensures the work ticket is authorized as per the NTSA Act before commencing for the trip
- 6.1.5. HD ensures that upon returning the driver submits the vehicle keys to the security office and signs vehicle key register.
- 6.1.6. The HD ensures that all institution vehicles are parked at CEMASTEIA, on instances where the vehicles are not parked at the Centre, the driver shall inform HD

6.2 FUEL MANAGEMENT

- 6.2.1. The driver signs for the fuel card from security office before collection
- 6.2.2. The driver goes with the fuel card to the appointed petrol station. Fuel drawn and receipt number are then recorded on the work ticket and fuel analysis form.
- 6.2.3. Team leader to authorize fueling in areas where there are no CEMASTEIA contracted fuel stations while in the field
- 6.2.4. The HD ensures monthly analysis of work ticket on fuel usage and report is prepared and filed for records.

6.3 VEHICLE REPAIRS

- 6.3.1. Drivers reports any defects on vehicle to the HD through the checklist form, the HD verifies before the driver submits the request to supply chain department.
- 6.3.2. HD ensures the vehicle is taken for repair to the selected garage with an authority letter and a copy of the LSO. Vehicles under warranty will be repaired by the dealer or dealers in selected outlets
- 6.3.3. HD ensures the driver supervises the repairs and verifies against the LSO before signing the job card
- 6.3.4. HD ensures all replaced parts and spares are be brought back to the SCM department and verified against the repair invoice for accountability purposes
- 6.3.5. The HD ensures vehicle breakdown and repairs away from the institution are carried out by authorized garages.
- 6.3.6. In the event of an accident, refer to the CEMASTEIA Road Safety Mainstreaming Policy

6.4 VEHICLE MAINTENANCE (NORMAL SERVICES)

- 6.4.1. The HD prepares a vehicle maintenance schedule for all vehicles
- 6.4.2. HD ensures drivers monitor odometer readings of their assigned vehicles and ensures the vehicles are serviced once they are due (after every 5000 kms).
- 6.4.3. HD ensures the driver submits a copy of the work ticket and receipts to the transport office for filing in the -----file

6.5. EVALUATION OF EXTERNALLY PROVIDED SERVICES

- 6.5.1. The performance of external providers for vehicle maintenance and repairs; and insurance policy covers will be evaluated against the signed contracts and reports generated quarterly sent to supply chain department.

7.0 KEY PERFORMANCE INDICATORS

Key performance indicators	Target	Frequency of monitoring & evaluation	Responsibility
Timely response to request for vehicles	100%	Quarterly	Head Driver

Fuel management	100%	Monthly	Head Driver
Adherence to maintenance schedule	100%	Monthly	Head Driver

8.0 PROCESS RISK

Refer to Administration Department risk and opportunities register

9.0 RETAINED DOCUMENTED INFORMATION

1. Work tickets
2. Vehicle requisition form
3. Maintenance and repairs record
4. Vehicle service schedules
5. Duty allocation register
6. Transport reports
7. Vehicle keys register
8. Accident and incidents report
9. Vehicle repairs satisfactory note
10. Fuel Analysis form

10.0 ANNEX: PROCESS INTERACTIONS MATRIX

Suppliers	Inputs	Activities	Outputs	Customer
Staff Stakeholders requests	Vehicle requests	Assigning of vehicles Assigning of drivers	Vehicle and driver assigned	Staff Stakeholders
Drivers Supply chain	Fuel top up request Fuel receipts	Processing of top up request	Top up of fuel cards	Driver Supply Chain Finance and Accounts
Drivers Supply Chain	Service requests Purchase requisitions	Approval of Purchase requisitions Processing of	Serviced/repaired vehicles Vehicle repairs satisfactory note	Drivers Staff Stakeholders

		quotations	Serviced vehicles report	
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