



UNIVERSITY OF EASTERN AFRICA, BARATON

Food preparation and Service Procedure



**QUALITY MANAGEMENT SYSTEM DOCUMENTATION
BASED ON ISO 9001:2015**

University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Food preparation and service

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UNIVERSITY OF EASTERN AFRICA, BARATON

QUALITY MANAGEMENT SYSTEM

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1.0 GENERAL

1.1 Purpose

To ensure effectiveness, consistency, completeness and timeliness in food production and service.

1.2 Scope

The procedure applies to food preparation and service at the Cafeteria.

1.3 References

Document category	Document title
Statute	Public Health Act Chapter 254

1.4 Terms and Definitions

Abbreviation/Term	Description
DVC SAS	Deputy Vice Chancellor, Students Affairs & Services
HoD	Head of Department
LPO	Local Purchase Order
GRN	Goods Received Note

1.5 Principal Responsibility

The HoD shall ensure adherence to this procedure.

1.6 Inputs

Need to provide high quality lacto-ovo vegetarian meals.

1.7 Resources

- a) Personnel
- b) Source of energy
- c) Food inputs
- d) Stationery
- e) Kitchen equipment
- f) Dining furniture

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

Budgeting (PR-FIN-001).



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2.2 Process Steps

2.2.1 Planning

Step	Activity	Record	Responsibility
2.2.1.1	This procedure shall start the HoD and Head Chef preparing a cyclical menu guided by:- a) Number of expected clients; b) Type of clients; and c) Food in season	Menu	HoD
2.2.1.2	Upon preparation of menu, the Store keeper shall ensure preparation a requisition guided by the menu and forward it to the HoD.	Requisition Evidence of communication	Head Chef
2.2.1.3	The HoD shall, upon review, forward it to the DVC – SAS for approval.	Reviewed requisition	HoD
2.2.1.4	In approving the requisition, the DVC – SAS shall consider approved Budget. The HoD shall act on any recommendations from the DVC – SAS.	Approved requisition	DVC – SAS
2.2.1.5	Upon approval by the DVC – SAS, the HoD shall ensure forwarding of the requisition to the to the DVC Finance and Administration for approval and onward transmission to the Procurement Manager for processing.	Evidence of communication	HoD



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Step	Activity	Record	Responsibility
2.2.1.6	<p>The HoD shall ensure preparation of a fortnight duty roster and ensure communication as per the Departmental Notice Board.</p> <p>In preparing the duty roster, the HoD shall consider: -</p> <ul style="list-style-type: none">a) number of staff;b) calendar of events; andc) duties to be assigned.	Duty roster	HoD

2.2.2 Food preparation and service

Step	Activity	Record	Responsibility
2.2.2.1	<p>On receiving the inputs, the HoD, Store keeper and the Procurement Officer shall verify the items guided by the LPO, Goods Received Note and the Delivery Note.</p> <p>In the event of an anomaly, the HoD shall notify the Procurement Manager for action.</p>	LPO	HoD
2.2.2.2	<p>Upon verification, the Store keeper shall ensure the items are stored based on the expiry dates and Stock Movement Sheet is updated.</p>	Stock Movement Sheet	Store Keeper
2.2.2.3	<p>The Head Chef shall on a daily basis and based on the menu</p>	Order	Head Chef



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Step	Activity	Record	Responsibility
	make an order for the items required.		
2.2.2.4	On issuance the Storekeeper shall update the Stock Cards and ensure the Head Chef acknowledges receipt by signing the on the Stock Cards.	Updated Store Cards	Store keeper
2.2.2.5	The Store keeper shall ensure that the items are issued based on the day's menu, updating of Stock Movement Sheet	Stock Movement Sheet	Store keeper
2.2.2.6	On receipt of the food items, the Head Chef shall: a) supervise the preparation process b) usher in the clients c) ensure service is provided to the clients d) ensure clearing, crumbing down and cleaning is undertaken		Head Chef
2.2.2.7	The Head Chef shall ensure review of the Complaints Register on a daily basis and ensure corrective actions are undertaken.	Complaints Register	Head Chef

Note1: The HoD shall ensure staff have the requisite compliance certificates.

2.3 Process Outputs

- a) High quality food and service
- b) Satisfied clients



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2.4 Subsequent Processes

No subsequent process

3.0 PROCESS KEY PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Evaluation
Customer satisfaction	Number of complaints received and resolved per semester
Compliance with legal requirements	Review of relevant certificates (for food handlers it is renewed after every six months and food hygiene license it is renewed on annual basis).