



# UNIVERSITY OF EASTERN AFRICA, BARATON

## Physical Plant Procedure



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



University of Eastern Africa, Baraton

---

Quality Management System based on ISO 9001:2015

## **Physical Plant Procedures**

**Document No:** PR-PPD-001

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



UNIVERSITY OF EASTERN AFRICA, BARATON

### QUALITY MANAGEMENT SYSTEM

Approved by:

Sign:

Name: Prof. Msafiri Mmamba Jackson  
Vice Chancellor

Date: 2<sup>nd</sup> April, 2025

Issued by:

Sign:

Name Prof. Moses M. Kibirango  
Director, Quality Assurance

Date: 2<sup>nd</sup> April, 2025



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## Document Version Control Sheet

[illegible]



# Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## TABLE OF CONTENTS

<b>1.0</b>	<b>GENERAL.....</b>	<b>5</b>
1.1	Purpose.....	5
1.2	Scope .....	5
1.3	References.....	5
1.4	Terms and Definitions .....	5
1.5	Principal Responsibility .....	5
1.6	Inputs .....	5
1.7	Resources.....	5
<b>2.0</b>	<b>PROCESS DESCRIPTION .....</b>	<b>5</b>
2.1	Predecessor Processes.....	5
2.2	Process Steps .....	6
2.2.1	Repairs .....	6
2.2.2	Maintenance.....	7
2.2.3	Water Project .....	8
2.2.4	Grounds work and custodial .....	9
2.3	Process Outputs .....	10
2.4	Subsequent Processes.....	10
<b>3.0</b>	<b>PROCESS KEY PERFORMANCE INDICATORS .....</b>	<b>11</b>



# Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure consistency and efficiency in repair and maintenance, water project and grounds work and custodials.

### 1.2 Scope

The procedure applies to management of repair and maintenance, water project and grounds work and custodials in the University.

### 1.3 References

Document category	Document title
Standards	WHO and KEBS Standards

### 1.4 Terms and Definitions

Abbreviation/Term	Description
DVC	Deputy Vice-Chancellor
HoS	Head of Section
KEBS	Kenya Bureau of Standards
WHO	World Health Standards

### 1.5 Principal Responsibility

The Physical Plant Manager shall ensure adherence to this procedure.

### 1.6 Inputs

- a) Requests for repair
- b) Approved Maintenance Schedule
- c) Need for clean and safe water
- d) Need for a clean environment

### 1.7 Resources

- a) Personnel
- b) Tools and equipment
- c) Communication
- d) Stationery

## 2.0 PROCESS DESCRIPTION

### 2.1 Predecessor Processes

No predecessor process.



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 2.2 Process Steps

#### 2.2.1 Repairs

Step	Activity	Record	Responsibility
2.2.1.1	This procedure shall start with the Secretary receiving a request for repair and filling in the work records sheet.	Work Records Sheet	Secretary
2.2.1.2	On receipt, the Secretary shall inform the HoS who shall assigns the work to a Technician and update the Work Records Sheet.	Work Records Sheet	Head of Maintenance
2.2.1.3	The Technician shall:- a) review the request and where applicable visit the site to make an assessment of work to be done and materials required; b) update the Work Records Sheet.	Work Records Sheet	Technician
2.2.1.4	On receiving the preliminary report from the Technician, the HoS shall assign the work to the specific section to handle the task and update the Work Records Sheet.	Work Records Sheet	HoS
2.2.1.5	The HoS shall ensure that the work is done and update work records sheet to confirm work has been done to the required level.	Work Records Sheet	HoS



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
2.2.1.6	The User shall sign the report sheet to confirm satisfaction of the repair work done.	Report sheet	User
2.2.1.7	The Physical Plant Manager shall review the work records sheet on a daily basis to verify works completed and take action where necessary.	Work records sheet	Physical Plant Manager

### 2.2.2 Maintenance

Step	Activity	Record	Responsibility
2.2.2.1	This shall start with the Physical Plant Manager preparing a quarterly maintenance schedule based on the following:- a) Equipment/service manual b) Inspection reports	Quarterly Maintenance Schedule	Physical Plant Manager
2.2.2.2	Upon preparation, the Physical Plant Manager shall forward it to the DVC Finance and Administration for approval.	Evidence of communication	Physical Plant Manager
2.2.2.3	In approving the DVC Finance and Administration shall consider:- a) Availability of funds b) Calendar of events The Physical Plant Manager shall act on any recommendations made by the DVC Finance and Administration.	Approved Maintenance Schedule	DVC Finance and Administration



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
2.2.2.4	Upon approval, the Physical Plant Manager shall communicate the schedule to the relevant sections for implementation.	Evidence of communication	Physical Plant Manager
2.2.2.5	The Section Heads shall ensure the maintenance is carried out as per the schedule and update the maintenance book.	Updated Maintenance Book	Section Heads
2.2.2.6	The Physical Plant Manager shall on a monthly basis prepare and submit maintenance reports to the DVC Finance and Administration for information and action where necessary.	Monthly Maintenance Reports	Physical Plant Manager

### 2.2.3 Water Project

Step	Activity	Record	Responsibility
2.2.3.1	This procedure shall start with the HoS preparing a monthly duty roster for staff in the Section.  In preparing the duty roster, the HoS shall consider:- a) Number of staff; and b) Area of specialization	Monthly duty roster	HoS
2.2.3.2	Upon preparation, the HoS shall forward it to the Physical Plant Manager for approval.	Approved monthly duty roster	HoS



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility								
2.2.3.3	Upon approval, the HoS shall communicate it to the staff through a meeting.	Evidence of meeting	HoS								
2.2.3.4	The HoS shall ensure that the duty roster is adhered to and the KEBs and WHO standards are complied with in providing safe and clean water to the University Community and neighboring communities.	Evidence of implementation of the duty roster	HoS								
2.2.3.5	<div>The HoS shall submit the following reports to the Physical Plant Manager:-<table><tr><th>Report</th><th>Frequency</th></tr><tr><td>Water analysis report</td><td>Daily and quarterly</td></tr><tr><td>Chemical request</td><td>Quarterly</td></tr><tr><td>Waste water analysis</td><td>Quarterly</td></tr></table></div>	Report	Frequency	Water analysis report	Daily and quarterly	Chemical request	Quarterly	Waste water analysis	Quarterly	Water analysis report Chemical request Waste water analysis	HoS
Report	Frequency										
Water analysis report	Daily and quarterly										
Chemical request	Quarterly										
Waste water analysis	Quarterly										

### 2.2.4 Grounds work and custodial

Step	Activity	Record	Responsibility
2.2.4.1	<p>This procedure shall start with the HoS preparing a semi-annual Duty Roster for staff in the section.</p> <p>In preparing the duty roster, the HoS shall consider:-</p> <p>a) Number of staff</p>	Semi-annual Duty Roster	HoS



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
	b) Rotation c) Seasons d) Variety of staff		
2.2.4.2	Upon preparation, the HoS shall forward it to the Physical Plant Manager for approval.	Evidence of communication	HoS
2.2.4.3	Upon approval, the HoS shall communicate it to the staff through a meeting.	Evidence of meeting	HoS
2.2.4.4	The HoS shall ensure work is undertaken by conducting random spot checks and updating the Grounds Maintenance checklist	Grounds Maintenance checklist	HoS
2.2.4.5	On a quarterly basis, the Physical Plant Manager shall ensure preparation and submission of a grounds report to the DVC Finance and Administration for information and necessary action.	Quarterly Grounds Report	Physical Plant Manager

### 2.3 Process Outputs

- a) Conducted repairs and maintenance
- b) Supply of clean and safe water
- c) Clean environment

### 2.4 Subsequent Processes

No subsequent process.



## Physical Plant Procedures

Doc No: PR-PPD-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 3.0 PROCESS KEY PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Evaluation
Compliance with Water Standards	Analysis of reports
Implementation of the Maintenance Schedule	% of maintenance activities conducted as per Maintenance Schedule per Semester