



UNIVERSITY OF SADAT CITY (USC)



QUALITY MANAGEMENT SYSTEM MANUAL

QMSM (01)

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President Preface

It is eminent from the guiding directions of His Excellency President Abdel Fattah El-Sisi that Quality Assurance of Education should be considered as an urgent priority for establishing Egypt's renaissance and progress. Indeed, Quality Assurance of Education is a prerequisite for helping our beloved country to regain its leading and pioneering role regionally and internationally. With this in mind, come the vision and mission of our university and its strategic goals with the aim to develop and enhance the quality of teaching and learning as well as research processes and to provide outstanding services for the community.

In doing so, the University of Sadat City implements a sustainable and all-inclusive quality assurance system that assures the efficiency of institutions performance to its full capacity. Such a system highlights that the quality of inputs, processes and outputs along with the best development and investment of potentials should be guaranteed to unify efforts, save time and money and promote the quality of the educational institutions which enable leading the international labor market.

Egypt, with all its institutions, is going through a paradigm shift achieving better future for its people. Education and scientific research are the perfect tools for such a paradigm shift that targets the welfare of human being. The increasing international competition imposed inevitable challenges that could not be attended to but through administering the state-of -the-art trends of quality assurance in education to be able to lead the market needs and compete internationally.

Prof. Dr. Salah El-Sayed Al-Balal
President of University of Sadat City



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Editorial Staff

Preparation Team:

Position **Officer of Performance Assessment and Continuous Improvement Unit**

Name Dr. Nermeen Borai Ahmed

Date 20.08.2015

Position **Vice Director of QACID**

Name Dr. Ali H. H. Saleh

Date 20.08.2015

Position **ISO Coordinator**

Name Dr. Hazem Hegazy Mohamed

Date 20.08.2015

Position **Officer of Administrative Improvement & Digitalization Unit**

Name Dr. Ezzat Ahmad Fadaly

Date 20.08.2015

Position **Officer of Planning & Value Added Measurement Unit**

Name Dr. Salah Elsayed Mohamed

Date 20.08.2015

Reviewing Team:

Position **QACID Director**

Name Dr. Magda Abou El-Safa

Date 19.09.2015

Position **Vice President for Graduate Studies and Research**

Name Prof. Dr. Rifai I. Rifai

Date 19.09.2015

Approval

Position **University President**

Name Prof. Dr. Salah Sayed El Balal

Date 14.10.2015



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* **Refers to relevant clauses of ISO 9001, 2015.**

If applicable, Management representative approves changes to this Quality Manual



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ISO 9001/2008 certificate

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University of Sadat City in Brief

1) Brief History on the Foundation of the University

Sadat City University (USC) is a governmental University located in Sadat City, Egypt. The university began in 1993 with some Faculties affiliated to Menofia University in Sadat City. Then the branch of Sadat was set up to follow Menofia University, according to the Ministerial Decree No. 167 dated 2006. Presidential Decree No. 180 dated 2013 was issued to establish the University of Sadat City and its headquarters in Sadat City at Menofia Governorate. USC has eight Faculties and Institutes (Faculties of Veterinary Medicine, Tourism and Hotels Education, Commerce, Law, Physical Education, Genetic Engineering and Biotechnology Research Institute and Environmental Studies and Research Institute). The two institutes have divisions for Advanced Study and award postgraduate academic degrees (Philosophy Doctorate, Masters of Science and Diplomas). The six Faculties have divisions that offer courses and award graduate and postgraduate academic degrees (Bachelor, Philosophy Doctorate, Masters of Science and Diplomas).

The following new Faculties will start soon:

- Pharmacy and Pharmaceutical Industries,
- Oral Medicine and Dentistry,
- Engineering Technology and
- Applied Medical Sciences.

USC Seeks to achieve an entirely distinct cognitive entity across Egypt, Middle East and Africa during the next two decades. It aspires to achieve such a distinction in all educational programs and research activities it offers.

For more information, please visit USC's website <http://www.usc.edu.eg>

University main address and telephone

Residence Address : Sadat City
Wipe Site : www.usc.edu.eg
E-mail : President@usc.edu.eg
Telephone : 048/2612139
Fax :048/2612139
PO Box : 32897



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2) USC Premises

- Main Campus located at 5th Zone Sadat City and it includes the following:

S.N.	Faculty/Institute	Address
1-	Genetic Engineering and Biotechnology Research Institute	Main campus
2-	Faculty of Veterinary Medicine	Main campus
3-	Faculty of Tourism and Hotels	Main campus

Other Premises at different places in Sadat City as follows:

S.N.	Faculty/Institute	Address
1-	Faculty of Physical Education (Boys-Girls)	4 th Zone Sadat City
2-	Environmental Studies and Research Institute	6 th Zone Sadat City
3-	Faculty of Law	12 th Zone Sadat City
4-	Faculty of Commerce	12 th Zone Sadat City
5-	Faculty of Education	7 th Zone Sadat City

3) University Goals

The USC seeks to be a distinct and unique entity in all educational programs it offers, scientific research it undertakes and community services it offers. In effect, it strives to be one of the leading universities locally and regionally. To illustrate it tries to attain the following:

1. Securing a learning environment of high standard which focuses on qualifying graduates who are able to contribute to the economic, social cultural welfare in universities and communities and who have the ability to fully participate on a larger scale and have a high level of commitment and communication to develop the personal and professional side.
2. Undertaking well-designed, high quality, theoretical or applied research based on actual community needs assessment to solve real community problems and drive it towards progress and prosperity.
3. Paying due attention to the dynamic and continuous development under the regional scale as a response and recognition of such a rapidly changing global environment based on excellence in education, research, and developing leadership skills.
4. Ensuring efficient resource management and development.

4) Administrative Structure

▪ **The President**

The president's main responsibility is to manage the university at the academic, financial and administrative levels. This is in addition to monitoring the implementation of the university laws and acts, along with the decisions made by the university council and the supreme council of universities. The senior Vice President becomes active President in case of the latter absence.



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▪ **Vice President for Education and Student Affairs**

The Vice President for Education and Student affairs main responsibility is to assist the president in managing the academic, cultural, athletic and social affairs of undergraduate students.

▪ **Vice President for Graduate Studies and Research**

The Vice President for Graduate Studies and Research assists the President in managing postgraduate studies and research affairs. In doing so, s/he tries to strengthen the mutual connections with other universities, faculties, centers and organizations involved in scientific research.

▪ **Vice President for Community Services and Environmental Development**

The Vice President for Community Services and Environmental Development assists the President in managing the university affairs related to the community and extending university services and research findings to the community.

Head of Department

The head of department main responsibility is to set general policies for education and scientific research plan. Manages educational and administrative affairs of the scientific department, links the department with the university council and top administration and implements university council decisions.

Administrative Departments (Non-Scientific Departments)

University General Secretary

The General Secretary's main role is to manage the administrative affairs of the university and to ensure the non-academic departments to be active in their administrative jobs. In addition this, s/he prepares and implements annual plans for financial affairs, purchases, supplies and maintenance. The General Secretary works under the supervision of the university President.

Students Affairs Department

Students' affairs department is in charge of managing enrollment, documenting and keeping track of student's records, managing exams schedules and proctoring and academic advising. Such role is carried out in accordance with the university council decisions.

Graduate Studies Department

Graduate Studies Department is responsible for setting and supervising exam schedules and enrollment of the post graduate students. Furthermore, it revises documents and conditions for enrollment in a Diploma, a M.Sc. and/or a Ph.D. in accordance with the university and university council decrees and regulations. Moreover, it endorses research plans, documenting research



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papers, dissertations and research- related affairs in accordance with related decrees of the university council.

Personnel Affairs Department

Personnel Affairs Department is mainly in charge of supervising and distributing tasks related to the budget, granting permissions travel, appointment, attendance and other related issues. The university has sum of 580 task force; 189 hands and 391 employees.

University Staff Department

USC university staff department main lies in supervising administrative, financial and cultural affairs of university staff members and their assisting staff in accordance with decrees of the university council.

Scientific Relations Department

Scientific Relations Department is to assist staff and their assistants in managing travel for scientific purposes, i.e., participating in conferences, studying abroad and other related issues in accordance with the university and university regulations and council's decrees.

Youth Welfare Department

Youth Welfare Department supervises student's activities (administrative, financial, and social) in addition to attending to students care program in coordination with the university.

Payroll Affairs Department

The main responsibility of the Payroll Affairs Department is to supervise and implement payroll and financial affairs related to the university staff members, assisting staff and employees.

Engineering and Maintenance Department

Maintenance of the infrastructure of the university building is the role of Engineering and Maintenance Department. Such a role is carried out in cooperation with the respective departments in the university. In addition, this department is to do all the maintenance needed so as to keep the available transportation vehicle well-functioning.

Graduate Affairs Department

Endorsing graduate certificates, documenting student files during the studying years and keeping well as managing student's records are among the responsibilities of the Graduate Affairs Department. The department sometimes helps students who are seeking jobs by organizing job fairs



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in cooperation with the private sector and under the supervision of environmental affairs sector.

Environmental affairs Department

Supervising, documenting and keeping records and files for the scientific activities of environmental affairs sector is what Environmental affairs Department is responsible for.

Appointment of Academic Leadership

a) President

The President of the university is appointed by a presidential decree. S/he is selected in the light of a number of criteria, among which are the curriculum vitae, scientific merits, academic achievement ... etc.

b) Vice President

The Vice President is appointed by a presidential decree. S/he is nominated by the university president from amongst the university professors who had at least five years' experience being a professor. The Minister of Higher Education suggests the potential name for the position of university vice president.

c) Head of the Scientific Department

The President of the university appoints the head of the scientific department from amongst the most senior three professors in coordination with the dean. He is in office for three years renewable for once.

5) Main applicable laws, Executive by laws and standards

- The law number 49 year 1972 for regulating universities Implementing Regulations
- The law number 40 year 1974 for regulating universities Implementing Regulations
- The law number 50 year 1975 for regulating universities Implementing Regulations
- The law number 98 year 1989 for tenders and Auctions
- ISO9001:2008

6) University Vision

University of Sadat City is a leading international university and exemplary in terms of knowledge production and its application.



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7) University Mission

University of Sadat City is committed to qualifying graduates who are capable of meeting/leading/coping with the local labor market needs via offering educational, research, and community services that promote creativity and Excellency within a continuous improvement framework.

8) University of Sadat City Strategic Goals

- 1- Developing the university according to the Standards and norms;
- 2- Adopting and aligning with the university mission, vision, strategic goals and core values on the part of the all university administrative departments;
- 3- Establishing an effective management system based on quality assurance standards and outstanding human resource performance
- 4- Endorsing the continuous and sustainable improvement for the educational system and scientific research to ensure qualifying a graduate that meets the local and regional labor market needs;
- 5- Seeking creativity and uniqueness persistently and attaining professional and research excellence.
- 6- Embracing a methodology based on mechanism for assessing community future needs and how to meet them;
- 7- Maintaining equality, flexibility and fairness in services delivery that should meet the needs of the stallholders;
- 8- Strengthening core values and ethics at the university
- 9- Continuous performance monitoring and assessment based on goals and core values of the strategic plan.



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9) Manpower

The overall number of academic staff members is 708, whereas the number of administrative staff is 1410. All the staff are compensated with salaries, social security schemes, incentives and bonuses through a performance appraisal system according to the university law.



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Introduction

University of Sadat City is keen to offer the most outstanding services in its field of specialization to satisfy the interested party demands and anticipations. The University takes into consideration the state of the scientific references, international specifications, local standards, guidelines, by laws and legal requirements.

Within this framework, the University established a quality management system conforming to the international standard (ISO 9001/2008) and the international workshop guidelines for implementation in educational organizations (IWA2).

Such a system has been adopted in view of the University commitment and measured objectives to periodically review and continually develop and improve its activities and services for the satisfaction of its recipients.



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1. SCOPE

1.1 General

Provision of administration support for USC's graduates with higher skills, higher educations, scientific researches and consultations services for communities.

This document specifies the quality management and related systems. The systems requirements of this manual aim at University interested party by consistently providing conforming services which meet or exceed interested parties requirements and satisfaction through application of the system continuous improvement and prevention of nonconformity.

This document ensures that the University adequately identifies customer requirements through all quality management system processes, to the University interested parties satisfaction with a closed loop methodology Figure 1.

1.2 Application and exclusion

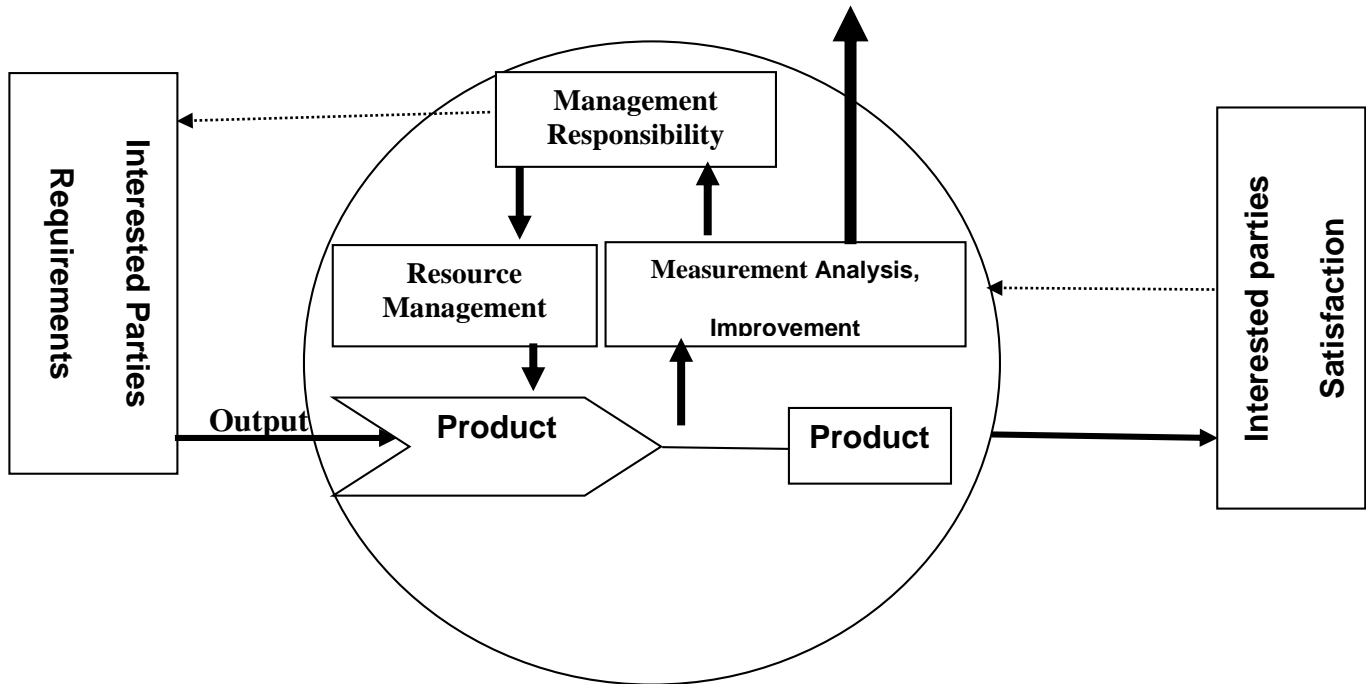
This document applies to all services and satisfies the requirements and intent of ISO 9001/2008 excluding design and development clause (7.3), validation of processes for production and service provision clause (7.5.2), and delivery clause (7.5.1.f), customer property clause (7.5.4) and control of monitoring and measuring equipment clause (7.6), because of the nature of the administration support work.

1.3 Out Sources

N/A



**Continuous Improvement
for Quality Management
System**



Figur1: Quality Management System Model



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2. SYSTEMS OVERVIEW

2.1 Conformance to ISO 9001/2008 standards and IWA2 Workshop

2.1.1 This section addresses the service process model for University. The quality management system processes as identified in the service process model, are described in documented procedures listed in Appendix A. Appendix A indicates how each process satisfies the specific actions or related actions of the quality management system requirements according to the international standards ISO 9001/2008 requirements in sections 4, 5,6,7,8. Each process is then individually described in functional terms against its purpose within the overall core, support and service process structure of ISO 9001/2008 is addressed through all the procedures which clarify the responsibilities for appropriate activities within them and move details at section 4. This is also supplemented by the policy, management responsibility, organization chart, authority and responsibilities included in section 5 of this manual.

2.2 University of Sadat City Core and support Process: A Brief Description

2.2.1 The General Secretariat of the University facilitates all the works of the university and the services supporting the educational process and scientific research for those who are affiliated to the university (faculty members, students and staff) whether in the general administrations, facilities or institutes. Among these services are the financial, health, information systems, Information exchange, purchases, social services and students' services, such as youth care and students' affairs. It also provides services to graduates which include applying to the army, issuing certificates, tracking the general budget of the university, dealing with different ministries, such as the ministries of higher education, finance, and planning, and the governmental bodies, such as the Central Auditing Organization, Public Mobilization and Statistics, and Organization and Management, for the purposes of providing provisions and the university needs through the application of laws and organizational regulations that organize work within the Egyptian Universities.



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2.2.2 Core and support process interactions

The core and support process are illustrated in Fig. 2.01 and as follow:

1. Students' Services

Students' services cover admission, issuing university ID's, collecting tuition fees, and participating in examination works (e.g., proctoring, control sheets and results). Students' services also comprise youth care, social welfare, preparing religious, cultural and entertainment events and competitions, scientific expeditions and developing training courses to enhance students' skills. Furthermore, the students' services entail granting patents for the various educational stages, reviewing and determining the capacity related to the students along with the beginning of every academic year and reporting it to the Supreme Council of Universities. Several administrations participate in providing such services, including the students' affairs (general- in faculties), youth care and social welfare.

2. Post graduate Studies, Research and Cultural Relations Services

The Post graduate Studies, Research and Cultural Relations sector provides several services among which are assisting the postgraduate students in all what they need such as admission, getting grants and missions through the cultural relations between University of Sadat City and other universities all over the world. Moreover, the sector assists in publishing and uploading research papers to the university's website which directly aims at increasing the university ranking globally. Several administrations take part in providing such services such as the postgraduates, research and cultural relations administrations.

3. Personnel services (Teaching Staff members)

Personnel services entail all the services provided to all teaching staff members in order for them to have enough time for their scientific missions, such as facilitating travel for the scientific events, conventions and missions. They also provide the staff with data on their jobs and promotion paths. They manage and keep staff files; one for each employee in the



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university which includes their personal information and professional record. The Personnel administration is in charge of providing such services (special cadre- general cadre).

4. Purchasing Services

The essential role of the purchasing services is to make whatever the university needs available such as instruments, educational equipment, computers and IT equipment. Purchasing and Stores administration is also in charge of reviewing all purchasing procedures in the university's faculties and hospital as well as storing and distributing the equipment to the faculties, institutes and administrations. Such processes are carried out through tenders that are subject in all its procedures to the tenders' law.

5. Financial and Accounting Services

Financial and Accounting Services are concerned with everything that has to do with the university budget, special funds, special accounts and special units. They follow up the cashing, all dealings with the Ministry of Finance and the banks which deal with the university. They also have to do with calculating the university resources, salaries, financial rewards to the teaching staff members and employees, and social welfare for the students. They work on avoiding the notes of the Central Auditing Organization and Financial and Administrative Guidance.

6. Health Services

Health Services are mainly concerned with the provision of medical services such as examinations, diagnoses, investigations and, giving medications. It is also responsible for facilitating surgical procedures and physiotherapy. These services are provided by the Medical Central Administration with all its branches (preventive, clinical- dental- staff care)



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7. Information Systems Services

Information Systems Services include all IT services (Students' affairs – postgraduate studies- personnel - entitlements, information exchange, data analysis, extracting the statistics that contribute to taking decisions by the higher management of the university. Such services are provided by the Knowledge and Technology Services Center, Scientific Calculation Center, General Administration and Information and Documentation Center.

8. Environmental and Social Services

Environmental and Social Services are the medical caravans and the provision of the veterinary, agricultural and educational services such as literacy and what is related to the non-profit services projects. Such services are carried out by the Community Service Sector including the General Administration for Environmental Projects.

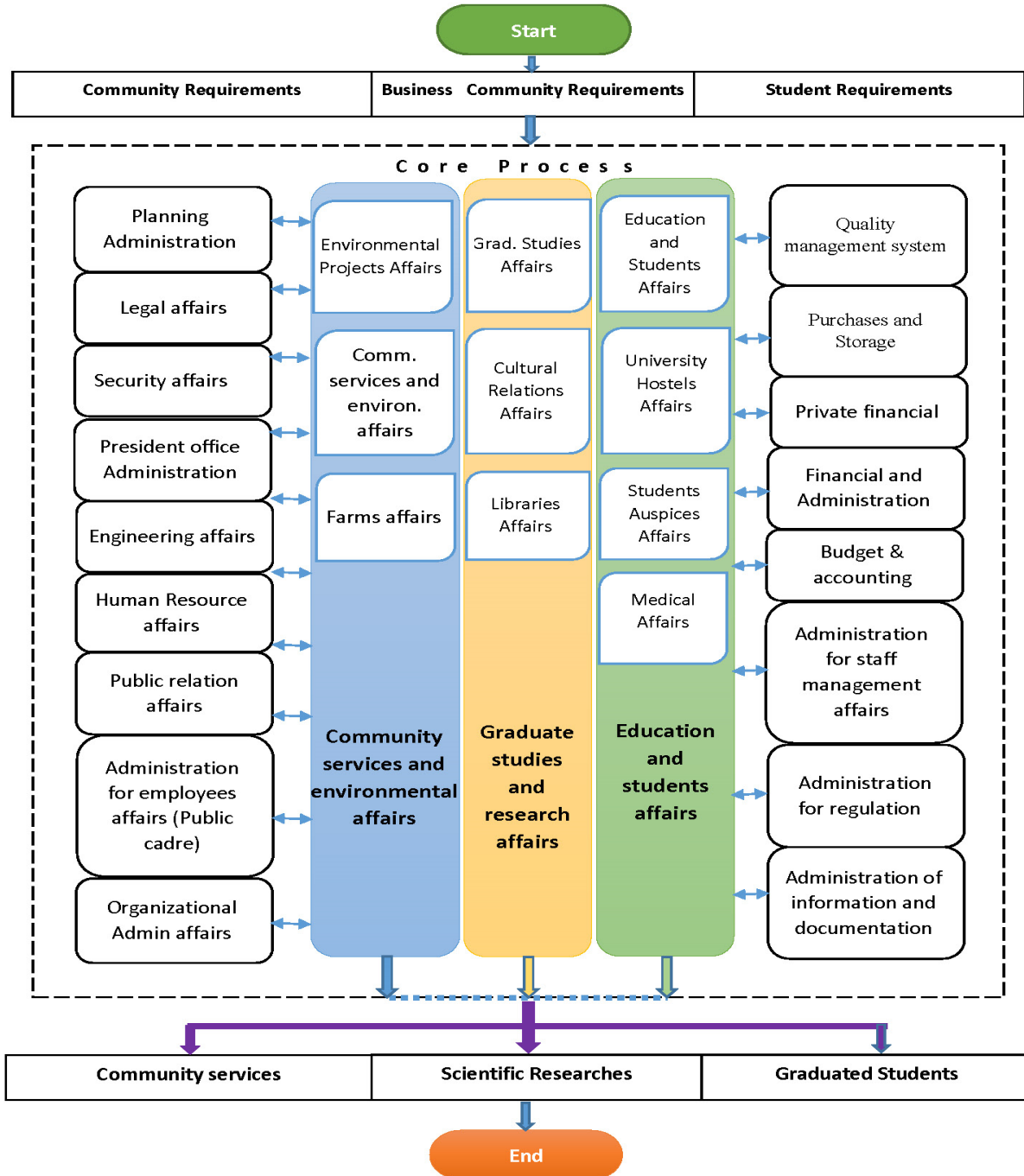


Figure 2: System Process Map.



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3. TERMS AND DEFINITIONS

- Customer** : In education generally a learner
- Educational process** : Process resulting in educational product
- Educational product** : Product related to education
- Interested party** : Can be customer; parents associations, other related educational organization or society.



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4. QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

University of Sadat City defines, regulates and manages the necessary processes to ensure that its services conform to customers' requirements and attend to their needs and gain their satisfaction. As a means of implementing and demonstrating the defined processes, University of Sadat City, has established and maintained a quality management system covering the requirements of ISO 9001/2008. Such a system is implemented, maintained and improved by University management to maintain and enhance customer's satisfaction level.

4.2 Documentation requirements

4.2.1 General

University of Sadat City has set procedures that describe the processes required to implement the quality management system (QMS). The range and extent of the system's procedures is based upon such factors as university size and services, the complexity and interaction of these processes, the methods used and the skills and training of personnel involved in performing such services. These procedures include:

- a. **System level procedures** (process maps) that describe the activities required to implement the quality management system,
- b. **Procedures** that describe the sequence and interactive nature of the processes necessary to ensure the conformity of the University of Sadat City services.
- c. **Instructions** that describe the operating practices and the process activities controls.



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4.2.2. Quality Manual

The Management representative is responsible for the preparation and maintenance of the quality manual (this document in your hand). Such a quality manual includes:

- a. A description of the elements of the QMS and their interactions.; and
- b. References to system level procedures (process maps).

4.2. Control of Documents

University's QMS has established the level procedures for controlling new and revised documents required for the operation of the QMS. Such procedures ensure that:

- a. Documents are approved for adequacy prior to issue;
- b. Documents are reviewed, updated as necessary and re-approved;
- c. Changes and the current revision status of documents are identified;
- d. The relevant versions of documents are available at all locations where activities essential to the effective functioning of the quality operating system and process are performed;
- e. Documents remain legible and ready identifiable;
- f. Obsolete documents are removed from all points of issue or use, or are otherwise controlled to prevent unintended use; and
- g. Any obsolete documents retained for legal or knowledge preservation purposes are suitably identified.

Master lists are required through University QMS document control procedure identifying current revision status of documents. Those lists are established and made readily available to preclude the use of invalid and / or obsolete documents.



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Note: Documentation can be in any form or any type of media.

Supporting documentation

SQ000000DP020000 : Documents and Data Control Procedure.

4.2.4 Control of Records

Quality records are documents specifically defined by University of Sadat City QMS. Quality records are maintained to demonstrate conformance to requirements and effective operation of the quality management system.

University of Sadat City QMS establishes and maintains quality management system level procedures for recording identification, collection, protection, indexing, access, filing, storage, retrieval, retention time and disposition of quality records.

Supporting documentation

QMSM-01 : Quality Manual
SQ0000000P030000 : Quality Records Control Procedures.



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5. MANAGEMENT RESPONSIBILITY

Top Management of the University is in charge of appointing management representatives and University of Sadat City managers.

5.1 Management Commitment

University of Sadat City top management demonstrates its commitment to meet customer requirements and needs for product through:

- a. Creating an environment for awareness and fulfillment of customer requirements and needs;
- b. Establishing the University quality policy;
- c. Ensuring that quality objectives are established;
- d. Having established a QMS;
- e. Conducting on-going management reviews; and
- f. Ensuring the availability of necessary resources (see Section 6).

Supporting Documentation

QMSM-01 : Quality Manual.

SQ0000000P060000 : Management Review Procedure.

5.2 Customer Focus

University of Sadat City top management ensures that customer requirements have been determined to realize the aim of enhancing customer satisfaction

Supporting documentation:

SQ0000000P110000: Customer Satisfaction Procedure.



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5.3 Quality Policy

University top management has established a quality policy which has been declared to all university employees, and includes commitment to interested parties satisfaction, continual improvement and strategic objectives as **follows**:

The USC seeks to be internationally pioneer and a model in knowledge production and its applications.

The USC is committed to comply with ISO 9001:2008 requirements, legal requirements, continual improvement and educating as well as qualifying graduates have the ability to cope with local labor market needs, through education, research and community service that encourage the innovation and excellence within the frame work of sustainable development.

To achieve USC policy the following strategic goals and objectives have been determined:

- 1- Developing the university according to the Standards and norms;
- 2- Adopting and aligning with the university mission, vision, strategic goals and core values on the part of the all university administrative departments;
- 3- Establishing an effective management system based on quality assurance standards and outstanding human resource performance;
- 4- Endorsing the continuous and sustainable improvement for the educational system and scientific research to ensure qualifying a graduate that meets the local and regional labor market needs;
- 5- Seeking creativity and uniqueness persistently and attaining professional and research excellence;
- 6- Embracing a methodology based on mechanism for assessing community future needs and how to meet them;
- 7- Maintaining equality, flexibility and fairness in services delivery that should meet the needs of the stallholders;
- 8- Strengthening core values and ethics at the university; and
- 9- Continuous performance monitoring and assessment based on goals and core values of the strategic plan.



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Supporting Documentation

QMSM-01 : This Quality Manual.

SQ0000000P070000: Quality Policy Declaration Procedure.

5.4 Planning

5.4.1 Quality Goals:

University QMS has established quality objectives at each applicable function and level within the organization. These objectives, which are consistent with the quality policy and the commitment to continual improvement, are defined in terms of measurable processes. Quality objectives entails those needed to meet the requirements of University QMS education services and processes as well as those of the interested parties requirements.

Supporting Documentation

QMSM -01 : This Quality manual.

SQ0000000P090000 : Quality Goals

5.4.2 Quality Management System Planning

The QMS of USC has identified and defined the activities and resources needed to a University quality objectives and to meet customer requirements. Planning is consistent with the other requirements of the quality management system and the results are documented. Planning consists of the summary of inter-related systems and process of University. The objectives are detailed in the supporting documentation noted.

Planning covers the following issues:

- a. The processes required in the QMS;



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- b. The realization processes and resources needed, identifying quality characteristics at different phases, to a University of agriculture desired results; and
 - c. The verification activities, criteria for acceptability and the quality records needed.
- Planning ensures that organizational change is conducted in a controlled fashion and that the quality management system is maintained during such change (s).

Supporting Documentation

QMSM -01 : This Quality Manual.

SQ0000000P100000 : Managerial Process Follow up, Control and Measurement Procedure.

SR0B00YN0P160000: Purchasing and Storage Procedure.

SQ0000000P040000 : Handling of Nonconformance Procedure.

S000000OK0P150000 : Training & Human Resource Development Procedure.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Roles and their interrelationships, responsibilities and authorities are defined within organizational charts, and within system process maps to facilitate effective quality management and is communicated to relevant levels of the organization.

Organizational freedoms necessary to perform tasks that affect quality are defined within organizational charts Figure 3 & Figure 4 and within system process map Figure2.

5.5.2 Management Representative

University of Sadat City top management has appointed the University's Quality assurance and continual improvement Director as QMS Management Representative who has defined authority irrespective of other responsibilities. These include:

- a. Ensuring that a QMS is implemented and maintained in accordance with the requirements of ISO9000/2008 and IWA2;



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- b. Reporting to top management on the performance of the QMS and what it needs for sustainable improvement;
- c. Ensuring awareness of customer requirements throughout the organization; and
- d. Responsibility for liaison with external parties on matters relating to the QMS.

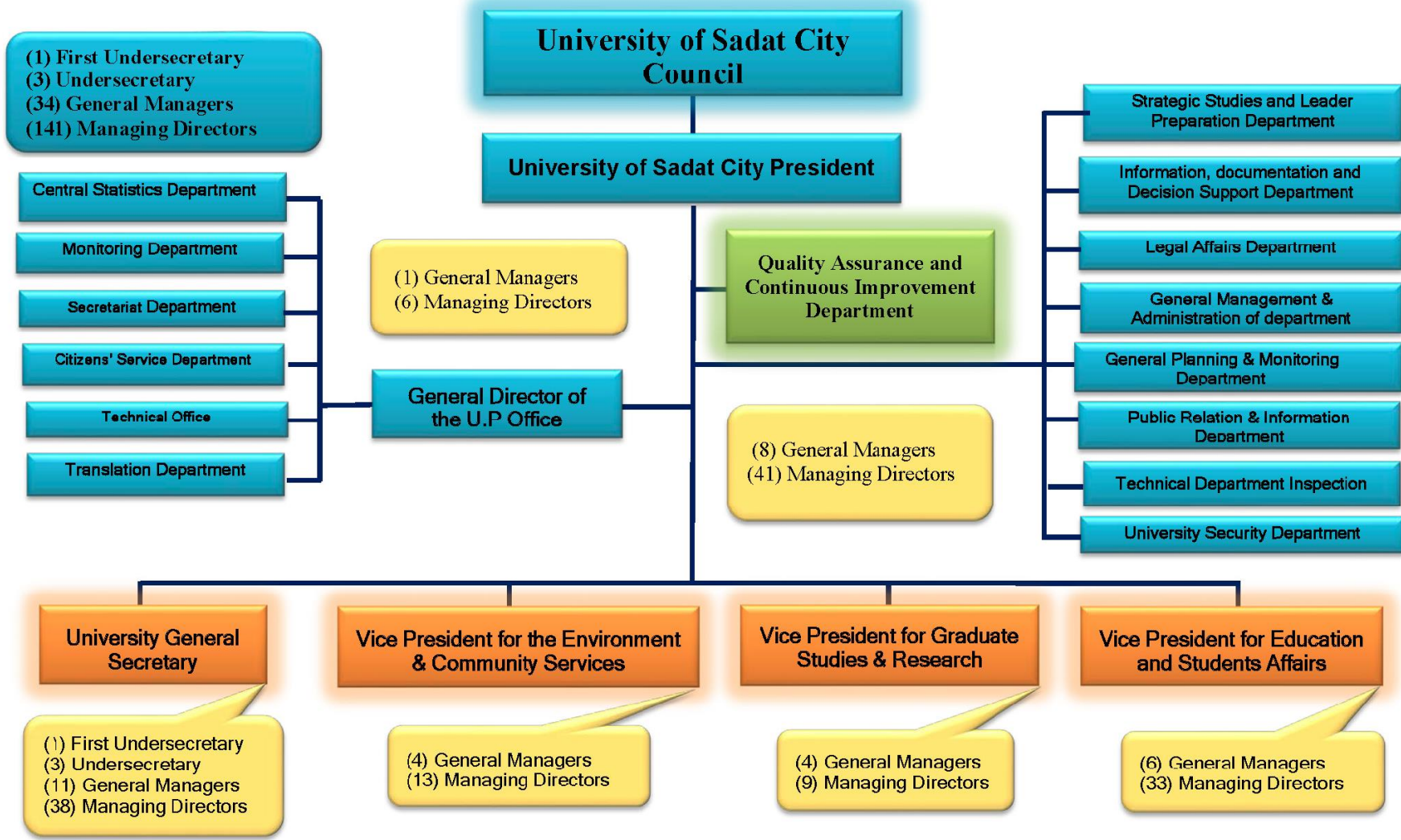


Figure 3: The University of Sadat City (USC) Organization Chart

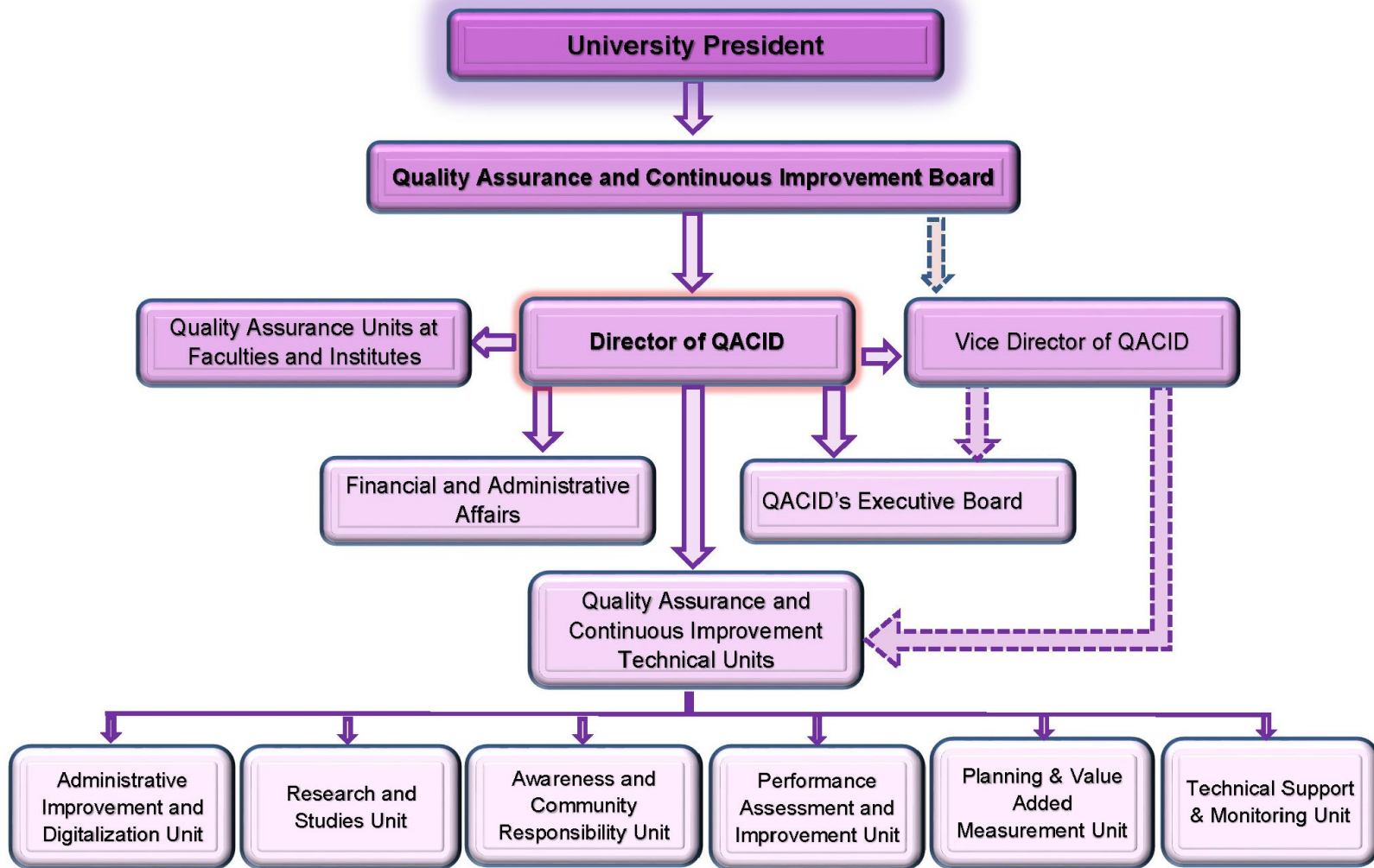


Figure 4: Quality Assurance and Continuous improvement Department (QACID) Organization Chart

5.5.3 Internal Communication

The QMS of USC establishes and maintains a procedure for internal communication between various levels and functions regarding its effectiveness.

Supporting Documentation:

QMSM -01 : Quality Manual.

SQ0000000P080000: Internal Communication Procedure.

5.6 Management Review

5.6.1 General

The QMS of USC establishes and maintains a system level procedure for management review. Top management determines and reviews at intervals the QMS to ensure its on-going suitability, adequacy and effectiveness. The review includes evaluation, assessing opportunities for improvements and the need for changes to the institute's QMS including policy and objectives. Records from management review are maintained.

5.6.2 Review Input

The QMS of USC management reviews include the following as input:

- a. Results of internal and external audit reports;
- b. Customer feedback including customer complaint;
- c. Process performance and product conforming;
- d. Status of preventive and corrective actions and measures;
- e. Monitoring and following-up actions from earlier management reviews;
- f. Changes that could affect the QMS; and
- g. Recommendations for implementation.

5.6.3 Review Output

The outputs from the USC QMS review include actions related to:

- a. Improvement of the quality management system effectiveness and its processes;
- b. Improvement of educational services to meet customer requirements; and resources needed.

The results of management review are recorded.

Supporting Documentation

QMSM -01 : Quality Manual.

SQ0000000P060000 : Management Review Procedure.



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6. RESOURCES MANAGEMENT

6.1 Provision of Resources

The USC QMS determines and provides, in a timely manner, resources needed to establish and maintain the system and continually improve its effectiveness.

It also enhances customer satisfaction by meeting customer requirements.

Supporting Documentation

SR0000HAAP170000 : Selection and Hiring Procedure.

SR0000HAAP180000 : Selection and Hiring Procedure.

6.2 Human Resources

6.2.1 General

The USC QMS selects and assigns personnel to ensure that those whose responsibilities are defined in the system are competent enough in terms of applicable education, training, skills and experience.

Supporting Documentation

S000000K0P150000: Training Procedure.

6.2.2 Competence, Awareness and Training.

The USC QMS establishes and maintains system level procedures to:

- a. Determine competency and training needs;
- b. Provide training to address identified needs;
- c. Evaluate the effectiveness of training delivered at defined intervals;
- d. Ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the Quality Objective of the University; and
- e. Maintain appropriate records of education, training, skills and experience.

Supporting Documentation

S000000K0P150000: Training Development Procedure.



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6.3 Infrastructure

The USC QMS defines, provides and maintains the infrastructure needed to ensure the conformity of education services through the planning process. Consideration of these factors is identified during the provision of the education services. Such factors may include:

- a. Work space and associated facilities;
- b. Equipment, hardware and software; and
- c. Supporting services.

Supporting Documentation

SR0000E00I100100: Engineering Affairs Work Instruction.

6.4 Work Environment

The QMS defines and implements the human and physical factors needed for the work environment to ensure the USC conformity of education services. Such factors may be affected by the health and safety conditions.

Supporting Documentation

SG0000PS0I100100: Health, Safety & Environmental Work Instruction.



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7. SERVICES REALIZATION

7.1 Planning of Service Realization

Processes necessary to realize services (educational, research and communities) and their sequence and interaction are determined, planned and implemented. Inter-relationships are defined within the master process maps. In determining such processes, the USC QMS considers the outputs from the quality planning process. This is supported by quality measures which are defined within process maps and other appropriate documentation as defined during process of services planning.

The sequence and interaction of these processes are determined, planned and controlled to ensure its effective operation Figure 02. USC QMS assigns responsibilities for the operation and monitoring of these services realization processes. The system ensures that these processes are operated under controlled conditions producing outputs which meet customer requirements as defined during the early planning phase. The system also determines how each process affects the ability to meet services requirements and makes sure to:

- a. Establish methods and practices relevant to these process activities to the extent necessary to University consistent operation;
- b. Determine and implement the criteria and methods to control processes to the extent necessary to University services conformity with customer requirements;
- c. Verify processes which can be operated to University services conformity with customer requirements;
- d. Determine and implement an arrangement for the measurement, monitoring and follow-up actions to a University planned results and outputs (see Section 8);
- e. Ensure availability of the information and data necessary to support the effective operation



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and monitoring of the processes; and

- f. Maintain the quality records and the results of process control measures to provide evidence of effective operation and monitoring of the processes (see 4.2.4).

Supporting Documentation

QMSM-01: Quality Manual.

7.2 Customer related processes

7.2.1 Determination of requirements related to the University of Sadat City services:

University of Sadat City QMS establishes and maintains a process for identifying customer requirements which considers:

- a. Fulfilling customer's educational services requirements;
- b. Requirements not specified by the customer but necessary to fit the purpose;
- c. Obligations related to the educational services, including regulatory and legal requirements, and
- d. Customer requirements for availability, delivery and support of the educational services.

7.2.2 Review of requirements related to the Educational Services

Customer requirements including any requested changes are reviewed before a commitment to provide educational services to the customer to ensure:

- a. Identified customer requirements are clearly defined for the educational services.
- b. Where the customer provides no written statement of requirements, the order requirements are confirmed before acceptance.
- c. Contract or order requirements differing from those previously expressed are resolved.
- d. University's QMS has the ability to meet the customer requirements for the Educational Services.

The results of reviews and subsequent follow-up actions are recorded according to the control of documents procedure SQ000000DP020000.



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7.2.3 Customer Communication

The USC QMS has implemented effective liaison with customers, with the aim of meeting customer requirements. The system defines communication requirements relating to University services information:

- a. Inquiry and order handling, including amendments; and
- b. Customer feedback including customer complaints

Supporting Documentations

SQ0000000P110000: Customer Satisfaction Procedure

SG0000D0JP120000: Customer Complaints Procedure.

7.3 Designs and Developments

N/A

7.4. Purchasing

7.4.1 Purchasing Process:

University's QMS controls its purchasing processes to ensure purchased material's and/or service's conform to the system requirements .

The type and extent of methods to control these processes are dependent on the effect of the purchased material's and / or service's upon final educational services.

The University's QMS evaluates and selects suppliers based on their ability to supply material and / or services in accordance with the system requirements.

Evaluation, re-evaluation and selection criteria for suppliers are established. The results of evaluations and subsequent follow-up actions are recorded (See 4.2.4).

7.4.2 Purchasing Information

Purchasing documentation contains information clearly describing the material's and / or



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service's ordered, including, but not limited to:

- a. Specifications of required material's / service's; and
- b. Any management system requirements.

University's QMS reviews and approves purchasing documents for adequacy of the specified purchase requirements prior to their communication to the supplier.

7.4.3 Verification of Purchased material

The University's QMS determines and implements the arrangements necessary for verifying that the purchased materials meet the specified purchasing requirements.

Supporting Documentation:

SR0B00Y00P160000: Purchasing and Storage Procedure.

7.5 Service Provision

7.5.1 Control of Service Provision

University plans and controls the University of Sadat City services through:

- a. The availability of specifications that define the characteristics of the University of Sadat City services;
- b. The availability of easily comprehensible work instructions for those activities where they are necessary for Conformity of the University's services;
- c. The use and maintenance of suitable services, facility and network equipment if any according to maintenance plans and procedures;
- d. The provision of suitable working environment (see 6.4);
- e. The availability and use of suitable measuring and monitoring equipment if any (see 7.6)
- f. The implementation of suitable monitoring and verification activities (see 8.2 and 8.3) and suitable methods for release and delivery of the services.



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Supporting Documentation

SQ0000000P100000: Managerial Process Follow up, Control and Measurement Procedure.

7.5.2 Validation of Process for Service Provision

Not Applicable

7. 5.3 Identification and Traceability

University of Sadat City QMS makes provision for identifying status of services with respect to the required measurement and verification activities and, where applicable, identifies services by suitable means throughout all processes.

Where traceability is a requirement, University of Sadat City appoints unique identification number for each service.

7.5.4 Customer Property

N/A

7. 5.5 Preservation of Product

University of Sadat City QMS ensures that all purchased materials and equipment, the storage, preservation and handling do not affect conformity with the material requirements.

Supporting Documentation

SR0B00Y00P160000 : **Purchasing &Storage Procedure**

7. 6 Control of Measuring and Monitoring Services

N/A



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8. MEASUREMENT ANALYSIS AND IMPROVEMENT

8.1 General

University of Sadat City QMS has defined, planned and implemented measurement, monitoring, analysis and improvement processes to ensure that its QMS processes and services conform to requirements. The type, location, timing and frequency of measurements and the requirements for records are defined (see 4.2.4). The effectiveness of measures implemented is periodically evaluated. University's QMS identifies and uses appropriate statistical tools.

The results of data analysis and improvement activities are an input into the management review process.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

University of Sadat City QMS monitors information and data on customer satisfaction and dissatisfaction. The methods and measures for obtaining customer satisfaction information, data as well as the nature and the frequency of reviews are defined.

Supporting Documentation

SQ0000000P110000 : Customer Satisfaction Procedure.

8.2.2 Internal Audit

University QMS has established a process for performing objective audits in order to determine whether the quality management system has been effectively implemented and maintained and conforms to ISO9001/2008 and IAW2.

University of Sadat City QMS's audit process, including the schedule, is based on the status and importance of the activities, areas or items to be audited, and the results of previous audits. The system level procedure for internal audit covers the audit scope, frequency and methodologies, as well as the responsibilities, requirements for conducting audits, recording



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and reporting results to top management. Auditors should not audit their own work.

Supporting Documentation

SQ0000000P050000: Internal Audit Procedure.

8.2.3 Measurement and Monitoring Processes

University's QMS applies suitable methods for measurement and monitoring of processes necessary to meet customer requirements and to demonstrate the process's continuing ability to satisfy its intended purposes. Measurement results are used to maintain and improve those processes.

Supporting Documentation

SQ0000000P100000: Managerial Process Follow up, Control and Measurement Procedure

8.2.4 Measurement and Monitoring of Service

University of Sadat City QMS applies suitable methods for measurement and monitoring of the characteristics of the Educational Services to verify that characteristics of the educational services are met. Evidence of implementation of required measurements, monitoring and conformance with the acceptance criteria used is recorded. Records indicate the authority responsible for release of the educational services (see 4.2.4).

University of Sadat City services do not proceed or are not dispatched until all specified activities have been satisfactorily completed and the related documentation is available and authorized. The only exception is when educational services are released with full traceability through end use, thus allowing for positive recall.

Supporting Documentation

SE0000T00I101100 : Student Affairs Instruction.



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8.3 Control of Nonconforming of University of Sadat City services.

University of Sadat City QMS ensures educational services that do not conform to requirements are controlled to prevent unintended use or delivery. The University of Sadat City QMS provides for identification, recording and reviewing the nature and extent of the nonconformity encountered. The QMS level procedure defines arrangements made for ensuring that nonconforming services are controlled. The system also reviews nonconformities and determines measures and actions to be taken. These nonconformities are either:

- a. Corrected or adjusted to conform to requirements;
- b. Accepted under concession with or without correction or adjustment;
- c. Re-assigned for alternative valid application; and
- d. Rejected for not being suitable.
- e. Responsibility and authority for reviewing and resolving nonconformities are defined.

Supporting Documentation

SQ0000000P040000: Non Conformance and Corrective & Preventive Action Procedure.

8.4 Analysis of Data

A system level procedure for the analysis of applicable data is established as a means of determining the effectiveness of the QMS and for identifying where improvements can be made. University QMS collects data generated by measuring and monitoring activities and other relevant resources. The system also analyses applicable data to provide information on:

- a. The suitability, effectiveness and adequacy of the quality management system;
- b. Process operation trends;
- c. Customer satisfaction and dissatisfaction;
- d. Conformance to customer requirements; and
- e. Characteristics of processes and educational services.

Supporting Documentation

SQ0000000P130000: Preparation of Reports Data Collection and Analysis Procedure



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8.5 Improvement

8.5.1 Continual Improvement

University of Sadat City QMS continually improves the quality management system. The system has established a level procedure that describes the use of the quality policy, objectives, and internal audit results, analysis of data, preventive action and management reviews to facilitate continual improvement.

Supporting Documentation

SQ0000000P140000: **Continual Improvement Procedure**

8.5.2 Corrective Actions

University of Sadat City QMS has established a process for reducing or eliminating the causes of nonconformity in order to prevent reoccurrence. The system level procedure for the corrective action process includes:

- a. Identification of nonconformities (including customer complaints);
- b. Determination of causes of nonconformities;
- c. Evaluation of the need for actions to ensure that nonconformities do not reoccur;
- d. Implementation of any actions deemed necessary to ensure that nonconformities do not reoccur;
- e. Recording results of action taken; and
- f. Follow up to ensure corrective action taken is effective and recorded.

Supporting Documentation

SQ0000000P040000: Non-Conformance and Corrective & Preventive Action Procedure

8.5.3 Preventive Action

University's QMS has established a process for eliminating the causes of potential



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nonconformities to prevent occurrence. The system is used as an input for preventive action.

The system level preventive action procedure addresses:

- a. Identification of potential non-conformities;
- b. Determination of the causes of identified potential non-conformities;
- c. Determination of preventive action needed to eliminate causes of potential non-conformities;
- d. Implementation of preventive action;
- e. Recoding the results of action taken; and
- f. Reviewing to ensure preventive action taken is effective.

Supporting Documentation

SQ0000000P040000: Non-Conformance and Corrective & Preventive Action Procedure.



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9. QUALITY MANUAL CHANGES AND MODIFICATIONS

Requests of Manual change are carried out along the lines of document & Data control Procedure SQ000000DP020000

The management representative is responsible for the approval of changes and modifications of the QMS Manual.

Document controller is responsible for executing Manual changes and modifications.

QMS manual (QMSM-01) is reviewed at least once a year unless earlier review is found to be necessary.

The current issue, revision numbers and revision date identify the status of each page of this manual; each page may be revised up to five times before re-issuing.

In case that the total number of modified pages exceeds 20% of the manual pages or number of total pages is changed, the manual is re-issued.

The numbered copies of the manual, which are mentioned in the Manual Distribution List, are controlled copies and marked accordingly on the manual approval page. Each page of the Manual is marked by document control stamp as means of control.

Distribution of this Manual is the responsibility of the management representative. Maintenance of the Manual is the responsibility of each registered holder.

The management representative issues revisions as necessary to the registered holders, who are responsible for including the revised pages in their respective Manuals, and returning those rendered obsolete to the management representative.

When revisions are implemented, the revision number of the complete affected

Section is updated and the section reissued. The revision updated is also recorded on the content page, which is reissued with the amendment.

Each time the contents page is revised, the Managing Director signs the page as an indication of the University of Sadat City approval of the revised information.

A short vertical line on the right side of the page identified the amended section.



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10. QUALITY MANUAL DISTRIBUTION

The following is the manual distribution list

Copy No.	Authorized Holder
01	President of University of Sadat City
02	Vice - President for Education & Students Affairs
03	Vice- President for Graduate Studies & Research Affairs
04	Vice - President for Community Service & Environmental Affairs
05	University Secretary Director and Management Representation
06	Director of Quality Assurance and Accreditation Center, University of Sadat City
07	Quality Assurance Officer Administration
08	Arab Co. for Engineering & Systems Consultations (AEC)
09	Certification Body



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OPERATING PROCEDURELIST
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Ser.	Code	Title	Responsibilities
1.	SQ000000DP010000	Procedure & Instruction Preparation Procedure	QA Department
2.	SQ000000DP020000	Document and Data Control Procedure	QA Department
3.	SQ000000P030000	Quality Records Control Procedure	QA Department
4.	SQ000000P040000	Non-Conformance and Corrective & Preventive Action Procedure	QA Department
5.	SQ000000P050000	Internal Audit Procedure	QA Department
6.	SQ000000P060000	Management Review Procedure	Management Representation
7.	SQ000000P070000	Quality Policy Declaration	Management Representation
8.	SQ000000P080000	Communications Procedure	Management Representation
9.	SQ000000P090000	Quality Goals	QA Department
10.	SQ000000P100000	Managerial Process Follow up, Control and Measurement Procedure	QA Department
11.	SQ000000P110000	Customer Satisfaction Procedure	Citizen Service Department
12.	SG0000D0JP120000	Customer Complaints Procedure	Citizen Service Department
13.	SQ000000P130000	Preparation of Reports, Data Collection and Analysis	Statistic Department
14.	SQ000000P140000	Continual Improvements Procedure	QA Department
15.	S00000OK0P150000	Training Procedure	Training Department
16.	SR0B00Y00P160000	Purchasing & Stores Procedure	Purchasing Department
17.	SR0000HAAP170000	Selection, nomination and Appointment for special cadre	Admin. Department
18.	SR0000HBBP180000	Selection, nomination and Appointment for general cadre	Admin. Department
19.	SQ000000P190000	Motivation procedure	Management representative



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<http://www.usc.edu.eg/ar/dep/qacid>

Contact with us:

Address: General Administration building of USC, Sadat City, Egypt

E-mail: qacid@usc.edu.eg

www.usc.edu.eg/ar/dep/qacid

Telephone: 048/ 2607139

Fax : 048/2612139

Telephone: 048/2612139 (206)

Fax : 048/2607429