



UNIVERSITY OF EMBU

DIRECTORATE OF PERFORMANCE CONTRACTING & ISO SERVICE CHARTER

Directorate of Performance contracting & ISO services

S/N	Service Offered	Process/ Requirement	Cost	Timeline
1.	Responding to Formal Correspondence	Request submitted/received	Nil	4 working days
2.	Sensitizations/ training	Request submitted/received by departments	Nil	3 working days
3.	Prepare draft University Performance Contract	Receipt of Performance Contract Guidelines	Nil	3 weeks after receipt of guidelines
4.	Submission of PC Quarterly reports to Council	Council meeting schedule	Nil	As per schedule
5.	Submit PC quarterly reports to Inspectorate of state corporations and government agencies	As per requirement on Performance Contract	Nil	By the 15 th day of the month after the end of each quarter
6.	Notice for Internal ISO audits	Audit Programme	Nil	1 Month to the date of audit
7.	Appointment of Internal Auditors & Team leader	Audit Programme	Nil	1 Month to the date of audit
8.	Submission of Internal Audit Report	Audit Plan	Nil	1 week after conclusion of audit
9.	Notice of Surveillance Audits by CB	Surveillance Schedule	Nil	2 days after receipt of notice from CB



ISO 27001:2013 Certified

Knowledge Transforms



ISO 9001:2015 Certified



ISO 27001:2013 Certified

Knowledge Transforms



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