

# PLANNING DEPARTMENT

## 1.0 PREFACE

The customer service therefore, is a two-way process hinged on quality service that observes the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service deliver.

All University departments are customers to one another and Planning Department plays the role of linkage to all of them. It is therefore, important for the Department to deliver high level quality service to both internal and external customers.

In order to carry out day-to-day business the Department depends upon the provisions of information, technical advice, services, resources and other forms of support from colleagues in all the College of the University.

The staff in the Department is dependent upon in turn to provide such services to colleagues in prompt and professional manner.

To discharge its function effectively, the Department shall be guided by its Vision and Mission.

### 1.1 Vision Statement

A more vibrant professional entity that oversees the implementation process in the strategic direction of the University.

### 1.2 Mission Statement

To collect data (*from external and internal sources*) and analyze, produce, distribute and present this information for use in planning, decision making and policy formulation by the University top management.

Service Charter for the Department has been put in place to fulfill a commitment made in the University-wide Service Delivery Charter. It sets out the standards of service that have been adopted by all the staff of the Department of Planning, in the interests of providing a high standard of customer delivery service. The preparation and development of the Charter is a convergence of participatory contributions from all staff in the Department.

### **1.3 Our Core Values**

- i) Uphold the policy of team work and efficiency.
- ii) Be creative and innovative.
- iii) Nurture open and responsible corporate relations.
- iv) Contribute to a noble image.

### **1.4 Strategic Objectives**

In line with the Vision and Mission of the Department the following Strategic Objectives shall be addressed:

- i) To document reviewed academic programmes to ensure relevance and applicability.
- ii) To contribute to the sustainability of the University of Nairobi brand.
- iii) To enhance the University's visibility in community functions.
- iv) To promote the image of the University both locally and internationally through publications and events.

### **1.5 Quality Objectives**

Pursuant to the strategic objectives the following quality objectives shall guide our service delivery.

- i) To review and typeset the University of Nairobi Academic Calendar annually.
- ii) To produce the University Academic Calendar with 99% error free.
- iii) To coordinate activities that enhances University visibility through graduation ceremonies and provision of material for international publications.