

QUALITY OBJECTIVES

- 1. To review and implement academic programs in compliance with set policy and regulations**
- 2. To offer services to customers in compliance with the Service Delivery Charter**
- 3. To ensure utilization of resources in compliance with the set budgetary levels**
- 4. To increase Employee Satisfaction Index by 1% annually**
- 5. To increase the Customer satisfaction Index by 1% annually**
- 6. To increase the number of publications in refereed journals by at least 10 annually**
- 7. To undertake at least 3 outreach programs in partnership with communities and industry**
- 8. To grow research grants and non-academic revenue by 5% annually**
- 9. To promote environmental sustainability by engaging in at least 1 relevant activity annually**