



NATIONAL GOVERNMENT CONSTITUENCIES DEVELOPMENT FUND BOARD

QUALITY MANUAL

	Designation	Signature	Date
Controlled by	QUALITY MANAGEMENT REPRESENTATIVE		22/10/2018
Approved by	CHIEF EXECUTIVE OFFICER		22/10/2018

COPY NO.....

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The reproduction, application or distribution in part or as a whole of this manual is not permitted without due process of the quality system documentation control procedure and authorization of the CEO.

This quality manual is mainly intended for internal use within NG-CDFB. However, it may be unrestrictedly given to any person(s) as interested party (ies) in order to explain NG-CDFB institution and processes to such person(s), on grounds of mutual trust.

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0. INTRODUCTION

0.1 PREFACE

This document is mandated by the Chief Executive Officer of NG-CDFB. It shall serve as the reference guideline for all issues concerning quality in this institution.

The signatures above certify that this Quality Manual has been reviewed and accepted. It demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

It shall define what we stand for as NG-CDFB; how we meet customer expectations, the responsibilities and authority of those who oversee the quality management system; and define training needs of those whose work impacts quality. The parameters for corrective and preventive action are also spelt out herein. Management shall review this manual from time to time to ensure the quality system is maintained and continuously improved.

It is expected that every member of the NG-CDFB shall familiarise themselves with this document in view of the fact that quality objectives can be achieved more effectively and efficiently only with active participation and commitment of all employees.

Quality can only be achieved by teamwork

0.2 ABOUT THE BOARD

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The National Government Constituency Development Fund (NG-CDF), henceforth referred to as 'The Fund', is established under the NG-CDF Act 2015 as amended in 2016.

The Fund is managed by the NG-CDF Board, which is a body corporate established pursuant to sections 14, 15 and 16 of the Act. At constituency level, the day to day management of the Fund is vested on the National Government Constituency Development Fund Committee

The objective of the Fund is to address poverty and regional imbalances by dedicating a minimum of 2.5% of the National Government share of annual revenue towards community driven development projects in each of the country's parliamentary jurisdictions-the constituencies identified and implemented at grassroots level. The fund aims to control imbalances in regional development. Its aim is also to address and stimulate grass root development. It targets all constituency-level development projects, particularly those aiming to combat poverty at the grassroots. In essence, the Fund provides individuals at the grassroots the opportunity to make expenditure and investment choices that maximize their welfare in line with their needs and preferences.

The Fund can therefore be considered as a National Government scheme that provides communities with the opportunity to make spending and investment decisions that maximize social welfare. It is an example of what is generally referred to as Community Driven Development (CDD) initiatives that empower local communities by providing tangible funds. Unlike other development funds that filter from the central government through larger and

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more layers of administrative organs and bureaucracies, the funds under this program go directly from the National Government to local level.

The Fund is one of the Government's initiative aimed at transforming Kenya into a medium-income economy by 2030 and the attainment of the Millennium Development Goals by 2015. It has enabled Kenyans to experience the value of Government money and the common man and woman can now directly take part in deciding on development matters of their areas.

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0.3 NG-CDFB's MISSION, VISION, VALUES, SERVICES & STANDARDS

0.3.1 Our Mandate

As outlined in section 16 of the NG-CDF Act 2015, the Board's core mandate and responsibilities include :

- Ensure timely and efficient disbursement of funds to every constituency;
- Ensure efficient management of the Fund;
- Consider project proposals submitted from various constituencies in accordance with the Act, approve for funding those projects proposals that are consistent with this Act and send funds to the respective constituency fund account of the approved projects;
- Co-ordinate the implementation of projects at the inter-constituency level;
- Receive and address complaints that may arise from the implementation of the Act;
- Encourage best practices in the implementation of projects;
- Administer the funds and assets of the Board in such manner and for such purpose as shall promote the best interest of the Board in accordance with the Act to ensure efficient management of the Fund and;
- Perform such other duties as the Board may deem necessary from time to time for the proper management of the Fund.

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The Board will provide strategic direction in the management, use and accountability of monies drawn from the Fund. The Board therefore aspires to the following Vision, Mission and Core Values in meeting its Mandate.

0.3.2 Mission

To provide leadership and policy direction for effective and efficient management of the Fund.

0.3.3 Vision

Equitable socio-economic development countrywide.

0.3.4 Core Values

The following are guiding principles which form our core values (the details of which are in the strategic plan):-

- **Commitment and Teamwork;**- The Board is committed to teamwork on the achievement of results.
- **Transparency and accountability;** - The organization is committed operations above board, open to scrutiny and answerable for its undertakings..
- **Professionalism and integrity;** - The Board will strive to ensure its operations are guided by pertinent code of governance and universal standards while continuously building necessary competencies and upholding moral and ethical principles.
- **Neutrality and Objectivity;** - The Board shall ensure impartiality and remain issue focussed in its undertakings.
- **Timeliness and Excellence;** - The Board will strive to meet and exceed customers' expectations by providing prompt and quality service.
- **Advocate for citizen participation;** - We will continuously root for an all-inclusive development by engaging stakeholders in the whole process.

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0.3.5 Our Core Functions/Services

- Ensure allocation and disbursement of funds to every Constituency
- Ensure prudent management of the Fund
- Receive and discuss annual reports and returns from the Constituencies
- Ensure the compilation of proper records, returns and reports from the Constituencies
- Receive and address complaints and disputes and take any appropriate action.
- Ensure timely submission to Parliament of various returns, reports and information as required
- Perform such other duties as the cabinet secretary with concurrence of CFC may deem necessary from time to time for the proper management of the fund
- Review, scrutinize and approve Project Proposals from the Constituencies that are consistent with the Act
- Refer Disapproved Project Proposals or any other policy issue, from the Constituencies with adequate reasons, to the Constituency Fund Committee for direction and consideration.
- Sixth schedule provide for conduct and regulation of business of the Board.

0.3.6 Service Standards:

We are committed to respect the right of our customers and other stakeholders, including the right to access services, the right to give feedback and lodge complaints, the right to privacy and confidentiality and the right to access information. (See details in the service charter).

0.4 Strategic objectives

- To improve operational efficiency and effectiveness in service delivery.
- To strengthen Institutions capacity(Skills, numbers and work environment)
- To ensure efficient and effective project management.
- Enhance good governance.
- Promote effective communication and appropriate partnership.

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0.5 PROVISIONS

The provisions of the Manual apply to all departments of NG-CDFB which include (and have been abbreviated in the manual and other documents for reference only):

1. Programmes & Field Services Coordination (PD)
2. Financial Services (FS)
3. Corporate Planning and Strategy (CPS)
4. Legal Services (LS)
5. Internal Audit
6. Human Resource Management and Administration (HR&ADM)
7. Corporate Affairs and Communications (CAC)
8. Risk Management (RM)

0.6 DISTRIBUTION OF THE QUALITY MANUAL

This manual is accessible online through the NG-CDFB web site (www.ngcdf.go.ke)
All printed copies of this quality manual shall be deemed “*Uncontrolled*”, unless stamped “*QMS Controlled*” and distributed as shown below:

- NG-CDFB of Directors
- Chief Executive Officer
- Heads of Departments
- ISO Steering Committee

0.7 UPDATING THE MANUAL

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Approval Process for the Quality Manual;

All employees in NG-CDFB are empowered to initiate, develop and recommend changes to processes and associated documentation by requesting changes and submitting a Document Change Request to the Head of Department. Such changes must be reviewed and approved by the Quality Management Representative and the appropriate head of department before they take effect.

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1. SCOPE

This manual specifies requirements for a quality management system as implemented by NG-CDFB in compliance with ISO 9001: 2015 requirements.

The Scope for ISO 9001:2015 certification for NG-CDFB's Quality Management System covers all activities at the Board Secretariat.

This document details NG-CDFB response to the ISO 9001:2015 requirements from clause 4 to clause 10.

All the requirements of ISO 9001:2015 standard are applicable to the operations of NG-CDFB at the Headquarters apart from clause 7.1.5 and 8.3 which have been justified under section 4.3 of this document.

The manual briefly describes the fundamental roles, responsibilities and necessary procedures that ensure quality requirements are identified, established, documented, implemented, maintained and continuously improved to consistently comply with the quality objectives.

The maintenance of effective control through formal reporting structures and written procedures are also covered in this quality manual.

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2. REFERENCES

- ISO 9001:2015 Quality Management Systems – Requirements
- ISO 9000:2015 Quality Management Systems – Fundamentals & Vocabulary
- ISO 19011:2018 Guidelines for auditing management systems
- NG-CDF Act 2015 as amended in 2016
- NG-CDFB Strategic Plan
- NG-CDFB Service Delivery Charter
- Government circulars issued from time to time
- Code of Conduct and Ethics
- Schemes of service
- NG-CDFB Work plans
- Government Financial regulations
- Public officers Ethics Act
- Public Procurement and disposal Act, 2015 and regulations, 2006.
- The Constitution of Kenya
- Other Statutory and Regulatory documents
- ICT security policy

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3. DEFINITION OF TERMS

Abbreviations

CEO	Chief Executive Officer
QMR	Quality Management Representative
AQMR	Assistant Quality Management Representative
HOD	Head of Department
HR	Human Resource
ICT	Information and Communication Technology
ISO	International Organization for Standardization
NG-CDFB	National Government Constituencies Development Fund Board
QMS	Quality Management System
REV.	Revision
CDFC	National Government Constituency Development Fund Committees
PMC	Project Management Committee
NASC	National Assembly Select Committee
CPC	County Projects Committee

- a) **Quality Manual:** This is a document that describes an organization's quality management system (QMS). It can be a paper manual or an electronic manual.

- b) **Product:** An output of a process. Where used in this Manual a product also means Service.

- c) **Internal Customer:** These are the recipients of a product/service within the processes of NG-CDFB i.e., the succeeding process in the chain.

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- d) **External Customer:** These are the recipients of product/services outside NG-CDFB.
The external customer's requirements determine the flow of processes within the organization.
- e) **Core Processes:** These are the main value adding operations within NG-CDFB i.e. those that are of direct relevance in meeting the requirements of the external customer.
- f) **Support Processes:** These are operations that assist the functioning of the core processes but do not directly contribute to meeting the requirements of the external customer.
- g) **Outsourced Processes:** These are processes which are not directly under the control of NG-CDFB. They are in the form of services provided by external parties' e.g. statutory audit, Community Extension Services.
- h) **Management:** The term *management* refers to all the activities that are used to coordinate, direct, and control an organization. In this context, the term *management* does not refer to people. It refers to activities. ISO 9000 uses the term *top management* to refer to people.
- i) **Process:** A combination of people, methods, materials, equipment and environmental controls, which are used in the provision of a service. The output of one process may be the input of another.
- j) **Process Owner:** These are the people who are responsible for managing and/or carrying out the process. They generally have the greatest understanding of what is required to control and improve the process.
- k) **Process Approach:** The application of a system of processes within an organization, together with the identification and interactions of these processes, and their management to produce the desired outcome.

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- l) **A requirement:** is a need, expectation, or obligation. It can be stated or implied by an organization, its customers, or other interested parties.
- m) **A specified requirement:** is one that has been stated (in a document for example), whereas an implied requirement is a need, expectation, or obligation that is common practice or customary.
- n) **Controlled Documents:** A controlled document is a reference document which, through the course of its development may be reviewed, modified and distributed several times. When any controlled document is revised, it supersedes its previous version. It is then important to destroy previous versions and circulate put the latest version of the controlled document into circulation.
- o) **Management review:** The overall purpose of a management review is to evaluate the suitability, adequacy, and effectiveness of an organization's quality management system, and to look for improvement opportunities
- p) **Quality management system (QMS):** A quality management system is a set of interrelated or interacting elements that organizations use to direct and control how quality policies are implemented and quality objectives are achieved.

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4. NG-CDF QUALITY MANAGEMENT SYSTEM

4.1 Understanding the organization and its context

NG-CDF through the strategic planning process determines the external and internal issues that affect her purpose and strategic direction and her ability to achieve the intended result(s) of her quality management system.

The external and internal issues are monitored by the CPS department through the scheduled monitoring and review of the Strategic Plan.

4.2 Understanding the needs and expectations of interested parties

NG-CDF through the strategic planning process determines the interested parties that are relevant to the quality management system and their requirements.

This information is monitored by the CPS department through the scheduled monitoring and review of the Strategic Plan.

4.3 Determining the Scope of the Quality Management System

NG-CDF;

Has determined the processes needed for her QMS and their application throughout the organization. These processes are divided into two:

1) CORE PROCESSES

The core process of the Board is: Programmes & Fields Services Coordination

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2) SUPPORT PROCESSES

- ✚ Financial Services (FS)
- ✚ Corporate Planning and Strategy (CPS)
- ✚ Legal Services (LS)
- ✚ Internal Audit
- ✚ Human Resource Management and Administration (HR&ADM)
- ✚ Corporate Affairs and Communications (CAC)
- ✚ Risk Management (RM)

The above processes are detailed in the following pages of this manual and in other departmental procedures. Please see Appendix 1 to understand the overall process flow diagram for NG-CDFB.

Exclusions:

Clause 7.1.5: Monitoring and measuring resources - NG-CDFB does not have any monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

Clause 8.3 Design and Development

Design and Development is not done at the Secretariat but by the relevant line Ministries during project implementation

The requirements of ISO 9001:2015 have been strictly adhered to while setting up NG-CDFB Quality Management System.

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Where NG-CDFB out-sources any process that affects service conformity, NG-CDFB controls such processes. Control of such outsourced processes shall be defined and documented in relevant departmental operational manuals as necessary.

The controls include service contracts, service agreements, memorandum of understanding etc.

The outsourced services include:

1. Repairs and Maintenance
2. Consultancy services
3. Works and services as applicable.

4.4 Quality management system and its processes

4.4.1 NG-CDF has established, implemented, maintained and is continually improving her quality management system, including the processes needed and their interactions, in accordance with the requirements of ISO 9001:2015.

NG-CDF has determined and documented the processes needed for the quality management system and their application throughout the organization and has:

- a) determined the inputs required and the outputs expected from these processes;
- b) determined the sequence and interaction of these processes;
- c) determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) determined the resources needed for these processes and ensured their availability;
- e) assigned responsibilities and authorities for these processes;
- f) addressed the risks and opportunities as determined in accordance with the requirements of 6.1;

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- g) evaluated these processes and implemented any changes needed to ensure that these processes achieve their intended results;
- h) improved the processes and the quality management system

4.4.2. To the extent necessary, has:

- a) maintained documented information to support the operation of its processes;
- b) retained documented information to have confidence that the processes are being carried out as planned.

5. LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

NG-CDF Top management demonstrates leadership and commitment with respect to the quality management system by:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the Apex;
- c) ensuring the integration of the quality management system requirements into the NG-CDF business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the quality management system are available;
- f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;

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- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

NG-CDF Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

The Management and the staff of NG-CDFB ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction. This is being achieved by operating an effective, documented, quality management system in accordance with ISO 9001:2015 International Standard.

NG-CDFB management's primary concern is the provision of quality services to its customers. In accomplishing this goal, the management is dedicated to satisfying and exceeding the customer's expectation and requirements through:

- a. Setting up customer internal control systems which capture and monitor the requirements specified by the customer or requirements which are not stated by the customer but necessary for specified or intended use are fulfilled to the satisfaction of their customers.

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- b. The review of products offered by the NG-CDFB with a view of improving its quality.

References: customer complaints recording processes/ customer satisfaction surveys, service charters.

5.2 Policy

5.2.1 Establishing the quality policy

NG-CDF has established a quality policy which is compliant with requirements of clause 5.2.1 ISO 9001:2015 standard. *Ref: NG-CDFB/QMS/01*

QUALITY POLICY

The National Government Constituencies Development Fund Board is committed to operate a Quality Management System in accordance with ISO 9001:2015 International Standard. This is aimed at providing quality services that meet or exceed the expectations of our customers.

Through the Quality Management System, the Board shall ensure provision of quality services in the effective and efficient disbursement and management of the Fund.

To be able to achieve this, the Board shall ensure that:

- We are committed to comply with the requirements and continually improve the effectiveness of the Quality Management System;
- Quality objectives are determined, monitored, evaluated, reviewed and continually improved for sustainability; and
- This policy and associated Quality Management System documentation are communicated and understood by all employees.

This policy shall be reviewed and revised as necessary to take into account changes in the Quality Management System and other relevant government regulations and procedures in the Public Sector for Continuing suitability.

Sign: **Date:**

Chief Executive Officer

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6.1.1. Communicating the quality policy

The NG-CDF quality policy:

- a) is available and be maintained as documented information; refer to Quality Policy – Ref: NG-CDFB/QMS/01.
- b) is communicated, understood and applied within the organization;
- c) is made available to relevant interested parties, as appropriate- through the website.

5.3 Organizational roles, responsibilities and authorities

NG-CDF top management has assigned and communicated responsibilities and authorities, for relevant roles.

Refer to career progression guidelines and NG-CDF Organogram (see annex 2)

NG-CDF top management has appointed a Management Representative who irrespective of other duties and responsibilities has the responsibility and authority for:

- a) ensuring that the quality management system conforms to the requirements of ISO 9001:2015;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
- d) ensuring the promotion of customer focus throughout the organization;
- e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

See MR appointment letter.

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6. PLANNING

6.1. Actions to Address Risks and Opportunities

6.1.1. When planning for the quality management system, NG-CDF considers the issues referred to in 4.1 and the requirements referred to in 4.2 of ISO 9001:2015, and determines the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result(s);
- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects;
- d) achieve improvement.

6.1.2. NG-CDF plans:

- a) actions to address these risks and opportunities;
- b) how to:
 - 1) integrate and implement the actions into its quality management system processes (see 4.4);
 - 2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

Refer to the departmental and corporate risk registers.

Refer to the Internal Audit Procedure

6.2. Quality objectives and planning to achieve them

6.2.1. NG-CDF has established quality objectives at relevant functions, levels and processes needed for the quality management system. The quality objectives:

- a) are consistent with the quality policy;
- b) are measurable;
- c) take into account applicable requirements;

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- d) are relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) are monitored;
- f) are communicated;
- g) are updated as appropriate.

Quality objectives are maintained as documented information. Refer to Quality Objectives – NG-CDFB/QMS/04

When planning how to achieve its quality objectives, NG-CDF determines:

- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When it will be completed;
- e) How the results will be evaluated

6.3. Planning of changes

When NG-CDF determines the need for changes to her quality management system, the changes are carried out in a planned manner.

NG-CDF considers:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.

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7. SUPPORT

7.1. Resources

7.1.1. General

The top management shall at all times determine and provide the resources necessary for the implementation and maintenance of the Quality Management System in order to meet customer requirement and enhance their satisfaction.

NG-CDF considers:

- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers.

7.1.2. People

NG-CDF determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3. Infrastructure

NG-CDF top management has determined, provided and maintained the infrastructure needed to achieve service delivery. These include: -

- a) Buildings, workspaces and associated utilities,
- b) Process equipment (both hardware and software),
- c) Supporting services (such as transport, communication or information systems).

7.1.4. Environment for the operation of processes

NG-CDF determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services.

NG-CDF takes reasonable efforts to ensure that the work environment is conducive for staff to be motivated, committed, involved and encourages innovation.

7.1.5. Monitoring and measuring resources

NG-CDFB does not have any monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

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7.1.6. Organizational knowledge

NG-CDF has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is maintained and be made available to the extent necessary. When addressing changing needs and trends, NG-CDF considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

7.2. Competence

NG-CDF;

- a) Determines the necessary competence for person(s) doing work under its control that affects the performance and effectiveness of the quality management system.
- b) ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) Where applicable, takes actions to achieve the necessary competence, and evaluates the effectiveness of the actions taken.
- d) Human Resource and Administration department maintains appropriate records of education, training, skills and experience in the personnel files.

7.3. Awareness

NG-CDF ensures that persons doing work under the organization's control are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) the implications of not conforming with the quality management system requirements.

7.4. Communication

NG-CDF has determined the internal and external communications relevant to the quality management system, including:

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- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate;
- e) who communicates.

Refer to Corporate affairs and communication procedures

7.5. Documented information

7.5.1. General

NG-CDF’s quality management system includes:

- a) documented information required by ISO 9001:2015;
- b) documented information determined by NG-CDF as being necessary for the effectiveness of the quality management system.

7.5.2. Creating and updating

When creating and updating documented information, NG-CDF ensures appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic); review and approval for suitability and adequacy.

Mandatory procedures manual NG-CDFB/QMS/03 - Procedure No. 1 Control of Documented Information defines the controls needed for QMS documentation.

7.5.3. Control of documented information

7.5.3.1. Documented information required by the quality management system and by ISO 9001:2015 is controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

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Refer to Mandatory procedures manual NG-CDFB/QMS/03 - Procedure No. 1 Control of Documented Information

7.5.3.2. For the control of documented information, NG-CDF addresses the following activities, as applicable:

- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) retention and disposition.

Documented information of external origin determined by NG-CDF to be necessary for the planning and operation of the quality management system is identified as appropriate, and controlled.

Documented information retained as evidence of conformity is protected from unintended alterations.

Refer to Mandatory procedures manual NG-CDFB/QMS/03 - Procedure No. 1 Control of Documented Information

8. OPERATION

8.1. Operational Planning and Control

NG-CDF plans, implements and controls the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6 of ISO 9001:2015, by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
 - 1) The processes;
 - 2) The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria;

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- e) Determining, maintaining and retaining documented information to the extent necessary:
- 1) To have confidence that the processes have been carried out as planned;
 - 2) To demonstrate the conformity of products and services to their requirements.

The output of this planning is suitable for NG-CDF's operations.

NG-CDF controls planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

NG-CDF ensures that outsourced processes are controlled (see 8.4).

Refer to the corporate planning and strategy procedure ref: NG-CDFB/GOP/CPS/01

8.2 Requirements for products and services

8.2.1 Customer communication

NG-CDF has determined, established and implemented effective arrangements and procedures for communicating with its customers in relation to information regarding the service enquiries (including changes and amendments), handling enquiries, contracts or orders, including changes, customer feedback and complaints, handling or controlling customer property and establishing specific requirements for contingency actions, when relevant.

Refer to Programmes and Field services Coordination procedures ref: NG-CDFB/GOP/PRG/01 and Corporate Affairs and Communication procedures ref: NG-CDFB/GOP/CAC/01

8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, NG-CDF ensures that:

- a) The requirements for the products and services are defined, including:
- 1) any applicable statutory and regulatory requirements;
 - 2) those considered necessary by the organization;

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- b) NG-CDF can meet the claims for the products and services it offers.

Refer to Programmes and Field services Coordination procedures ref: NG-CDFB/GOP/PRG/01 and other departmental/sectional procedure manuals.

8.2.3 Review of requirements for products and services

8.2.3.1. NG-CDF ensures that it has the ability to meet the requirements for products and services to be offered to customers.

NG-CDF conducts a review before committing to supply products and services to a customer, to include:

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) Requirements specified by NG-CDF;
- d) Statutory and regulatory requirements applicable to the products and services;
- e) Contract or order requirements differing from those previously expressed.

NG-CDF ensures that contract or order requirements differing from those previously defined are resolved. The customer’s requirements shall be confirmed by NG-CDF before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2. NG-CDF retains documented information, as applicable:

- a) on the results of the review;
- b) on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

NG-CDF ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

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8.3 Design and Development

Design and Development is not done at the Secretariat but by the relevant line Ministries during project implementation

8.4 Control of externally provided processes, products and services

8.4.1. General

NG-CDF ensures that externally provided processes, products and services conform to requirements.

NG-CDF determines the controls to be applied to externally provided processes, products and services when:

- a) Products and services from external providers are intended for incorporation into the organization's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

NG-CDF determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

Apex retains documented information of these activities and any necessary actions arising from the evaluations.

Refer to the procurement procedure ref: CDFB/GOP/PRC/01

8.4.2. Type and extent of control

NG-CDF ensures that externally provided processes, products and services do not adversely affect her ability to consistently deliver conforming products and services to its customers.

NG-CDF:

- a) ensures that externally provided processes remain within the control of its quality management system;

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- b) defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) takes into consideration:
 - 1) the potential impact of the externally provided processes, products and services on her ability to consistently meet customer and applicable statutory and regulatory requirements;
 - 2) the effectiveness of the controls applied by the external provider;
- d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3. Information for external providers

NG-CDF ensures the adequacy of requirements prior to their communication to the external provider. NG-CDF communicates to external providers its requirements for:

- a) The processes, products and services to be provided;
- b) The approval of:
 - 1) products and services;
 - 2) methods, processes and equipment;
 - 3) the release of products and services;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with the organization;
- e) Control and monitoring of the external providers' performance to be applied by the organization;
- f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

1.1 Production and service provision

8.5.1. Control of production and service provision

NG-CDF implements production and service provision under controlled conditions. Controlled conditions include, as applicable:

- a) the availability of documented information that defines:

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- 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
- 2) the results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) The implementation of actions to prevent human error;
- h) The implementation of release, delivery and post-delivery activities.

8.5.2. Identification and traceability

NG-CDF uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

NG-CDF identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

NG-CDF controls the unique identification of the outputs when traceability is a requirement, and retains the documented information necessary to enable traceability.

8.5.3. Property belonging to customers or external providers

NG-CDF gives due care to customers' property which includes intellectual property and such other confidential information while it is under the control of or being used by the organization or being incorporated as service inputs.

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Customers' property is identified, verified, protected and/or safeguarded as appropriate. Should any customer property be damaged, lost or used for any other reason, the organization shall contact the customer and request consent.

8.5.4. Preservation

NG-CDF preserves the conformity of service during internal processing and delivery to the intended destination. These preservations include identification, handling, packaging, storage and protection. (Refer to Industrial Training procedure manual (NG-CDF/QMS/IT/05) and other departmental and sectional procedures manual).

8.5.5. Post-delivery activities

NG-CDF meets requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, NG-CDF considers the following:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with its products and services;
- c) The nature, use and intended lifetime of its products and services;
- d) Customer requirements;
- e) Customer feedback.

8.5.6. Control of changes

NG-CDF reviews and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

NG-CDF retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of products and services

NG-CDF implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily

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completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

NG-CDF retains documented information on the release of products and services. The documented information includes:

- a) Evidence of conformity with the acceptance criteria;
- b) Traceability to the person(s) authorizing the release.

8.7 Control of nonconforming outputs

8.7.1. NG-CDF ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

NG-CDF takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

NG-CDF deals with nonconforming outputs in one or more of the following ways:

- a) Correction;
- b) Segregation, containment, return or suspension of provision of products and services;
- c) Informing the customer;
- d) Obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.2. NG-CDF retains documented information that:

- a) Describes the nonconformity;
- b) Describes the actions taken;
- c) Describes any concessions obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity.

Refer to Mandatory procedures NG-CDF/QMS/02 - Procedure No. 4 Control of nonconforming outputs.

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9 PERFORMANCE EVALUATION

9.1. Monitoring, Measurement, Analysis and Evaluation

9.1.1. General

NG-CDF has determined, through the strategic plan:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement shall be analysed and evaluated.

NG-CDF evaluates the performance and the effectiveness of the quality management system. NG-CDF retains appropriate documented information as evidence of the results.

9.1.2. Customer satisfaction

NG-CDF monitors and measures the perception of the customer as regards to meeting their requirements on yearly basis.

The methods used for the monitoring of customer satisfaction are selected so as to provide meaningful information regarding customer satisfaction as well as their priorities. This information includes suitable indicators to demonstrate progress and trends in customer satisfaction.

NG-CDF determines and implements appropriate methods for acting upon the customer satisfaction information, including communicating these results to interested parties. These includes: -

- a) Direct surveys of customers;

9.1.3. Analysis and Evaluation

NG-CDF analyses and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate:

- a) Conformity of products and services;
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;

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- f) The performance of external providers;
The need for improvements to the quality management system.

9.2. Internal audits

The internal audit process provides the organisation with information on the extent to which the Quality Management System is meeting requirements and its effectiveness in meeting objectives and customer requirements.

Mandatory procedures NG-CDF/QMS/02 - Procedure No. 3 Internal Quality Auditing define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

The Management Representative is the custodian of internal audits records.

9.3. Management Review

9.3.1. General

NG-CDF Top management reviews her quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction.

9.3.2. Management Review Inputs

The management reviews are planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of products and services;
 - 4) nonconformities and corrective actions;
 - 5) monitoring and measurement results;
 - 6) audit results;
 - 7) the performance of external providers;
- d) The adequacy of resources;

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- e) The effectiveness of actions taken to address risks and opportunities (see 6.1);
- f) Opportunities for improvement.

9.3.3. Management review outputs

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

NG-CDF retains documented information as evidence of the results of management reviews.
Improvement

10 IMPROVEMENT

10.1. General

Apex determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the quality management system.

10.2. Corrective action

Mandatory procedures NG-CDF/QMS/02 Procedure No. 5 Nonconformity and Corrective Action defines requirements for undertaking corrective actions as stipulated by clause 10.2 of the ISO 9001:2015 standard.

10.3. Continual Improvement

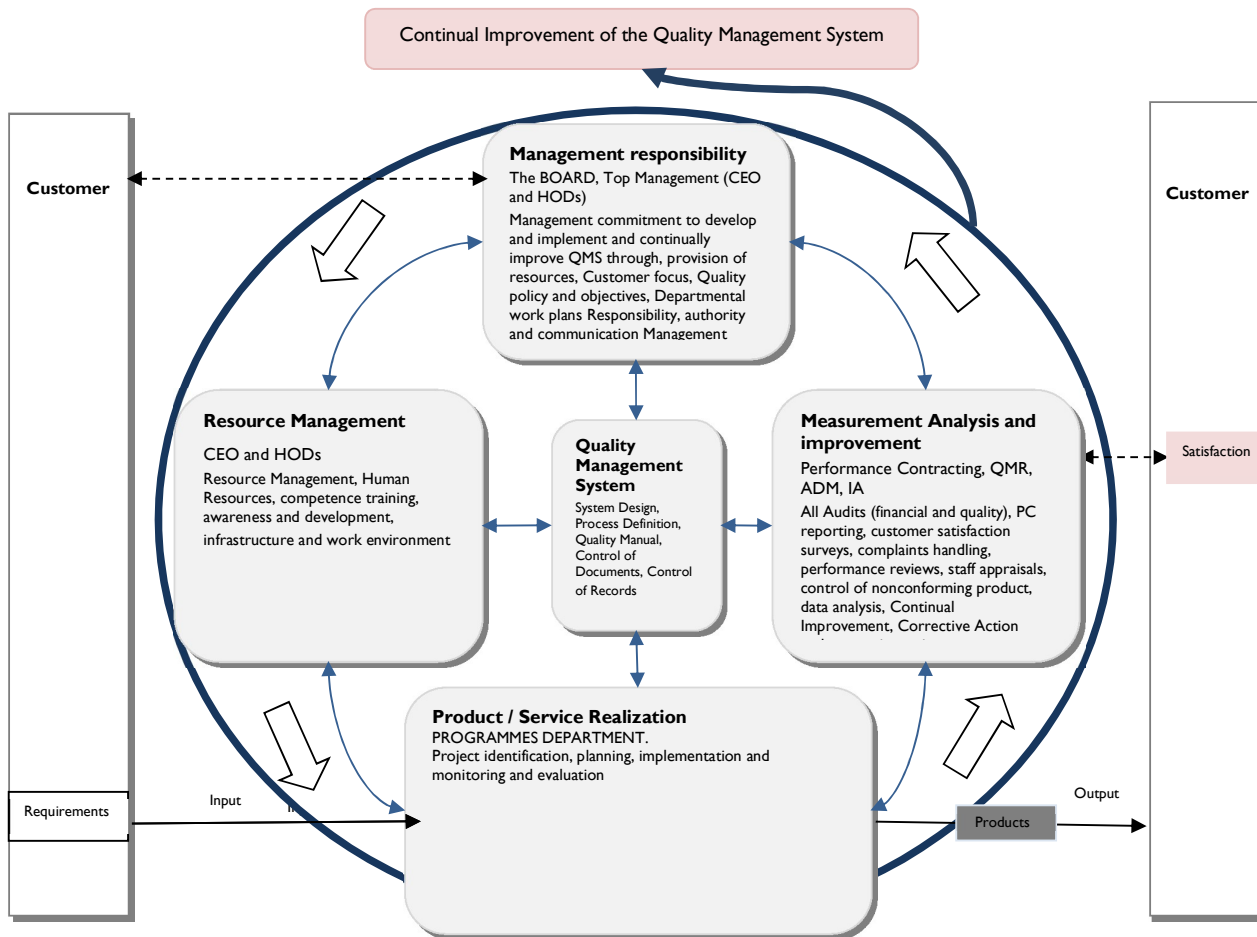
NG-CDF continually improves the suitability, adequacy and effectiveness of the quality management system.

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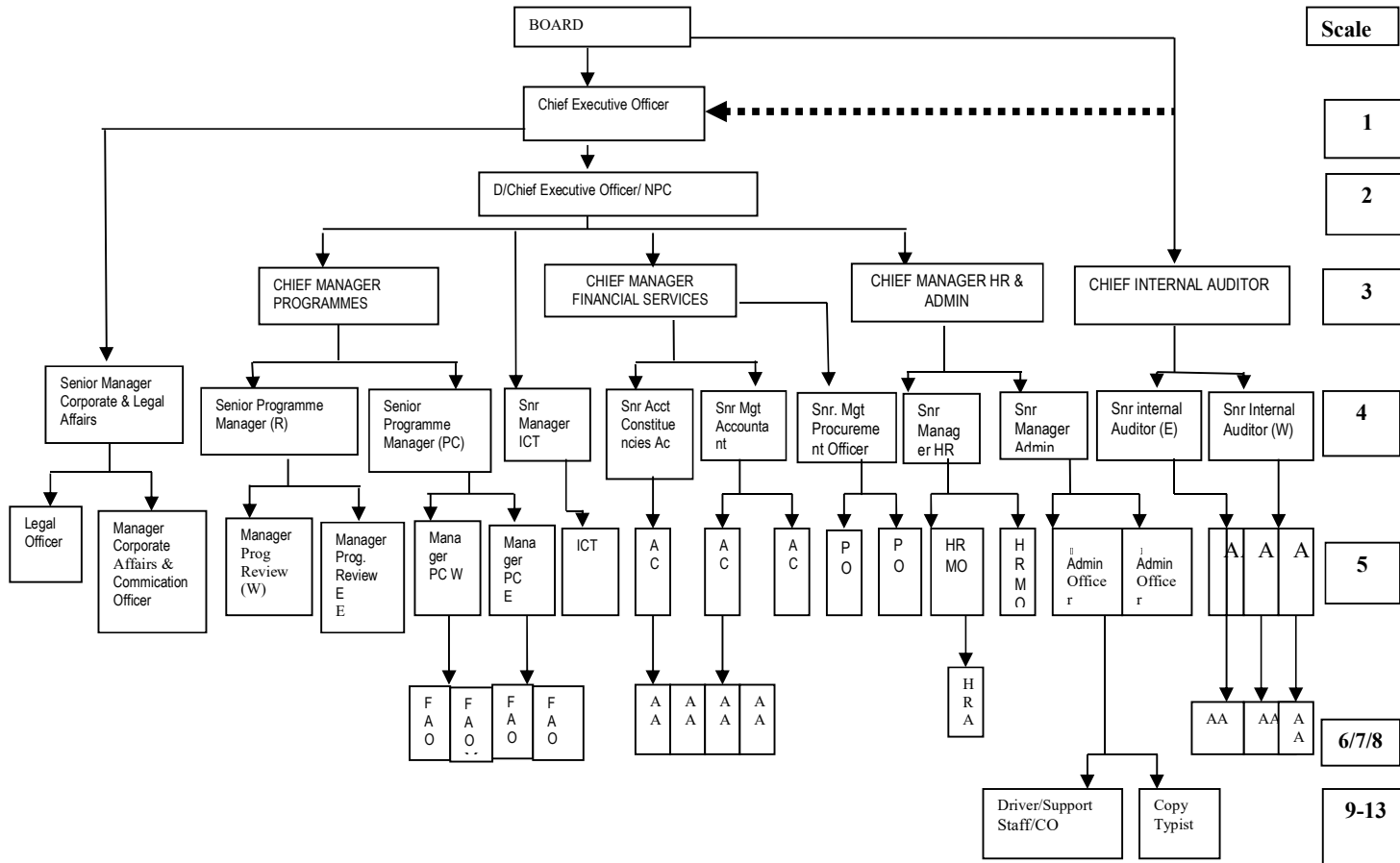
NG-CDF considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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APPENDIX 1: National Government Constituencies Development Fund Board process flow map



APPENDIX 2: National Government Constituencies Development Fund Board Organogram



APPENDIX 3: List of Quality Management System Procedures within National Government Constituencies Development Fund Board

No.	Departmental Procedures and Work Instructions	Reference Code.
1.	Procurement	<i>NG-CDFB/GOP/PRC/01</i>
2.	Financial Services	<i>NG-CDFB/GOP/FS/01</i>
3.	Human Resources and Administration	<i>NG-CDFB/GOP/HR&ADM/01</i>
4.	Internal Audit	<i>NG-CDFB/GOP/IA/01</i>
5.	ICT	<i>NG-CDFB/GOP/ICT/01</i>
6.	Corporate Planning and Strategy	<i>NG-CDFB/GOP/CPS/01</i>
7.	Legal Services	<i>NG-CDFB/GOP/LS/01</i>
8.	Programmes and Field Services Coordination	<i>NG-CDFB/GOP/P&FSC/01</i>
9.	CEO	<i>NG-CDFB/GOP/CEO/01</i>
10.	Corporate Affairs and Communications	<i>NG-CDFB/GOP/CAC/01</i>
11.	Risk Management	<i>NG-CDFB/GOP/RM/01</i>

No.	ISO 9001:2015 PROCEDURES	Reference Code.
1.	Quality Manual	<i>NG-CDFB/QMS/02</i>
2.	Mandatory Procedures	<i>NG-CDFB/QMS/03</i>

AMENDMENT SHEET
