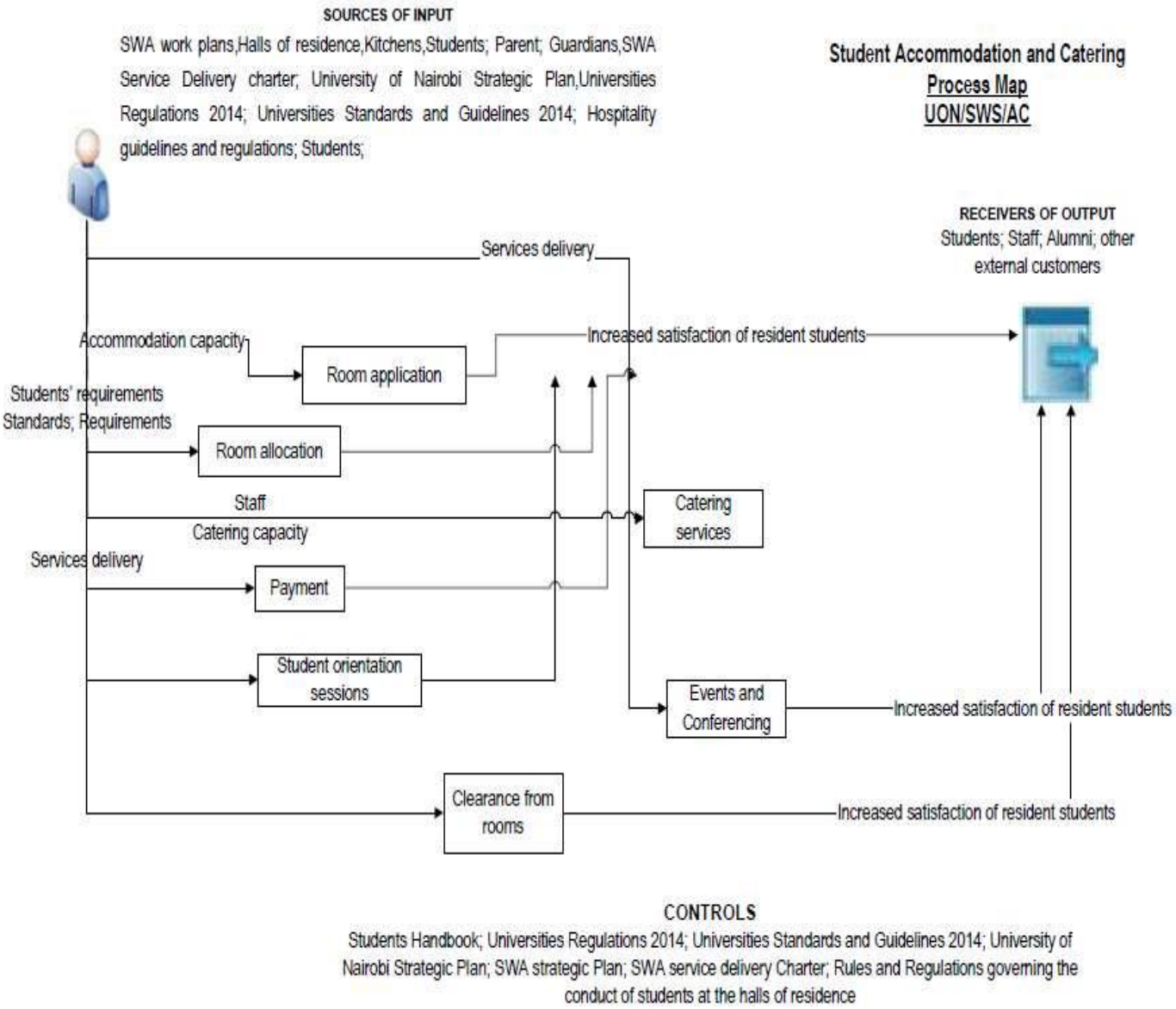
SOURCES OF INPUT
SWA work plans,Halls of residence,Kitchens,Students; Parent; Guardians,SWA Service Delivery charter; University of Nairobi Strategic Plan,Universities Regulations 2014; Universities Standards and Guidelines 2014; Hospitality guidelines and regulations; Students;
Student Accommodation and Catering
Process Map
UON/SWS/AC
RECEIVERS OF OUTPUT
Students; Staff; Alumni; other external customers
Services delivery
Accommodation capacity
Room application
Increased satisfaction of resident students
Students' requirements
Standards; Requirements
Room allocation
Staff
Catering capacity
Catering services
Services delivery
Payment
Student orientation sessions
Events and Conferencing
Increased satisfaction of resident students
Clearance from rooms
Increased satisfaction of resident students
CONTROLS
Students Handbook; Universities Regulations 2014; Universities Standards and Guidelines 2014; University of Nairobi Strategic Plan; SWA strategic Plan; SWA service delivery Charter; Rules and Regulations governing the conduct of students at the halls of residence