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Document Title: STANDARD OPERATING PROCEDURE FOR TRANSPORT SERVICE		

CHUKA UNIVERSITY

Standard Operating Procedure


For

Transport Service CU/SOP/TRAD/31

Document Review Sheet

The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
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Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (AA)/MR	01.3.2013
Approved by	Prof. E. N. Njoka	Vice-Chancellor	25.3.2013

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1.0 AMENDMENT RECORD SHEET

This Standard Operating Procedure is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

DATE	ISSUE NO.	REVISION NO.	PAGE NO.	SUBJECT OF REVIEW /MODIFICATION	REVISED BY HOD	APPROVED BY MR
1.3. 13	02	00	ALL	Changed Quality Management Representative to Management Representative	Mr. Peter Dereba	Prof. Isutsa
1.3. 13	02	00	ALL	Changed Deputy Principal to Deputy Vice-Chancellor	SAME	Prof. Isutsa
1.3. 13	02	00	ALL	Changed procedures to processes	SAME	Prof. Isutsa

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2.0 GENERAL

2.1 Purpose

The purpose of this procedure is to ensure that all Transport activities are managed effectively to ensure compliance with this International Standard and the Chuka University's and the Government's statutory policies, procedures and regulations.

2.2 Scope

These procedures shall apply to and define all the activities carried out within the department.

2.3 References

- Collective Bargaining Agreements (UASU, UNTESU, KUDHEIHA Workers)
- CU Charter, 2013
- CU Quality Manual
- CU Statutes, 2013
- Egerton University Act, 1987
- ISO 9001:2008 Standard, Clauses 7.1, 7.2, 7.5.2, 7.55, 7.6, 8.0

2.4 Definition and Abbreviations

Abbreviations

AA = Administrative Assistant
DP (AFP) = Deputy Vice-Chancellor (Administration, Finance and Planning)


Definitions

In addition to the relevant definition of terms given in ISO 9000:2005, the following specific definitions shall apply:

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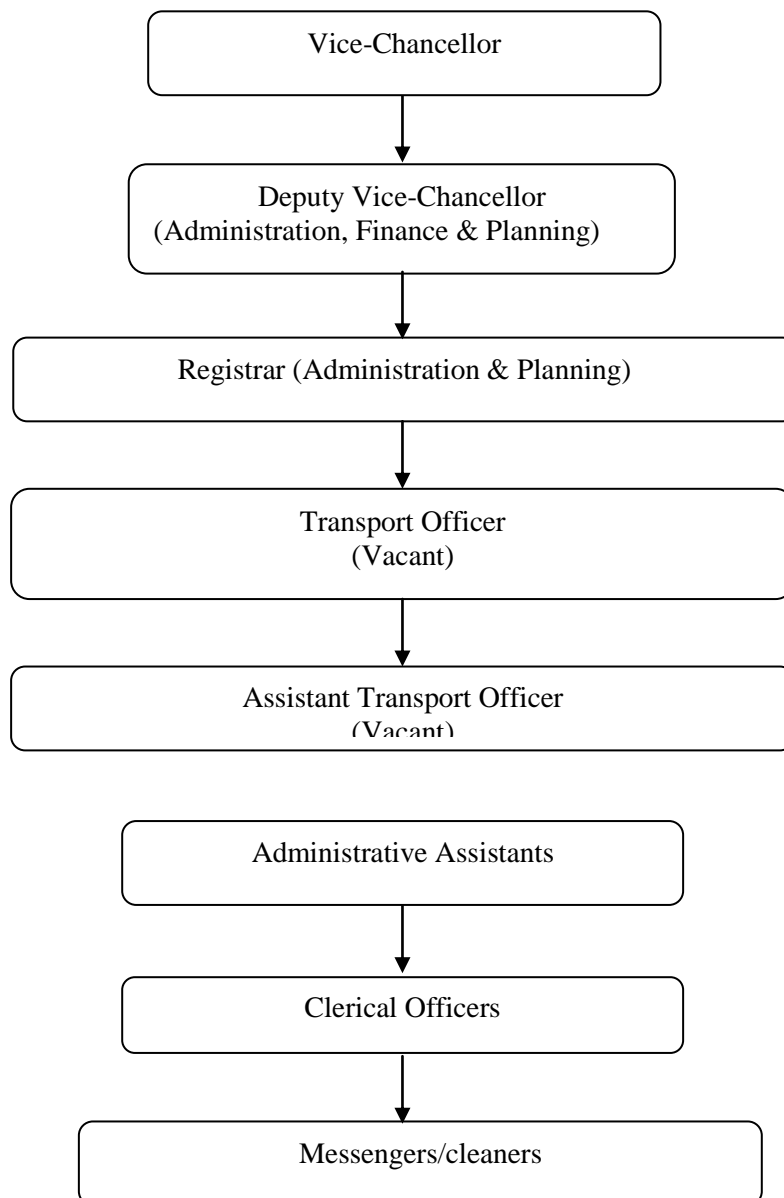
2.5 Responsibility


The Transport Officer has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose. The Transport Officer also has the principal responsibility for providing the information from which the documentation can be compiled and for initiating action to keep them up to date.

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3.0 ADMINISTRATIVE STRUCTURE

The Transport Department is one of the Departments in the University. The current administrative structure for the Department is as follows:



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4.0 PROCESSES

4.1 Overview

Transport Department is responsible for coordinating fleet vehicle services in the University. The core activities of the department include:

- (i) Coordination of Official Trips
- (ii) Allocation of Official Vehicles
- (iii) Guiding Fuelling of Official Vehicles
- (iv) Coordination of Servicing and Repair of Official Vehicles
- (v) Handling Accidents
- (vi) Work Ticket Analysis

4.2. Process for Coordination of Official Trips

The two trips executed in the Transport Department are:

- (i) Academic Trips: These are trips organized and funded by the University within the respective Departments. Fuel and per diem of the driver is catered for by the University. (Refer to CU/SOP/DEPT/16-21, CU/SOP/EXTT/12)
- (ii) Non-academic Trips: These are organized by groups, clubs or other staff members of Chuka University. Driver's per diem, fuel, wear and tear is always catered for by the responsible party.
- (iii) Non-academic trips are charged for wear and tear at a given rate per kilometer covered.


4.3. Process for Allocating of Official Vehicles

The process lasts between two and three days.

- (i) Any officer or Department planning for a trip shall do so through Transport Department.
- (ii) Approximation of mileage to be covered on a return trip is done by the Transport officer.
- (iii) The mileage shall be used to calculate the total amount of fuel in litres to be consumed
- (iv) The litres are multiplied at the market rate of the fuel to be consumed.
- (v) A copy of the trip's approval letter is brought to the office for filling.
- (vi) The letter is used to book for the vehicle in the vehicle booking register.
- (vii) Through booking, the driver is allocated and alerted of the trip.
- (viii) The copy of the trip's approval letter is used to facilitate signing of the work ticket either by The Vice-Chancellor or a designated representative.

4.4. Process for Guiding Fuelling of Official Vehicles

- (i) All Departmental and official trips cater for their own fuelling by obtaining fuelling funds prior to embarking on the journey.

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- (ii) Fuelling is done at Petrol Stations which have been identified by the University.
- (iii) A hand written serialized receipt is issued to the driver to clearly show the unit cost per litre, total amount of fuel in litres and the total cost of fuel.
- (iv) The driver enters the details of the receipts in the work ticket, then signs at the back of the receipt and indicates the Odometer reading before the start of the journey from the fuelling point.
- (v) The receipt is surrendered by the driver to the officer in-charge of the trip for accounting, accompanied with a copy of the work ticket at the end of the journey.
- (vi) Fuel float is however provided for only three (3) general official vehicles to facilitate smooth running within and near the University.

4.5. Process for Servicing and Repair of Official Vehicles

- (i) Vehicles are serviced after covering 5,000 km.
- (ii) Quotes for servicing are obtained from authorized dealers.
- (iii) A letter accompanied with quotations written to either Vice-Chancellor or Deputy Vice-Chancellor (AF&P) to approve the service.
- (iv) The parts which have been removed and replaced are brought back and surrendered in the University store after filling a “Delivery of Goods to Store Form”.
- (v) The copy of documents for servicing of the vehicles is brought to the Transport Office for filing in respective files of the vehicles.

4.6. Process for Handling Official Motor Vehicle Accidents


- (i) The driver informs the Transport Officer in case there is an accident.
- (ii) The Transport Officer then informs the Vice-Chancellor or Deputy Vice-Chancellor (Administration, Finance and Planning) for the next course of action.
- (iii) The Vice-Chancellor or Deputy Vice-Chancellor (Administration, Finance and Planning) then authorizes for the matter to be dealt with by the Traffic Police.
- (iv) If there are any charges preferred, the Transport Officer attends court proceedings.

4.7. Process for Work Tickets Analysis

- (i) At end of every month a new serialized work ticket is issued for each vehicle.
- (ii) A work ticket which has expired is brought back to the office for analysis.
- (iii) Transport Officer calculates the mileage covered within the month together with fuel consumption to ascertain the vehicle consumption rate.
- (iv) The analyzed work ticket is then filed in the work ticket file for future review.

5.0. RECORDS

- (i) A file for each vehicle where all documents related to that particular vehicle is filed.

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- (ii) Copies of approval letters are filed in the “Approval letters file”
- (iii) Matters pertaining to security are filed in the “Security File”
- (iv) Matters relating to sick offs and leave are filed in the “Sick Off/Leave File”
- (v) Internal communication letters/Memos are filed in the “Correspondence File”
- (vi) Copies of buses request for Non-Academic trips together with copies of payment receipt for wear and tear are filed in the “Transport File”.
- (vii) Copies of sourced quotes or purchases within the Departments are filed in the “Quotation File”
- (viii) A delivery book for Department is used to record documents send to other Departments or outside the University.

6.0. KEY PERFORMANCE INDICATORS/OBJECTIVES

a) Performance indicators

b) Objectives



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APPENDIX: PROCESS MAPS

i. Coordination of Trips

RESPONSIBILITY	ACTION
VICE-CHANCELLOR DEPUTY VICE-CHANCELLOR (AFP)	<p>Start</p> <p>Trip approval letter (Academic or Non-Academic)</p>
TRANSPORT OFFICER	Booking of the trip in the booking register
VICE-CHANCELLOR, DEPUTY VICE-CHANCELLORS, TRANSPORT OFFICER	Signing work ticket for the trip
DRIVER	The trip mileage is closed on the work ticket
	<p>End</p>

ii. Allocating of vehicles

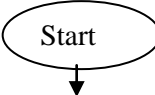
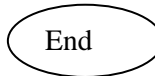
RESPONSIBILITY	ACTION
USER	<p>Start</p> <p>Request for vehicle through Transport Department</p>
TRANSPORT OFFICER	Calculates fuel, wear and tear
USER	Copy of the approval letter brought to office for filling
TRANSPORT OFFICER	Allocating of the Driver for the trip
VICE-CHANCELLOR, DVC (AFP) TRANSPORT OFFICER	Signing of the work ticket
DRIVER	Closing the work ticket after the trip
	<p>End</p>





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iii. Fuelling

RESPONSIBILITY	ACTION
USER	<div style="text-align: center;">  <p>↓</p> </div> Filling of the imprest for fuel before journey starts
USER/DRIVER	Fuelling of the vehicle done
USER/DRIVER AND PETROL ATTENDANT	Hand written receipt issued for the fuel consumed showing amount of fuel and unit cost per litre.
DRIVER	Enters the details on the receipt into the work ticket and signs at the back of the receipt with odometer reading during the time of fuelling.
USER/ DRIVER	Receipt handed over for accountability as well as a copy of the work ticket used for surrendering the imprest.
DRIVER	Closes the work ticket after the end of the trip. <div style="text-align: center;">  </div>

Servicing and Repairs

RESPONSIBILITY	ACTION
DRIVER	<div style="text-align: center;">  <p>↓</p> </div> Servicing done at 5000 km Sourcing of quotes from Toyota or Associated Motors
VICE-CHANCELLOR DVC (AFP)	Approval for the service
VICE-CHANCELLOR DEPUTY VICE-CHANCELLOR OR TRANSPORT OFFICER	Work ticket signed for the vehicle to leave for service.
DRIVER	Takes the vehicle for service when money is out
TRANSPORT OFFICER	Replaced parts brought back and taken to store with a “Delivery of Goods to Store Form” signed.
TRANSPORT OFFICER	Copies of the service documents filled in the respective vehicle files. <div style="text-align: center;">  </div>