	<b>TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES</b> Ayala Blvd., Ermita, Manila, 1000 Philippines Tel No. +632-301-3001 local 409   Fax No. +632-521-4063 Email: ues@tup.edu.ph   Website: tup.edu.ph	Index No.	PM-UES-4.2.4
		Issue No.	01
		Revision No.	00
	<b>PROCEDURES &amp; WORK INSTRUCTIONS MANUAL</b>	Date	11242017
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Subject 4.2.4	<b>Conduct of Training Program</b>	QAC No.	CC-11242017

### Purpose:

This documented information is determined, maintained, retained to the extent necessary to have confidence that the conduct of extension training program procedure, under the University Extension Services, is carried out as planned. This is to demonstrate the conformity of products and services delivered/rendered therein, in compliance to University policies, customer, and statutory/regulatory requirements.

### Scope:

This procedure applies to the conduct of extension training programs from all colleges and campuses of TUP, and other relevant interested parties.

### Responsibility and Authority:

The Director of University Extension Services (UES) is responsible in the effective implementation of this procedure, duly verified and approved by the Vice President for Research and Extension, or relevant authorities.

### Key Performance Indicators:

#### 1. Efficiency (E)

1.1 Completed tasks with at least 90% accuracy / 10% corrections.

#### 2. Quality (Q)

2.1 Achieved at least 80% customer satisfaction.

2.2 Received 0 complaint.


2.3 Received at least 1 customer commendation/wow experience.

#### 3. Timeliness (T)

3.1 Completed highly technical transactions (scientific tasks etc.) within 20 days average.

### References:

1. F-UES-4.2-TRF-Training Registration Form
2. F-UES-4.2-PEF-Pre-Evaluation Form
3. F-UES-4.2-PME-Program Mid-Evaluation
4. F-UES-4.2-PPE-Program Post-Evaluation
5. F-UES-4.2-EFS-Financial Statement
6. F-UES-4.2-EMF-UES Monitoring Form
7. F-UES-4.2-LOP-List of Participants
8. F-UES-4.2-ESR-Status Report

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### Conduct Training Program Procedure Details:

