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|  | TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES 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-4.2.3 |
| | | Issue No. | 01 |
| | | Revision No. | 00 |
| | PROCEDURES & WORK INSTRUCTIONS MANUAL | Date | 11242017 |
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Purpose:

This documented information is determined, maintained, retained to the extent necessary to have confidence that the post implementation of extension projects 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:

The procedure covers the submission of documents such as terminal report with attachments such as write up of the project implemented, photos, post evaluations, and other supporting documents. Projects that have released funds must be liquidated immediately after the implementation.

Responsibility and Authority:

The Proponent shall submit terminal report to the Extension Services Office. He is obliged to liquidate all expenses related to the project and shall submit supporting documentations to concerned offices immediately after implementation.

The Extension Coordinator of each college/campus shall assist the proponent and ensure that all relevant documentations are submitted, compliant to University policies, and statutory/regulatory requirements.

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.

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References:

1. REF-UES-INT-MOP-Manual of Operations of Extension Services 2007
2. F-UES-4.2-EFS-Financial Statement
3. F-UES-4.2-EMF-UES Monitoring Form
4. F-UES-4.2-LOP-List of Participants
5. F-UES-4.2-ESR-Status Report
6. F-UES-4.2-PEF-Pre-Evaluation Form
7. F-UES-4.2-PME-Program Mid-Evaluation
8. F-UES-4.2-PPE-Program Post-Evaluation
9. F-UES-4.2-TCR-Training Completion Report
10. F-UES-4.2-QCE-Qualitative Contribution Evaluation
11. F-UES-4.2-SLF-SUC Leveling Form

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