



NATIONAL OPEN UNIVERSITY OF NIGERIA

SOP Title	SERVICOM Unit
SOP No:	
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	SERVICOM Unit
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

To deliver a diligent and friendly service that leaves the customer feeling satisfied. By striving to improve the value of services for our customers and to achieve optimum customer satisfaction by promoting service delivery excellence in NOUN.

SERVICOM Unit Activities

1. Complaints Resolution from students/staff/stakeholders
2. Conducting of Survey
3. Monthly report of SERVICOM Unit daily activities to SERVICOM Presidency
4. SERVICOM Quarterly Unit meeting
5. SERVICOM Quarterly Representatives meeting
6. Quarterly Performance report of SERVICOM Unit activities to SERVICOM Presidency
7. Quarterly Inspection of NOUN facilities
8. Review of service Charter
9. Secretarial Services
10. Sanitation of SERVICOM Unit

Activities and Actions

S/N	Activity	Steps	Maximum Timeline to complete each step	Action by	Evidence
1.	Complaints resolution	1. Students Complaints. Complaints received via SERVICOM email and Physical enquiry. 2 Complaints are forwarded to the Nodal Officer/Head Of Unit for further necessary action. Student complaints are further forwarded to	90 days		Copies of submitted complaints via SERVICOM email and Physical enquiry. Copies of complaints forwarded to the Nodal Officer/Head of Unit.

		3. E-ticket platform. Staff/Stakeholder's Complaints. Complaints received via SERVICOM email, Written memo and physical enquiry. 4. Complaints forwarded to the Nodal Officer/Head of Unit for further directive. 5. Complaints are further channeled to Management for further necessary action			Copies of complaints received. Copies of complaints forwarded to the Nodal Officer/Head of Unit. Copies of recommendations and attached evidence of complaints from staff/stakeholders are forwarded to Management for further necessary action.
2.	Conducting of Survey	1. Preparation Preparation of questionnaires on any observed service failure in the university.	90 Days		Copy of Prepared questionnaire.

		2. Distribution of questionnaires to the respondents. 3. Collation of questionnaires from the respondents. 4. Typing of report. 5. Report Summary report, observations and recommendations forwarded to the Nodal Officer/Head of Unit for vetting and for further directive.			Picture/acknowledged copies from Faculties, Directorates and Units of the University. Total number of copies received from the respondents. Copy of typed report. Copy of Summary report and recommendations.
3.	Monthly report of SERVICOM Unit daily activities to SERVICOM Presidency	1. Monthly Report Collation of information. 2. Typing of report. 3. Vetting of report. 4. Submission of monthly	90 Days		Copies of information received. Copy of typed information received. Copy of the report vetted. Acknowledged copy of

		report of daily activity to SERVICOM Presidency.			the report submitted to SERVICOM Presidency.
4	SERVICOM Quarterly Unit meeting	1. Preparation Send out the notice of the meeting to all SERVICOM Unit staff. 2. Drawing the agenda of the meeting. 3. Commencement of SERVICOM Unit meeting. 4. Writing the minutes of the meeting. 5. Typing the minutes of the meeting 6. Vetting of minutes of the meeting.	90 Days		Copy of the notice of the meeting Copy of the agenda of the meeting. Pictorial evidence from the meeting. Copy of the write-up minutes of the meeting. Copy of the typed minutes of the meeting. Copy of the vetted minutes of the meeting.
5.	SERVICOM Quarterly Representatives meeting	1. Preparation. Send out the notice of the meeting to SERVICOM Representatives nationwide.	90 Days		Copy of the notice of the meeting

		2. Drawing the agenda of the meeting. 3. Booking a venue for the Meeting. 4. Request for the creation of link for zoom meeting. 5. Request for public address system. 6. Commencement of SERVICOM Representatives meeting. 7. Writing the minutes of the meeting. 8. Typing the report and minutes of the meeting. 9. Vetting the report and minutes of the meeting.			Copy of the agenda of the meeting. Copy of the request memo for meeting venue. Copy of the request memo for the creation of link for zoom meeting. Copy of the request memo for public address system. Pictorial evidence from the meeting venue. Copy of the write-up minutes of the meeting. Copy of the typed report and minutes of the meeting. Copy of the vetted report and minutes of the meeting.
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6.	Quarterly report of SERVICOM Unit activities to SERVICOM Presidency.	1. Preparation Collation of information for the Quarterly report of activity to SERVICOM Presidency. 2. Sending out request for e-ticketing update from NICC Unit. 3. Typing of report. 4. Vetting of report. 5. Presentation and submission of Quarterly report of activity to SERVICOM Presidency.	90 Days		Copy of the Collated information of Quarterly activities. Copy of the request memo to NICC Unit. Copy of the typed report. Copy of the vetted report. Pictorial evidence and acknowledged copy of Quarterly report of activity from SERVICOM Presidency.
7.	Quarterly Inspection of NOUN facilities.	1. Pictorial Evidence Taking pictures of bad restrooms, doors, directional signs, cracks and identifying areas where there is service failure.	90 Days		Pictorial evidence of the observed bad facilities. Copy of the documented observed

		2. Documenting all the observed faulty facilities. 3. Typing of report. 4. Vetting of report. 5. Submission of report and recommendations to Management for necessary action.			faulty facilities. Copy of the typed report. Copy of the vetted report. Acknowledged copy of report and recommendations to Management.
8.	Review of service Charter	1. Memo Sending out request of information to various Faculties, Directorates And Units of the university requesting for their major activities for the review of service charter. 2. Collation of data Received from Deans, Directorates and Heads of Unit of the University. 3. Submission of charter to University Management for consideration.	90 Days		Copy of the request memo to various Faculties, Directorates and Units of the university. Copy of the Collated information from Faculties, Directorates and Units of the university. Acknowledged copy of

		4. Submission of charter to SERVICOM Presidency for consideration. 5. Sending invitations by the University Management to staff, students, stakeholders, Heads of MDAs and SERVICOM Presidency for charter re-launch.			charter from Management. Acknowledged copy of charter from SERVICOM Presidency. Copy of the invitation letter.
9.	Secretarial Service	1. Memo Creating memo index, file index and opening of files. 2. Receiving of incoming Mails and dispatching of outgoing mails. 3. Filling of documents.	90 Days		Copy of the memo index and file index. Copy of the incoming mails and outgoing mails. Copy of the document minute for filling.
10.	Sanitation OF SERVICOM Unit	Cleaning Cleaning of SERVICOM Unit Office and Protection of cleaning materials.	90 Days		Pictorial evidence

Nodal Officer/Head of Unit

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Signature and Date