



## National Open University of Nigeria

SOP Title	SERVICOM Unit
SOP No:	NQSA/SOP/IGM/011
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**

<b>S/N</b>	<b>Activity (Assigned Task)</b>	<b>Steps (Task Description)</b>	<b>Maximum Days to complete each step</b>	<b>Action by (Name and ID number)</b>	<b>Evidence of completed Activity (Task)</b>
1.	Complaints Resolution	1. Students Complaints. Complaints received via SERVICOM email and Physical enquiry.	90 Days		List of complaints received from students by name, matric number, complaint, action taken and dates.
		2. Complaints are forwarded to the Nodal Officer/Head of Unit for further necessary action. Student complaints are further forwarded to E-ticket platform.			
		3. Staff/Stakeholder'			

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		<p>s Complaints: Complaints received via SERVICOM email, written memo and physical enquiry.</p>			
		<p>4. Complaints forwarded to the Nodal Officer/Head of Unit for further directive.</p>			
		<p>5. Complaints are further channelled to Management for further necessary action</p>			
2.	Conducting of Survey	<p>1. Preparation of Questionnaires on any observed service failure in the university.</p>	90 Days		List of findings on NOUN service delivery and explanations on how the findings were used to improve service delivery in NOUN.
		<p>2. Distribution of Questionnaires to the respondents.</p>			

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		3. Collation of questionnaires from the respondents.			
		4. Typing of report.			
		5. Summary report, observations and recommendation forwarded to the Nodal Officer/Head of Unit for vetting and for further directive.			
3.	Monthly Report of SERVICOM Unit Daily Activities to SERVICOM Presidency	1. Monthly Report Collation of information.	90 Days		List of monthly report by S/N, report, date, major activities or outputs.
		2. Typing report.			
		3. Vetting of report.			
		4. Submission of monthly Report of daily activity to SERVICOM Presidency.			
4.	SERVICOM	1. Preparation: Send	90 Days		List of meeting held with

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
	Quarterly Unit Meeting	<ol style="list-style-type: none"> <li>1. Drawing the agenda of the meeting.</li> <li>2. Drawing the agenda of the meeting.</li> <li>3. Commencement of SERVICOM Unit Meeting.</li> <li>4. Writing the minutes of the meeting.</li> <li>5. Vetting of minutes of the meeting.</li> </ol>			<p>dates by S/N, meeting type, date, minutes extracts. Include attendance list.</p>
5.	SERVICOM Quarterly Representatives Meeting	<ol style="list-style-type: none"> <li>1. Preparation Send out the notice of the meeting to SERVICOM Representatives Nationwide.</li> <li>2. Drawing the agenda of the meeting.</li> <li>3. Booking a venue for the Meeting.</li> </ol>	90 Days		<p>List of meetings held with dates by S/N, meeting type, date, minutes extracts. Include attendance list.</p>

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		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 minutes of the meeting.			
		9. Vetting the report and minutes of the meeting.			
6.	Quarterly Report of SERVICOM Unit Activities to SERVICOM Presidency	1. Preparation: Collation of information for the Quarterly report of activity to SERVICOM Presidency.	90 Days		<ol style="list-style-type: none"> <li>1. Summary of report received from NICC Unit.</li> <li>2. Quarterly report of activities submitted to SERVICOM</li> </ol>

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		<ol style="list-style-type: none"> <li>1. Sending out request for e-ticketing update from NICC Unit.</li> <li>2. Typing of report.</li> <li>3. Vetting of report.</li> <li>4. Presentation and submission of Quarterly report of activity to SERVICOM Presidency.</li> </ol>			presidency.
7.	Quarterly Inspection of NOUN Facilities	<ol style="list-style-type: none"> <li>1. Pictorial Evidence Taking pictures of bad restrooms, doors, directional signs, cracks and identifying areas where there is service failure.</li> <li>2. Documenting all the observed faulty facilities.</li> <li>3. Typing of report.</li> <li>4. Vetting of report.</li> <li>5. Submission of</li> </ol>	90 Days		Report of inspection of NOUN facilities.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		report and recommendations to Management for necessary action.			
8.	Review of service Charter	<ol style="list-style-type: none"> <li data-bbox="495 555 887 1034">1. 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.</li> <li data-bbox="495 1034 887 1225">2. Collation of data Received from D Directorates and Heads of Unit of the University.</li> <li data-bbox="495 1225 887 1375">3. Submission of charter to University Management</li> </ol>	90 Days		E-copy of the reviewed service charter



S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		for consideration.			
		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.			
9.	Secretarial Service	1. Creating memo index, file index and opening of Files.	90 Days		1. List of memos, letters, and other documents typed; 2. Sample of file indexed created within the period under consideration 3. List of incoming and outgoing mails with
		2. Receiving of incoming Mails and dispatching of outgoing mails.			
		3. Filling of			

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		documents.			dates. 4. List of documents filed within the period under consideration.
10.	Sanitation of SERVICOM Unit	Cleaning of SERVICOM Unit Office and Protection of cleaning materials.	90 Days		Report from the head of unit admin on the office sanitation.

### **Team of Developers**

1. Margaret I. Boro (Mrs.)
2. Patricia Idam Okoh
3. Mrs. Patricia Ekwukoma
4. Idris Adama Ameh