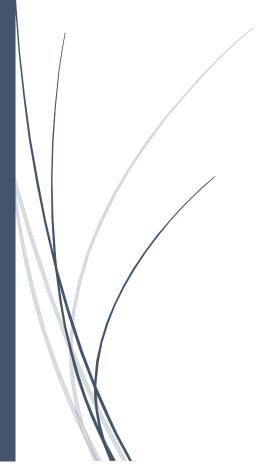# Controlling Outsourced Services Process

(Cleaning, Dining, Security Services)

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1. SUMMERY

1.1. This document defines the process of controlling the outsourced services at Tishk International University.

1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM.IN.001E].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Wasfi Kahwachi	Dr.Idris Hadi Salih

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	15/05/2015	0	3 years	Original Release	Rasha Alkabbanie	Nurullah Darici	Dr. Mehmet Ozdemir
2	01/11/2017	1	3 years	The format has been changed, other items has been added to the content	Rasha Alkabbanie	Dr. Wasfi Kahwachi	Dr.Idris Hadi Salih

3. PROCESS DEFINITION

3.1. The purpose of this process is to ensure that the services provided to Tishk International University by outsourced suppliers are fulfilling the requirements and being performed in a quality manner.

4. PROCESS OBJECTIVES AND METRICS

4.1. Process objectives for this process are defined in the "Quality Objectives of Tishk International University" document.

4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the "Quality Objectives of Tishk International University" document.

4.3. The targets of each objective are determined in October of every academic year.

4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
D4-Having safe and clean environment in the university	Number of nonconformities found in the semi-annual internal auditing done by QMS Unit for: - Security Services - Dining Services - Cleaning service	-
H5-Making effective decisions and implementation to the surveys done at Tishk International university	% of surveys results have been responded to	-

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

5.1. The owner of this process is the **Administrative Manager.**

5.2. **Staff of the outsourced services** will ensure proper fulfillment of the requirements of this process.

5.3. The **Vice-President of Administrative Affairs** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES

6.1. Technical Information Needed.

- None

6.2. Resources/Facilities and Techniques needed:

- Cleaning equipment and materials.
- Security related requirements (security cameras, monitors, defending weapons..)
- Dining facilities and materials.

6.3. Resources/Personnel needed:
- Staff of Outsourced services.

6.4. Special training needed
- None

7. SUP-PROCESSES WITHIN THIS PROCESS:

- Controlling Dining Service
- Controlling Cleaning Service
- Controlling Security Service

8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:
- Meals prepared and served.
- Clean environment is ensured at the university campus.
- Safe environment is ensured at the university campus.

8.2. Documents produced :
- None

8.3. Records produced:

Classrooms Cleanness Checking List	IU.GS.FR.002E
Cleaning Daily Schedule	IU.GS.FR.004E
Offices Cleanness Checking List	IU.GS.FR.003E
Wc Cleanness Checking List	IU.GS.FR.001E
Weekly Inspection Checklist	IU.GS.FR.010E

Haftalik Yemekhane Denetim Formu	IU.QM.FR.353E
Mutfak Ve Depolama Yapilan Birimlerde Yapilacak	IU.QM.FR.356E

9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Service may not be done in a quality manner	Somewhat likely to Occur	Moderate	By the evaluation surveys done every year	Decisions shall be made as per the results of the evaluation surveys. The services suppliers shall be warned in case of shortage. If the performance was not enhanced, the contact shall be canceled.

10. STEPS

10.1 Controlling Dining Services:

1- The meals are prepared at the company's kitchen and are delivered to the university campus (half an hour before the Lunch Time).
2- The workers at the university dining hall receive the food and prepare it to be served.
3- At the lunch time, the food are served to the staff and the kitchen ware are being washed.
4- Every week, Director of Dining Services checks the quality of the meals and services and he/she fills "yemekhanesi itaftalik denctim formu" form.
5- Each day, Head of Dining Services checks the process inside the kitchen and meals serving process. In case of any remarkable defaults, he/she informs the kitchen director to do necessary actions.
6- Each month, Head of Dining Services makes an evaluation of the kitchen and he/she fills "Mutfak Ve Depolama Yapilan Birimlerde Yapilacak" form.
7- The evaluation results are discussed with the Vice-President of Administrative Affairs to make necessary decisions.

10.2 Controlling Cleaning Services:

- The cleaning duties are planned daily by the chef of cleaning services using "Cleaning Daily Schedule".
- The chef of cleaning checks daily the cleanness of the offices using "Offices Cleanness Checking List".

- The chef of cleaning checks daily the cleanness of the classrooms using "Classrooms Cleanness Checking List".
- The chef of cleaning checks daily the cleanness of the Wc's using "WC Cleanness Checking List".

- The Administrative Manager dose a weekly inspection using "Weekly Inspection Checklist".

10.3 Performing Security Services

1- Security unit is responsible for the security inside the buildings and for observing the gates, staff parking lot and students parking lot.
2- The security system is as the following :
- Shift (8 AM until 5pm) for the gates and inside the buildings and parking lots.
- Shift (5 pm until 12am) for the main building and the gates .
- Shift (12 am until 8am) for the main building and the gates .
3- The security men walk around through the corridors in the university to observe the security situation .
4- The director of security services checks the cameras in the university through his monitors.
5- In the case of a crime or an accident happen in the university, the security department staff call the police and help them in the investigations.
6- The ADMINISTRATIVE MANAGER contacts the security services department through the director of security services .
7- The security men on the main gates observe the cars of the staff and students which are entering .
8- The staff and the student must have the badge of Tishk International university on his/her car in order to be able to enter through the gates of the university, the human resources department of the university is responsible about issuing the cars badges of the staff , whereas the security services department is responsible about issuing the car badge of the students .
9- At the main doors of the university buildings , the security men and women are responsible about inspecting the comers (staff – students – visitors) and their bags .

10- When a visitor come to the university , he/she shows his/her identity card to the security man at the main gate and informs him/her about the department that he needs to visit , the security men register the information about the visitor in addition of the date and the time of the visit In the visitor log ( ).