



KYAMBOGO UNIVERSITY

**P. O. BOX 1, KYAMBOGO
KAMPALA, UGANDA**

POLICY ON OUT SOURCING OF CATERING SERVICES AT KYAMBOGO UNIVERSITY

AS

APPROVED BY

THE UNIVERSITY COUNCIL

ON 29TH NOVEMBER 2017

Citation

This policy may be cited as “Policy on Outsourcing of Catering Services”.

Date of approval by the University Council **29TH NOVEMBER 2017**

Signature:

.....
Prof. John Okedi
CHAIRPERSON UNIVERSITY COUNCIL

Signature:

.....
Charles Okello
SECRETARY COUNCIL

Acknowledgement

This policy on outsourcing of catering services in Kyambogo University is going to enhance the achievement of the University Vision and Mission. Kyambogo University Management conveys special tribute to the University Council for their insight and commitment to this policy.

Further appreciation is extended to the Management of the following universities that graciously accepted to share their experiences of managing outsourced catering services; Makerere University Business School, Makerere University, Uganda Management Institute, Kenyatta University and University of Dar es salaam.

The contribution of the Adhoc Committee and the Teams that did the benchmarking is acknowledged with gratitude.

Foreword

Kyambogo University is a Public University created by an Act of Parliament to promote and advance knowledge and development of skills in Science, Technology and Education and such other fields having regard to quality, equity, progress and transformation of society.

The core business of the University is; Teaching and Learning, Research and Innovations and Community Service. The University also recognises that, in order for it to achieve the core functions, the safety and welfare of students is paramount. In that regard, the University is committed to safeguarding and promoting the welfare of students and expects all staff, service providers and visitors to share this commitment.

From its inception, the University has been involved in the direct provision of food to government sponsored students. While the University is committed to implement this function, the delivery of meals to students has continued to constrain its capacity and resources in the wake of the declining financial resources coupled with evergrowing expectations and demands from the students in terms of the quality and quantity of food served. The quality of students' food has on several occasions been the reason for students' unrest and strikes.

On the basis of the above scenario it is only prudent that the University divests management of catering services so as to improve provision of students' welfare services while sparing more time to concentrate on the core business. Outsourced services are less stressful in planning the meals to prepare, saves time, it offers a detailed menu and gives a lasting impression to the students and management for sustainability.

When the University divests the management of catering services, the students will get quality and timely meals and thus concentrate on their studies to improve grades. It is therefore, important that all stakeholders, particularly the students' community support this policy on outsourcing of the catering services.

I expect and look forward to your co-operation and support in implementing this policy.

.....

Professor John Okedi
Chairman, University Council

List of acronyms

KyU	Kyambogo University
MUBS	Makerere University Business School
M & E	Monitoring and Evaluation
PPDA	Public Procurement and Disposal of Public Assets.
PDU	Procurement and Disposal unit
UMI	Uganda Management Institute

Table of Contents

Citation.....	2
Acknowledgement.....	3
Foreword.....	4
List of accronyms.....	6
Table of contents.....	7
Definition of Terms.....	8
Preamble.....	9
Background.....	11
Vision, Mission, Motto and Core Values.....	12
Legal framework.....	13
Purpose.....	13
Policy statement.....	13
Guiding Principles.....	13
Policy objectives.....	14
Scope.....	15
Implementation of the policy.....	15
Quality Assurance.....	16
Monitoring and Evaluation.....	16
Polickey review.....	16

Definition of Key Terms

- Catering premises : The kitchens, dining halls, cooking shades and the surroundings.
- Government White Paper : A policy document issued by government that sets out their proposals for future legislation
- Kyambogo University community : Students, members of staff and visitors
- Minor repairs : Replacement of electricals and plumbing consumables.
- Out sourcing : A practice used by entities or companies to reduce costs by transferring portions of their work to outside suppliers rather than performing them internally.
- Student : A person registered for a programme of study or research at Kyambogo University.
- The University : Kyambogo University

Preamble

Kyambogo University is committed to achieving academic and professional excellence. Pursuant of that vision, the University considers the quality of the total student experience very important and contributing to the success of the University. Effective catering services greatly contribute to that experience.

The University provides catering services under three catering sections which it manages directly. The running of those catering services has had various challenges that have been a barrier to provision of quality meals to students.

The University has limited capacity in terms of management, human resources, finances and time to provide catering services to a bigger percentage of its students. Kyambogo University catering services are accessed by only 3,000 out of a total student population of 22,000. The rest of the students take their meals from public places where food may not be prepared and handled in a hygienic manner. Meanwhile the few students who access the University meals are dissatisfied with the catering services and often go on strike over the quality and quantity of food served to them.

Cognisant of the challenges faced by the University in provision of catering services to the students, Council decided to outsource the catering services.

An Adhoc Committee was appointed to draft a policy on outsourcing of catering services. Benchmarking was done with other Universities that have outsourced catering services both in Uganda and in the region and the best practices have been adopted in this policy. The students who are the direct beneficiaries of the catering services have also been consulted.

This policy establishes guidelines of procuring catering service companies with expertise and capacity to serve large populations. The policy also puts in place mechanisms of maintenance of quality standards.

It is envisaged that procuring catering companies is going to enable the

University provide nutritious, delicious and timely meals to all students and other members of the University community. This in turn will save time for the University to concentrate on its core business.

Professor Eli Katunguka Rwakishaya

Vice Chancellor

1.0 Background

The current Kyambogo University catering services were adopted from the three former institutions (The Institute of Teacher Education Kyambogo, Uganda Polytechnic Kyambogo and the Uganda National Institute of Special Needs Education) which used to offer all meals to the government sponsored students, most of whom were residents.

The University has continued to run the catering services with challenges which include:

- i. Very old catering facilities and equipment that cost a lot to maintain.
- ii. Staffing challenges.
- iii. High costs of utilities.
- iv. Poor management of food stocks.
- v. Very long and costly procurement process.
- vi. Seasonal scarcity of food stuffs that made it difficult to maintain some foods on the menu.

Such challenges inevitably affected the quality of meals offered to the students' resulting into un-rest and strikes in the University.

It is also government policy that Universities should outsource the non-core functions for which they do not have enough expertise and concentrate on core functions of Teaching and Learning, Research and Innovations and Community services.

Through outsourcing of catering services, it is hoped that the University will save time to concentrate on its core function, curb strikes relating to unsatisfactory quality of food for students, maintain high standard of meals for the University community on campus, cut costs and improve its reputation.

2.0 Vision, Mission, Motto and Core Values:

This policy shall be guided by the Vision, Mission, Motto and Core values of the University.

- 2.1 Vision: To be a Centre of Academic and Professional Excellence.
- 2.2 Mission: To advance and promote knowledge and development of Skills in science, technology and education and such other fields having regard to quality, equity, progress and transformation of society.
- 2.3 Motto: Knowledge and Skills for Service.
- 2.4 Core values:
 - i. Quality: Ensuring high quality of output and service delivery.
 - ii. Equity: Ensuring equal opportunity for all in all its programmes.
 - iii. Integrity: Promotion of high sense of moral and ethical standards in all its dealings with stakeholders and the public.
 - iv. Professionalism: Professionalism is to be observed in all dealings and execution of the University's mandate.

3.0 Legal Framework

This Policy shall be interpreted in accordance with all applicable International Instruments to which Uganda is bound, National Laws including, Regulations and Policies of Uganda. In pursuit of the objectives set out, this policy shall be in line with the following:

- i. The Constitution of the Republic of Uganda, 1995 as amended
- ii. The Universities and Other Tertiary Institutions Act, 2001 as amended;
- iii. The Public Health Act, 2006;
- iv. The Occupational Health and Safety Act, 2006;
- v. Public Finance Management Act, 2015 as amended

- vi. Employment Act, 2006;
- vii. The Contracts Act, 2010;
- viii. PPDA Act, 2003 as amended;
- ix. PPDA Regulations, 2014; and
- x. Any other relevant laws, regulations and policies.

4.0 Purpose

The purpose of this policy is to guide the provision food to students through outsourcing of the catering services.

5.0 Policy Statement

The University is committed to provide affordable, accessible and fairly priced meals to students. In this regard, the University shall outsource catering services.

6.0 Guiding Principles

This policy shall be guided by the following principles:

Principle 1: Transparency and Accountability:

Commitment to openness, value for money, responsibility for actions taken.

Principle 2: Integrity and Professionalism:

Embracing the highest standard of ethical behaviour, honesty and exemplary moral character.

Principle 3: Innovativeness:

Embracing new ideas and approaches that promote efficient and effective implementation of the outsourcing of catering services.

Principle 4: Timeliness:

Provision of catering services to students in a timely manner.

Principle 5: Quality:

Provision of nutritious, balanced diet and safe food for human consumption.

Principle 6: Flexibility:

Provide an environment that ensures demand driven services.

7.0 Policy Objectives

7.1 General objective

The principle objective of the policy is to guide the provision of quality meals to students through outsourcing of catering services.

7.2 Specific Objectives

- i. To provide accessible and affordable catering services to students
- ii. To facilitate provision of quality catering services to students

8.0 Strategies

	Objectives	Strategies
1.	To provide accessible and affordable catering services to students	<ol style="list-style-type: none">i. Procure qualified and competent catering service providers.ii. Manage the contract
2.	To facilitate provision of quality catering services to students	<ol style="list-style-type: none">i. Establish quality standardsii. enforce compliance

9.0 Scope

This policy is applicable to Kyambogo University and specifically to students and the entire community of the University.

10.0 Implementation of the Policy

The University has governance structures. This policy shall be implemented through these structures:

10.1 The University Council

The University Council as the supreme organ of the University is mandated to put in place policies, standards and guidelines to ensure provision of effective students' welfare services. In this regard, the Policy on Outsourcing of Catering Services shall be approved by the University Council and shall be communicated to all stakeholders.

10.2 The Students' Affairs and Welfare Committee

The Students' Affairs and Welfare Committee shall receive and consider reports from Top Management and recommend them to Council.

10.3 Management

The overall implementation of the Policy on Outsourcing of Catering Services shall be vested in Management.

Management shall develop the standards and guidelines of the catering services. It shall ensure that the policy is in accordance with the prevailing laws. It shall also present monitoring and evaluation reports to Council regularly. Management shall initiate the review of the policy when need arises.

11.0 Monitoring and Evaluation

Management shall develop a monitoring and Evaluation framework for this policy.

12.0 Policy Review

This Policy may be reviewed after three years.

13.0 Start Date

The start date shall be the date of approval by the University Council.