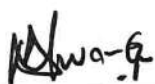




# KISII NATIONAL POLYTECHNIC

## INTEGRATED MANAGEMENT SYSTEM MANUAL

(ISO 9001:2015 AND ISO/IEC 27001:2013)

<b>DOC.NO:</b> KNP/ADM/IMSPM	<b>REV:</b> 06
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Kisii National Polytechnic was founded in 1971 as a Harambee Institute of Technology. It was registered in 1972 under the Education Act. CAP 212 of the laws of Kenya with the objective of providing technical education and training for youths. It was moved from St. Vincent Centre where it was initially housed, to the current site in 1980. The first buildings to be put up were Woodwork Technology and Mechanical Engineering workshops, Typing Pool, Hostels, Kitchen and Dining hall. The curriculum then was Secretarial and Building technology. Since then more courses have been introduced and currently Kisii National Polytechnic offers more than eighty-eight (88) courses in Certificate and Diploma levels. It occupies 16.95 hectares of land which is considered adequate for future expansion.

Science and Technology (S&T) activities have been recognized in the institution since its inception as vital to social and economic development. There has been rapid expansion of Science and Technology since the enactment of Science and Technology Act CAP 250 of the laws of Kenya (1977).


The college is managed by the Governing council and college administration comprising of the Principal, Deputy Principals, the Registrar, the Dean of Students, Heads of Departments and their Deputies.

Day to day learning activities in the college is managed by the Departments.

### 1.3 MANDATE

The mandate of the polytechnic is to develop an institution with excellence in training, scholarship, entrepreneurship, research, consultancy, community service and products with emphasis on technology, its development, impact and application within and outside

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- Dean of Students
- Finance Office
- Internal Auditor
- Procurement
- Management Representative
- Public Complaints
- Research and Development
- Office of Career Services
- Centre for Teaching and Learning
- Integrity Assurance Office
- Information and Communication Technology
- Human Resources Management

#### 1.7.2 CURRICULUM IMPLEMENTATION DEPARTMENTS/SECTIONS

- Business Studies
- Health Sciences
- Applied Sciences
- Building and Civil Engineering
- Mechanical and Automotive Engineering
- Communication and Development Studies
- Hospitality Management Studies
- Fashion Design and Clothing Technology
- Electrical and Electronics Engineering
- Computer Studies

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- 4 Provide Quality Learning Environment
- 5 To enhance the human capital capacity base of KNP.
- 6 To enhance the financial sustainability of KNP.
- 7 Enhance efficiency and effectiveness of polytechnic management.
8. To enhance result-based performance evaluation and quality assurance
9. To enhance the corporate social responsibility of KNP

#### **KNP ADDRESSES**

Website – [www.kisiipoly.ac.ke](http://www.kisiipoly.ac.ke). E-mail – [kisiipolytechnic@gmail.com](mailto:kisiipolytechnic@gmail.com)

- [info@kisiipoly.ac.ke](mailto:info@kisiipoly.ac.ke)

##### **Physical Address**

Off Kisii – Keroka road, near Daraja-Moja Junction.

##### **Postal Address**

P. O. Box 222 – 40200, KISII.


Mobile: 0700152177/ 0752031300/0768806602/0762417589/0762417581/0777806602

## **2.0 REFERENCES**

- 2.1 ISO 9001:2015 Quality Management Systems – Requirements
- 2.2 ISO/IEC 27001:2013 Information Security Management System – Requirements
- 2.3 ISO 19011:2011 Guidelines for Auditing Management Systems
- 2.4 ISO 9000:2015 Fundamentals and Vocabulary
- 2.5 KNP Strategic Plan

## **3.0 TERMS, DEFINITIONS AND ABBREVIATIONS**

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3.1.11 **Documented Information to be maintained** - Documents other than records required for the running of the system.

3.1.12 **Processes** – Departments within KNP

### **3.2 Abbreviations**

3.2.1 KNP - The Kisii National Polytechnic

3.2.2 IMS - Integrated Management System

3.2.3 MR - Management Representative

3.2.4 HOD - Head of Department

3.2.5 IA - Internal Audit

3.2.6 BUS - Business Studies

3.2.7 HSC - Health Sciences

3.2.8 APS - Applied Sciences

3.2.9 BCE - Building & Civil Engineering

3.2.10 MEE – Mechanical and Automotive Engineering

3.2.11 CDS - Communication & Development Studies

3.2.12 HMS – Hospitality Management Studies

3.2.13 FDCT – Fashion Design and Clothing Technology


3.2.14 EEE – Electrical and Electronics Engineering

3.2.15 CS - Computer Studies

3.2.16 MATH – Department of Mathematics

3.2.17 AES – Agriculture and Environmental Studies

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3.2.36 TLC – Teacher Learning Centre

3.2.37 ICT – Information Communication Technology Department

3.2.38 IA – Internal Audit Office


3.2.39 EXAM – Examinations Office

3.2.40 SOA – Statement of Applicability

3.2.41 SO – Security Office

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b) The requirements of these interested parties that are relevant to the IMS.

KNP monitors and reviews information about these interested parties and their relevant requirements annually.

### **4.3 The scope of the Integrated Management System**

KNP has determined the boundaries and applicability of the Integrated Management System to establish its scope.

KNP IMS scope is **“Provision of training in Research, Science, Technology, Innovation and Entrepreneurial Training in Socio-Economic Development.”**

Processes within KNP are included in the scope (See appendix II).

All requirements of ISO/IEC 27001:2013 and ISO 9001:2015 are applicable within the scope except clause 8.5.1 (f) and 8.5.5 of ISO 9001:2015 and as indicated in the SOA.


The types of products and services covered in the scope are;

- a) Training (courses).
- b) Research and innovation.
- c) Accommodation of students.
- d) Guidance and Counselling.
- e) Co-curricular activities.
- f) Entrepreneurial activities.

### **4.4 Integrated Management System and its processes**

**4.4.1** KNP has established, implemented, maintained and continually improves the IMS, including the processes needed and their interactions (Interfaces and independencies), in accordance with the requirements of ISO 9001:2015 and ISO/IEC 27001:2013 Standards.

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b) **Retained** documented information to have confidence that the processes are being carried out as planned. Documented information retained includes but not limited to all records to provide evidence for adherence to process requirements.

## 5.0 LEADERSHIP


### 5.1 Leadership and commitment

#### 5.1.1 General

Top management of KNP demonstrates leadership and commitment with respect to the IMS by:

- a) Taking accountability for the effectiveness of the IMS;
- b) Ensuring that the IMS policy and objectives are established for the Integrated Management System and are compatible with the context and strategic direction of KNP.
- c) Ensuring the integration of the Integrated Management System requirements into business processes of KNP through awareness and implementation of the system;
- d) Promoting the use of the process approach and risk-based thinking when planning and implementing the IMS;
- e) Ensuring that the resources needed for the Integrated Management System are available when and as needed;
- f) Communicating the importance of IMS and of conforming to the IMS requirements to its staff and other interested parties;

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- Staff evaluation and appraisal
- Class conferences.
- Departmental meetings
- Analysis of results from examinations, external providers and other processes
- Student Union
- Staff Welfare

Top Management has established a service charter to guide the provision of services with the aim of enhancing customer satisfaction.

## **5.2 IMS POLICY**

KNP has established, implemented and maintained an IMS Policy that:

- a) Is appropriate to the purpose and context(scope) of KNP and supports its strategic direction;
- b) Provides a framework for setting quality objectives;
- c) Includes a commitment to satisfy applicable requirements;
- d) Includes a commitment to continual improvement of the IMS.

### **Policy Statement**

Kisii National Polytechnic is committed to providing our trainees with quality practical and up-to-date training. We will provide our staff with relevant continual training in line with changing global market trends. We are committed to ensuring the security of information for business continuity.

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The Principal has appointed a Management Representative who has been assigned the responsibility and authority for:

- a) Ensuring that the IMS conforms to the requirements of ISO 9001:2015 and ISO/IEC 27001:2013, legal and contractual requirements as applicable;
- b) Ensuring that the processes are delivering their intended outputs;
- c) Reporting on the performance of the IMS and on opportunities for improvement in particular to top management;
- d) Ensuring the promotion of customer focus throughout the organization;
- e) Ensuring that the integrity of the IMS is maintained when changes to the IMS are planned and implemented.
- f) Liaising with relevant internal and external interested parties in relation to IMS.

## **6 Planning**

### **6.1 Actions to address risks and opportunities**

All risks will be handled as per the risk management framework in the KNP Risk Management policy KNP/MR/RMP/18.

### **6.2 IMS objectives and planning to achieve them**


**6.2.1** KNP has established objectives at relevant functions, levels and processes needed for the IMS.

The objectives:

- a) are consistent with KNP IMS policy and strategic direction;
- b) are measurable;

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When KNP determines the need for changes to the IMS, the changes are carried out in a planned manner.

Before implementation of the changes, KNP considers:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the IMS;
- c) The availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.
- e) Information processing facilities and systems that affect information security.

## 7.0 SUPPORT

### 7.1 Resources

#### 7.1.1 General

KNP has determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of the IMS.

The resources are indicated in the work plans, budgets and the corporate procurement plan considering;

- a) The capabilities of, and constraints on existing internal resources;
- b) What needs to be obtained from external providers.

#### 7.1.2 People

KNP has determined and provided persons necessary for the effective implementation of its IMS and for the operation and control of its processes.

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KNP has determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

KNP has ensured that the resources provided:

- a) Are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) Are maintained to ensure their continuing fitness for their purpose.

KNP has retained appropriate documented information (records) as evidence of fitness for purpose of the monitoring and measurement resources.


Monitoring and measuring resources include all student academic performance evaluation tools and equipment.

#### **7.1.5.2 Measurement traceability**

Measuring equipment shall include the measuring equipment identified in clause 7.1.5.1 (b) above. To provide confidence in the validity of measurement results, measuring equipment is:

- a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement

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*sharing undocumented knowledge and experience; the results of improvements in processes, products and services);*

*b) External sources (e.g. standards; academia; benchmarking, conferences; gathering knowledge from customers or external providers).*

## **7.2 Competence**

KNP has:

- a) Determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the IMS;
- b) Ensured that these persons are competent on the basis of appropriate education, training, or experience;
- c) Where applicable, taken actions to acquire the necessary competence, and evaluated the effectiveness of the actions taken;
- d) Retained appropriate documented information as evidence of competence. The records are retained in office of the Principal, HRO and functional areas.


Actions taken to acquire the necessary competence include, as appropriate, the provision of training to, the mentoring of, or the reassignment of currently employed persons; or the hiring or contracting of competent persons.

## **7.3 Awareness**

KNP has ensured that persons doing work under KNP's control are aware of:

- a) KNP IMS policy;
- b) Relevant IMS objectives;
- c) Risk assessment process

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- Letters
- Circulars
- Meetings
- E-mail
- Text Messages
- Website

## 7.5 Documented information

### 7.5.1 General

KNP's IMS documentation includes:

- a) Documented information required by ISO 9001:2015 and ISO/IEC 27001:2013;
- b) Documented information determined by KNP as being necessary for the effectiveness of the IMS.
- c) Documented information required by regulatory, legal and contractual obligations.


### 7.5.2 Creating and updating

When creating and updating documented information, KNP ensures appropriate:

- a) Identification and description (such as titles, date, author, or reference number);
- b) Format in terms of language, software version and document structure.

English is the formal language used for documentation. Paper and/or electronic media is used for documentation.

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Documented information to be retained (i.e. records) is controlled according to Procedure for Control of Documented Information KNP/MR/SOP/001.

## **8 OPERATION**

### **8.1 Operational planning and control**

KNP has planned, implemented and controlled the processes needed to meet the requirements for information security and provision of products and services, and to implement the actions to address risks and opportunities by:


- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
  - 1) The acceptance and assessment of risks;
  - 2) The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria;
- e) Determining, maintaining and retaining documented information to the extent necessary:
  - 1) To have confidence that the processes have been carried out as planned;
  - 2) To demonstrate the conformity of products and services to their requirements.
- f) Implementing plans to achieve IMS objectives

It has ensured that the output of this planning is suitable for KNP's operations.

KNP controls planned changes and reviews the consequences of unintended changes if any, taking action to mitigate any adverse effects, as necessary.

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**8.2.3.1** KNP has ensured that it has the ability to meet the requirements for products and services to be offered to customers. KNP conducts a review before committing to supply products and services to a customer, to include:

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) Requirements specified by KNP;
- d) Statutory, Legal and contractual requirements applicable to the products and services;

KNP ensures that contract or order requirements differing from those previously defined are resolved.

KNP confirms customer's requirements before acceptance of orders/requests, when the customer does not provide a documented statement of their requirements.

**8.2.3.2** The KNP retains documented information, as applicable:


- a) On the results of the review as reports;
- b) On any new requirements for the products and services.

#### **8.2.4 Changes to requirements for products and services**

KNP ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

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### 8.3.3 Design and development inputs

KNP determines the requirements essential for the specific types of products and services to be designed and developed. KNP considers:

- a) Functional and performance requirements;
- b) Information derived from previous similar design and development activities;
- c) Statutory and regulatory requirements;
- d) Standards or codes of practice that KNP has committed to implement;
- e) Potential consequences of failure due to the nature of the products and services.

KNP ensures that inputs are adequate for design and development purposes, complete and unambiguous.

Conflicting design and development inputs are resolved.


Documented information on design and development inputs is retained.

### 8.3.4 Design and development controls

KNP applies controls to the design and development process to ensure that:

- a) The results to be achieved are defined;
- b) Reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- c) Verification activities are conducted to ensure that the design and development outputs meet the input requirements;
- d) Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;

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Documented information is retained on:

- a) Design and development changes;
- b) The results of reviews;
- c) The authorization of the changes;
- d) The actions taken to prevent adverse impacts.

## **8.4 Control of externally provided processes, products and services**

### **8.4.1 General**


KNP ensures that externally provided processes, products and services conform to KNP requirements.

KNP has determined the controls to be applied to externally provided processes, products and services when:

- a) Products and services from external providers are intended for incorporation into the organization's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

KNP determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. KNP retains documented information of these activities and any necessary actions arising from the evaluations.

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- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with KNP;
- e) Control and monitoring of the external providers' performance to be applied by KNP;
- f) Verification or validation activities that KNP, or its customer, intends to perform at the external providers' premises.
- g) Responsibilities of external providers related to information security.

## 8.5 Production and service provision

### 8.5.1 Control of production and service provision


KNP implements production and service provision under controlled conditions.

Controlled conditions include, as applicable:

- a) The availability of documented information that defines:
  - 1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
  - 2) The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- g) The implementation of actions to prevent human error;
- h) The implementation of release, delivery and post-delivery activities.

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In case the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, KNP will report this to the customer or external provider and retain documented information on what has occurred.

A customer's or external provider's property include materials, components, tools and equipment, premises, intellectual property and personal data. (Examples are student certificates, and hired equipment like tents and chairs, public address system, gowns.)

#### **8.5.4 Preservation**

KNP preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Preservation includes identification, handling, damage control, packaging, storage, transmission or transportation, and protection, as applicable.

#### **8.5.5 Post-delivery activities**

Post-delivery activities at KNP include the establishment of an alumni association.


#### **8.5.6 Control of changes**

KNP reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

KNP retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

#### **8.6 Release of products and services**

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d) Obtaining authorization for acceptance under concession with the customer and relevant regulatory body.

Conformity to the requirements is verified when nonconforming outputs are corrected.

Procedure for Internal Audits applies (KNP/MR/SOP/002).

**8.7.2** KNP retains documented information that:

- a) Describes the nonconformity;
- b) Describes the analysis done and actions taken;
- c) Describes any concessions obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity.

## **9.0 Performance evaluation**

### **9.1 Monitoring, measurement, analysis and evaluation**


#### **9.1.1 General**

KNP has determined:

- a) What needs to be monitored and measured;
  - Risks and opportunities
  - Information on internal/external issues and interested parties
  - Customer survey and feedback
  - Information on external providers
  - Information security processes and controls
  - Monitoring and measuring results;

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- IMS Leader
- Monitoring and Evaluation Committee
- Quality Assurance Committee
- Service Delivery Committee
- Process owners
- ICT Department
- Internal Audit Department

KNP evaluates the performance and the effectiveness of the Integrated Management System and retains appropriate documented information as evidence of the results of evaluation.

#### **9.1.2 Customer satisfaction**

KNP monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. KNP has determined the methods for obtaining, monitoring and reviewing this information.


Methods of monitoring customer perceptions include but not limited to customer surveys, customer feedback, meetings with customers and market-share analysis.

KNP conducts customer satisfaction survey annually and acts on the results.

#### **9.1.3 Analysis and evaluation**

KNP analyses and evaluates appropriate data and information arising from monitoring and measurement.

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importance of the processes concerned, changes affecting KNP, and the results of previous audits;

- b) Defines the audit criteria and scope for each audit;
- c) Selects auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) Reports results of audits to management.
- e) Ensures appropriate correction and corrective actions are taken without undue delay.
- f) Retains documented information as evidence of the implementation of the audit programme and the audit results.

### **9.3 Management review**

#### **9.3.1 General**


KNP Top management reviews the organization's IMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of KNP. This is done during management review meetings.

#### **9.3.2 Management review inputs**

The management review is planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the IMS;
- c) Feedback on the performance and effectiveness of the IMS, including trends in:
  - 1) Customer satisfaction and feedback from relevant interested parties;
  - 2) The extent to which objectives have been met;
  - 3) Process performance and conformity of products and services;

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- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the IMS.

Examples of improvement include correction, corrective action and actions to address opportunities, breakthrough change, innovation and re-organization.


## **10.2 Nonconformity and Corrective Action**

**10.2.1** When a nonconformity occurs, including any arising from complaints, KNP:

- a) Reacts to the nonconformity and, as applicable:
  - 1) Take action to control and correct it;
  - 2) Deal with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  - 1) Reviewing and analysing the nonconformity;
  - 2) Determining the causes of the nonconformity;
  - 3) Determining if similar nonconformities exist, or could potentially occur;
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary;
- f) Makes changes to the IMS, if necessary.

Corrective actions taken are appropriate to the effects of the nonconformities encountered.


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6	Procedure for Management of Student Affairs	KNP/DOS/SOP/005
7	Procedure for Training	KNP/ACS/SOP/006
8.	Procedure for Human Resource Management	KNP/HR/SOP/007
9.	Procedure for Communication	KNP/ADM/SOP/008
10	Procedure for Procurement & Asset Disposal	KNP/PROC/SOP/009
11	Procedure for Repair & Maintenance	KNP/ADM/SOP/010
12	Procedure for Industrial Attachment	KNP/ILO/SOP/011
13	Procedure for Library Services	KNP/LIB/SOP/012
14	Procedure for Research & Development	KNP/RDU/SOP/013
15	Procedure for Guidance & Counseling	KNP/GCS/SOP/014

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### APPENDIX III: RISK ASSESSMENT METHODOLOGY

#### A. RISK ACCEPTANCE CRITERIA

Impact of Loss ►	LOW	MEDIUM	HIGH
<b>Confidentiality</b>  Ensuring that information is accessible only to those authorized to have access	The unauthorized disclosure of information could be expected to have a limited adverse effect on organizational operations, organizational assets, or individuals.	The unauthorized disclosure of information could be expected to have a serious adverse effect on organizational operations, organizational assets, or individuals.	The unauthorized disclosure of information could be expected to have a severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals.
<b>Integrity</b>  Safeguarding the accuracy and completeness of information and processing methods	The unauthorized modification or destruction of information could be expected to have a limited adverse effect on organizational operations, organizational assets, or individuals.	The unauthorized modification or destruction of information could be expected to have a serious adverse effect on organizational operations, organizational assets, or individuals.	The unauthorized modification or destruction of information could be expected to have a severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals.
<b>Availability</b>  Ensuring that authorized users have access to information and associated assets when required	The disruption of access to or use of information or an information system could be expected to have a limited adverse effect on organizational operations, organizational assets, or individuals.	The disruption of access to or use of information or an information system could be expected to have a serious adverse effect on organizational operations, organizational assets, or individuals.	The disruption of access to or use of information or an information system could be expected to have a severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals.




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### C. RISK ASSESSMENT MATRIX

Risk impact	High	3	6	9
	Medium	2	4	6
	Low	1	2	3
		Low	Medium	High
		Risk Likelihood		

Key:	
	High (6 to 9)
	Medium (3 to 4)
	Low (1 to 2)

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#### APPENDIX IV: KNP INFORMATION ASSETS REGISTER

<b>Asset Category</b>	<b>Owner</b>	<b>Location</b>
<b>ORGANIZATION</b>		
1. Supplier information	Procurement Officer	Procurement office
2. Press Releases	Principal	Principal's office
3. Partner Information	Principal	Principal's office
4. Risk Assessments –Assets	Management Representative	MR's office
5. Trainee information	Registrar Academics	Registry
<b>ASSET MANAGEMENT</b>		
1. Asset Register	Management Representative	MR's office
<b>HUMAN RESOURCES</b>		
1. Social Security Details	HR	Human Resource Office
2. Personnel Information	HR	Human Resource Office
<b>PHYSICAL &amp; ENVIRONMENTAL</b>		

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8. Intranet Data	ICT Officer	ICT Office
9. Service Delivery Charter	Principal	Principal's office
<b>ACCESS CONTROL</b>		
1. Active Directory	ICT Officer	ICT Office
2. Domain Name System	ICT Officer	ICT Office
3. Employee Passwords	ICT Officer	ICT Office
4. User Register	ICT Officer	ICT Office
5. Access Rights Register	ICT Officer	ICT Office
<b>INCIDENT MANAGEMENT</b>		
1. Human Resource Data	HR	Human Resource Office
2. Incident Register	Principal	Principal's office
<b>BUSINESS CONTINUITY</b>		
1. Strategic Plans	Principal	Principal's office
2. Business Continuity Plans	Principal	Principal's office
3. Integrated Management System Manual	Principal	Principal's office
<b>COMPLIANCE</b>		