Policies & Procedures Manual
Sir Syed University of Engineering & Technology

Title of Policy: Communication of Approved Policies and SOPs to all Stakeholders	
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Policy Statement
It is the policy of SSUET to establish a quality management system that meets the quality standards expected by our stakeholders. To achieve this, SSUET management is committed to continuous improvement in all areas of activities.

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Communication of Approved Policies and SOPs to all Stakeholders

1. ## Preamble

   Policies and procedures are a fundamental component of any university's management. These are important because they address relevant issues and define a sequence of steps to be followed in a consistent manner. Utilizing both policies and procedures during decision-making ensures that university is consistent in its decisions. Effective communication of policies and procedures to all stakeholders is key to their successful implementation. Policies and procedures are continually reviewed and updated and it becomes essential that all stakeholders are aware of the updates and revisions. There was no formally approved method of communication of policies and procedures to stakeholders at SSUET. This document fulfils this requirement.

2. ## Introduction

   In order to meet the demands of challenging times and to play a leading role as an outstanding university, SSUET believes in developing and maintaining a well-defined Management System. As part of its Management System, SSUET has developed policies and procedures for its activities. The university management ensures that all decisions are made in line with these policies and procedures. These policies and procedures are formulated/finalized after extensive deliberation and are duly approved by the Vice Chancellor/Statutory Bodies. These documents are dynamic in nature, are reviewed and updated regularly, incorporating the suggestions and feedback of all stakeholders. Quality Enhancement Cell (QEC) of SSUET is assigned the responsibility of processing the initiated policy documents through different stages of finalization and to maintain record of all approved documents. It is also the responsibility of QEC to disseminate these policies and procedures, including their updates, to relevant personal. The procedures adopted for effective communication of SSUET Policies and Procedures to all stakeholders are described in the following paragraph.

3. ## Communication

   Effective communication of policies and procedures requires efforts and participation of everyone in SSUET who is managing/supervising any group of students/employees. It has to be ensured that the purpose and information contained in these documents trickles down and reached the lowest level of the university hierarchy. Procedure of this effort is outlined below:

a. After the policy/procedure is formally approved by the competent authority, Registrar SSUET notifies the approved policy/procedure through a formal 'Notification'.

b. Copy of the 'Notification' is sent through hardcopy or email to all Deans, Chairpersons and Administrative Heads.

c. Based on the Notification issued by the Registrar, the details of approval are recorded on the 'Title Page' by QEC and the document is put in an approved standard format. The document is then formally issued and made available to all stakeholders.

d. The document (soft copy) is provided to all Deans, Chairperson and Administrative Heads. A copy of the policy/procedure document is placed on the SSUET Website by Registrar SSUET for information of all stakeholders including SSUET employees, students, parents etc.

e. Unnecessary printing and photocopying of policy documents is highly discouraged. Hard copy is made only when absolutely necessary. However, for the purpose of quick reference, two complete sets of all policy/procedure documents are maintained in SSUET, one at the Registrar's Office and one at QEC.

f. The Chairpersons and Administrative Heads ensure that record (soft copy) of the policies/procedures and their updates is maintained in their department for reference. A responsible person is designated for this purpose and his/her name and contact details shared with QEC, (QEC liaison Officer of teaching departments can be assigned the responsibility, if the Chairperson agrees).

g. The Chairpersons and Administrative Heads ensure that copies (mostly soft) of the policies/procedures, along with their updates, are provided to all faculty members, officers and relevant staff.

h. The students are formally informed about the relevant policies and procedures by the faculty members, lab in-charges, or Class Advisors, according to the decision of Chairperson. If considered necessary by the Chairperson, the policy/procedure is also displayed on departmental notice boards.

i. The Chairperson and Administrative Head, directly or through nominated person, explains the purpose and importance of the policy and procedure to all relevant employees and/or students. It is ensured that the policy/procedure is comprehensively understood by everyone affected/involved.

j. All employees and students are encouraged to provide suggestions and feedback to enable continuous improvement of policies and procedures.