

To Provide Quality Capacity Development Services Towards Improving Education Management *Core Values* : Integrity, Innovation, Professionalism, Teamwork, Value for Money and Respect for the Environment

| Services offered | User cos |
|--|-----------|
| Customer training enquiries, handle customers promptly, courteously and ensure professionalism | Free |
| Handling of complaints | Free |
| | TRAI |
| DISTANCE LEARN | NING |
| -Diploma in Education Management (ODFL) | Kshs.33,0 |
| FACE TO FACE MOD | E LOCAI |
| -5day self- sponsored course (residential) | Kshs.22,5 |
| -5day self- sponsored course (Non-residential) | Kshs.16,0 |
| CONSULTANCY PER DAY | Nego |
| -Issuance of certificate of attendance | Kshs |
| -Issuance of certificate of merit | Kshs |
| -Research & consultancy services | Nego |
| -Payment of goods & services | Free |
| -Refund for courses not undertaken | Free |
| -Procurement of goods / services | Free |

IF SERVICE DELIVERY IS UNSATISFACTO THE DIRECTOR KENYA EDUCATION MANAGEMENT INSTITUTE 6TH PARKLANDS AVENUE

KENYA EDUCATION MANAGEMENT INSTITUTE www.kemi.ac.ke

Well Managed Education Institution

| Sts | Timeline | | | |
|----------|---------------------|----------------|--------|--|
| | -All corresp | ondence to be | e acte | eceipt of enquiry d upon within 7 days o |
| | | s of telephone | IIIBI | IIB |
| | -7 days & CONSUL | TANCV | | |
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| otiable | | | | |
| 5.200.00 | | | | |
| 5.200.00 | | | | |
| otiable | | 2 months afte | er cor | npletion of course |
| | | As per the co | ntrac | t |
| | | | | |
| | | 7 days after r | eceip | t of claim and deposit |
| | | | onths | ers procured standing for items that require res |
|)RY, K] | INDLY RA | ISE YOUR | CON | MPLAINTS DIRE(|
| | | P.C |) BO | X 62592-00200 N |
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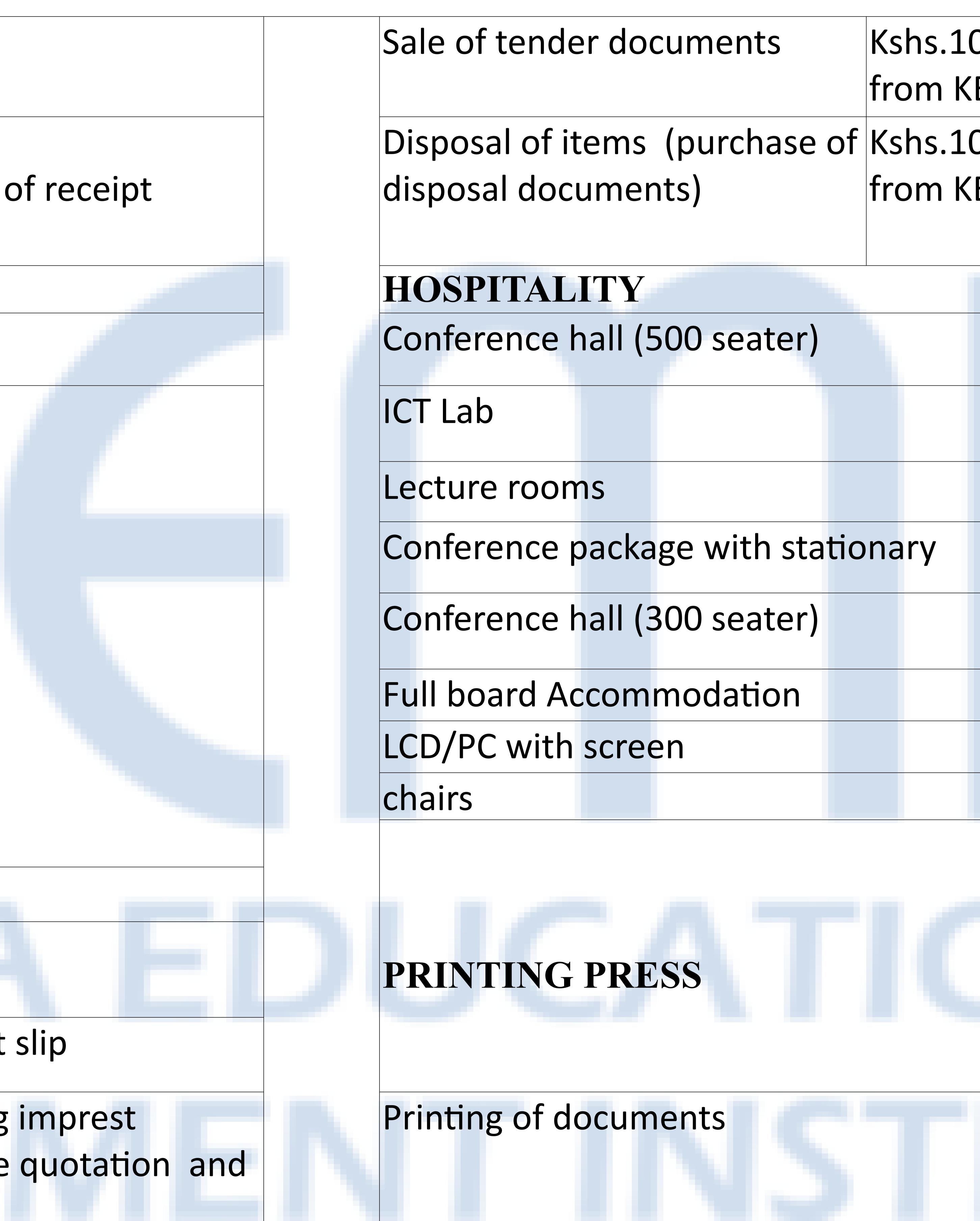
IEL:0/18518422 Email: director customfeedback@kemi.ac.ke

"Exceeding Expectations"

CUSTOMER SERVICE DELIVERY CHARTER Vision

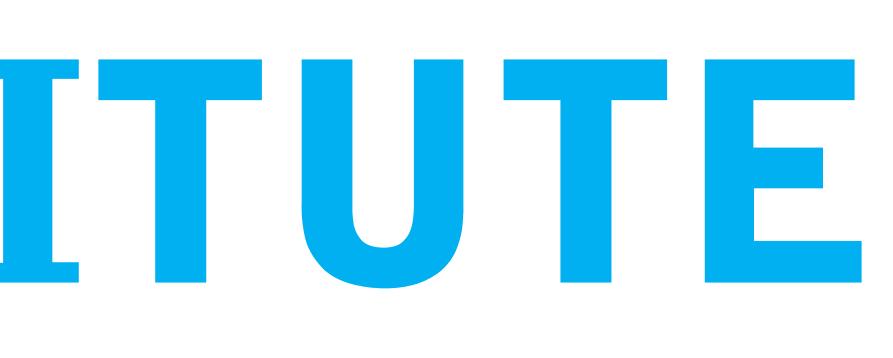
USSION

Article 10 of the Constitution: KEMI is committed to adhere to article 10 of the constitution on national values and principles of governance.



CTLY TO: AIROBI

KEMI IS ISO 9001:2008 CERTIFIED





REPUBLIC OF KENYA MINISTRY OF EDUCATION

| 0.00 or free download /I website | Immediate |
|--------------------------------------|----------------|
| 0.00 or free download /II website | Immediate |
| | |
| Kshs.25,000.00 | |
| Kshs.10,000.00 | |
| Kshs.5,000.00 | |
| Kshs.1,800 per person | |
| Kshs.20,000 per day | |
| Kshs.4,100 per day | |
| Kshs.3,000 per day | |
| Kshs.15 per chair/ day | |
| | |
| Peritem | As per contact |
| | |

