Document: PROCEDURE FOR MONITORING CUSTOMER SATISFACTION	
College: CORPORATE	Doc No: UON/OP/66
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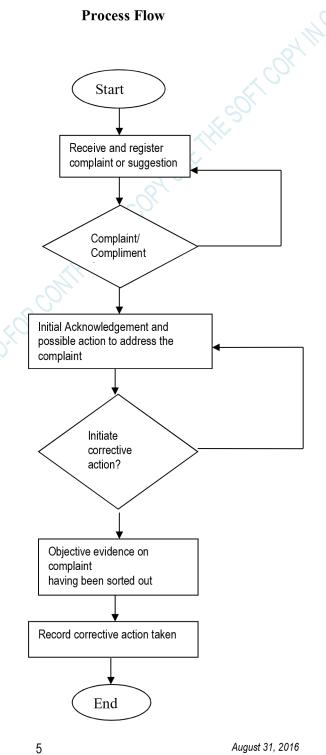
RECORDS

Relevant Documented information shall be maintained.

APPENDIX 9.

PROCEDURE FLOWCHART

Responsibility Student /Other Stakeholders Academic Registrar Administration Registrar College Registrar Dean of Students Public Relations Manager Special Student Adviser Other University Functional Departments



August 31, 2016