



**JARAMOGI OGINGA ODINGA  
UNIVERSITY OF SCIENCE & TECHNOLOGY**

**QUALITY OBJECTIVES**

In order to guarantee effective and efficient service delivery, the University shall:

1. Offer quality academic programs to increase student numbers by 15% annually from the current 8,500 to 12,912 by 2027
2. Increase the University's customer survey index by 1% annually.
3. Increase research programs and initiatives aligned with community development needs by 10% annually.
4. Monitor and evaluate performance quarterly for continual improvement to meet customer satisfaction based on ISO 9001:2015 Standard and other applicable statutory and regulatory requirements.

Signed: 

Vice-Chancellor

Date: 27.06.2024