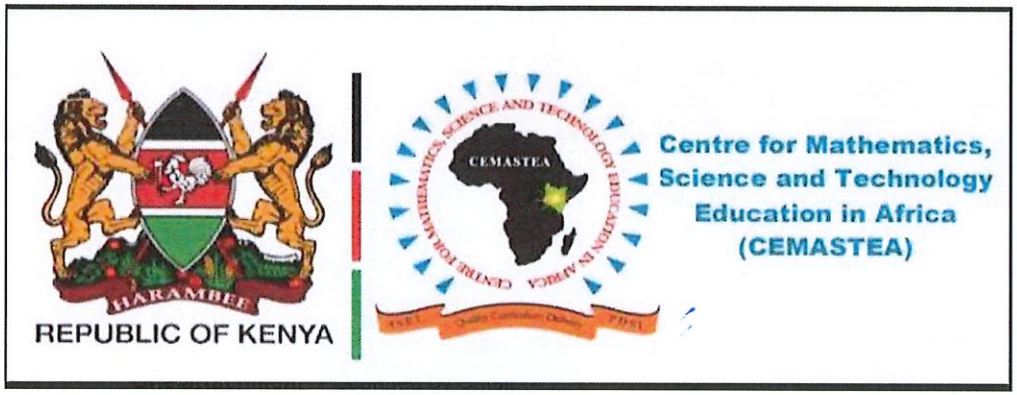

GLOBAL QUALITY OBJECTIVES

VISION

Excellent capacity development in Science, Technology, Engineering and Mathematics (STEM) Education in Africa.

MISSION

To continuously develop competencies and capacity in STEM education through training and research for sustainable development

QUALITY OBJECTIVES

To enable CEMASTEA fulfill its mission in line with ISO 9001:2015 Standard requirements and its stated Quality Policy, the Centre has identified the following Quality Objectives:

Objectives	What will be done	What resources will be required	Who will be responsible	When will it be completed	How the results will be evaluated
1. To improve the overall training quality index (TQI) from 4.597 to 4.607	1) Ensure all training courses and programmes are needs based and address contemporary issues. 2) Ensure content covered is appropriate for the training duration 3) Promptly address participants concerns during training 4) Provide guidance and support to participants on what is expected of them during training (e.g. use of online platforms) 5) Ensure timely provision of training resources to participants during training 6) Ensure appropriate timing for each training 7) Ensure adequate quality meals during in-person training 8) Promote blended training	1)Adequate staffing levels 2)Adequate time for each training course 3)Timely reimbursement of internet bundles and facilitative allowances 4)Adequate quality food	Director STEM Training	30th June 2027	1) Training Programmes Showing staff allocation per session. 2) TQI Reports 3) Training Needs Assessment Reports 4) Training Reports 5) Circulars to CTCDC on facilitation of trainees and trainers 6) Training programme 7) Training Guidelines 8) Monitoring, Evaluation, Learning and Support (MELS) Reports 9) Complaints Registers
2. To achieve a 100% completion rate in conducting one research study annually to inform professional development of curriculum	(i) Plan and design research activities. (ii) Obtain the necessary research approvals/licences, including from NACOSTI where applicable (iii) Conduct research activities. iv) Document research outputs reports.	• Research Funds • Research personnel • Reference materials (e.g., Journals and	Director Research and Innovation, Head - R&D,	30th June 2027	• Approved research proposals; • Research implementation/work plan • Research Approvals/Licence by NACOSTI, • Approved Memos, • Attendance registers

Objectives	What will be done	What resources will be required	Who will be responsible	When will it be completed	How the results will be evaluated
implementers in STEM Education	v) Disseminate the research outputs to stakeholders. vi) Monitor on a quarterly basis the research implementation rate of the identified research. vii) Deposit research outputs into the CEMASTEA hub/repository. viii) Present papers/articles on STEM education in workshops/conferences. ix) Document lessons and recommendations for improvement of curriculum implementers professional development programmes. x) Present policy and practice briefs to stakeholders	books) • Data Collection Tools • Data analysis software • CEMASTEA staff • Stakeholders	Head - Knowledge & Management, and Department Members		• Quarterly monitoring reports indicating the number/proportion of planned research activities completed • Number of research outputs deposited on CEMASTEA repository • Number of conference papers/articles presented • Number of articles published • Number of approved policy and practice briefs with key findings/recommendations
3. To improve the Overall Customer Satisfaction Index by 0.05% from a baseline line of 90.93%	i) Collect feedback from external customers, analyze and report quarterly ii) Sensitize staff on implementation of the service charter commitments, excellent customer relations, and resolution of public complaints iii) Align the departmental/sectional	Funds Human resources Capacity building	Chair service delivery	30th June 2027	i) Customer feedback reports ii) Staff sensitization workshop report and registers iii) Quarterly Service delivery reports on implementation of

Objectives	What will be done	What resources will be required	Who will be responsible	When will it be completed	How the results will be evaluated
	procedures with the service charter commitments iv) Monitor implementation of service charter commitments and report quarterly v) Disseminate the quarterly customer satisfaction reports				service charter iv) Quarterly reports to CAJ

Approved

Gladys A. Masai
Chief Executive Officer
Date: 24th September, 2026