

No	Activity	PIC					Standard Quality			Description	
		Students, Lecturers	UB Care	FMUB (Information & Technology Unit)	Admin of DPMS FMUB	Coordinator of Education	Monitoring and Evaluation Team	Requirements	Time		Output
1	Students or lecturers report their complains problems to UB Care							E- Complaint form	1 day	Reported complaint	Students or lecturers start to report
2	The complaint will be forwarded to several units according to The flow							E- Complaint responds	2 day	Delivered complaint	Complaint trip from ub care
3	Students, lecturers report their complains problems to coordinator of education both orally and in writing							Letter of complaint	1 day	Reported complaint	Sometimes the complains are addressed directly to DPMS FMUB
4	Admin of DPMS FMUB receives report							Letter of complaint	1 day	Delivered complaint	Complaints that are submitted directly to the admin will be forwarded through UB Care
5	Conducting a Meeting with lecture or the Monev Team							Meeting notes	1 day	Minutes of Follow Up on Complaints	Conducting a meeting with the lecture or Monev Team to resolve problems (Completed/Unfinished).
6	Make problem solving decisions							Meeting notes	0 days		Decision about the problem can be reached
7	Delivering the respond to Information & Technology Unit - FMUB							Letter of problem solving	1 day	Delivered problem solving	If the problem is solved, the Monev team reports the problem solving to the ITU FMUB.
8	The Faculty Counseling Guidance Team solves problems								1 day	Decision about the problem can be reached	If the problem is not solved, the Monev team consult the problem to the Dean of FMUB.
9									1 day	Complaint Follow Up	Complaint solved