

**OPENING ADDRESS BY THE DIRECTOR, QUALITY ASSURANCE & SERVICOM  
UNIT, PROFESSOR GRACE OTINWA AT THE INAUGURATION AND THE  
COMMISSIONING OF THE QUALITY ASSURANCE AND SERVICOM UNIT OF THE  
COLLEGE OF MEDICINE OF THE UNIVERSITY OF LAGOS HELD AT THE OLD  
GREAT HALL, IDI-ARABA ON WEDNESDAY, AUGUST 11<sup>TH</sup>, 2021**

**PROTOCOL**

The Vice-Chancellor, Professor Oluwatoyin Ogundipe, FAS  
The Deputy Vice-Chancellor (Academic & Research) Professor Oluwole Familoni, FAS  
The Deputy Vice-Chancellor, (Development Services) Professor Ayodele Atsenuwa  
The Deputy Vice-Chancellor (Management Services) Professor L.O. Chukwu  
The Registrar & Secretary to Council, Oladejo Azeez *Esq.*  
The Bursar, Dr. Lekan Lawal  
The University Librarian, Dr. (Mrs.) Yetunde Zaid  
The Provost, College of Medicine, Professor Wale Oke  
The Director, Academic Planning, Professor Ayoka Mopelola Olusakin  
The Deputy Provost, Prof. Osaretine Ebuehi  
The College Secretary-Dr.Olayinka Obafemi Moses  
Director of Finance - Dr. S.A. Akinade  
Ag. Medical Librarian - Dr Blessing Ukachi  
Director of Engineering Services - Engr O. Oloyede  
Deans and other Directors  
Deputy Directors  
Heads of Departments and Administrative Units  
University of Lagos Quality Assurance Committee  
University of Lagos SERVICOM Committee  
The Combined Quality Assurance & SERVICOM Planning Committee  
Staff and Students  
Invited Guests  
Gentlemen of the Press  
Ladies and Gentlemen

I am delighted to welcome everyone here to the inauguration of Quality Assurance Committee and the commissioning of the Quality Assurance & SERVICOM Unit in College of Medicine, Idi Araba. The establishment of this unit was conceived during the tenure of the immediate past Provost, Prof. Afolabi Lesi and birthed today under the leadership of Prof. Wale Oke.

The goals and objectives of Quality Assurance and SERVICOM is entrenched in the overall mission of the University of Lagos. To attain these goals, the newly established unit is expected to deploy quality assurance mechanisms, improve the quality and standard of teaching, scholarship, research and service to the college. The committee needs to commence and also sustain the monitoring and evaluation of courses taught, monitoring of examination, conflict resolution and address staff and students complaints.

On the other hand, SERVICOM is an acronym derived from the words Service Compact and in this case with all Nigerians. SERVICOM Slogan says, every customer, deserves to be served right. The responsibility of SERVICOM in college is to:

- i. operate Service Charters & service improvement plans for Service Excellence and raising the level of customer satisfaction
- ii. monitor and report progress and performance using SERVICOM Index
- iii. carry out surveys of services and customer satisfaction and the
- iv. recognition of hard working staff.

Immediately after this inauguration, the Co-ordinator, Desk Officer and College Committees must embark on sensitization programme about the existence of the unit, explaining the goals and objectives of QAS to staff and students. It is my earnest desire that College will be recognized for excellent services.

I would like to end this address by thanking the QAS Staff Unit (Akoka) and the Planning Committee for their hard work and contributions in ensuring a smooth Inauguration programme. May the Lord bless and renew your strength. My profound gratitude goes to the management of the University, management of the College of Medicine and most importantly our dear Vice Chancellor for his constant support and encouragement in the day to day administration of the unit.

God bless College of Medicine

God bless College of University of Lagos and God bless Nigeria.

I thank you all for listening.



**Professor G.O. Otinwa**

***Director, Quality Assurance & SERVICOM Unit***