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Republic of the Philippines  
**Department of Education**  
 Cordillera Administrative Region  
**SCHOOLS DIVISION OF BENGUET**  
 Wangal, La Trinidad, Benguet 2601

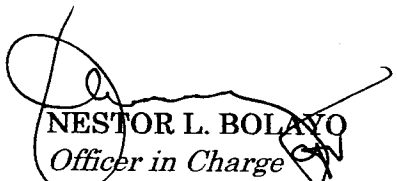


Office of the SDS: (074) 422-6570 (telefax); Administrative Office: (074) 422-3790; Accounting Office: (074) 422-7501; Supply Office: (074) 424-2863; Lobby/Officer of the Day: (074) 422-2001

Division Memorandum  
 Number 221 s.2018

Date: September 6, 2018  
 TO: ALL SDO Personnel  
 PSDS and Coordinating Principals  
 All others concerned

SEP 12 2018

FROM:   
**NESTOR L. BOLAYO**  
*Officer in Charge*  
 Office of the Schools Division Superintendent

SUBJECT: CREATION OF COMMITTEES FOR QUALITY MANAGEMENT SYSTEM

1. Relative to the implementation of Quality Management System in the Schools Division Office of Benguet and its aim to be International Organization for Standardization (ISO 9001:2015) certified, the following committees are hereby formed, to wit:

Management Review Committee (MRC)	Committees Improvement Group (CIG)
1. SDS Marie Carolyn B. Verano	Designate Team Leader: (Quality Management ASDS Nestor L. Bolayo Representative)
2. ASDS Nestor L. Bolayo	Members:
3. SGOD Chief ES Lucio B. Alawas	1. Wilfred C. Bagsao
4. CID Chief ES Rizalyn A. Guznian	2. Brylen A. Moresto
5. AO V Glenn N. Duguis	3. Warden A. Baltazar
6. EPS-Science Georgina C. Ducayso	4. Glenn N. Duguis
	5. Florinda C. Pagoy

Internal Quality Leader:	From Schools and Districts
From Schools Division Office	From Schools and Districts
1. Rizalyn A. Guznian	1) Joan Culbengan
2. Glenn N. Guguis	2) Florence Pawig
3. Atty. Nover Singgangan	3) Ludenia Sanoan
4. Susan CJ Dawang	4) Simon Backian
5. Joyce B. Gavino	5) Jonathan Sadey
6. Florabel Balanon	6) Herminia Osting
7. Mary Grace Matias	7) Flora Tubal
8. Florabel E. Buclay	8) Merlyn Conchita de Guzman
9. Sonia Dupagan	9) Remy Dum-ao
10. Virginia Basatan	10) Erlinda Quinuan
11. Clarita Eder	



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Document Controller (DC)	
Overall Document Controller (ODC):	Georgina C. Ducayso
Office of the CID Chief ES	Caiver Olay
EPS/PSDS	Macarthy Malanes
ALS	Rodriguez Belino
LRMDS	Antionette D. Sacyang
Office of the SGOD Chief ES	Marcelli T. Merino
School Health Section	Gemma V. Basatan
Planning and Research	Xylene Grail D. Kinomis
Social Mobilization & Networking	Stephen Bulalin
HRD	Corazon C. Quipot
EPS for Special Programs	Lester John L. Balagot
Physical Facilities	Ferdinand L. Sangcaan
Monitoring & Evaluation	Elmer R. Sagubo
Youth Formation Program	Joven B. Agtani
DRRM	Nerissa I. Barbosa
Office of the SDS	Christine B. Damoslog
Office of the ASDS and Legal Office	Janith S. Laruan
Records	Anfe M. Calapen
General Services	Jermelyn Sab-it
Personnel	Nadia G. Ossic
Cash	Ellyn M. Begawen
Accounting	Maricel S. Codimdim
Budget	Francisca M. Aroco
Supply	Angelica Wakat
ICT	Eric S. Wanson
BAC	Cliftone Bangse-il

2. Effective September 3, 2018, the abovementioned members of the different committees shall assume into their duties and responsibilities. Attached hereto as enclosure 1 is the Terms for Reference (TOR) of the different committees. Process owners are expected to provide inputs to the Document Controllers.

3. There shall be no substitution.

4. For information and immediate compliance of all concerned.

## **TERMS OF REFERENCE**

### **1.0 PROJECT TITLE**

ENGAGEMENT OF MANAGEMENT REVIEW COMMITTEE (MRC) FOR CERTIFICATION TO ISO 9001:2015 (QMS) OF THE DEPED SCHOOLS DIVISION OFFICE

Scope: Provision of Education Services (OSDS, SGOD and CID)

### **2.0 OBJECTIVE**

To designate the Top Management of Division Office to form part of Management Review Committee to conform with ISO 9001:2015 standards of the Quality Management System (QMS) being implemented by SDO for its OSDS, SGOD and CID groups.

### **3.0 SCOPE OF WORK / DELIVERABLES**

The Division Office is expected to provide the following personnel as part of the QMS structure of the Division Office:

#### **Management Review Committee**

The management review process requires Top management to periodically review the QMS to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

#### **What should be reviewed?**

Internal and external issues should be discussed - and their potential effect on the strategic direction of the organization.

#### **Internal**

1. Minutes from previous management reviews
2. The policies, objectives and targets
3. Results of QMS and process audits
4. The extent to which objectives and the numeric targets were met
5. Assessment of risk management actions

#### **External**

1. New or proposed legislation or regulations
2. External providers and suppliers performance
3. Changing expectations/requirements of relevant interested parties
4. New or modified activities, products, or services
5. Advances in technology and science

#### **Management Review Inputs (Agenda)**

The management review process must ensure that the necessary information is collected ahead of time to allow management to effectively perform the review.

The management review process should focus on the following inputs:

1. Risks and opportunities (Clause 6.1)
2. Possible changes that might affect the system (Clause 6.3)
3. External provider and suppliers performance (Clause 8.4)
4. Customer satisfaction and perception (Clause 9.1.2)
5. Audit results (Clause 9.2)
6. Non-conformity and corrective actions (Clause 10.2)

### **Management Review Outputs (Minutes/Actions)**

*All management reviews must be documented.* Observations, conclusions, and recommendations for further necessary action from the review must be recorded. If any corrective action must be taken, Top management should follow up to ensure that the action was effectively implemented.

Auditors should expect to evidence the same outputs from management reviews, however, they should note that the results of management reviews can now be held in any format that the organization chooses.

Typical outputs might include:

1. Process improvement actions
2. QMS improvement actions
3. Product improvement actions
4. Resource provision actions
5. Revised business plans and budgets
6. Changes to quality objectives and policies
7. Management meeting minutes

Management review meeting minutes should be retained as documented information.

### **Expected Members of the MRC:**

1. SDS (as MRC Chairman)
2. ASDS
3. Division Chiefs (SGOD and CID) and AO
4. Lead IQA, QMR and ODC

## TERMS OF REFERENCE

### 1.0 PROJECT TITLE

ENGAGEMENT OF QUALITY MANAGEMENT REPRESENTATIVE (QMR) FOR CERTIFICATION TO ISO 9001:2015 (QMS) OF THE DEPED SCHOOLS DIVISION OFFICE

Scope: Provision of Education Services (OSDS, SGOD and CID)

### 2.0 OBJECTIVE

To designate competent QUALITY MANAGEMENT REPRESENTATIVE (QMR) to conform with ISO 9001:2015 standards of the Quality Management System (QMS) being implemented by SDO for its OSDS, SGOD and CID groups.

### 3.0 SCOPE OF WORK / DELIVERABLES

The Division Office is expected to designate one (1) QMR as part of the QMS structure of the Division Office:

#### Quality Management Representative (QMR)

The standard is very clear that part of the responsibilities of top management is to appoint a member of management to take on the three responsibilities and authorities listed in the standard, and highlighted below (even if they have other job responsibilities in the company). Along with the three responsibilities, there is an additional note that may lead to additional responsibilities as well. While this role is often taken on by the quality manager it is not a requirement that this is the case, any member of management can be assigned these responsibilities.

The creators of the standard have good reasons for assigning these responsibilities to a member of management. Just as it is critical for the success of the QMS that management buy into the implementation of the system; it is equally critical that management also maintain control over the top-level monitoring and measurement of the system.

Here are the three responsibilities (and one note) that the ISO 9001 standard sets out for the management representative.

**QMS Process Maintenance.** The standard asks that the management representative ensure that the QMS processes are established, implemented and maintained. This may involve review of internal audits, discussion with process owners, or even review of the processes in person to ensure they are properly maintained. If this were not the responsibility of the management rep, then it would be a responsibility distributed among the process owners, and when this happens no one really has the responsibility at all. By having a focal point for the overall processes, the management rep can not only ensure

that each process is functioning, but that the interaction of the processes is maintained. By doing this, the interactions can then start to be optimized; because it is not always the case that optimization in one process is the best thing for the overall system.

**Reporting on QMS performance.** The management representative has a second responsibility to report to top management on how well, or poorly, the QMS is performing. Identifying any needs for improvement to top management is also part of this responsibility. As has already been said, top management needs to be fully supportive of the ISO 9001 quality management system implementation if it is going to provide true benefit to the company. In order for this to function, there needs to be a point of focus for top management to use when reviewing the resource needs of the QMS, and how best to support the improvement needed. Being the voice of the QMS for top management can be the critical factor in a QMS providing return on investment for the company, or not. The management rep will gather this sort of information from the monitoring and measurement activities in the company and when the company uses a management review meeting this is the sort of information that is presented.

**Promote customer requirements.** The last responsibility is to ensure that people are aware of customer requirements throughout the organization. Since one of the main thrusts of an ISO 9001 quality management system is customer satisfaction, it is vital that all employees understand what the customer needs, and how they are able to affect how well the company satisfies these needs. Customer focus is one of the main tasks and as such needs to have an advocate in the company.

By being the "voice of the customer" in the organization, the quality management representative can make great strides in how satisfied customers are. If the company implemented a quality management system to improve customer satisfaction, it only makes sense that someone is responsible to promote the customer needs in the company, and the management rep is the leader of this initiative.

**External liaison.** The additional note to paragraph 5.5.2 of the ISO 9001 standard states that the "responsibilities can include liaising with external parties on matters relating to the QMS." This is where the quality management representative becomes the one name that the certification body can call, or the customer can contact with complaints. It is often these optional responsibilities that are seen as the main role of the management rep, but in fact these could be done by one of many other people without affecting the effectiveness and success of the QMS.

## **TERMS OF REFERENCE**

### **1.0 PROJECT TITLE**

**ENGAGEMENT OF CONTINUOUS IMPROVEMENT GROUP (CIG) FOR CERTIFICATION TO ISO 9001:2015 (QMS) OF THE DEPED SCHOOLS DIVISION OFFICE**

Scope: Provision of Education Services (OSDS, SGOD and CID)

### **2.0 OBJECTIVE**

To designate competent members of Continuous Improvement Group (CIG) to conform with ISO 9001:2015 standards of the Quality Management System (QMS) being implemented by SDO for its OSDS, SGOD and CID groups.

### **3.0 SCOPE OF WORK / DELIVERABLES**

The Division Office is expected to provide the following personnel as part of the QMS structure of the Division Office:

#### **Continuous Improvement Group (CIG)**

##### **Clause 10.3 Continual improvement of the ISO 9001:2015**

Organizations are required under the revised 2015 requirements to continually improve the suitability, adequacy and effectiveness of their management system. They must also consider the results of analysis and evaluation and the outputs from management review, to determine if there are requirements or opportunities that need to be addressed as part of continual improvement.

#### **In Practice**

Note that continual improvement can be achieved by breakthrough projects as well as by small step by step ongoing improvement within existing processes (Kaizen.) Opportunities may be identified via:

- Management reviews
- Internal / External Audit Results
- Feedback from interested parties (Customers / Suppliers)
- Any other sources

#### **Expected Members:**

1. Designated CIG Team Leader
2. 5 Members

## TERMS OF REFERENCE

### 1.0 PROJECT TITLE

ENGAGEMENT OF INTERNAL QUALITY AUDIT (IQA) TEAM FOR CERTIFICATION TO ISO 9001:2015 (QMS) OF THE DEPED SCHOOLS DIVISION OFFICE

Scope: Provision of Education Services (OSDS, SGOD and CID)

### 2.0 OBJECTIVE

To designate competent Internal Quality Auditors to conform with ISO 9001:2015 standards of the Quality Management System (QMS) being implemented by SDO for its OSDS, SGOD and CID groups.

### 3.0 SCOPE OF WORK / DELIVERABLES

The Division Office is expected to provide the following personnel as part of the QMS structure of the Division Office:

- A. **IQA Team Leader** - The IQA team head is the head of the Audit Training Pool who has the general responsibility of ensuring the conduct of a timely and effective internal audit. He/she shall call for and preside over meetings, conferences and briefings of the Internal Quality Audit (IQA) Team. The responsibilities include such as but not limited to the following:
- ✓ Ensure the timely and effective implementation of audits based on the Internal Audit Programme;
  - ✓ Submit Final Audit Report for acceptance of the Office of the Schools Division Superintendent and the Quality Management Representative; and
  - ✓ Serve as the head in all matters related to the preparation, implementation and monitoring of Internal Quality Audit.
  - ✓ Conduct the opening meeting to discuss audit objectives, scope, method, duration and requirements to the QMR, overall document controller, document controllers, process owners and staff (auditees);
  - ✓ Discuss findings to Auditees during the Closing Meeting;
- B. **Sub-Team Leader** - The IQA Team is subdivided into smaller teams which shall be headed by the team leader. His/ her responsibilities include such as but not limited to the following:



- ✓ Select audit team members based on qualifications indicated in this programme and ensure that auditors are not assigned to their respective processes;
- ✓ Take charge of the preparation of the Audit Plan/Itinerary of his/her team;
- ✓ Supervise and monitor the implementation of the Audit Plan/Itinerary;
- ✓ Preside over the meetings of the Audit Team, discuss and clarify audit matters and resolve issues;
- ✓ Conduct the opening meeting to discuss audit objectives, scope, method, duration and requirements to the process owners and staff (auditees);
- ✓ Assist auditors in preparing audit reports;
- ✓ Finalize the Team's Audit Report findings and submit to IQA Sub-Team Leader;
- ✓ Resolve problem(s) with auditees (if there are any); and
- ✓ Perform audit-related tasks as may be required from time to time.

C. **Auditors** – The auditors are the persons with the competence to conduct an audit. Their responsibilities include such as but not limited to the following:

- ✓ Assist the Team Leader in the preparation of the Audit Plan/Itinerary
- ✓ Cooperate and actively participate in meetings and discussion sessions to be organized by the Team Leader in all matters of the audit
- ✓ Prepare the handouts, forms and other IQA related documents
- ✓ Document data gathered including interview(s) with auditees;
- ✓ Verify accuracy of collected information;
- ✓ Maintain security and confidentiality of records;
- ✓ Collate all data gathered during the internal audit;
- ✓ Supply information on template for NCs and OFIs;
- ✓ Prepare audit findings and audit report; and
- ✓ Perform audit-related tasks as may be required from time to time

**Expected Members:**

1. Designated Lead IQA
2. 21 Members (at least 11 from SDO and 10 from roster of school heads or master teachers/head teachers)

## TERMS OF REFERENCE

### 1.0 PROJECT TITLE

ENGAGEMENT OF DOCUMENT CONTROLLERS FOR CERTIFICATION TO ISO 9001:2015 (QMS) OF THE DEPED SCHOOLS DIVISION OFFICE

Scope: Provision of Education Services (OSDS, SGOD and CID)

### 2.0 OBJECTIVE

To designate competent Document Controllers to conform with ISO 9001:2015 standards of the Quality Management System (QMS) being implemented by SDO for its OSDS, SGOD and CID groups.

### 3.0 SCOPE OF WORK / DELIVERABLES

The Division Office is expected to provide the following personnel as part of the QMS structure of the Division Office:

#### **Overall Document Controller**

At least one (1) Overall Document Controller to be designated for the whole Division Office and is responsible for managing QMS wide documents and data. To ensure all documents and data are accurate and complete on a QMS wide scale.

Breakdown of the Responsibilities of an ODC are: (but not limited to)

1. Train and Manage all Document Controllers
2. Consolidate all PMs, WIMs, RORs, Master List of PMs and WIMs, List of Quality Forms, List of Quality Records.
3. Take charge deciding formats for Document Codes and checking them before consolidations.
4. Responsible for Storing, Retrieval and Disposal of QMS Documents.
5. Responsible for Control of Documents and Records for new documents, revised documents, obsolete documents and disposal of documents.
6. Responsible for Coordinating with QMR in Creating the Quality Manual.
7. Responsible for Designing and Implementing Stamps for Quality Manual and Documents.

#### **Document Controllers**

At least one (1) or two (2) Document controllers to be designated for each unit/section and are responsible for managing Unit/Office/Process documents while also ensuring

their accuracy, quality and integrity. These controller help Unit/Office/Process adhere to record retention policies, safeguard information and retrieve data more effectively.

Some breakdowns of the Responsibilities of a Document Controllers are: (but not limited to)

1. Take point in Creating, Maintaining and Revising Procedural Manuals and Work Instructional Manuals, Risk and Opportunities Register, List of Quality Forms, Master List of PMs and WIMs, List of Quality Records.
2. Assist Chief Heads in checking for accuracy and completions of the above mentioned Documents.
3. Responsible for being the Key Person when it comes to storing and retrieving these documents.