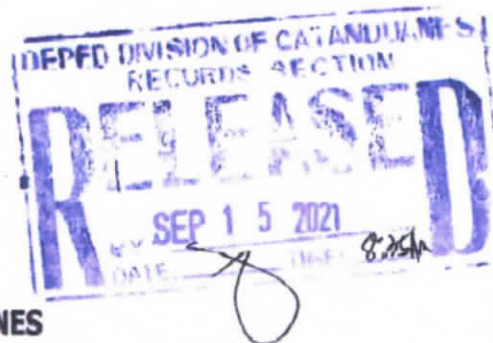




Republic of the Philippines
Department of Education
REGION V - BICOL
SCHOOLS DIVISION OFFICE OF CATANDUANES



September 13, 2021

DIVISION MEMORANDUM
No. 402s. 2021

**ESTABLISHMENT OF QUALITY MANAGEMENT SYSTEM (QMS) IN THE SCHOOLS
DIVISION OFFICE OF CATANDUANES**

To: Assistant Schools Division Superintendent
Chiefs, CID&SGOD
Elementary and Secondary School Heads
OSDS Office/Section Heads
All Others Concerned

1. Pursuant to Executive Order No. 605, s. 2007 titled **Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP)** that serves as the basis of DepEd Order No. 009, s. 2021 titled **Institutionalization of a Quality Management System (QMS) in the Department of Education**, this division is establishing the QMS starting this third quarter of 2021.
2. This system shall ensure consistency in the delivery of quality services and shall enable the alignment, streamlining, and standardization of processes within and across the different governance levels, thereby enhancing and sustaining client satisfaction.
3. In this connection, a series of orientation activities and sessions shall be conducted starting September 2021 under the tutelage of Dr. Joan L. Lagata, Lead Auditor, and Dr. Evangeline A. Saculo, Chief, Field Technical Assistance Division (FTAD) DepEd Regional Office V.
4. The following are the initial schedules at a venue to be announced later:
September 27, 2021 – Quality Management System Orientation
September 28-October 1 – Workshop 1: Getting Started with the Quality Management System Implementation
5. The SGOD-HRD shall be the overall in-charge of the orientation workshop in coordination with the Office of the Assistant Schools Division Superintendent.
6. The complete ISO 9011:2015 Implementation design, the QMS Teams and their responsibilities are found in Enclosure Nos. 1 and 2.
7. Work done as a member of a QMS Team may be included as one of the objectives in a Key Result Area (KRA) related to any of the following: continuous improvement, office management, or in the Plus Factor as provided for in the latest Results-Based Performance Management System (RPMS) guidelines, the percentage of which should not exceed the weight assigned for the highest mandated KRA of the office.



8. All officials and employees, including the school officials, are directed to have a copy of DepEd Order No. 009, s. 2021 and acquaint themselves with the provisions of the order for common understanding of the establishment of QMS in this division.

9. The schools are also encouraged to start streamlining their processes in preparation for the establishment of the QMS in schools.

10. For the pilot establishment of QMS in schools, the following are the schools and participants who will join the orientation on September 27-October 1:

School	Name of Participants
Catanduanes National High School	Amelia Eusebio, Principal III Jose Roy S. Aguilar, Head Teacher VI Carol P. Gil, Master Teacher I/OIC, Assistant Principal II
San Andres Vocational School	Maybelle V. Rubio, Principal II Allan M. Benoyo, Master Teacher I John Dewey B. Chavez, Teacher III
Virac Pilot Elementary School	Marisol T. Lim, Principal II Myrin J. Aguilar, Master Teacher II Thielen C. Go, Master Teacher II
Juan M. Alberto Memorial Elementary School	Fe B. Mendoza, Principal II Marita T. Tabuzo, Master Teacher II Glady Glaiz Jimenez, Teacher III

11. Participants in the 5-day orientation shall bring a copy of DepEd Order No. 009, s. 2021, laptop (at least one per team), any document related to QMS such as Citizen's Charter, OPCRF, Process Flow, Procedural Manual and other documents of the respective office/section/unit.

12. Expenses relative to the conduct of the series of activities, including the travel expenses of the RO V's Lead Auditor and Technical Assist and team shall be charged against the division MOOE for SDO-based participants and school MOOE for school-based participants, subject to the usual accounting and auditing rules and regulations.

13. Immediate and widest dissemination of this Memorandum is desired.



SUSAN S. COLLANO
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

Encls: as stated

To be indicated in the Perpetual Index under the following subjects:

Quality Management System Schools

SSC/ DM

0002/ Establishment of Quality Management System (QMS) in the Schools Division Office of Catanduanes/ September 13, 2020

ORIENTATION ON QUALITY MANAGEMENT SYSTEM

September 28-October 1, 2021

Quality Management Teams

A. Top Management

Susan S. Collano

Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

Maria Luisa T. Dela Rosa

Assistant Schools Division Superintendent

Staff : Jake M. Tablo, Jerald A. Sualibio, Jane Rose Azanza, Alexa Abundo

Responsibilities:

1. Lead the establishment, implementation, and monitoring of the QMS at the division level;
2. Establish, communicate, and embody the Quality Policy Statement;
3. Ensure effectiveness of the QMS using risk-based thinking and risk management;
4. Ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS;
5. Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders;
6. Determine and provide necessary resources needed to implement and sustain QMS implementation;
7. Lead and conduct the Management Review (MR) at least every quarter;
8. Ensure that constitutional mandates, statutory, and regulatory requirements are met; and
9. Designate the Quality Management Representative (QMR)

B. Quality Management Representative (QMR)

Members:

OSDS - Maria Luisa T. Dela Rosa
Curriculum Implementation Division - Romel G. Petajen
School Governance and Operations Division - Mary Jean S. Romero

Responsibilities:

1. Communicate the importance of having a QMS within DepEd;
2. Oversee the implementation and take accountability for the effectiveness of the QMS;
3. Ensure the conformance of the QMS to the requirements of ISO 9001;
4. Ensure the integrity and effectiveness of the QMS;
5. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;
6. Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;
7. Ensure integration of the QMS requirements into DepEd's business processes;
8. Promote continuous improvement of the QMS and processes of the agency;
9. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;
10. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and
11. Act as liaison of the Department with external parties on matters relating to QMS.

QMS SECRETARIAT (SCHOOL GOVERNANCE AND OPERATIONS DIVISION)

Members: Aroline Borja
Anjo Tugay
Immaculate Latorre
Marife Brequillo

Responsibilities:

1. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;
2. Provide technical and administrative support to successfully implement the QMS;
3. Coordinate QMS-related activities in their respective offices;
4. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
5. Facilitate the delivery of specific outputs in line with the QMS;
6. Assist the QMR in communicating with external parties on QMS-related matters; and
7. Provide feedback and updates on QMS-related matters to the QMR.

QUALITY MANAGEMENT SYSTEM (QMS) TEAMS

a. Knowledge Management Team (KMT)

Members: Cynthia Soneja
 Frankie Turalde
 Joselito Ruiz
 Jennifer Metica
 Rey Bonayon
 Jean Flor Cestina
 Anjo Tugay

Responsibilities:

1. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;
2. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;
3. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;
4. Oversee activities related to managing organizational knowledge and setting document management standards; and
5. Provide feedback to the QMR on the status of the control documents and records.

b. Internal Quality Audit Team (IQAT)

Members: Sarah S. Chiong
 Achilles Alberto
 Emiline Francia Abrasaldo
 Dr. Kristine G. Santelices

Responsibilities:

1. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;
2. Undergo training on ISO 19011 (Guidelines for Auditing Management System);
3. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001:2015
4. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;
5. Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and
6. Provide the findings of the IQA through the audit summary report and status of Request for Action (RFA) to the QMR as an input to the Management Review.

c. Risk Management Team (RMT)

Members: Maria Luisa T. Dela Rosa
 Romel G. Petajen
 Mary Jean S. romero
 Eva S. Tolentino
 Ma. Cielo Tubale
 Angelo James O. Aguinalde
 Marichelle D. Llave
 Cristina Barrameda
 Liza B. Robrigado
 Chilzia Rojas
 Anjo Tugay

Responsibilities:

1. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;
2. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;
3. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;
4. Provide feedback and update to the QMR on the status of risk assessment and action plans;
5. Perform monitoring and oversight function in ensuring the established action plans in the Risk Opportunity Registries are effective and implemented as scheduled; and
6. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRF.

d. Quality Workplace Team (QWT)

Members: Cristina Barrameda
 Eva S. Tolentino
 Cristy De Leon
 Rudy Tomagan

Responsibilities:

1. Ensure consistent implementation of Quality Workplace Standards;
2. Collaborate with concerned office/personnel to ensure a conducive and safe work/school to improve productivity;
3. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and
4. Provide feedback and updates to the QMR on the status of workplace management.

e. Training and Advocacy Team (TAT)

Members: Gina Templonuevo
 Miguelito Rodriguez
 Jezrahel Omadto
 Myla Cordial
 Elizabeth Urbano
 Anjo Tugay

Responsibilities:

1. Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;
2. Capacitate employees on the deployment of their Operations Manuals and Planning documents;
3. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;
4. Plan and coordinate effective deployment and efficient use of QMS training and materials;
5. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and
6. Provide feedback and updates to the QMR on the status of QMS-related training and awareness.

The following shall also attend the workshop:

Curriculum Implementation Division	School Governance and Operations Division	Office of the Schools Division Superintendent
Gina B. Pantino	Engr. Rodger Matienzo	Roma Angelee Soleybar Linda Icaranom
Nelson T. Sicio	Amylou Celso	Jannette Marquez
Amelia B. Cabrera	Ahdel Idanan	Carmela Molod
Gina Custodio		Helen Soledad
Jesslyn T. Taway		Charmaine Tejerero
Edgar A. Rima		Mark Tabo
		Rhoderick Geromo
		Mario Arcilla