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Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF BULACAN

Office of the Schools Division
Superintendent

February 12, 2020

To : OICs-Assistant Schools Division Superintendents/QMRs
Division Chiefs
Unit Heads and Staffs
Education Program Supervisors
Public Schools District Supervisors
ISO Overall Document Controller
Document Controllers, IQAs and CIGs
All Other Personnel and Employees at the SDO

With reference to Division Memorandum No. 012, s. 2020, please be informed that the conduct of retooling for the enhancement of systems and processes in sub-offices at SDO-Bulacan for the first quarter of CY 2020 is scheduled to take place at the Conference Hall, 3rd Floor, Division Office Building, City of Malolos, Bulacan on February 19-21, 2020.

The activity aims to revisit, update and upgrade awareness of all personnel and employees as a continuing initiative geared toward improvement of the implementation of quality management system in the delivery and performance of daily office duties and functions anchored on the standards of ISO 9001:2015. Likewise, the activity will serve as avenue for the different QMS teams to discover their strengths and weaknesses and upgrade their capabilities in the carryout of their assigned tasks in the interest of helping the key players achieve the goals of QMS in the performance of office functions, with customer satisfaction retained as the primordial concern.

Highlighting the retooling is the conduct of harmonized audit by the 2nd Party Representative and the designated QMS Internal Quality Auditors which will take place in all sub-offices and units.

Attached for information, guidance and reference is the matrix of activities for the three-day retooling seminar and the proposed audit plan and schedule to be followed.

Cooperation and 100% involvement of all concerned is enjoined.

Very truly yours,


GERMELINA H. PASCUAL, CESO V
Schools Division Superintendent

11-17

DIVISION LETTER
No. 043 s. 2019



Provincial Capitol Compound, Brgy. Guinhawa, City of Malolos, Bulacan
website: <https://bulacandeped.com> email: bulacan@deped.gov.ph





ISO 9001:2015

RETOOLING MATRIX ON THE IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM CY 2020-Quarter 1



DATE	TIME	ACTIVITY	RESOURCE SPEAKER/ PERSONNEL CONCERNED	VENUE
February 19, 2020	8:00-8:30	Opening Program		Conference Hall
	8:30-12:00	Interface with QMR and MRC; Assessment of compliance with previous DQS findings; Updates on Customer Feedback; Updates on risks and Opportunities; Updates on Legal Compliances; 2020 Management Plans (QMP, DEDP, OPCRf including Gantt Chart, WFP and APP); Discussions (Monitor of Practice of Good Housekeeping, facility improvement, maintenance plans for ICT, equipment and appliances, transport vehicle, monitoring of process improvement)	MS. INA HALLARE Auditor, Second Party Representative Dr. Mina Gracia L. Acosta; Dr. Jerry Dimla Cruz; Dr. Gregorio S. Quinto, Jr.; Marcos M. dela Cruz; Dr. Agnes R. Bernardo; Dr. Anastacia N. Victorino; Dr. Jay-Arr V. Sangoyo; Dr. Marinella P. Garcia-Sy; Dr. Virgilio L. Laggui; Dr. Carlito G. dela Cruz; Marquez T. Cartel; Dr. Rainelda M. Blanco; Atty. Elmer Lopes; Merle M. de Jesus; Maria M. Salcedo; Alice A. Almazar; Rona Jema Mercurio; ; Raquel I.Climaco; Josefina S. Pedroche; Victoria Madrigal; Richard Biglete; Dr. Carlo Angelo P. Castillo; Glenda S. Constantino; Gerald Villafuerte; and Ronald G. Salvador	Conference Hall
	12:00-1:00	LUNCH BREAK		
	1:00- 5:00	Audit of documents by Consultant regarding revision and DCCR.	MS. INA HALLARE Auditor, Second Party Representative Dr. Rainelda M. Blanco; Joannarie Garcia; Maribel Cruz; Jade Discipulo; Federico Sanvictores; Bienvenido Reyes; Lorena Bodoso; Jhanis Mercado; Analyn Enriques; Cecilia Protestante; Reynaldo	Conference Hall

			<p>Isip; Raquel Climaco; Shane Anne Sarmiento; Melissa Enriquez; Ronald Salvador, Dr. Anastacia N. Victorino; Armando Nabong, Jr.; Ma. Bella Fajardo; Paulo Eduardo Cruz, Jr.; Maribel Perez; Bryan Amiel F. de Jesus; Engelbert Dela Cruz; Marc Jan C. Tacdol; Shirley Burgos; Dr. Maria Adora Pacificador; Engr. Carl Paulo A. Fernando; Marilene G. Ramos; Dr. Cecilia Custodio; Pedro G. Lacap</p>	
February 20, 2020	8:00-8:30	Mini-opening Program		Conference Hall
	8:30-12:00	Interface with the Internal Quality Auditors and conduct of Audit by the IQAs	<p>MS. INA HALLARE Auditor, Second Party Representative</p> <p>Marcos M. dela Cruz; Dr. Gregorio C. Quinto, Jr.; Dr. Nora G. Manalo; Dr. Daniel V. Ortega; Cecille E. Cruz; Virgilio L. Laggui; Dr. Vilma Q. Aguas; Julie Ann C. Cruz; Julie Ann L. Mariano; Van Valerie Enriquez; Melody G. Regalado; Antonia de Guzman; Roselle Ramos; Raymond S. Villafane; Eloise Damille C. Centeno; Steffi Mendoza; Lucia Jane Chico; Cherry Grace del Rosario; Ma. Theresa C. de Leon; ; Marites S. Galvez; Ronnie Perez; Leandro S. Baluyot III; Dr. Carlo Angelo P. Castillo; Yolanda Jimenez; Ma. Lourdes J. Patag;; Sixta Bernal; Gerald Villafuerte</p>	Conference Hall/ Office Units
	12:00- 1:00	LUNCH BREAK		
	1:00 – 5:00	Continuation of Audit by the IQAs	IQA Auditors	Office Units

February 21, 2020	8:00-12:00	Continuation of audit by the IQAs (through the guidance of MS. INA HALLARE Auditor, Second Party Representative)	IQA Team	Office Units
	12:00-1:00	LUNCHBREAK		
	1:00- 3:00	Preparation of Audit Reports	IQA Team Leaders	Conference Hall
	3:00-5:00	Closing Meeting		Conference Hall

AUDIT PLAN AND SCHEDULE.

Audit area: SDO-Bulacan Audit area point of contact: GERMELINA H. PASCUAL, CESO V Required audit attendees: All employees of SDO-Bulacan		Audit Team Marcos M. dela Cruz Gregorio C. Quinto, Jr. Melody G. Regalado Cherry Grace del Rosario Carlo Angelo Castill IQA Team Members			Audit date: February 20-21, 2020 Audit time: 8:00 am-5:00 pm	
Areas to be audited		Audit Emphasis (✓)			Audit Criteria	Auditor
		In depth focus	Verify	Evidence		
February 20, 2020 8:00-5:00	Opening Meeting Audit of QMR-SDS-ASDSes Audit of commitment, scope, management plan, identified risks and opportunities, quality policy and objectives, customer requirements, customer satisfaction, resources, management review	✓	✓	✓	Revisit of 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.4, 9.3, 10.2, 10.3 ; checklist	Dr. Daniel V. Ortega Dr. Nora G. Manalo
	Overall Document Controller Audit of documented information	✓	✓	✓	Revisit of 4.4, 7.4, 7.5; Checklist	Dr. Virgilio L. Laggui Cecille E. Cruz
	LRMDS/ITO Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7; Checklist	Dr. Virgilio L. Laggui Cecille E. Cruz
February 20, 2020 8:00-5:00	OSDS-Legal/ AO Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7; Checklist	Julie Ann Mariano Van Valerie Enriquez
February 20, 2020 8:00-5:00	OSDS-Finance-Accounting Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7; Checklist	Antonia de Guzman Dr. Roselle Ramos
February 20, 2020 8:00-5:00	OSDS-Finance-Budget Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7; Checklist	Steffi Mendoza Lucia Jane Chico
February 20, 2020 8:00-5:00	OSDS-Finance-Cashier/ Records Audit of sustainability, competency, operations, customer requirements,	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7; Checklist	Eloise Damille Centeno Raymond Villafane Gerald Villafuerte

	<i>customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>					
February 20, 2020 8:00-5:00	OSDS-Property <i>Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Leandro Baluyot III Ronnie Perez
February 20, 2020 8:00-5:00	OSDS-Personnel <i>Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Marites Galvez Ma. Theresa C. de Leon Julie Anne Cruz
February 20, 2020 8:00-5:00	CID/ ALS/ Div.Inst./ Dist Inst. Management <i>Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Yolanda Jimenez Ma. Lourdes Patag
February 20, 2020 8:00-5:00	SGOD-Planning/ Research <i>Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Sixta Bernal Dra.Vilma Aguas
February 21, 2020 8:00-12:00	SGOD-SMME <i>Audit of sustainability, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Dr. Virgilio L. Laggui Cecille E. Cruz
February 21, 2020 8:00-12:00	SGOD-SMN/DRRM <i>Audit of awareness, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Steffi Mendoza Lucia Jane Chico
February 21, 2020 8:00-12:00	SGOD-SHS/YFD <i>Audit of awareness, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Eloise Damille Centeno & Raymond Villafane Gerald Villafuerte
February 21, 2020 8:00-12:00	SGOD-SHN (Medical/Dental) <i>Audit of awareness, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Marites Galvez & Ma. Theresa C. de Leon Julie Anne Cruz

February 21, 2020 8:00-12:00	SGOD Education Facilities <i>Audit of awareness, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	Revisit of 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7; Checklist	Yolanda Jimenez & Ma. Lourdes Patag
February 21, 2020 8:00-12:00	SGOD HRDD/Private Schs <i>Audit of awareness, competency, operations, customer requirements, customer satisfaction, non-conforming products and services, corrective action, continual improvement</i>	✓	✓	✓	4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7 4.1, 4.2, 4.3, 4.4, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6,8.7	Dra. Vilma Aguas Sixta Bernal
February 21, 2020 1:00-3:00	Preparation and Consolidation of Audit Reports					Auditors, Team Leaders and Overall Team Leader
February 21, 2020 3:00-4:00	CLOSING MEETING					