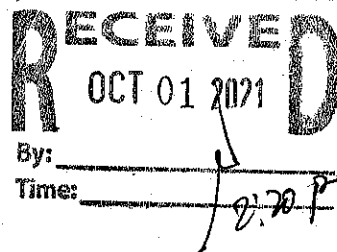




Republic of the Philippines
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 Schools Division Superintendent
 Schools Division of Bulacan

PRESS RELEASE

DepEd launches National Quality Management System to enhance education delivery, client satisfaction

October 1, 2021 – Fostering continuous improvement within the agency, the Department of Education (DepEd) has launched the National Quality Management System (NQMS) certifiable to the ISO 9001:2015 standards to improve basic education service delivery and client satisfaction nationwide.

"I am delighted to share with you that after several years of continuous efforts and tireless preparations to align DepEd processes and systems with ISO9001-2015 QMS standards, DepEd now endeavors mightily to establish and implement a QMS that is certifiable to ISO 9001:2015 standards," Education Secretary Leonor Magtolis Briones said.

According to DepEd Order No. 009, s. 2021, the QMS aims to integrate and streamline the systems and processes within the Department through the QMS Manual and Procedures, and Working Instructions Manual (PAWIM) that will serve as a guide for all DepEd offices and schools.

Briones also acknowledged the Development Academy of the Philippines (DAP) through the Government Quality Management Program (GQMP) for providing support and technical assistance to NQMS pilot offices namely, the Central Office, Region IV-A, CALABARZON, Schools Division Office of Biñan, Biñan Elementary School, and Biñan Integrated National High School.

OIC for Office of the Undersecretary for Human Resource and Organizational Development Wilfredo Cabral explained that the QMS manual details the agency's declared processes such as the management core support and outsource processes, list of stakeholders and partners, and its commitment to the mandate.

On the other hand, the PAWIM provides the procedures on the conduct of the QMS in the Department, including procedures on management review, internal quality audit, corrective action risk management, documented information management, citizen or client satisfaction feedback management, training and advocacy, and knowledge management.

"Likewise, these documents will ensure that all the processes across all governance levels are systematically interconnected and seamless for a better provision of quality basic education services," OIC Usec. Cabral said.

Meanwhile, BHRD Director Jenifer Lopez encouraged all DepEd personnel to work towards achieving the goal of quality management for DepEd's stakeholders.

"All of us, DepEd employees, teaching and non-teaching personnel, must be aware that our individual contribution is important to DepEd's overall success and commitment to quality. Hence, we call for your support. Your proactive participation and strong involvement to build this organizational culture of providing quality services within the Department of Education," Dir. Lopez noted.



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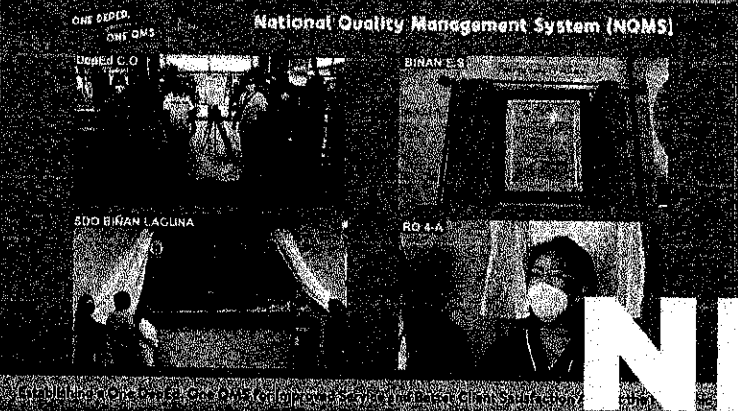
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ONE DEPED.
ONE OMS

National Quality Management System (NQMS)

Building a stronger, more effective, improved system and framework for education nationwide

September 20, 2021 - Monday | 9:00 am to 12:00 pm
via Google Meet | Details | Plans | User Feedback Page



IN THE NEWS

DEPED LAUNCHES NATIONAL QUALITY MANAGEMENT SYSTEM TO ENHANCE EDUCATION DELIVERY, CLIENT SATISFACTION

DepEd has launched the National Quality Management System (NQMS) certifiable to the ISO 9001:2015 standards to foster continuous improvement within the agency and to improve basic education service delivery and client satisfaction nationwide.