



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

October 3, 2023

DIVISION MEMORANDUM

No. 428 s. 2023

**REVITALIZING THE QUALITY MANAGEMENT SYSTEM:
A JOURNEY TO EXCELLENCE**

To: Assistant Schools Division Superintendents
Division Chiefs
Unit Heads of the OSDS and SGOD
Quality Management System Team
All Others Concerned

1. Anent to DepEd Order 009, s 2021 on the Institutionalization of Quality Management System in the Department of Education, this Office shall conduct Revitalization of the Quality Management System as part to Flagship Program: BULAKENYO commitment to MATATAG agenda in achieving excellence to business processes, operations, and services. QMS is the cornerstone of organization's success, and it is essential to continue to refine, improve and enhance the efficient delivery of basic education services across all governance level. Furthermore, it will ensure the standardized operation and sustainability of SDO client Satisfaction. The activity shall be conducted on October 23-25, 2023, 8:00am to 5:00pm at the 3rd floor Conference Hall, SDO Bulacan, City of Malolos, Bulacan.
2. The objectives of the activity are as follows:
 - Update and revisit business processes across 3 functional divisions;
 - Update the members of the QMS Core Team, and Internal Quality Auditors, and review their roles and responsibility;
 - Enhance the process of Customer Satisfaction Survey; and
 - Conduct audit through 5s in Housekeeping.
3. Participants to this activity are the Assistant Schools Division Superintendents, Division Chiefs, Unit heads of the OSDS and SGOD, process owners/documenters, core team and members of the secretariat.
4. Attached are Enclosure No. 1- Training Matrix, and Enclosure No. 2 - QMS Core Team as references.



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5. It is expected that participants observe minimum health protocol for continuous prevention of any infectious diseases.
6. All expenses to be incurred in the aforesaid activity shall be charged against MOOE funds subject to usual accounting and auditing rules and regulations.
7. Immediate dissemination and compliance with this Memorandum are earnestly desired.


NORMA P. ESTEBAN, EdD, CESO V
Schools Division Superintendent



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Enclosure No. 2 to Division Memorandum No. 428, s. 2023

MATRIX OF ACTIVITIES

TIME	DAY 1 October 23, 2023
8:30 – 9:30 a.m.	PRELIMINARY ACTIVITIES
	Lupang Hinirang Prayer Deped March Roll Call Welcome Remarks ----- NORMA P. ESTEBAN, EdD CESO V Schools Division Superintendent Inspirational Message ----- Cecilia E Valderama Assistant Schools Division Superintendent Statement of Purpose---- Zurex B. Bacay, PhD, CESO V Assistant Schools Division Superintendent
9:00- 9:30AM	Updating of Quality Management Team – Ma. Lourdes Patag
9:30 – 11:30 A.M.	Understanding Quality Management System and the Business Process– Dr. Edwin Marcos, Chief, Quality Assurance Division
12:00- 1:00 PM	LUNCH LUNCH LUNCH LUNCH
1:00: 3:00 pm	Revisiting the Quality Control Plan and Audit Process - Sir Ariel Culala, RO3QAD, Education Program Supervisor
3:00- 4:30	Workshop on Revisiting of QCP – Christian Dela Cruz/Cecille E Cruz
8:30am – 9:00 am	DAY 2 October 24, 2023 PRELIMINARIES
9:00am – 10:00am	Discussion on 5S and updates of the recent 5S audit - Raquel Climaco
10:00 - 12:00NN	Risk Management – Jay- Arr Tayao
12:00 - 1:00PM	LUNCH LUNCH LUNCH LUNCH





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1:00pm --- 2:00pm	Discussion on Client Satisfaction survey/ Customer Feedback the last 3 quarters of ----- Josefina Pedroche
2:00pm – 5:00pm	House keeping
8:30am – 9:00 am	DAY 3 October 25, 2023 PRELIMINARIES
8:30 to 12:00	Review of Auditors Roles and responsibilities and audit process _____ Ma. Lourdes J. Patag
12:00pm	Lunch
1:00pm -3:00pm	Audit of Select unit
3:00pm – 4:00	Awarding of best 6S unit
4:00pm	Nationalistic Song Prayer Closing Remarks ----- Cecilia S Custodio, PhD. Chief, SGOD Cecille E. Cruz Master of Ceremony





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COMPOSITION OF THE QMS TEAM

Quality Management System (QMS) CORE Team	
Top Management	Norma P. Esteban, EdD, CESO V Schools Division Superintendent Cecilia E. Valderama, PhD Assistant Schools Division Superintendent Zurex T. Bacay, PhD Assistant Schools Division Superintendent
Quality Management Representative (QMR)	Cecilia S. Custodio, PhD Chief SGOD (Representative) Leonora V. Bergado, Ed. D. Gilbert Agapito Angelita Baltazar Marisa V. Ortega
Quality Management Secretariat	Ma. Jesusa V. Pampilon, PhD Christian Dela Cruz Overall Documenters Jennifer O. Daguman Engelbert Dela Cruz Richard Biglete
Quality Management System (QMS) Team	
Knowledge Management Team (KMT)	Gregorio T. Quinto, Jr. EdD. Chief CID- Lead Person Rainelda M. Blanco PhD Agnes Bernardo PhD Marinella P. Garcia-Sy PhD
Internal Quality Audit Team	Ma. Lourdes J. Patag (Lead Person) Team A (OSDS) Virgilio L. Laggui, PhD (Team Leader) Cecille E. Cruz Anastacia N. Victorino, PhD Edelmira S. Dorega, PhD Glenda Constantino Ronnie Perez Team B (CID) Teresita B. Alquiza, PhD (Team Leader) Jai Ann Mariano



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	<p>Vilma Aguas MA. Neriza P. Fanuncio, EdD Marilou V. Cruz, PhD Rod Christopher Tolentino John Paulo Trinidad Melda Villanueva Yolanda Jimenez</p> <p>Team C (SGOD) Daniel V. Ortega, PhD (Team Leader) Nora G. Manalo, PhD Julie Ann Cruz Carlito G. Dela Cruz, PhD Paul J. Candelaria Lucia Chico Karen Lyn Gonzales Jeo libao Cherry Alba Mary Grace Mutuc</p>
Risk Management Team	<p>Josefina Pedroche (Team Leader) Atty Elmer Lopez Lorena Bodoso Aren Astrovesa Paulo C. Eduardo Cruz, Jr. Maribel S. Perez</p>
Quality Workplace Team (RMT)	<p>Raquel Climaco (Team Leader) Bryan Amiel F. De Jesus Peter G. Lacap Carl Paulo A. Fernando Jay-Arr C. Tayao, MBA Leandro Baluyot Joel Vasallo, PhD.</p>
Training and Advocacy	<p>Marilene G. Ramos (Team Leader) Ma. Bella S. Fajardo Inah Marifaye M. Blanco Perlita Pagdanganan, PhD</p>



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