



Republic of the Philippines
Department of Education
 REGION II – CAGAYAN VALLEY
 SCHOOLS DIVISION OF TUGUEGARAO CITY

August 19, 2020

DIVISION MEMORANDUM

No. 134, s. 2020

**QUALITY MANAGEMENT SYSTEM (QMS) COMMITTEES
 ROLES AND RESPONSIBILITIES**

To: Assistant Schools Division Superintendent
SGOD and CID Chiefs
Education Program Supervisors
Public Schools District Supervisors
Unit/Section Heads
Process Owners
All Concerned

1. In compliance with ISO 9001: 2015 Clause 5.1 Leadership and Commitment, the Division of Tuguegarao City organizes its Quality Management System (QMS) Committees to ensure the effectiveness of the QMS for customer satisfaction and continual improvement.

2. The Division QMS Structure is as follows:



The Division QMS structure is based on the National QMS (NQMS) that will be implemented next year by the Central Office.

3. Here are the QMS Committees/Teams:



Address: Regional Government Center, Carig Sur, Tuguegarao City, 3500
 Telephone Nos.: (078) 844-7925; (078) 377-8805
 Email Address: tuguegarao@deped.gov.ph
 Website: depedtuguegarao.net



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| | Person/s Responsible | Task/Duty/Responsibility |
|--|---|-------------------------------------|
| Top Management/Quality Management Representative (QMR) | Reynante Z. Caliguiran Schools Division Superintendent Jesus B. Maggay Assistant Schools Division Superintendent | |
| QMS Secretariat | Aileen C. Ibanez | Leader |
| | Suzanne D. Palmera | Csat/Minutes of Meeting |
| | Karelle Kilgerinn D. Vinagrera | PAPs Monitoring/Document Control |
| | Princes Lou Lauigan | Minutes of Meeting/Presentations |
| | Ma. Angela Josephine S. Cacacho | Documenter |
| | Rose V. Dulin | Documenter |
| | Jayson Joseph L. Babaran | Information Technology/member |
| Internal Quality Audit Team | Jessica T. Castaneda | Lead Auditor |
| | Aileen C. Ibanez | Auditor |
| | Mariel A. Cammayo | Auditor |
| | Flor Marie A. Turingan | Auditor |
| Risk Management Team | Edwin N. Catulin | Leader |
| | Emma Louisa O. Javier | Member |
| | Marlo T. Melad | Member |
| | Mildred Katrina T. Pinson | Member |
| | Ronelyn R. Ruiz | Member |
| | Grace B. Abana | Member |
| Quality Workplace | Ventura R. Durian, Jr. | Leader |
| | Richard T. Mangulad | Member |
| | Jiosen P. Callo | Member |
| | Randall A. Talamayan | Member |
| | Ronie A. Arellano | Member |



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|-----------------------|---------------------------------|----------------------------|
| Training and Advocacy | Jane Marie D. Pagulayan | Leader |
| | Eduardo M. Balubal | Member |
| | Kristine G. Lappay | Member |
| Knowledge Management | Karla P. Pagulayan | Document Controller |
| | Anabel T. Calimag | Deputy Document Controller |
| OSDS | Mary Flor D. Maramag | Member |
| | Mary Jane A. Vinarao | Member |
| | Janice Joy B. Tatto | Member |
| | Jennifer T. Bonifacio | Member |
| CID | Krysta Lynne I. Fuertes | Member |
| | Froilan Jeph C. Baculina | Member |
| SGOD | Cheryl Anne F. Roque | Member |
| | Ma. Angela Josephine S. Cacacho | Member |

4. Duties and Responsibilities

A. Top Management

- a) Lead the establishment, implementation, and monitoring of the QMS at their level;
- b) Establish, communicate, and embody the Quality Policy Statement;
- c) Ensure effectiveness of the QMS using risk-based thinking and risk management;
- d) Ensure that quality objectives set are aligned with the DepEd's strategic direction, through the Results-based Performance Management System (RPMS);
- e) Monitor and review the integration of QMS requirements into DepEd's business processes; Communicate the importance of fulfilling the needs and expectations of all stakeholders;
- f) Determine and provide necessary resources needed to implement and sustain QMS implementation;
- h) Lead and conduct the Management Review (MR);
- i) Ensure that constitutional mandates, statutory and



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- regulatory requirements are met; and,
j) Designate the Quality Management Representative (QMR).

B. Quality Management Representative (QMR)

The QMR shall be designated by the Top Management. In the case of the SDO, the QMR responsibilities are performed by the Top Management.

- a) Communicate the importance of having QMS in the DepEd;
- b) Oversee the implementation and takes accountability for the effectiveness of the QMS;
- c) Ensure the conformance of the QMS requirements of ISO 9001;
- d) Ensure integrity and effectiveness of the QMS;
- e) Ensure that the Quality Plans and DepEd QMS targets and objectives are aligned with targets, opportunities for improvements; and, other QMS-related matters to the Top Management by presiding over the Management Review;
- f) Reports audit results, identified targets, opportunities for improvement; and other QMS-related matters to the Top Management by presiding over the Management Review;
- g) Ensure the integration of QMS requirements into the DepEd's business processes;
- h) Promote continuous improvement of the QMS and processes of the agency;
- i) Engage, direct and support the QMS Teams and their members to contribute to the effectiveness of the QMS;
- j) Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management, and;
- k) Act as a liaison of the Department with external parties on matters relating to QMS matters.

C. QMS Secretariat

The members of the QMS Secretariat shall coordinate with and report to the Top Management/QMR. The QMS Secretariat shall have the following responsibilities:

- a) Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;
- b) Provide technical and administrative support to successfully implement the QMS;
- c) Coordinate QMS related activities in their respective offices;
- d) Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
- e) Facilitate the delivery of specific outputs in line with the QMS;
- f) Assist the QMR/Top Management in communicating with external parties on QMS-related matters; and,
- g) Provide feedback and updates on QMS-related matters to the QMR.



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D. Knowledge Management Team (KMT)

- a) Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Management in the Procedure Manuals and Work Instructions;
- b) Ensure that the requirements for updating, maintaining and retaining documented information are established and implemented;
- c) Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;
- d) Oversee activities related to managing organizational knowledge and setting management standards; and,
- e) Provide feedback to Top Management on the status of the control of documents and records.

E. Internal Quality Audit Team (IQAT)

- a) Implement and refer to Internal Quality Audit Procedure Manual;
- b) Undergo training on the QMS;
- c) Determine conformance of the QMS with planned arrangements and requirements of ISO 9001;
- d) Determine whether the QMS is effectively implemented and maintained through the conduct of regular internal quality audit;
- e) Keep track of the implementation of corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and,
- f) Provide the findings of the IQA Team and status of Requests for Action to the Top Management during the Management Review.

F. Risk Management Team (RMT)

- a) Implement and refer to Risk Management Procedure Manual and Risk Management Guidelines and Procedures; and, handling/analyzing Client Satisfaction Results and client complaints;
- b) Ensure reporting, analysis, monitoring and evaluation of Risks and Opportunities;
- c) Provide technical assistance in the accomplishment of RORs per office/division;
- d) Provide feedback and update to the Top Management on the status of risk assessments and action plans;
- e) Perform monitoring and oversight function in ensuring the established action plans in the RORs are effective and implemented as scheduled;



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- f) Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRf.

G. Quality Workplace Team (QWT)

- a) Ensure consistent implementation of Quality Workplace Standards;
- b) Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity;
- c) Assess conformity to Quality Workplace Standards; and,
- d) Provide feedback and update to the QMR on the status workplace management

H. Training and Advocacy Team (TAT)

- a) Orient and disseminate information on QMS-related matters such as ISO 9001 Standards, Organizational Knowledge QMS Manual, Quality Policy and other processes and procedures;
- b) Capacitate employees on the development of their Operations Manuals and Planning Documents;
- c) Generate and sustain support from respective offices through effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;
- d) Plan and coordinate effective deployment and effective use of QMS training and materials;
- e) Develop and disseminate training and advocacy materials to strengthen awareness on QMS and build a culture of continuous improvement; and,
- f) Provide feedback and updates to the Top Management/QMR on the status of QMS-related trainings.

5. Team Leaders are responsible in ensuring that their members are aware of their duties and responsibilities; and, perform them accordingly.

6. The Lead Auditor, aside from his/her regular functions in the IQAT is responsible for crafting of the Internal Audit Plan, Division Management Review Plan, coordinating with the Regional Quality Management Representative (RQMR), and other assignments delegated by the RQMR. He/she also assists the Top Management/QMR in conducting the MR and in preparing the report of the Division for the Regional Management Review.

7. Division Chiefs are responsible in monitoring and evaluating the quality objectives of their units, and assist the RMT in making sure that risks are addressed and that corrective actions are effective.

8. Process owners are responsible in monitoring, evaluating and maintaining their processes and procedures, initiating revisions and changes in their processes if



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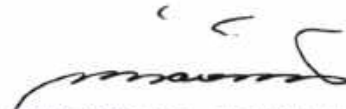


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necessary; and, ensuring the effectiveness of corrective actions in relation to identified risks.

9. This memorandum serves as the official designation of the Team Leaders and their members.

10. For information and compliance.



REYNANTE Z. CALIGUIRAN

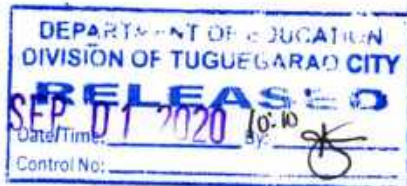
Assistant Schools Division Superintendent
OIC- Office of the Schools Division Superintendent

Reference:

To be indicated in the Perpetual Index

Under the following subjects:

PROGRAM



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