Republic of the Philippines
Department of Education

15 MAR 2022

DepEd MEMORANDUM
No. 014 , s. 2022

THE DEPED QUALITY MANAGEMENT SYSTEM MANUAL AND PROCEDURES AND WORK INSTRUCTIONS MANUAL

To: Undersecretaries
        Assistant Secretaries
        Minister, Basic, Higher, and Technical Education, BARMM
        Bureau and Service Directors
        Regional Directors
        Schools Division Superintendents
        Public Elementary and Secondary School Heads
        All Others Concerned

1.   The Department of Education (DepEd) issues **The DepEd Quality Management System (QMS) Manual and Procedures and Work Instructions Manual (PAWIM)**, which shall also be known as the DepEd-wide QMS Manuals and shall serve as reference document for the DepEd NQMS implementation. This is pursuant to DepEd Order (DO) No. 009, s. 2021 titled, Institutionalization of a Quality Management System in the Department of Education

2.   The issuance of these DepEd-wide QMS Manuals aim to standardize and harmonize the implementation of QMS in the Department, ensuring a One DepEd, One QMS that is relevant and applicable at all governance levels. These shall be utilized by field offices and public schools pursuing their ISO preparation and/or undergoing ISO migration.

3.   The description and outline of the DepEd-wide QMS Manuals are as follows:

NQMS Manuals	Description	Outline
DepEd QMS Manual	A document that describes the quality management system of the Department of Education. Its purpose is to clearly communicate information, serve as a framework for meeting quality system requirements, and convey management commitment to quality system.	1. Introduction 2. Agency Profile 3. Organizational Structure 4. Scope & Coverage 5. Quality Policy 6. DepEd Process Map 7. Management Processes 8. Core Processes 9. Support Processes 10. List of Interested Parties' Needs and Expectations 11. Control of External Providers

NQMS Manuals	Description	Outline
Procedures and Work Instructions Manual (PAWIM)	A document that provides the procedures and work instructions required to ensure the satisfactory operation of a standardized and harmonized DepEd quality systems within and across all governance levels as described in the DepEd QMS Manual.	1. Management Review 2. Internal Quality Audit 3. Corrective Action 4. Risk Management 5. Documented Information Management 6. Citizen/Client Satisfaction Feedback Management 7. Training Advocacy 8. Knowledge Management

The DepEd QMS Manual articulates the DepEd profile, its systems and processes, and its commitment to provide quality basic education service, whereas the PAWIM stipulates the procedures on the DepEd QMS implementation.

4. For information and appropriate action, these documents can be accessed through this link at **bit.ly/DepEdNQMS**.

5. Any proposed improvements, or changes in the DepEd QMS Manual and PAWIM shall be made through an official communication by the concerned Quality Management Representative (QMR) addressed to the DepEd NQMS Secretariat and sent through the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) through email at nqmsupport@deped.gov.ph for approval.

6. For more information, please contact the **Bureau of Human Resource and Organizational Development-Organization Effectiveness Division**, 5th Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City, through email at nqmsupport@deped.gov.ph.

7. Immediate dissemination of this Memorandum is desired.

LEONOR MAGTOLIS BRIONES
Secretary

To authenticate this document
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Reference: DepEd Order No.: (009, s. 2021)
To be indicated in the Perpetual Index
under the following subjects:

AUDIT
BUREAUS AND OFFICES
MANUAL

PROCEDURE
RULES AND REGULATIONS
SCHOOLS

DEPED-OSEC- 456054

Republic of the Philippines
Department of Education

QUALITY MANAGEMENT SYSTEM (QMS) MANUAL

Effective: September 20, 2021
Revision 00

This manual articulates DepEd's profile, its management, core, support and outsourced processes, the list of stakeholders and partners, and its commitment to provide quality basic education services.

SAMA-SAMA SA PAG SULONG NG
EduKALIDAD
Addressing the Challenge of Quality in Basic Education

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TABLE OF CONTENTS

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	1 of 1

Content

Endorsed by:

Approved by:

WILFREDO E. CABRAL

Quality Management Representative

LEONOR MAGTOLIS BRIONES

Secretary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTRODUCTION

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	1 of 1

The proposed development of a Quality Management System (QMS) certifiable to ISO 9001:2015 Standard for the Department of Education (DepEd) is in response to the need for Philippine government agencies to be responsive to the needs of their intended beneficiaries by improving productivity. This is also in compliance with **Executive Order No. 605, s. 2007**, *"Institutionalizing the Structure, Mechanism, and Standards to Implement the Government Quality Management Program (GQMP),"* which was issued to all executive branch departments and agencies, government-owned and controlled corporations and government financial institutions, to effect improvement in public sector performance.

It is also in line with the mandate of DepEd in formulating, implementing, and coordinating policies, plans, programs, and projects in the areas of formal and non-formal basic education for continuous improvement.

Further, it aims to integrate DepEd's internal processes to ensure consistency in the delivery of quality services and continuous process improvement that will result in client satisfaction.

DepEd's goal is to create an enabling environment, wherein the establishment of a QMS will enhance people capacity, internal systems, and processes resulting in efficient and effective delivery of basic education services. The QMS to be developed shall cover DepEd's operations, management, and support processes.

This **QMS Manual** defines and clarifies systems, and procedures adopted to implement and continually improve the Quality Management System (QMS) of the **Department of Education.**

This QMS Manual, together with associated documents mentioned hereto, aims to:

- Describe the basic elements of the QMS of the **DepEd** and serve as reference in its implementation and continual improvement;
- Inform the internal and external stakeholders and enable them to observe and implement the QMS that is being maintained at the **DepEd**; and
- Serve as reference and guide for newly-hired personnel and make them familiar and appreciate the **DepEd**'s QMS.

This Manual is intended to be used by all the units of the **DepEd**.

Endorsed by:

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Quality Management Representative

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Secretary

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective		Page
00	09.20.21		1 of 6

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
AGENCY PROFILE

A. DEPED History

Education in the Philippines has undergone several stages of development from the pre-Spanish times to the present. In meeting the needs of society, education serves as the focus of emphases/priorities of the leadership at certain periods/epochs in our national legal struggle as a race.

As early as in pre-Magellanic times, education was informal, unstructured, and devoid of methods. Children were provided more vocational training and fewer academics (3 Rs) by their parents and in the houses of tribal tutors.

The pre-Spanish system of education underwent major changes during the Spanish colonization. The tribal tutors were replaced by the Spanish Missionaries. Education was religion-oriented. It was for the elite, especially in the early years of Spanish colonization. Access to education by the Filipinos was later liberalized through the enactment of the Educational Decree of 1863 which provided for the establishment of at least one primary school for boys and girls in each town under the responsibility of the municipal government; and the establishment of a normal school for male teachers under the supervision of the Jesuits. Primary instruction was free and the teaching of Spanish was compulsory. Education during that period was inadequate, suppressed, and controlled.

The defeat of Spain by American forces paved the way for Aguinaldo's Republic under a Revolutionary Government. The schools maintained by Spain for more than three centuries were closed for the time being but were reopened on August 29, 1898, by the Secretary of Interior. The Burgos Institute in Malolos, Military Academy of Malolos, and Literary University of the Philippines were established. A system of free and compulsory elementary education was established by the Malolos Constitution.

An adequate secularized and free public school system during the first decade of American rule was established upon the recommendation of the Schurman Commission. Free primary instruction that trained the people for the duties of citizenship and avocation was enforced by the Taft Commission per instructions of President McKinley. Chaplains and non-commissioned officers were assigned to teach using English as the medium of instruction.

A highly centralized public school system was installed in 1901 by the Philippine Commission by virtue of Act No. 74. The implementation of this Act created a heavy shortage of teachers so the Philippine Commission authorized the Secretary of Public Instruction to bring to the Philippines 600 teachers from the U.S.A. They were the Thomasites.

Year	Official Name of Department	Official Titular Head	Legal Bases
1863	Superior Commission of Primary Instruction	Chairman	Educational Decree of 1863
1901-1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916-1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)

1942-1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by Japanese Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese Sponsored Philippine Republic
1945-1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946-1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947-1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975-1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972
1978-1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978
1984-1986	Ministry of Education, Culture and Sports	Minister	Education Act of 1982
1987-1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994-2001	Department of Education, Culture and Sports	Secretary	RA 7722 and RA 7796, 1994 Trifocalization of Education Management
2001 – present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

The high school system supported by provincial governments, special educational institutions, the school of arts and trades, an agricultural school, and commerce and marine institutes were established in 1902 by the Philippine Commission. In 1908, the Philippine Legislature approved Act No. 1870 which created the University of the Philippines.

The Reorganization Act of 1916 provided the Filipinization of all department secretaries except the Secretary of Public Instruction.

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective	Page	
00	09.20.21	3 of 6	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
AGENCY PROFILE

Japanese educational policies were embodied in Military Order No. 2 in 1942. The Philippine Executive Commission established the Commission of Education, Health and Public Welfare and schools were reopened in June 1942. On October 14, 1943, the Japanese – sponsored Republic created the Ministry of Education. Under the Japanese regime, the teaching of Tagalog, Philippine History, and Character Education was reserved for Filipinos. Love for work and dignity of labor was emphasized. On February 27, 1945, the Department of Instruction was made part of the Department of Public Instruction.

In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to the Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.

In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 by virtue of P.D. No. 1397. Thirteen regional offices were created and major organizational changes were implemented in the educational system.

The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.

The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills Development Authority (TESDA), respectively.

The trifocal education system refocused DECS' mandate to basic education which covers elementary, secondary and nonformal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education.

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the context of transparency and local accountability. The goal of basic education is to provide the school-age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive, and patriotic citizens.

DEPED MANAGEMENT STRUCTURE

To carry out its mandates and objectives, the Department is organized into two major structural components. The Central Office maintains the overall administration of basic education at the

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
AGENCY PROFILE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	4 of 6

national level. The Field Offices are responsible for the regional and local coordination and administration of the Department's mandate. RA 9155 provides that the Department should have no more than four (4) Undersecretaries and four (4) Assistant Secretaries with at least one Undersecretary and one Assistant Secretary who are career service officers chosen among the staff of the Department.

In 2015, the Department underwent a restructuring of its office functions and staffing. The result of which was the Rationalization Plan for the new organizational structure. Details of the new structure are further explained in <u>DO No. 52, Series 2015</u>, also known as the *New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education.*

As of August 2021, the Department operates with eight (8) Undersecretaries in the following areas:

- Administration
- Curriculum and Instruction
- Finance
- Legal Affairs
- Legislative Affairs, Project Management Service, External Partnership
- Office of the Secretary Proper (Chief of Staff)
- Human Resource and Organizational Development
- Field Operations, Palarong Pambansa Secretariat, and DEACO

Six (6) Assistant Secretaries are assigned in the following areas:

- Curriculum and Instruction
- Finance
- Legal Affairs
- Procurement and Administration
- Alternative Learning System
- Field Operations and National Academy of Sports

Supporting the Office of the Secretary (OSEC) at the Central Office are the different services, bureaus, and divisions.

Moreover, the Department manages and coordinates with the following:

Six (6) attached agencies:
- Early Childhood Care and Development (ECCD) Council
- National Academy of Sports
- National Book Development Board (NBDB)
- National Council for Children's Television (NCCT)
- National Museum
- Philippine High School for the Arts

Three (3) coordinating councils:
- Adopt-a-School Program (ASP) Coordinating Council
- Literacy Coordinating Council (LCC)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
AGENCY PROFILE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	5 of 6

- Teacher Education Council (TEC)

At the sub-national level, the Field Offices consist of the following:

- Seventeen (17) Regional Offices including the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM), each headed by a Regional Director (a Regional Secretary in the case of BARMM).
- Two hundred twenty-four (224) Provincial and City Schools Divisions Offices, each headed by a Schools Division Superintendent. Assisting the Schools Division Offices are 2,602 School Districts, each headed by a Public School District Supervisor.

As of November 2021, under the supervision of the Schools Division Offices, are 60,957 schools, broken down as follows:

- 43,765 Purely Elementary (K to 6) School (ES) – 37,496 public, 6,263 private, and 6 State Universities and Colleges (SUCs)/ Local Universities and Colleges (LUCs)
- 1,787 Purely Junior High (G7 to G10) Schools (JHS) – 1,506 public, 242 private, and 39 SUCs/LUCs
- 1,403 Purely Senior High (G11 to G 12) Schools (SHS) – 231 public, 1,099 private, and 73 SUCs/LUCs
- 7,490 JHS with SHS (G7 to G12) – 6,491 public, 906 private, and 93 SUCs/LUCs
- 3,065 ES and JHS (K to 10) – 1,159 public, 1,890 private, 7 SUCs/LUCs, and 9 Philippine School Overseas (PSO)
- 3,447 All Offering (K to 12) – 538 public, 2,856 private, 29 SUCs/LUCs, and 24 PSO

B. Mandate

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century in order to better define its purpose vis-à-vis the changing administrations and charters. The present day Department of Education was eventually mandated through Republic Act 9155, otherwise known as the Governance of Basic Education act of 2001 which established the mandate of this agency.

The Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
AGENCY PROFILE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	6 of 6

C. Vision

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to building the nation.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

D. Mission

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. **Teachers** facilitate learning and constantly nurture every learner. **Administrators and staff**, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen. **Family, community, and other stakeholders** are actively engaged and share responsibility for developing life-long learners.

E. Core Values

Maka-Diyos
Makatao
Makakalikasan
Makabansa

Source: http://www.deped.gov.ph/about-deped/vision-mission-core-values-and-mandate/

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Secretary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

A. Organizational Chart

A. 1 Central Office

DEPARTMENT OF EDUCATION
CENTRAL OFFICE
REPORTING STRUCTURE (MARCH 9, 2022)

Policy Basis: DM 012, s. 2022

Attached Agencies:
- Philippine High School for the Arts
- National Book Development Board
- National Council for Children's Television
- National Museum
- Early Childhood Care and Development Council
- National Academy of Sports

Coordinating Councils:
- Teacher Education Council
- Literacy Coordinating Council
- Adopt-a-School Program Coordinating Council

OFFICE OF THE SECRETARY

OFFICE OF THE CHIEF OF STAFF

INTERNAL AUDIT SERVICE

NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES

PUBLIC AFFAIRS SERVICE

International Cooperation Office

PLANNING SERVICE

OFFICE OF THE UNDERSECRETARY FOR ADMINISTRATION
OFFICE OF THE ASSISTANT SECRETARY FOR ADMINISTRATION

- ADMINISTRATIVE SERVICE
- INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE
- BUREAU OF LEARNER SUPPORT SERVICES (except YFD)
- DISASTER RISK REDUCTION AND MANAGEMENT SERVICE
- BAGUIO TEACHERS CAMP
- CENTRAL SECURITY & SAFETY OFFICE
- PROCUREMENT MANAGEMENT SERVICE

- ADMINISTRATIVE SERVICE
- PROCUREMENT MANAGEMENT SERVICE
- INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE
- BUREAU OF LEARNER SUPPORT SERVICES (except YFD)
- DISASTER RISK REDUCTION AND MANAGEMENT SERVICE
- BAGUIO TEACHERS CAMP

OFFICE OF THE UNDERSECRETARY FOR CURRICULUM & INSTRUCTION
OFFICE OF THE ASSISTANT SECRETARY FOR CURRICULUM & INSTRUCTION

OFFICE OF THE ASSISTANT SECRETARY FOR ALTERNATIVE LEARNING SYSTEM PROGRAM & TASK FORCE

- BUREAU OF CURRICULUM DEVELOPMENT
- BUREAU OF LEARNING DELIVERY
- BUREAU OF EDUCATION ASSESSMENT
- BUREAU OF LEARNING RESOURCES
- *TEC Secretariat*
- *LCC Secretariat*
- *IPs Education Office*

BUREAU OF ALTERNATIVE EDUCATION

OFFICE OF THE UNDERSECRETARY FOR LEGAL AFFAIRS
OFFICE OF THE ASSISTANT SECRETARY FOR LEGAL AFFAIRS

- LEGAL SERVICE
- *OSEC - Sites Titling Office*
- *Child Rights Education Desk*

OFFICE OF THE UNDERSECRETARY FOR FINANCE
OFFICE OF THE ASSISTANT SECRETARY FOR FINANCE

- FINANCE SERVICE
- EDUCATION PROGRAMS MANAGEMENT OFFICE

OFFICE OF THE UNDERSECRETARY FOR LEGISLATIVE LIAISON OFFICE, PROJECT MANAGEMENT SERVICE & EXTERNAL PARTNERSHIP

- EXTERNAL PARTNERSHIPS SERVICE (except ICO)
- PROJECT MANAGEMENT SERVICE
- *OSEC - Legislative Liaison Office*

OFFICE OF THE OIC- UNDERSECRETARY FOR HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

- BUREAU OF HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

OFFICE OF THE UNDERSECRETARY FOR FIELD OPERATIONS, PALARONG PAMBANSA SECRETARIAT, & DEACO
OFFICE OF THE ASSISTANT SECRETARY FOR FIELD OPERATIONS
FIELD OPERATIONS

- Regional Offices
- Schools Division Offices
- Schools and Learning Centers

- PALARONG PAMBANSA SECRETARIAT
- DEPED EMPLOYEES' ASSOCIATION COORDINATING OFFICE
- *Child Protection Unit*

OFFICE OF THE ASSISTANT SECRETARY FOR FIELD OPERATIONS

- NATIONAL ACADEMY OF SPORTS

OFFICE OF THE ASSISTANT SECRETARY FOR SPECIAL CONCERNS

- *OSEC Special Concerns Unit*
- *BLSS- Youth Formation Division*

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	2 of 14

A. 2 Regional Office

DEPARTMENT OF EDUCATION
APPROVED ORGANIZATIONAL STRUCTURE
REGIONAL OFFICE

OFFICE OF THE REGIONAL DIRECTOR
Office of the Regional Director Proper
Office of the Assistant Regional Director

Legal Unit   ICT Unit   Public Affairs Unit

Curriculum and Learning Management Division	Education Support Services Division	Field Technical Assistance Division	Quality Assurance Division	Policy, Planning and Research Division	Human Resource Development Division	Administrative Division	Finance Division

- Learning Resource Management Section

- School Health Section
- Education Facilities Section
- Program and Services Section

- NEAP at the Region

- Cash
- Payroll
- Personnel
- Records
- Property and Supply
- General Services

- Accounting
- Budget

Schools Divisions

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	3 of 14

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

A. 3 Schools Division Office

DEPARTMENT OF EDUCATION
APPROVED ORGANIZATIONAL STRUCTURE
SCHOOLS DIVISION

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

Office Of The Assistant Schools Division Superintendent

❖ FINANCE
- Accounting
- Budget

❖ ADMINISTRATIVE
- Cash
- Personnel
- Records
- Property and Supply
- General Services

❖ LEGAL*

❖ ICT*

Curriculum Implementation Division
- Learning Resource Management Section
- Instructional Management Section
- -
- District Instructional Supervision

Schools Governance and Operations Division
- School Management Monitoring and Evaluation Section
- Social Mobilization and Networking*
- Planning and Research Section
- Human Resource Development Section
- Education Facilities Section
- School Health Section

Schools and Learning Centers

* Applicable to Med. to V. Large Divisions Only

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	4 of 14

A. 4 Schools

Elementary School

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                          ┌─────────────────┐
                          │   School Head   │
                          └────────┬────────┘
                ┌──────────────────┴──────────────────┐
      ┌──────────────────┐              ┌──────────────────┐
      │  Master Teachers │              │  Administrative  │
      │ Subject Coordinators │          │    Officer II    │
      └─────────┬────────┘              └─────────┬────────┘
      ┌──────────────────┐              ┌──────────────────┐
      │ Grade School Level │            │  Administrative  │
      │     Teachers     │              │  Assistant III   │
      └──────────────────┘              └─────────┬────────┘
                                        ┌──────────────────┐
      **ACADEMIC GROUP**                │  Administrative  │
                                        │   Assistant II   │
                                        └──────────────────┘

                                   **OPERATIONS AND LEARNER**
                                       **SUPPORT GROUP**
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Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	5 of 14

Integrated National High School

JHS ACADEMIC GROUP

SHS ACADEMIC GROUP

OPERATIONS AND LEARNER SUPPORT GROUP
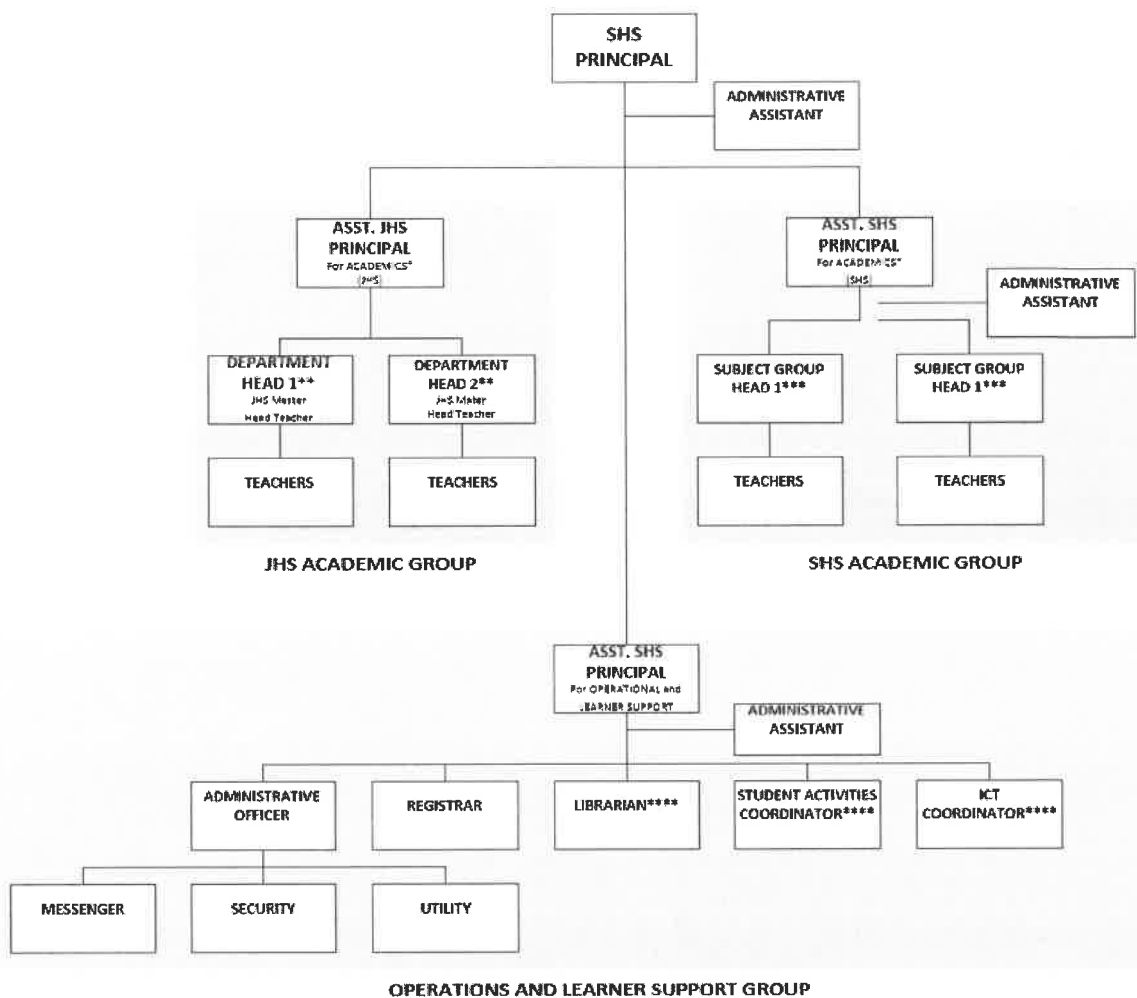
*These positions are to be designated by the schools division office.

**The JHS Department Heads are the Head Teachers or Master Teachers who are or have been designated to supervise teachers who teach a specific subject are. The number of additional JHS Department Heads shall depend on the need of the school.

***Similar to a JHS Department Head, Subject Group Heads shall supervise teachers who teach a specific SHS Subject Group. Principal/School Head shall designate Master Teachers to these positions. The number of additional Subject Group Heads shall depend on the number of subject groups taught in school.

****These positions are to be designated by the Principal/School Head to teaching staff.

NOTE: Nurses and Guidance Counselors may be deployed at a school or a cluster of schools as deemed necessary by the schools division office. They shall provide shared services at the appropriate ratio.

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective	Page	
01	03.28.22	6 of 14	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

B. Functional Descriptions

B.1 Central Office

a. Executive Office and Directly Supervised Offices

Office of the Secretary – Proper. Advise the President on matters related to education; Establish the policies and standards for the operation of the Department pursuant to the approved programs of the government; Promulgate rules and regulations necessary to carry out the objectives, policies, functions, plans, programs and projects of the Department; Promulgate issuances necessary for the efficient administration of the offices under him and proper implementations of laws relative to education; Exercise disciplinary powers over officials and employees in accordance with existing laws; Formulate and enforces a management control system to measure and evaluate performance of the Department and submits periodic reports to the President; Prepare and submits to the President through the Department of Budget and Management the budget of the Department; and, appoint all officers and employees of the Department except those whose appointment is vested in the President.

Office of the Undersecretaries. Advise and assist the Secretary in the formulation and implementation of Department policies, plans and programs; Oversee all the operational activities of the Department for which they will be assigned and held responsible by the Secretary; Coordinate the programs and projects of the Department; On the basis of an official designation, discharge temporarily the duties of the Secretary in case of the latter's inability to discharge their duties or in case of vacancy of the said office.

Office of the Assistant Secretaries. Advise and assist the Secretary or Undersecretary in the formulation and implementation of Department policies, plans and programs; Oversee all the operational activities of the Department for which they will be assigned and held responsible for by the Secretary or Undersecretary; Coordinate the programs and projects of the Department; On the basis of an official designation, discharge temporarily the duties of the Secretary or Undersecretary in case of the latter's inability to discharge their duties or in case of vacancy of the said office.

Internal Audit Service. Provides advice to the Secretary on the adequacy and effectiveness of internal controls; the 4Es (Economy, Effectiveness, Efficiency and Ethicality); degree of compliance to accountability measures, ethical standards and contractual obligations through the results of objective and systematic evaluation of operating systems/processes and programs/activities/projects (PAPs) in accordance with government internal auditing standards towards the achievement of DepEd's objectives.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	7 of 14

Legislative Liaison Office. Recommends, coordinates, supervises and executes the legislative initiatives and priority policy reforms and development of programs of the Department of Education (DepEd) with the two Houses of Congress (House of Representatives and Senate) and other interest groups (other government and non-government agencies, education stakeholders and the PLLO) through comprehensive engagement strategies and dissemination of information of all major Executive-Legislative activities towards the effective and responsive implementation of the law and the corresponding IRR.

Sites Titling Office. Assures the Department of Education (DepEd) and protects its rights and interests over ownership of school sites by public and secondary schools through the titling and acquisition of properties.

Literacy Coordinating Council Secretariat. Provides the Literacy Coordinating Council and education stakeholders with technical and administrative support in policy formulation and coordination of initiatives towards universalization of literacy in the Philippines.

National Educators Academy of the Philippines. Provides for and supports the personal growth and professional development of teachers and school leaders in the Department of Education (DepEd) through the establishment, implementation and maintenance of a Learning and Development (L&D) system that subscribes to needs- and competency-based L&D paradigm to enable them to perform their roles and functions effectively and efficiently toward the attainment of quality, accessible, relevant and liberating basic education for all.

b. **Bureaus**

Bureau of Curriculum Development. Guides the field offices in ensuring that the teachers articulate the national curriculum standards by spearheading the development, design, and formulation of policies for curriculum framework.

Bureau of Learning Delivery. Supports the field offices to ensure quality teaching and learning by leading in the development and management of national education policy framework/standards on learning management and delivery for all types of learners.

Bureau of Education Assessment. Develops a harmonized and standardized assessment mechanism for student learning, teacher effectiveness, leadership and management, system efficiency and effectiveness; and provides policy recommendations based on assessment results and research to improve learning delivery, teacher quality and education management.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	8 of 14

Bureau of Learning Resources. Provides public schools, learning centers, and learning hubs quality, accessible, appropriate, and timely delivered learning resources through, 1. design and development, 2. quality assurance, 3. production and delivery, and 4. management of contracts and learning hubs for effective and efficient teaching-learning process and outcomes.

Bureau of Alternative Education. Serves as the focal office for the implementation of ALS programs of DepEd, and the policy formulation, curriculum development, learning program delivery and learning materials development for the ALS Program; establishes quality assurance and support systems, and undertakes regular learner assessment activities.

Bureau of Human Resource and Organizational Development. Provides direction on the development and implementation of strategic and effective Human Resources and Organizational Development systems, processes, and programs towards building the capabilities of the employees and the capacity of the organization to meet current and future requirements, as well as adapt and retain relevance in a changing environment.

Bureau of Learner Support Services. Guides and directs the field offices in the implementation of learner support services such as, but not limited to, school health, youth formation, after school sports development programs and other complementary programs.

c. **Services**

Administrative Service. Enables offices and personnel in the Central Office and Field Units to perform their mandate through the provision of accurate and timely administrative services.

Finance Service. Enables DepEd implementing units to perform their mandate and programs, activities, projects (PAPs) through the effective, efficient, and transparent allocation, utilization, and monitoring: and the disbursement, recording and reporting of funds and resources across all levels of governance in the Department, in accordance with existing government budgeting, accounting, and auditing rules and regulations.

Disaster Risk Reduction Management Service. Empowers the Department of Education (DepEd) personnel, offices, schools, and learners in ensuring safety and learning continuity, institutionalized Disaster Risk Reduction and Management (DRRM), Climate Change Adaptation (CCA), and Education in Emergencies (EiE), and strengthens the resilience of basic education in the context of natural and human-induced hazards.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	9 of 14

External Partnership Service. engages/enables DepEd units and external stakeholders by developing and managing strategic and sustainable partnerships programs, systems, and policies in achieving common goals for basic education.

Information Communication Technology Service. Provides the Department of Education (DepEd) offices with strategic Information and Communication Technology (ICT) services towards good governance and the provision of quality basic education.

Legal Service. Provides the Department of Education (DepEd) employees, officers, decision-makers, parties to a case, and education stakeholders with effective, efficient, and timely delivery of legal services through disposition of administrative complaints and cases; legal assistance to the Office of the Solicitor General in cases against DepEd before judicial and quasi-judicial bodies; and issuance of legal opinions, reviews, certifications, clearances and other legal documents for the provision of legal guidance and services, and adequate representation in cases before quasi-judicial bodies.

Planning Service. Provides DepEd with guidance towards sectoral planning and development through the formulation and execution of:
- Short, medium, and long-term planning standards
- Policy and program development standards
- Research management system
- Monitoring and evaluation system
- Data management and information systems standards

Procurement Service. Provides DepEd units with efficient and effective planning, administrative and technical support, and ensures the sustainability of vital resources through a transparent, accountable, and competitive procurement of goods and services, infrastructure, and consultancy services in compliance with government procurement laws.

Project Management Service. Supports the Department in the delivery of quality basic education through the development, packaging, coordination, management, monitoring and evaluation of foreign assisted projects; and capital intensive and large-scale projects that involve two or more units or agencies towards achieving an ideal learning environment for basic education learners.

Public Affairs Service. Provides stakeholders with the National Communications and Publications Framework containing policy standards on ensuring quality assurance or clearinghouse of all prints and multimedia (non-print) materials before public release, with an end goal of projecting a positive public image of the Department.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	10 of 14

B.2 Regional Office

Office of the Regional Director (RD). Provides leadership in defining the regional educational policy, plans, directions, maintaining oversight and supervision of Schools Division, building partnerships among educational stakeholders, and managing of financial, human, and physical resources of the region.

   a. **Office of the Assistant Regional Director (ARD).** Assists the Regional Director in the management of the regions and in exercising management functions of planning, organizing, staffing, directing, and controlling.

   b. **Legal Unit.** Provides legal assistance and advice to the RD on matters pertinent to contracts, Memorandum of Agreements (MOAs), Memorandum of Understanding (MOUs) and other legal documents, and assists the RD in resolving administrative cases, and improves the process of handling or resolving the legal concerns/cases encountered by the regional office or brought up to the region by the schools divisions.

   c. **Public Affairs Unit (PAU).** Establishes communication system to strengthen relationships with external partners and inform the public of the status and accomplishments of the regions. It also ensures involvement of DepEd in the Regional Development Council (RDC), and partnerships with other government organizations (Gos) and non-government organizations (NGOs).

   d. **Information and Communication Technology (ICT) Unit.** Manages the ICT System and infrastructure to effectively support operations, ICT-related plans, and programs of the divisions/units within the region; formulates and implements the ICT plan as part of the Regional Basic Educational Plan (RBEP)to allocate the necessary ICT resources of the region to support strategy, operations, programs, and projects.

Curriculum and Learning Management Division (CLMD). Ensures full implementation of the articulated basic education curriculum, its localization/indigenization and increases access to quality and varied learning resources towards improvement in the quality of learning outcomes.

   a. **Learning Resource Management and Development Section (LRMDS).** Develops, produces, and distributes learning resources for region-wide adoption.

Education Support Services Division. Supports the delivery of basic education through special programs, projects, and the provision of needed resources to the

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	11 of 14

Schools Divisions in order to create an environment conducive to learning and ensure learner readiness to learn through:

    i.   School Health and Nutrition
    ii. Education Facilities
    iii. Programs and Services

Field Technical Assistance Division (FTAD). Coordinates and integrates the provision of technical assistance (TA) to schools divisions with the purpose of facilitating the delivery of quality basic education and creating an enabling environment for School-Based Management (SBM) and ACCESS programs.

Quality Assurance Division (QAD). Ensures compliance with standard of quality basic education by assessing, monitoring, and evaluating the region and schools division performances to inform decision making and guide policy directions in the region towards continuous improvement in the delivery of basic education.

Policy, Planning, and Research Division (PPRD). Facilitates the formulation and implementation of educational plans, policies, standards, and guidelines in all areas of basic education in the region through the conduct of research studies and the development and maintenance of the Regional Education Planning and Data Management System in order to inform and guide management's strategic and operational decisions in the delivery of quality basic education.

Human Resource Development Division (HRDD). Ensures competent personnel and staff in the regional and schools division offices through the implementation and management of an efficient and effective training and development system towards improved professional competencies and organizational performance in the delivery of basic education.

    a. **NEAP in the Region (NEAP-R).** Manages and develops needs-based professional development programs and material resources for region and schools division staff including training of trainers.

Administrative Services Division. Provides the regional office with efficient, economical, and effective services relating to personnel, records, receipt of correspondence, supplies, equipment, collection, disbursement, security and custody of property, and reportorial work to oversight agencies.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	12 of 14

Finance Division. Provides advice to the Regional Director on the financial resource of the region and provides services in budgeting, accounting, reporting, and coordinating with government oversight agencies.

B.3 Schools Division Office

Office of the Schools Division Superintendent. Leads in the development and implementation of the division's education development plans (DEDP), programs, and standards, building partnerships and networking with stakeholders of education, as well as by effectively and efficiently managing the financial, human, and physical resources of the schools division.

a. **Office of the Assistant Schools Division Superintendent (ASDS).** Assists the Schools Division Superintendent in the management of the schools division and in exercising management functions of planning, organizing, staffing, directing, and controlling.

b. **Legal Unit.** Provides legal advice, interpretation, and representation to the SDS in managing the Schools Division. It shall also improve the process of handling or resolving the legal concerns/cases involving teaching and non-teaching personnel and School Division.

c. **ICT Unit.** Provides quick and direct access to knowledge-based technology to the management to support better decision making and management of the schools divisions.

d. **Administrative Services.** Provides management with economical, efficient, and effective administrative services on personnel, properties, cash, facilities, and materials to support DO operations.

e. **Finance Services.** Provides DO management with economical, efficient, and effective accounting and budgeting services to ensure the cost-effective utilization of financial resources of the division.

Curriculum Implementation Division. Implements the agency's core function of delivering quality basic education and ensures full implementation of the articulated basic education curriculum through localization/indigenization and innovations in

teaching the various subject-areas toward the improvement in the quality of learning outcomes.

   a. **Learning Resource Management Section.** Improves the provision of and access to quality learning and teaching resource materials for students and instructional support materials for teachers in the division including textbooks in coordination with Planning and coordinate with Library Hubs located in the schools division.

   b. **District Instructional Supervision.** Ensures readiness of schools and learning centers in the implementation of the articulated basic education curriculum including localization/indigenization and innovations as well as the supervision in the teaching-learning process of the various subject-areas and the provision of technical assistance towards improvement in the quality of learning outcomes.

School Governance and Operations Division. Ensures that schools operate according to set standards and that the schools get the resources they need to operate and comply with such standards.

   a. **Social Mobilization and Networking.** Ensures provision of resources needed by the schools division offices, schools and learning centers, and compliance to standards towards good governance and effective operations.

   b. **School Management Monitoring and Evaluation.** Ensures compliance to standards towards good governance and effective operations of Quality Management System implementation standard and assessment of policy implementation.

   c. **Planning and Research.** Facilitates the formulation and implementation of education plans, standards, policies, and guidelines in all areas of basic education in the division in accordance to the policies and standards set by the Central Office and Region. It also develops and maintains Division Education Planning and Data Management System and conducts research studies to provide critical inputs as bases for management's strategic and operational decisions.

   d. **Human Resource Development.** Implements efficient and effective Human Resource Development System to ensure availability of competent

	Doc. Ref. Code:		
	QMS Manual		
	Rev	**Effective**	**Page**
	01	03.28.22	14 of 14

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL STRUCTURE

education leaders, teaching, and non-teaching personnel for the schools and division office.

e. **Educational Facilities**. Ensures that buildings, grounds, and facilities of the division offices, schools, and learning centers are structurally and physically safe.

f. **Health and Nutrition**. Ensures physical readiness of learners to learn through the implementation of health programs, provision of basic health and nutrition services and establishment of a healthful school environment.

B.4 Schools

The Biñan Elementary School (BES) and Biñan Integrated National High School (BINHS) are the pilot elementary school and integrated high school in the implementation of the DepEd National Quality Management System (NQMS) together with the other pilot offices namely: Central Office, Region IV-A CALABARZON, and Schools Division of Biñan City. The said schools were chosen to present the alignment of DepEd systems and processes across all governance levels. The BES and BINHS are examples of very large schools at the same time, BINHS offers two (2) tracks namely, **Academic** which covers *Science, Technology, Engineering and Math (STEM), Humanities and Social Sciences (HUMSS)*, and *Accountancy, Business and Management (ABM)*; and **Technical-Vocational Livelihood (TVL)** specializing in *Information Technology Communication (ICT)*.

Furthermore, the proximity of the pilot schools was also considered for easier communication and coordination.

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	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective	Page	
01	03.28.22	1 of 4	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SCOPE AND COVERAGE

A. Scope

The Department of Education (DepEd) QMS covers the **Provision of Quality Basic Education Services**. The scope covers the management, core, support, and outsourced processes of the DepEd.

The scope of the DepEd initial ISO Certification which includes its National Quality Management System (NQMS) Pilot Offices and their geographical locations are as follows:

    a. Department of Education: Central Office *(including the Bureau of Learning Resources (BLR) office in Cebu City* – DepEd Complex, Meralco Avenue, Pasig City

    b. Department of Education: Region IV-A CALABARZON – Gate 2 Karangalan Drive, Karangalan Village, Cainta, Rizal

    c. Department of Education: Schools Division of Binan City – 102 P. Burgos St., Binan. 4024 Laguna

    d. Binan Elementary School – P. Burgos St., Sto. Domingo Zone 2, Binan, 4024 Laguna

    e. Binan Integrated National High School – Nong St., Sto. Domingo, Binan, Laguna

All ISO 9001:2015 requirements are applicable to the DepEd QMS.

Please note that the DepEd QMS scope and coverage also applies to the field offices and public schools in preparation for the One DepEd, One QMS harmonization.

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective		Page
01	03.28.22		2 of 4

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SCOPE AND COVERAGE

B. Process Map

The DepEd process map is divided into four groups of processes, namely:

1. Management Processes – those that are needed to oversee and govern the DepEd quality management system.

2. Core Processes – those that are needed to realize the desired outcomes consequent to the delivery of the basic education curriculum and its requirements.

3. Support Processes – those that are needed to manage the resources necessary to ensure satisfactory performance.

4. Outsourced Processes – those that are provided by external entities to ensure smooth operations of DepEd offices.

As input to the DepEd processes, results of the SWOT and Situational Analysis, together with the needs and expectations of Learners and Relevant Interested Parties (RIPs) are considered. The complete list of RIPs may be referred to as the List of RIPs.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SCOPE AND COVERAGE

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
01	03.28.22	3 of 4

Conceptually, the four groups of processes are essential in transforming the learners' and other RIPs' needs and expectations into satisfaction. Specific details of these processes may be referred to as the Process Matrix.

The Management Processes, i.e., Plan Formulation and Policy and Standards Development set the directions for the basic education sector. These directions are translated into educational plans and programs to improve sector performance, the results of which are measured through an independent system of Performance Monitoring and Evaluation. DepEd set targets and intended results are being monitored periodically through Management Review, Internal Audit, Program/Project Implementation Review, Office/Staff Performance Appraisal, Education Statistics Monitoring, and Monitoring of Customer Satisfaction.

The arrows show the sequence of the management processes from Planning up to Performance Evaluation. It also shows that the results of the Performance Monitoring and Evaluation provide feedback for improvement on both Planning and Policy Development. These management processes are all present at Central Office (CO), Regional Offices (ROs), Schools Division Offices (SDOs) and Schools/Learning Centers, except for Policy and Standard Formulation in the field offices and schools.

The provision of Basic Education Services is the DepEd's reason for being. It is cyclic in nature and requires the smooth interplay of Curriculum Management and Standards Development, Learning Resource Management and Development, Learning Delivery Management and Development, and Education Assessment as shown by the two-way arrows in between. These core processes are supported by a viable Education Research and Learning/Professional Development.

The Support Processes provide the asset, financial, legal, procurement, records, human resource management and development, learner support, public affairs, disaster risk reduction, ICT, research, information, external partnership, infrastructure, and project management necessary to ensure that the provision of basic education services are carried out as intended. These may be referred to the Support Processes Matrix. The interdependence/interplay of the support services as one at the Central Office, together with their counterparts at all governance levels, ensure the effective functions of the management and core processes of DepEd. The results of the in-placed assessments will be consequently used for Organizational Development.

Outsourced Processes are those that supplement basic education operations of DepEd. These processes, which require the usual procurement procedure, promote a conducive working environment and the effective and efficient delivery of services. Controls are in place to monitor and evaluate products and services provided.

All the processes lead to the generation of outputs, namely: responsive curriculum, appropriate learning resources, effective educational research, accurate educational

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SCOPE AND COVERAGE

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
01	03.28.22	4 of 4

assessment results, accessible basic education services, and competent teachers which will produce holistically developed learners with 21st Century Skills. These are learners who are ready for employment, entrepreneurship, middle-level skills, and higher education. Additionally, these generate satisfied RIPs who also provide feedback. These expected outcomes are translated into quality objectives of all DepEd offices and shared at all governance levels.

The Learners, together with the Relevant Interested Parties (RIPs), are crucial in the DepEd QMS. Their satisfaction and feedback are foremost considerations during DepEd management review of its overall performance. These data are used for continual improvement of the system, processes, and products and services of the Agency.

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Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
QUALITY POLICY

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	1 of 1

The Department of Education is committed to provide learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- Responsive and relevant curricula
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

The Department upholds the highest standards of conduct and performance to fulfill stakeholders' needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction through continuous improvement of the Quality Management System.

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	Doc. Ref. Code:		
	QMS Manual		
Rev	**Effective**		**Page**
00	09.20.21		1 of 9

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

The composition of Management at the different governance levels is described below:

- At the Central Level, the Top Management is composed of the Executive Committee (EXECOM) led by the Department Secretary with the Undersecretaries, and Assistant Secretaries as members; and the Management Committee (MANCOM) whose members include Undersecretaries, Assistant Secretaries, and Bureau, Service and Regional Directors;

- At the Regional Level, Top Management is composed of the Regional Director (RD) and Assistant Regional Director (ARD); Regional Executive Committee (REXECOM) with the RD, ARD, Chiefs of the Functional Divisions, Section Heads, and Unit Heads; and the Regional MANCOM whose members include RD, ARD, and chiefs of the functional division, section heads, unit heads, SDSs, and ASDSs of the region;

- At the Schools Division level, Top Management is composed of the Schools Division Superintendent (SDS) and Assistant Superintendent (ASDS); Division EXECOM (DEXECOM) with the Schools Division Superintendent (SDS) and Assistant Superintendent (ASDS), Chiefs of the Functional Divisions, Section Heads, and Unit Heads; and Division MANCOM whose members include Schools Division Superintendent (SDS) and Assistant Superintendent (ASDS), Chiefs of the Functional Divisions, Section Heads, Unit Heads, PSDSs, Education Program Supervisors (EPSs) and School Heads of the division; and

- At the School level, Management is composed of the School Head, Department Heads/Head Teachers/Coordinators and Master Teachers.

Management Processes include plan formulation, policy development, and performance monitoring and evaluation. These processes exist across levels of governance from the central, regional, division, and to the school.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	2 of 9

A. Process Matrix

Process	Sub-Process	Responsible Offices			
		Central	Region	Schools Division	School
Plan Formulation	Strategic Planning	• EXECOM • MANCOM with the Planning Service	• REXECOM with the Regional Planning Team	• DEXECOM with the Division Planning Team	• School Planning Team
	Medium Term Planning				
	Operational Planning	• Bureaus/ Services • Planning Service	• REXECOM with the Regional Planning Team including Program coordinators/ implementers/owners	• DEXECOM with the Division Planning Team including Program coordinators/ implementers/owners	
Policy Development	Agenda Setting	• Office of the Secretary assisted by the EXECOM	• N/A	• N/A	• N/A
	Policy Formulation	• EXECOM • MANCOM • Bureaus/ Services	• N/A	• N/A	• N/A

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	3 of 9

Process	Sub-Process	Responsible Offices			
		Central	**Region**	**Schools Division**	**School**
	Policy Adoption	● Office of the Secretary	● N/A	● N/A	● N/A
	Policy Implementation	● EXECOM ● MANCOM ● Bureaus/ Services	● REXECOM ● Functional Divisions	● DEXECOM ● Functional Divisions	● Office of the School Head
	Policy Review	● EXECOM, MANCOM ● Bureaus/ Services	● REXECOM ● Functional Divisions	● DEXECOM ● Functional Divisions	● Office of the School Head
Performance Monitoring & Evaluation	Management Meetings a. EXECOM b. MANCOM c. Management Review	 ● EXECOM ● MANCOM ● MANCOM ● EXECOM	 ● REXECOM ● Regional MANCOM ● Top Management, Functional Division Chiefs, and QMS Core Team Leads	 ● DEXECOM ● Division MANCOM ● Top Management, Functional Division Chiefs, and QMS Core Team Leads	● School Head, Department Heads / Head Teachers/ Coordinators/Chairpersons, and Master Teachers/ Key Teachers

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	4 of 9

Process	Sub-Process	Responsible Offices			
		Central	Region	Schools Division	School
	Internal Audit	• Internal Audit Service	• N/A	• N/A	• N/A
	Program/Project Implementation Review	• EXECOM • Bureaus/ Services	• REXECOM including Program coordinators/ focal persons/impl ementers/ow ners	• DEXECOM including Program coordinators/ focal persons/impl ementers/ow ners	• School Head and Program Coordinato rs
	Office and Staff Performance Monitoring and Appraisal	• EXECOM in-charge per strand • Bureau and Service Directors	• REXECOM • Performance Management Team	• DEXECOM • Performance Management Team	• School Head, Dept. Heads and Master Teachers • Performan ce Managem ent Team
	Education Statistics Monitoring	• Planning Service • BEA	• PPRD	• SGOD	• School Heads, Guidance, ICT and Subject Coordinato rs
	Monitoring of Citizen/Client Satisfaction Survey	• Public Affairs Service	• Public Affairs Unit	• OSDS/Admin istrative Office	• Office of the School Head

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	5 of 9

Process	Sub-Process	Responsible Offices			
		Central	**Region**	**Schools Division**	**School**
		• Risk Management Team	• Risk Management Team	• Designated Information Officer • Risk Management Team	• School-Based Management Team • Risk Management Team

List of Acronyms and Abbreviations

ASDS	Assistant Schools Division Superintendent
BEDs	Budget Execution Documents
BHROD	Bureau of Human Resource and Organizational Development
CSC	Civil Service Commission
DFTAT	Division Field Technical Assistance Team (not official yet)
DO	DepEd Order
EXECOM	Executive Committee
FARs	Financial Accountability Reports
FTAD	Field Technical Assistance Division
HRD	Human Resource Development
MANCOM	Management Committee
MTDP	Medium Term Development Plan
PDP	Philippine Development Plan
PPRD	Policy, Planning and Research Division
PROGCOM	Program Committee
QAD	Quality Assurance Division
RA	Republic Act
RD	Regional Director
REXECOM	Regional Executive Committee
RPMS	Results-Based Performance Management System
SBM	School Based Management
SDS	Schools Division Superintendent
SGOD	School Governance and Operations Division
SMME	School Management Monitoring & Evaluation

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	6 of 9

B. Reference Matrix

Process	Sub-Processes	References
Plan Formulation	• Strategic Planning	• Planning and Budgeting Strategy (for approval) • DO No. 44 s. 2015: Guidelines on the Enhanced School Improvement Planning (SIP) Process and the School Report Card (SRC)
	• Medium Term Planning	• Planning and Budgeting Strategy (for approval)
	• Operational Planning	• Planning and Budgeting Strategy (for approval) • DO No. 44 s. 2015: Guidelines on the Enhanced School Improvement Planning (SIP) Process and the School Report Card (SRC)
Policy Development	• Agenda Setting	• Philippine Development Plan (PDP) • Mid-Term Development Plan (MTDP)
	• Policy Formulation • Policy Adoption • Policy Implementation • Policy Review	• DO No. 13 s. 2015: Establishment of a Policy Development Process at the Department of Education • RA No. 10173 Data Privacy Act of 2012 • National Privacy Commission 16-01 Security of Personal Data in Government Agencies • RA No. 9155 Governance of Basic Education Act of 2001

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	7 of 9

Process	Sub-Processes	References
		• DO No. 52 s. 2015: New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education
Performance Monitoring & Evaluation	• Management Review/ Management Meeting	• Basic Education Monitoring and Evaluation Framework (for approval) • Management Review Procedure • ISO 9001:2015 Standards • BEDs; FARs
	• Internal Audit	• DO No. 80, s. 2010: Implementation of the Internal Audit Service in the Department of Education (DepEd) • ISO 9001:2015 Standards; Internal Quality Audit Procedure • DBM Circular 2011-5 Philippine Government Internal Audit Manual
	• Program/Project Implementation Review	• Basic Education Monitoring and Evaluation Framework (for approval)
	• Office and Staff Performance Appraisal	• CSC Memorandum Circular 6, s. 2012: Complete Guidelines in the Establishment and Implementation of Agency Strategic Performance Management System (SPMS) • DO No. 2, s. 2015: Guidelines on the Establishment & Implementation of the Results-based Performance

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	8 of 9

Process	Sub-Processes	References
		Management System (RPMS) in the Department • Philippine Professional Standards for Teachers
	• Education Statistics Monitoring	• DepEd Order No. 32, s. 2018 - Policy Guidelines on the Collection of Data/Information Requirements for Beginning of School Year 2018-2019 in the Learner Information System and Enhanced Basic Education Information System • DepEd Order No. 03, s. 2018 - Basic Education Enrollment Policy • DepEd Order No. 45, s. 2017 - Guidelines on Updating the Basic Education Statistics for the Beginning of School Year 2017-2018 in the Learner Information System and Enhanced Basic Education Information System
	• Monitoring of Citizen/Client-Satisfaction Survey	• Basic Education Monitoring and Evaluation Framework (for approval) • Client Citizen Feedback Management • Corrective Action Procedure • Customer Satisfaction Determination Tools • DepEd Citizen's Charter • ISO 9001:2015 Standards • RA No. 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	9 of 9

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Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORE PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	1 of 7

The process matrix articulates the organizational core processes of the Curriculum and Instruction Bureaus such as the Bureau of Curriculum Development (BCD), Bureau of Learning Delivery (BLD), Bureau of Education Assessment (BEA) and Bureau of Learning Resources (BLR).

It describes the sub-processes undertaken collaboratively by each aforementioned bureaus and the responsible offices within the CI strand, regional, schools' division and school level in policy formulation and implementation, as well as program development and management.

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
Curriculum Management and Standards Development	Curriculum Standards Development	• BCD • BAE	• N/A	• N/A	• N/A
	Curriculum Management	• N/A	• CLMD	• N/A	• N/A
Learning Delivery Management and Development	Teaching-Learning Standards and Modalities Development	• BLD • IPSEO • BAE	• N/A	• N/A	• N/A
	Management/ Contextualization of Teaching-Learning Delivery Systems	• BLD • IPSEO • BAE	• CLMD	• N/A	• N/A
	Instructional Supervision and Management	• N/A	• N/A	• CID	• Office of the School Head
Learning Resource Management and Development	Standards Development and Management of Learning Resources	• BLR • IPSEO • BAE	• N/A	• N/A	• N/A
	Development of contextualized Learning Resources	• N/A	• N/A	• CID	• N/A
	Management of Quality Assurance of Learning Resources/Contextualized Learning Resources	• BLR • IPSEO	• CLMD	• CID	• Office of the School Head
	Learning Resources Implementation	• N/A	• N/A	• N/A	• Office of the

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORE PROCESSES

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective		Page
00	09.20.21		2 of 7

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
					School Head
Education Assessment and Research	Design and Development of Assessment Framework, Programs, and Tools/Instrument	• BEA • BAE	• N/A	• CID • SGOD-SMME	• N/A
	Management of assessment mechanism contextualization	• N/A	• CLMD	• N/A	• N/A
	Assessment Operation	• BEA	• CLMD	• CID • SGOD-SMME	• Office of the School Head
	Data Analysis and Interpretation	• BEA	• CLMD	• CID	• Office of the School Head
	Development of Education Research Framework, Design, Procedures, and Instruments	• BEA	• CLMD	• CID	• Office of the School Head • Research Team
	Conduct of Research	• BEA	• CLMD	• CID	• Office of the School Head • Research Team
	Utilization of research data and information	• BEA	• CLMD	• CID	• Office of the School Head • Research Team

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORE PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	3 of 7

Process	Sub-Process	Responsible Offices			
		CO	**RO**	**SDO**	**School**
Learning/ Professional Development and Management for Teachers and School Leaders	Design and Development of Learning/PD Standards and programs/courses	• NEAP	• HRDD - NEAP R	• SGOD	• N/A
	Management of Learning/PD Programs	• NEAP	• HRDD - NEAP R	• SGOD	• N/A
	Quality Assurance of Learning/PD Programs	• NEAP	• HRDD - NEAP R • QAD	• SGOD	• N/A
	M&E of Learning/PD Programs	• NEAP	• HRDD – NEAP R • QAD	• SGOD	• N/A
	Management of Scholarship Programs	• NEAP	• HRDD	• N/A	• N/A

B. Reference Matrix

References for all core processes:

1. DepEd Order 52, s. 2015, "New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education"
2. Republic Act 10533, "Enhanced Basic Education Act" of 2012
3. Republic Act 9184, "Government Procurement Act"

Process	Sub-Process	References
Curriculum Management and Standards Development	Curriculum Standards Development	• DepEd Order 52, s. 2015: New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education
	Curriculum Management	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORE PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	4 of 7

Process	Sub-Process	References
		• Republic Act 10533, "Enhanced Basic Education Act" of 2012
Learning Delivery Management and Development	Teaching-Learning Standards and Modalities Development	• DepEd Order 52, s. 2015: New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education
	Management/ Contextualization of Teaching-Learning Delivery Systems	• Republic Act 10533, "Enhanced Basic Education Act" of 2012
	Instructional Supervision and Management	• DepEd Order no. 42, s. 2016 Policy on Daily Lesson Preparation; DepEd Order no. 20, s. 2017 Philippine Professional Standards for Teachers
		• DepEd Order No. 47, s. 2021: Creation of the Bureau of Alternative Education in the Department of Education
		• Republic Act 11510, "ALS Act"
Learning Resource Management and Development	Standards Development and Management of Learning Resources	• DepEd Order 52, s. 2015 New Organizational Structure of the Central, Regional and Schools Division Offices of the DepEd
	Development of contextualized Learning Resources	
	Management of Quality Assurance of Learning Resources/Contextualized Learning Resources	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORE PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	5 of 7

Process	Sub-Process	References
	Learning Resources Implementation	• Republic Act 10533, "Enhanced Basic Education Act" of 2012 • Republic Act 9184, "Government Procurement Act • Republic Act 8047, "Development of the Book Publishing Industry through the Formulation and Implementation on a National Book Policy and National Book Development Plan" • DepEd Order no. 76, s.2011 "National Adoption and Implementation of the Learning Resources Management Development System • DepEd Order 47, s. 2021: Creation of the Bureau of Alternative Education in the Department of Education • Republic Act 11510, "ALS Act"
Learning/ Professional Development and Management for Teachers and School Leaders	Design and Development of Learning/PD Standards and programs/courses	• Republic Act 10533, "Enhanced Basic Education Act" of 2012 • DO No. 30 s. 2009 National Adoption and Implementation of the Training and Development System and Designating the National Academy of the Philippines as the Interim Agency Responsible of
	Management of Learning/PD Programs	
	Quality Assurance of Learning/PD Programs	
	M&E of Learning/PD Programs	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORE PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	6 of 7

Process	Sub-Process	References
	Management of Scholarship Programs	Operationalization of Training and Development; • RA No. 10912 Continuing Professional Development Act of 2016 • DO NO. 35 s. 2016 Policy Guidelines on Learning Action Cell • Guidelines for the Implementation of Continuing Professional Development for Teachers in the DepEd (for approval) • DepEd Order 52, s. 2015 New Organizational Structure of the Central, Regional and Schools Division Offices of the DepEd • DepEd Order 47, s. 202: Creation of the Bureau of Alternative Education in the Department of Education • Republic Act 11510, "ALS Act"
Education Assessment and Research	Design and Development of Assessment Framework, Programs, and Tools/Instrument	• DepEd Order no. 29, s. 2017 Policy Guidelines on System Assessment in the K to 12 Basic Education Program • DepEd Order no. 55, s. 2016 Policy Guidelines on the National Assessment of Student Learning for the K to 12 Basic Education Program • DepEd Order no. 29, s. 2017 Policy Guidelines on System
	Management of assessment mechanism contextualization	
	Assessment Operation	
	Data Analysis and Interpretation	
	Development of Education Research Framework, Design, Procedures, and Instruments	
	Conduct of Research	

Process	Sub-Process	References
	Utilization of research information data	Assessment in the K to 12 Basic Education Program • DepEd Order 47, s. 202: Creation of the Bureau of Alternative Education in the Department of Education • Republic Act 11510, "ALS Act"

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Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	1 of 101

The DepEd Support Processes provide for the effective, efficient, and transparent management of people, infrastructure, suitable environment, and organizational knowledge for the delivery of quality basic education services.

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
Asset Management	Acquisition of tangible and intangible assets	• AMD	• Asset Management Section	• Property and Supply Unit	• Office of the School Head
	Asset Disposition	• AMD	• Asset Management Section	• Property and Supply Unit	• Office of the School Head
	Asset Utilization and Inventory	• AMD	• Asset Management Section	• Property and Supply Unit	• Office of the School Head
Data Information Management	Data Dissemination	• EMISD	• PPRD	• SGOD – Planning and Research Section	• Office of the School Head
	Data Management	• EMISD	• PPRD	• SGOD – Planning and Research Section	• Office of the School Head
	Management of Information System	• EMISD	• PPRD	• SGOD – Planning and	• Office of the School Head

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	2 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
				Research Section	
Disaster Risk Reduction and Management	Contingency Planning, Formulation, and Enhancement	• N/A	• ESSD - Special Programs and Services Section	• SGOD – Social Mobilization and Networking	• Office of the School Head
	DRRM Information System and Research	• DRRMS	• ESSD - Special Programs and Services Section	• SGOD - Social Mobilization and Networking	• Office of the School Head
	IEC and Advocacy for Resilience	• DRRMS	• ESSD - Special Programs and Services Section	• SGOD - Social Mobilization and Networking	• Office of the School Head
	Learning Continuity and Resilience Interventions	• DRRMS	• ESSD - Special Programs and Services Section	• SGOD - Social Mobilization and Networking	• Office of the School Head
	Monitoring and Evaluation of Comprehensive School Safety (CSS)	• DRRMS	• ESSD - Special Programs and Services Section	• SGOD - Social Mobilization and Networking	• Office of the School Head
	Partnership for Strengthening Resilience	• DRRMS	• ESSD - Special Programs and Services Section	• SGOD - Social Mobilization and Networking	• Office of the School Head

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	3 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
	Resilience Education	• DRRMS	• ESSD - Special Programs and Services Section	• SGOD - Social Mobilization and Networking	• Office of the School Head •
	Risk-informed Policies and Standards	• DRRMS	• N/A	• N/A	• N/A
External Partnership Management	Commemorative and other related events management	• EPS	• ESSD - Special Programs and Services Section	• SGOD – Social Mobilization and Networking	• Office of the School Head
	Partnership Development and Management	• EPS	• ESSD- Special Programs and Services Section	• SGOD – Social Mobilization and Networking	• Office of the School Head
Financial Management (Budget, Accounting, Cash, and Employee Accounts Management)	Automatic Payroll Deduction System (APDS) Management	• EAMD	• APDS Task Force (Accreditation) • Personnel Section	• N/A	• N/A
	Budget Accountability Reporting	• Budget Division • Accounting Division • PS-PPD	• Budget Section	• Budget Unit	• Office of the School Head for Implementing Units
	Budget Preparation and Approval	• Budget Division • PS-PPD	• Budget Section • PPRD	• Budget Unit	• Office of the School Head

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	4 of 101

Process	Sub-Process	Responsible Offices			
		CO	**RO**	**SDO**	**School**
				• Planning and Research Section	•
	Budget Processing and Execution	• Budget Division • PS-PPD	• Budget Section • PPRD	• Budget Unit • Planning and Research Section	• Office of the School Head •
	Collection and Deposits	• Cash Division	• Cash Section • Administrative Division	• Cash Unit • Administrative Unit	• Office of the School Head for Implementing Units
	Control of accountable forms	• Cash Division	• Cash Section • Administrative Division	• Cash Unit • Administrative Unit	• N/A
	Disbursement	• Cash Division	• Cash Section • Administrative Division	• Cash Unit • Administrative Unit	• Office of the School Head for Implementing Units
	Financial Accountability and Recording	• Accounting Division	• Accounting Section	• Accounting Unit	• Office of the School Head for Implementing Units

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	5 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
	Maintenance and Closure of Bank Accounts	• Cash Division	• Cash Section • Administrative Division	• Cash Unit • Administrative Unit	• N/A
	Monitoring and Recording of Financial Transaction	• Accounting Division	• Accounting Section	• Accounting Unit	• Office of the School Head for Implementing Units
	Pre-audit and Disbursement	• Accounting Division	• Accounting Section	• Accounting Unit	• Office of the School Head for Implementing Units
	Preparation of ACIC/SLIIAE	• Cash Division	• Cash Section • Administrative Division	• Cash Unit • Administrative Unit	• Office of the School Head for Implementing Units
	Provident Fund Management	• EAMD • Provident Fund Board of Trustees	• Accounting Section	• Accounting Unit •	• N/A
	Systems Improvement and Administrative Service (EFRs),	• Accounting Division	• Accounting Section	• Accounting Unit	• Office of the School Head for Implementing Units

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	6 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
	Budget Monitoring (BMS), and Online Cash – In Bank Register				
General Services Management	Clinic Management	• GSD	• ESSD – School Health Section	• SGOD – School Health Section	• Office of the School Head
	Facilities Maintenance	• GSD	• General Services Unit	• Administrative Unit	• Office of the School Head
	Housekeeping and Ground Maintenance	• GSD	• General Services Unit	• Administrative Unit	• Office of the School Head
	Library Management	• GSD	• N/A	• N/A	• Office of the School Head
	Security Services	• CSSO	• General Services Unit	• Administrative Unit	• Office of the School Head
	Transportation Service and Vehicle Maintenance	• GSD	• General Services Unit	• Administrative Unit	• Office of the School Head
Human Resource Management and Development	Compensation and Benefits	• HRDD • Personnel Division • Budget Division	• Personnel Section • Finance Division •	• Personnel Unit • Finance Unit	• Office of the School Head for Implementing Units

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	7 of 101

Process	Sub-Process	Responsible Offices			
		CO	**RO**	**SDO**	**School**
	Employee Relations	• Personnel Division •	• Personnel Section •	• Personnel Unit •	• Office of the School Head
	Employee's Welfare	• EWD	• HRDD	• SGOD - Human Resource Development Section	• Office of the School Head
	Leave Management	• Personnel Division • HRDD	• Personnel Section	• Personnel Unit	• Office of the School Head
	Personnel Inventory	• Personnel Division	• Personnel Section	• Personnel Unit	• Office of the School Head
	Personnel Performance Management	• HRDD • Personnel Division	• HRDD • Personnel Section •	• SGOD - Human Resource Development Section • Personnel Unit	• Office of the School Head
	Personnel Records Management	• Personnel Division	• Personnel Section	• Personnel Unit	• Office of the School Head
	Professional Development	• NEAP • HRDD	• HRDD	• SGOD - Human Resource	• Office of the School Head

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	8 of 101

Process	Sub-Process	Responsible Offices			
		CO	**RO**	**SDO**	**School**
	/Learning and Development			Development Section	
	Recruitment, Selection, Placement, and Induction	• Personnel Division • HRDD	• Personnel Section • HRDD	• Personnel Unit • SGOD – Human Resource Development Section	• N/A
	Rewards and Recognition	• EWD	• HRDD	• SGOD - Human Resource Development Section	• Office of the School Head •
ICT Management	Design and Development of ICT solutions	• ICTS-SDD	• ICT Unit	• N/A	• N/A
	Management of ICT solutions	• ICTS-SDD	• ICT Unit	• ICT Unit	• N/A
	Implementation of ICT solutions	• N/A	• N/A	• N/A	• Office of the School Head
	Management of Technology Infrastructure	• ICTS-TID	• ICT Unit	• ICT Unit	• Office of the School Head

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	9 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
	User Support/Help Desk	• ICTS-USD	• ICT Unit	• ICT Unit	• Office of the School Head
Infrastructure Management	Design and Specification of Education Facilities	• EFD	• N/A	• N/A	• N/A •
	Evaluation/assessment of construction, repair, rehabilitation, and maintenance of education facilities	• EFD	• ESSD - Education Facilities Section	• SGOD – Education Facilities Section	• Office of the School Head •
	Inspection/validation of accomplishment of BEFF projects	• N/A	• ESSD - Education Facilities Section	• SGOD – Education Facilities Section	• Office of the School Head •
	Management of construction, repair, rehabilitation, and maintenance of education facilities	• EFD	• ESSD - Education Facilities Section	• SGOD – Education Facilities Section	• Office of the School Head •
Learner Support Management	Policy and Program Formulation	• BLSS	• N/A	• N/A	• N/A

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective		Page
00	09.20.21		10 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
(Health, sports and youth formation)	Continuous improvement and development of: School Sports • Comprehensive school sports programs School Health • Comprehensive health programs Youth Formation Comprehensive youth formation programs				
	Program Management	• BLSS	• ESSD	• SGOD	• Office of the School Head
Legal Management	Assistance to the Office of the Solicitor General in pending	• Legal Division	• Legal Unit	• Schools Division Superintendent	• Office of the School Head

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	11 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
	cases involving DepEd			• Legal Unit or Legal Officer Designate	
	Development and Implementation of DepEd Child Protection Programs	• Office of the Undersecretary for Legal Affairs • Office of the Undersecretary for Field Operations, Palarong Pambansa Secretariat, and DepEd Employees Associations Coordinating Office	• Legal Unit • ESSD	• Legal Unit or Legal Officer Designate • SGOD	• Office of the School
	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials,	• Legal Division • Investigation Division • Fact Finding/ Preliminary Investigation	• Legal Unit	• Legal Unit • Legal Officer • Fact Finding/ Preliminary Investigation Committee	• N/A

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	12 of 101

Process	Sub-Process	Responsible Offices			
		CO	**RO**	**SDO**	**School**
	Teaching, and Non-Teaching personnel	• Formal Investigation Committee • Secretary		• Formal Investigation Committee • SDS	
	Legal review of proposed DepEd policies/issuances, agreements, and other legal documents	• Legal Division	• Legal Unit	• Legal Unit or Legal Officer Designate	• Office of the School Head
	Sites Titling and oversight of DepEd school sites	• Sites Titling Office • OULA/OASLA	• Legal Unit • Education Support Services (Engineers)	• SDS • Legal Unit or Legal Officer Designate • SGOD	• Office of the School
Organizational Development	Organization Standards Development	• OED • SED	• N/A	• N/A	• N/A
	Organization Management	• OED • SED	• FTAD • QAD	• SGOD	• Office of the School Head
Private Education Regulations and Development	Review and Development of Policies	• Technical Working Group • BCD/BLD	• QAD • Legal Unit	• N/A	• N/A

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	13 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
• Local Private Schools • Local International Schools • Private Madaris • Philippine Schools Overseas		• IPsEO • Inter-agency Committee on Philippine Schools Overseas	•		
	Grant of Permits to Operate and Recognitions	• BCD/BLD • Philippine Schools Task Force • OUCI • OSEC	• QAD	• N/A	• N/A
	Evaluation of applications for the Grant of Permits to Operate and Recognitions	• N/A	• N/A	• SGOD	• N/A
	Grant of Special Orders (SO) of Private Schools/Technical Vocational Institutions (TVI)/ Non	• N/A	• QAD	• N/A	• N/A

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	14 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
	DepEd Public Schools				
	Evaluation of Applications of Special Orders (SO) of Private Schools/Technical Vocational Institutions (TVI)/ Non DepEd Public Schools	• N/A	• N/A	• SGOD	• N/A
	Acknowledgement of Private School Voluntary (Temporary/Permanent) Closure	• N/A	• QAD	• N/A	• N/A
	Endorsement of notice of Voluntary (Temporary/Permanent) Private Closure	• N/A	• N/A	• SGOD	• N/A
	Government Assistance Subsidy	• Office of the Undersecretary for Field Operations,	• ORD	• N/A	• N/A

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	15 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
		Palarong Pambansa Secretariat, and DepEd Employees Associations Coordinating Office • Office of the Undersecretary for Finance • GAS-PMO			
	Review and Approval of Tuition and other Fees Increase, No Increase and Proposed New Fees of Private Schools	• N/A	• QAD	• N/A	• N/A
	Validation and Evaluation of Application of Tuition and other Fees Increase, No Increase and	• N/A	• N/A	• SGOD	• N/A

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	16 of 101

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
	Proposed New Fees of Private Schools				
Procurement Management	Bidding Processes	• BAC Secretariat	• ORD	• OSDS	• Office of the School Head
	Contract Implementation	• End-User/Project Management Office	• End-User	• End-User	• N/A
	Contract Monitoring	• CMD	• ORD	• OSDS	• Office of the School Head
	Procurement Planning	• PPMD	• ORD	• OSDS	• Office of the School Head
Project Management	Coordination and Linkages	• Project Development Division	• FTAD	• SGOD	• N/A
	Project Development	• Project Development Division	• N/A	• N/A	• N/A
	Project Implementation Management	• Project Management Division	• FTAD	• SGOD	• N/A

	Doc. Ref. Code:		
	QMS Manual		
	Rev	Effective	Page
	00	09.20.21	17 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	Responsible Offices			
		CO	RO	SDO	School
Public Affairs Management	Communication Planning, Management, Monitoring & Evaluation	• PAS-CD	• PAU	• N/A	• N/A
	Information Management and Dissemination	• PAS-CD	• PAU •	• Designated Division Information Officer	• Office of the School Head
	Materials Production	• PAS-PD Printing Unit	• N/A	• N/A	• Office of the School Head
		• PAS-PD Multimedia Unit	• PAU	• Designated Division Information Officer	
	Media Relations	• PAS-CD • PAS-PD Multimedia Unit	• PAU	• Designated Division Information Officer	• Office of the School Head
	Public Relations and Assistance	• PAAC	• PAU • Legal Unit	• Designated Division Information Officer	• Office of the School Head

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	18 of 101

Process	Sub-Process	Responsible Offices			
		CO	**RO**	**SDO**	**School**
				• OSDS-Legal Unit	
	Publication of Issuances	• PAS-PD Publications Unit	• Records Section	• Records Unit •	• N/A •
	Styling and Branding	• PAS-PD Publications Unit	• N/A	• N/A	• N/A
Records Management	Access, disclosure, and issuance of documents	• Records Division	• Records Section	• Records Unit	• Office of the School Head
	Handling of Incoming Documents	• Records Division	• Records Section	• Records Unit	• Office of the School Head
	Handling of Outgoing Documents	• Records Division	• Records Section	• Records Unit	• Office of the School Head
	Records Disposition	• Records Division	• Records Section	• Records Unit	• Office of the School Head
	Records Inventory	• Records Division	• Records Section	• Records Unit	• Office of the School Head

	Doc. Ref. Code:		
	QMS Manual		
	Rev	**Effective**	**Page**
	00	09.20.21	19 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	Responsible Offices			
		CO	**RO**	**SDO**	**School**
Research Management	Setting the research agenda	• OSEC	• N/A	• N/A	• N/A
	Call for Proposal and Proposal Evaluation	• PS-PRD	• PPRD	• SGOD – Planning and Research Section • SDRC	• N/A
	Implementation and Monitoring	• PS-PRD	• PPRD	• SGOD – Planning and Research Section	• Office of the School Head
	Dissemination of research results	• PS-PRD	• PPRD	• SGOD – Planning and Research Section	• Office of the School Head
	Archiving	• PS-PRD	• PPRD	• SGOD – Planning and Research Section	• N/A

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	20 of 101

References:

Process	Sub-Process	References
Asset Management	• Asset Utilization and Inventory • Asset Disposition • Acquisition of tangible and intangible assets	• Rationalization Plan Implementation under DO 52, s. 2015 • DepEd Order No. 45, s. 2006 or the Guidelines on Delivery, Inspection, Acceptance, and Recording of All Properties Procured by DepEd CO and DBM Procurement Service • DepEd Order No. 5, s. 2010, dated February 5, 2010 or the Guidelines on Inspection of DepEd Deliveries • DepEd Order No. 82, s. 2011, dated October 24, 2011, or the Guidelines on Proper Recording of All Donated Properties • DepEd Order No. 104, s. 2011 dated December 29, 2011 or the Guidelines on the Proper Recording and Booking-up of School Building • DepEd Memorandum No. 328, s. 2009 dated July 24, 2009 or the Guidelines on the Grant of Vacation

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	21 of 101

Process	Sub-Process	References
		Service Credits to Teachers Designated as District/School Property Custodian • DepEd Order No. 14, s. 2012 dated February 10, 2012 or the Policy and Guidelines on the Proper Distribution, Care, Recording, Retrieval, and Disposal of Textbooks (TXs) with the Teachers Manuals (TMs) and other Instructional Materials (IMs) • DepEd Order No. 25, s. 2003 dated April 4, 2003 or the Resolving Losses of Textbooks • COA/Government Accounting Manual of 2016
Data Information Management	• Data Dissemination	• DepEd Order No. 32, s. 2018 - Policy Guidelines on the Collection of Data/Information Requirements for Beginning of School Year 2018-2019 in the Learner Information

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	22 of 101

Process	Sub-Process	References
	• Data Management • Management of Information System	System and Enhanced Basic Education Information System • DepEd Order No. 03, s. 2018 - Basic Education Enrollment Policy • DepEd Order No. 45, s. 2017 - Guidelines on Updating the Basic Education Statistics for the Beginning of School Year 2017-2018 in the Learner Information System and Enhanced Basic Education Information System • DepEd Order No. 1, s. 2017 - Guidelines on the National Inventory of DepEd Public School Buildings for School Year 2016-2017 • DepEd Order No. 70 s. 2016 - Guidelines on the Encoding of Senior High school Enrolment for Second Semester in the Learner Information System for School Year 2016-2017 • DepEd Order No. 54, s. 2016 - Guidelines on the Request and

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	23 of 101

Process	Sub-Process	References
		Transfer of Learner's School Records • DepEd Order No. 42, s. 2014 - Guidelines on Resolving School Year (SY) 2014-2015 Learner Information System (LIS) Data Issues • DepEd Order No. 23, s. 2014 - Data Gathering Forms of the Enhanced Basic Education Information System for the End of School Year 2013-2014 • DepEd Order No, 22, s. 2012 - Adoption of the Unique Learner Reference Number (LRN)
Disaster Risk Reduction and Management	• Contingency Planning, Formulation, and Enhancement	• DO No. 21, s. 2015 "Disaster Risk Reduction and Management Information Management and Coordination Management Protocol"
	• DRRM Information System and Research	
	• IEC and Advocacy for Resilience	• The 2016 Revised Implementing Rules and Regulations of RA No. 9184 Government Reform Act

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	24 of 101

Process	Sub-Process	References
	• Learning Continuity and Resilience Interventions	• DO No. 21, s. 2015, "Disaster Risk Reduction and Management Coordination and Information Protocol" • DO No. 65, s. 2017 "Guidelines on the Conduct of Post Disaster Needs • Assessment in the Education Sector" • DO No. 44, s. 2018, "Formation of the Department of Education Disaster Risk • Reduction and Management Team in the Central Office" • RA 10121, "Philippine Disaster Risk Reduction and Management Act of 2010"
	• Monitoring and Evaluation of Comprehensive School Safety (CSS)	• DO No. 21, s. 2015 "Disaster Risk Reduction and Management Information Management and Coordination Management Protocol"

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	25 of 101

Process	Sub-Process	References
	• Partnership for Strengthening Resilience	• DRRMS Charter • NECP and ERWG TOR • DO No. 44, s. 2018 "Formation of the Department of Education Disaster Risk Reduction and Management Team in the Central Office"
	• Resilience Education	• Republic Act 10121- The Philippine Disaster Risk Reduction and Management Act of 2010 • Republic Act 10821- Children's Relief and Protection Act of 2016 • National K-12 Curriculum Guide • K-12 Learning Materials • DO 32, s. 2011 "Policies and Guidelines on Training and Development (T&D) Programs and Activities"

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	26 of 101

Process	Sub-Process	References
		• DO 31, s. 2012 "Policy Guidelines on the Implementation of Grades 1 to 10 of the K to 12 Basic Education (BEC) Effective School Year 2012-2013 • DO 76, s. 2011 "National Adoption and Implementation of the Learning Resources Management and Development System (LRMDS)
	• Risk-informed Policies and Standards	• DO 50 s. 2011 "Creation of the Disaster Risk Reduction and Management Office" • DO 13 s. 2015 "Policy Development Process" • DO 37 s. 2015 "Disaster Risk Reduction Framework (Section 6 letter b)"
External Partnership Management	• Commemorative and other related events management • Partnership Development and Management	• Republic Act No. 10122 dated May 27, 2010, or An Act Strengthening the Literacy Coordinating Council by Amending Republic Act No. 7165,

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	27 of 101

Process	Sub-Process	References
		otherwise known as an "Act Creating the Literacy Coordinating Council, Defining Its Powers and Functions, Appropriating Funds Therefor, and for Other Purposes."
Financial Management (Budget, Accounting, Cash, and Employee Accounts Management)	• Automatic Payroll Deduction System (APDS) Management	• DO 18, s. 2018 Revised Guidelines on Accreditation/Re-accreditation of Private Entities under the Automatic Payroll Deduction System (APDS) • DO 05, s. 2018 Implementation of P5,000 Net Take Home Pay for Department of Education Personnel • Administrative Order No. 279 dated May 5, 1992 • RA 4670 or the Magna Carta for Public School Teachers • Administrative Code of 1987 • RA 9155 Governance of Basic Education Act of 2001

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective		Page
00	09.20.21		28 of 101

Process	Sub-Process	References
	• Budget Accountability Reporting	• Executive Order No. 292, Book VI of the Administrative Code of 1987
	• Budget Preparation and Approval	
	• Budget Processing and Execution	• Republic Act No. 6655 "Free public Secondary Education Act of 1988"
		• Republic Act No. 9155 "Governance of Basic Education Act of 2001"
		• Department Order 52 s. 2015 – New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education
		• General Appropriations Act
		• Government Accounting Manual (GAM) for National Government Agencies
		• National Expenditure Program
	• Collection and Deposits	• Government Accounting Manual (COA), COA Cash Management
	• Control of accountable forms	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	29 of 101

Process	Sub-Process	References
	• Disbursement	and Control System, COA DBM BTR and LandBank of the Philippines Circulars • Government Accounting Manual (COA), COA DBM Btr and LBP Circulars, COA Cash Management System • Treasury Circular no. 3-2018: Guidelines on the handling of the List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA)
	• Financial Accountability and Recording	• DepEd Order No. 52, s. 2015, or the "New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education" dated October 30, 2015 • RA 9184 "Government Procurement Reform Act"
	• Maintenance and Closure of Bank Accounts	
	• Monitoring and Recording of Financial Transaction	
	• Pre-audit and Disbursement	

	Doc. Ref. Code:		
	QMS Manual		
	Rev	Effective	Page
	00	09.20.21	30 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	References
		• COA Circular No. 2020-01 dated January 8, 2020 "*Prescribing Volume III - Revised Charts of Accounts (Updated 2019) to replaced Volume III –Revise Charts of Accounts (updated 2015) of the Government Accounting Manual of the National Government Agencies*"
		• COA Resolution No. 2014-03 dated January 24, 2014 "*Adoption of the Philippine Public Sector Accounting Standards (PPSAS)*
		• COA Circular 2012-001 dated June 14, 2012 *"Revised Documentary Requirements for Common Government Transactions"*
		• Executive Order No. 77 s. 2019 "*Prescribing Rules and Regulations and Rates of Expenses and Allowances for Official Local and*

Process	Sub-Process	References
		Foreign Travels of Government Personnel"
		• DepEd Order No. 06 s. 2019 as Amended by DepEd Order No. 38 s. 2019 *"Revised Signing Authority on Administrative and Financial Matters"*
		• COA DBM Joint Circular No. 2019-01 *"Updated Guidelines Relative to the Budget and Financial Accountability Reports (BFARS) starting FY 2019"*
		• General Appropriations Act (GAA) FY 2020
		• Latest DBM Circulars and Memorandums
		• Latest COA-DBM Joint Circulars
		• Latest Treasury Circulars

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	32 of 101

Process	Sub-Process	References
		• Latest Civil Service Circulars • Latest BIR Revenue Circulars and Memorandum Orders
	• Preparation of ACIC/SLIIAE	• Government Accounting Manual (COA), COA Cash Management and Control System, COA DBM BTR and Land Bank of the Philippines Circulars • Government Accounting Manual (COA), COA DBM Btr and LBP Circulars, COA Cash Management System • Treasury Circular no. 3-2018: Guidelines on the handling of the List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA)
	• Provident Fund Management	• Administrative Order No. 279 dated May 5, 1992

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:		
	QMS Manual		
Rev	Effective		Page
00	09.20.21		33 of 101

Process	Sub-Process	References
		• DO 12, s. 2004 Revised Implementing Guidelines for the Department of Education Provident Fund
		• RA 4670 or the Magna Carta for Public School Teachers
		• Administrative Code of 1987
		• RA 9155 Governance of Basic Education Act of 2001
	• Systems Improvement and Administrative Service (EFRs), Budget Monitoring (BMS), and Online Cash – In Bank Register	• DepEd Order No. 52, s. 2015, or the "New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education" dated October 30, 2015
		• RA 9184 "Government Procurement Reform Act"
		• COA Circular No. 2020-01 dated January 8, 2020 "*Prescribing*

Process	**Sub-Process**	**References**
		Volume III - Revised Charts of Accounts (Updated 2019) to replaced Volume III –Revise Charts of Accounts (updated 2015) of the Government Accounting Manual of the National Government Agencies" • COA Resolution No. 2014-03 dated January 24, 2014 *"Adoption of the Philippine Public Sector Accounting Standards (PPSAS)* • COA Circular 2012-001 dated June 14, 2012 *"Revised Documentary Requirements for Common Government Transactions"* • Executive Order No. 77 s. 2019 *"Prescribing Rules and Regulations and Rates of Expenses and Allowances for Official Local and Foreign Travels of Government Personnel"*

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	35 of 101

Process	Sub-Process	References
		• DepEd Order No. 06 s. 2019 as Amended by DepEd Order No. 38 s. 2019 *"Revised Signing Authority on Administrative and Financial Matters"*
		• COA DBM Joint Circular No. 2019-01 *"Updated Guidelines Relative to the Budget and Financial Accountability Reports (BFARS) starting FY 2019"*
		• General Appropriations Act (GAA) FY 2020
		• Latest DBM Circulars and Memorandums
		• Latest COA-DBM Joint Circulars
		• Latest Treasury Circulars
		• Latest Civil Service Circulars
		• Latest BIR Revenue Circulars and Memorandum Orders

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	36 of 101

Process	Sub-Process	References
General Services Management	• Clinic Management • Facilities Maintenance • Housekeeping and Ground Maintenance • Library Management • Security Services • Transportation Service and Vehicle Maintenance	• DepEd Order No. 52, s. 2015 (New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education) • CSC-COA DBM Joint Circular No. 1 s, 2017 dated June 15, 2017 (Rules and Regulations Governing Contract of Services and Job Order Workers on the Government) • Republic Act No. 6541 (National Building Code of the Philippines) • IRR of R.A. 9184 "Government Procurement Reform Act" • GAAM Vol. I, Chapter 4 (Use, Repair and Maintenance of Government Vehicle):

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	37 of 101

Process	Sub-Process	References
		o Section 361 – Regulations on the use of government motor vehicles o Section 326 – Maintenance and repairs of government vehicles and requirements for payment

Human Resource Management and Development	• Compensation and Benefits	• Fixed Compensation
		  i. Presidential Decree 851 (Basic Salary)
		  ii. CSC-DBM Joint Circular No. 1, s. 2012 (Step Increment)
		  iii. DepEd Memorandum No. 97, s.2017 (Proportional Vacation Pay (PVP)
		  iv. DBM-Budget Circular No. 2011-2, dated September 26, 2011 (PERA)

	Doc. Ref. Code:		
	QMS Manual		
	Rev	Effective	Page
	00	09.20.21	38 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	References
		v. DBM- Budget Circular No. 2011-2, dated September 26, 2011; DBM-
		vi. Budget Circular No. 2012-1 dated February 23, 2012 (Uniform/Clothing Allowance)
		vii. DBM-Budget Circular No. 2017-2 dated May 8, 2017 (Mid-Year Bonus 13th month bonus)
		viii. DBM-Budget Circular No. 2016-4 dated April 28, 2016 (Year-End Bonus -14th month bonus)
		x. Budget Circular No. 2017-4 December 4, 2017 Productivity Enhancement Incentive (PEI)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	39 of 101

Process	Sub-Process	References
		• Other related issuances on compensation and benefits
	• Employee Relations	• CSC MC No. 14, s. 2018 (2017 Omnibus Rules on Appointment and Other Human Resource Actions, revised 2018) • 2017 Rules on Administrative Cases in the Civil Services (RACCS) • DepEd Order No. 49, s. 2006 • COA Circular No. 97-002
	• Employee's Welfare	• Section 36(2), Chapter 5, Subtitle A, Title I, Book V of Executive Order No. 292, the Administrative Code of 1987; - Every Secretary or Head of Agency shall take proper steps towards the creation of an atmosphere conducive to good supervisor-employee relations and

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	40 of 101

Process	Sub-Process	References
		the improvement of employee morale
		• CSC Memorandum Circular No. 33, S. 1997 - Policy of Working Conditions at the Workplace
		• CSC Memorandum Circular No. 24, s. 2016, Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)
		• CSC Memorandum Circular No. 4, s. 2020, Mental Health Program for Public Sector
		• Republic Act 4670 or the Magna Carta for Public Schools Teachers
		• Republic Act 9710 or the Magna Carta of Women

Process	Sub-Process	References
		• Republic Act 7277 or the Magna Carta for Persons with Disability • Republic Act 8371 or The Indigenous Peoples Rights Act of 1997 • Republic Act 9442 An Act Amending Republic Act No. 7277, Otherwise Known As The "Magna Carta For Disabled Persons, And For Other Purposes" • Executive Order 100 series of 2019 or Institutionalizing the Diversity and Inclusion Program, Creating an Inter-Agency Committee on Diversity and Inclusion • Republic Act No. 11313 " Safe Space Act" • Republic Act No. 10911, July 21, 2016 "An Act Prohibiting

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	42 of 101

Process	Sub-Process	References
		Discrimination Against and Individual in Employment on Account of Age and Providing Penalties therefor"
		• Republic Act No. 8972, November 7, 2000 "The Solo Parents' Welfare Act of 2000"
		• DepEd Order No. 32, s. 2017 – Gender Responsive Basic Education (GRBE)
		• CSC Memorandum Circular No. 38, s. 1992 – Physical and Mental Fitness Program for Government Personnel
		• Republic Act 9165 – Dangerous Drug Act
		• CSC Resolution No. 1700653 – Drug-Free Workplace

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	43 of 101

Process	Sub-Process	References
		• DepEd Order No. 37, s. 2017 – Department of Education Drug-Free Workplace Policy • Executive Order 208, 2016 – Establishment of the Financial Inclusion Steering Committee • RA 10679 – An Act Promoting Entrepreneurship and Financial Education among Filipino Youth • Republic Act 10922 – An act declaring the Second Week of November Every Year as Economic and Financial Literacy Week • Administrative Order No. 263, s. 1996 – Authorizing the grant of Anniversary Bonus to Officials and Employees of Government Entities

		Doc. Ref. Code:		
		QMS Manual		
		Rev	Effective	Page
		00	09.20.21	44 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	References
		• DepEd Order No. 47, s. 2018 – Guidelines on the Grant of Anniversary Bonus • CSC Memorandum Circular No. 23, s. 1993 – Enjoining Agency in the Adoption of the Pre-Retirement Program for Government Officials/Employees as Well as its Conduct • DepEd Memorandum No. 84, s. 2016 – Additional guidelines on the DepEd National Uniforms for Teaching and Non-Teaching Personnel • DepEd Order No. 25, s. 2008 – Financial Assistance in case of Accidental Death of a DepEd official/employee while in the performance of his/her official functions

	Doc. Ref. Code:		
	QMS Manual		
	Rev	Effective	Page
	00	09.20.21	45 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	References
	• Leave Management	• CSC Memorandum Circular (MC) No. 41, s. 1998, or the *Omnibus Rules on Leave*
		• CSC MC No. 5, s. 2021, or the *Amendment to Omnibus Rules on Leave*
		• CSC MC No. 5, s. 2020, or the *Interim Guidelines on the Use of Leave Credits for Absences Due to Self-Quarantine and/or Treatment Relative to COVID-19 Pandemic*
		• CSC MC No. 8, s. 2020, or the *Revised Interim Guidelines on the Use of Leave Credits for Absences Due to Quarantine and/or Treatment Relative to COVID-19 Pandemic*
		• CSC MC No. 23, s. 2020, or the *Interim Guidelines on Absences of Government Officials and*

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Process	Sub-Process	References
		Employees During the Community Quarantine Due to COVID-19 Pandemic
		• DepEd Order No. 8, s. 2021, or the *Revised Signing Authorities for Administrative and Financial Matters in DepEd*
		• CSC MC No. 8, s. 2007, or the *Management of 201/120 Files*
		• CSC MC No. 1, s. 2011, or *Addendum to CSC Memorandum Circular No. 8, s. 2007 on Management of 201 Files*
		• PRIME –HRM Assessment Tool Version 6.0
		• Department of Education – Records Management Operations Manual
		• National Archives of the Philippines (NAP) General Circular No. 1 (Rules

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	47 of 101

Process	Sub-Process	References
		and Regulations Governing the Management of Public Records and Archives Administration • Republic Act (RA) No. 10173, or the *Data Privacy Act of 2012*
	• Personnel Inventory	• Circular No. 549 dated Oct. 21, 2013 *Monthly Updating of the Personal Services Itemization and Plantilla of Personnel (PSIPOP) Under the Web-based Application System* • DepEd Order No. 63, s. 2009, *Guidelines for the Implementation of the Electronic Updating of DepEd PSIPOP*
	• Personnel Performance Management	• DO 42, s. 2017, National Adoption and Implementation of the Philippine Professional Standards for Teachers • DO 2, s. 2015, Establishment and Implementation of Results-based

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	48 of 101

Process	Sub-Process	References
		Performance Management System (RPMS) in the Department of Education
		• Executive Order (EO) No. 80, s. 2012, Directing the Adoption of Performance-Based Incentive System for Government Employees
		• Joint CSC-Department of Budget and Management (DBM) Joint Circular No. 1, s. 2012, Rules and Regulations on the Grant of Step Increments Due to Meritorious Performance and Length of Service
		• CSC MC 6, s. 2012, Establishment of a Strategic Performance Management System (SPMS) in All Government Agencies

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	49 of 101

Process	Sub-Process	References
		• Administrative Order (AO) No. 25, s. 2011, Creating an Interagency TaskForce on the Harmonization of National Government Performance Monitoring, Information, and Reporting System
	• Professional Development /Learning and Development	• DO 32, s. 2011 Policies and guidelines on training and development (T&D) programs and activities • DO 40, s. 2020 Interim guidelines for L&D implementation for NTPs in view of the pandemic
	• Recruitment, Selection, Placement, and Induction	• CSC Memorandum Circular (MC) No. 14, s. 2018, 2017 Omnibus Rules on Appointment and Other Human Resource Actions, Revised July 2018 • DO 19, s. 2016, Guidelines on the Organizational Structures and Staffing Patterns of Stand-Alone

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	50 of 101

Process	Sub-Process	References
		and Integrated Public Senior High Schools (SHS) • DepEd Order (DO) No. 29, s. 2002, Merit Selection Plan of the Department of Education **Teachers** • DO 51, s. 2017, Amended Qualification Standards for Senior High School Teaching Positions in the Technical-Vocational-Livelihood Track and Other Clarifications on the Hiring Guidelines • DO 42, s. 2017, National Adoption and Implementation of the Philippine Professional Standards for Teachers • DO 50, s. 2016, Hiring Guidelines for Teacher I Positions in Schools Implementing Indigenous Peoples

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	References
		Education Effective School Year 2016-2017
		• DO 49, s. 2016, Guidelines on Hiring Contractual (Full-Time and Part-Time) Teachers in Senior High School
		• DO 32, s. 2016, Addendum to DepEd Order 3, s. 2016
		• DO 27, s. 2016, Qualification Standards (QS) for Senior High School (SHS) Teaching Positions in the Department of Education (DepEd)
		• DO 9, s. 2016, Reinforcement of DepEd Order Nos. 7 and 22, s. 2015 as the Hiring Guidelines for Kindergarten to Grade 10 Teaching Positions
		• DO 3, s. 2016, Hiring Guidelines for Senior High School (SHS) Teaching

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	52 of 101

Process	Sub-Process	References
		Positions Effective School Year (SY) 2016-2017
		• DO 22, s. 2015, Hiring Guidelines for the Remaining Teaching Positions Effective School Year (SY) 2015-2016
		• DO 7, s. 2015, Hiring Guidelines for Teacher I Positions Effective School Year (SY) 2015-2016
		• DO 14, s. 2014, Revised Guidelines on the Hiring of Teacher I position Based on BESRA
		• Unnumbered Memorandum dtd. 20 March 2014, Directive to Discontinue the Hiring of Teachers Using LGU/LSB Funds
		• DO 37, s. 2012, Addendum to DO Nos. 12 & 25, s. 2012 (Contractual/Job Order)

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	53 of 101

Process	Sub-Process	References
		• DO 3, s. 2012, Amended IRR of RA 8190 (An Act Granting Priority to Residents of the Barangay, Municipality or City Where the School is Located, in the Appointment or Assignment of Classroom Public School Teachers) • DO 23, s. 2013, Guidelines on the Granting of Redeployment Allowance to Excess Teachers from Both Elementary and Secondary Schools • DO 22, s. 2013, Revised Guidelines on the Transfer of Teachers from One Station to Another • DO 77, s. 2010, Guidelines on the Allocation/Deployment of New Teaching, Teaching-Related and

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	54 of 101

Process	Sub-Process	References
		Non-Teaching Positions for FY 2010
		Master Teachers
		• DECS Order No. 57, s. 1997, Further Implementation of the Career Progression System for Master Teachers
		• DECS Order No. 70, s. 1988, Revised Policy on Master Teacher for Secondary Schools
		• MEC Order No. 1, s. 1985, Additional Master Teacher Positions
		• MEC Order No. 62, s. 1983, Further Implementation of the Career Progression System for Public School Teachers (Master Teacher Plan)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	55 of 101

Process	Sub-Process	References
		• MEC Order No. 29, s. 1979, Clarification on Guidelines for Implementing the Career Progression System (Master Teacher Program) • MEC Order No. 10, s. 1979, Implementing Rules and Regulations for the System of Career Progression for Public School Teachers **School Heads** • DO 41, s. 2016, Additional Guidelines to DepEd Order No. 19, s. 2016 • DO 97, s. 2011, Revised Guidelines on the Allocation and Reclassification of School Heads Position

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	56 of 101

Process	Sub-Process	References
		• DO 32, s. 2010, National Adoption and Implementation of the National Competency-Based Standards for School Heads • DO 36, s. 2009, Strict Compliance with Passing the Qualifying Examination for Principalship for Appointment to Principal I positions • DO 42, s. 2007, The Revised Guidelines on Selection, Promotion and Designation of School Heads • DO 39, s. 2007, Modified Qualification Standards (QS) for the Positions of Head Teachers and Principals • DO 85, s. 2003, Guidelines on the Selection, Promotion, and Designation of School Heads

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	57 of 101

Process	Sub-Process	References
		• DO 1, s. 2003, Promulgating the Implementing Rules and Regulations (IRR) of Republic Act No. 9155 Otherwise known as the Governance of Basic Education Act of 2001
		Other Positions
		• DO 50, s. 2014, Guidelines on the Recruitment, Selection and Placement of Personnel Pursuant to the DepEd Rationalization Program Under Executive Order 366, s. 2004
		• DO 117, s. 2010, Qualification Standards for the Position of Education Program Supervisor (EPS)
		• DO 66, s. 2007, Revised Guidelines on the Appointment and Promotion of Other Teaching, Related

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	58 of 101

Process	Sub-Process	References
		Teaching and Non-Teaching Positions • Unnumberred Memorandum dtd. 29 October 2003, Procedure/Guidelines in the Selection and Appointment of Employees in DepED Central Office **Third Level Positions** • DepEd Memorandum 366, s. 2010, Constituting the Regional Search Committees (RSC) for Regional Officials • DM 111, s. 2012, Reconstituting the National Search Committee for Third Level Positions
	• Rewards and Recognition	• CSC Memorandum Circular No. 1, s. 2001 – Program on Awards and Incentives for Service Excellence (PRAISE)

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	59 of 101

Process	Sub-Process	References
		• DepEd Order No. 9, s. 2002 – Establishing the Program on Awards and Incentives for Service Excellence (PRAISE) in the Department of Education.
		• DepEd Order No. 78, s. 2007 – Strengthening the Program on Awards and Incentives for Service Excellence (PRAISE) in the Department of Education
		• CSC MC 07, S. 1998 – Adoption of "Salamat-Paalam" Program in Honor of Retiring Officials and Employees
		• CSC Memorandum Circular No. 1, s. 2019 – Revised Guidelines on the Search for Outstanding Government Workers for 2019 and Years Thereafter

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	60 of 101

Process	Sub-Process	References
		• Executive Order No. 292, Chapter 5, Section 35 – Employee Suggestions and Incentive Award System • CSC Memorandum Circular 24, s. 2016, Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) • CSC MC 14, s. 2017, Validation Guidelines on Citizen's Charter Compliance for the Performance-Based Bonus • AO 25 Interagency Task Force (IATF) MC 2017-2, Procedures Ensuring Quality of Validation/Assessment of Requirements for the Grant of Performance-Based Bonus (PBB) for Fiscal Year 2017

Process	Sub-Process	References
		• AO25 IATF MC 2017-1, Guidelines on the Grant of Performance-Based Bonus for Fiscal Year 2017 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016 • EO 201, s. 2016, Modifying the Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits for Both Civilian and Uniformed Personnel • EO No. 80, s. 2012, Directing the Adoption of Performance-Based Incentive System for Government Employees
ICT Management	• Design and Development of ICT solutions • Implementation of ICT solutions • Management of ICT solutions • Management of Technology Infrastructure	• Rationalization Plan Implementation under DO 52, s. 2015 • DepEd Order No. 28, s. 2009 dated March 31, 2018 or the Guidelines in

Process	Sub-Process	References
	• User Support/Help Desk	Accepting Information and Communication Technology (ICT) Equipment and Internet Access Services for Classroom Instruction and Administrative Use • DO 78, s. 2010 dated June 10, 2010 or the Guidelines on the Implementation of the DepEd Computerization Program (DCP) • DepEd Order No. 105, s. 2009 dated October 13, 2009 or the Guidelines in Managing the Proper Use of Internet Services in all Administrative Offices and Schools • DepEd Order No. 121, s. 2010 dated December 30, 2010 Updating the Technical Specifications of ICT Equipment and Internet Access Services

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	63 of 101

Process	Sub-Process	References
		• OUA Memo 00-0620-0030 dated June 8, 2020 or the Minimum Specifications for ICT Equipment and Internet Services to be Donated to Schools, Teachers and/or Learners, Microsoft Licensing, and Donation Matters • DepEd Order No. 95, s. 2010 dated August 10, 2010 or the Guidelines on the Proper Use of Computer and Network Facilities in all DepEd • DepEd Order No. 52, s. 2009 dated May 22, 2009 Requiring All Regional/Division Offices to Avail Internet Subscription and Dissemination of Updated Official DepEd Email Addresses for Regional and Division Offices
Infrastructure Management	• Design and Specification of Education Facilities	• DepEd Order No. 41, s. 1997 - Creation of an ADHOC Physical
	• Evaluation/assessment of construction, repair, rehabilitation, and maintenance of education facilities	

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	64 of 101

Process	**Sub-Process**	**References**
	• Inspection/validation of accomplishment of BEFF projects	Facilities Unit in the DECS Regional and Division Offices
	• Management of construction, repair, rehabilitation, and maintenance of education facilities	• DECS Order No. 32, s. 1999 - Creation of the Task Force Engineering, Assessment and Monitoring (TFEAM) • DECS Order No. 103, s. 1992 – Organization of Maintenance Teams at the School Level • DECS Order No. 60, s. 1994 – Cleanliness and maintenance of schools and DECS offices toilets • DECS Order No. 23, s. 1995 – Rules and regulations for the implementation of RA No. 7880 • Republic Act No. 7880 (Roxas Law) February 20, 1995 – Fair and Equitable Access to Education Act

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	65 of 101

Process	Sub-Process	References
		• Unnumbered DECS Memorandum December 20, 2000
		• DepEd Order No. 26, s. 2008 – CY 2008 School Furniture Procurement Program
		• DepEd Order No. 5, s. 2009 – Submission of Priority Lists of School Buildings to be Funded Under the CY 2009 Regular School Building Program
		• DepEd Order No. 1, s. 2009 - Submission of Priority Lists of School Buildings to be Funded Under the CY 2009 DepEd School Building Program for Areas Experiencing Acute Classroom Shortage (Red and Black Schools)
		• DepEd Order No. 4, s. 2009 – Implementing Guidelines for the Construction/Repair/Rehabilitation

	Doc. Ref. Code:		
	QMS Manual		
	Rev	Effective	Page
	00	09.20.21	66 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	References
		of Classrooms and Schools' Water and Sanitation Facilities
		• DepEd Order No. 6, s. 2009 - Guidelines for the Implementation of the School Building Program for the Project Support to Philippine Basic Education Reform (SPHERE)
		• DepEd Order No. 104, s. 2011- Guidelines on the proper recording and booking-up of school building
		• Memorandum of Agreement between DepEd and DPWH on the Basic Educational Facilities Fund (BEFF) School Building Projects dated 03 April 2017
		• DepEd Order No. 35, s. 2017 – Revised Guidelines on the Implementation of the Basic Education Facilities Fund

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	**Effective**	**Page**
00	09.20.21	67 of 101

Process	**Sub-Process**	**References**
		• DepEd Order No. 61, s. 2017 – Amendments to certain provisions of DepEd Order No. 35, s. 2017 • DepEd Order No. 64, s. 2017 – Establishing the Minimum Performance Standards and Specifications for DepEd School Buildings • DepEd Order No. 40 s. 2018 – Guidelines on the Utilization of the Engineering and Administrative Overhead Funds under the 2018 Basic Education Facilities Funds • DepEd Order No. 41 s. 2018 - Guidelines on the Utilization of the Preliminary and Detailed Engineering Funds under the Basic Education Facilities Funds • DepEd Memo 59, s. 2019 - Prioritizing the Development of the

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	**Effective**	**Page**
00	09.20.21	68 of 101

Process	Sub-Process	References
		Last Mile Schools in 2020–2021: Reaching Out and Closing the Gap • DepEd Order No. 09, 2. 2020 – Construction Safety Guidelines for the Implementation of DepEd Infrastructure Projects during the Covid-19 Public Health Crisis • DepEd Order 05, s. 2021 - Guidelines on the Preparation of the Program of Works for DepEd Implemented Infrastructure Project • DepEd Order 06, s. 2021 - Re-Establishment of Minimum Performance Standards and Specifications for DepEd School Buildings Using Alternative
Learner Support Management (Health, sports, and youth formation)	• Policy and Program Development for school health, school sports, and youth formation • Program Management	• Office Order 00-OSEC-2020-025 – Guidance to Regional Directors for Action on Requests by Local Government Units to use DepEd

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	69 of 101

Process	Sub-Process	References
		Schools as Quarantine or Isolation Areas for Covid-19
		• DECS Order No. 49, s. 1997 – The Revised School Health and Nutrition Service Manual
		• UNESCO International Charter of Physical Education, Physical Activities, and Sports
		• UNICEF Article 31 "Convention on the Rights of Children"
		• RA 10588 also known as "Palarong Pambansa Act of 2013" and its implementing rules and regulations"
		• RA 10676, also known as "Student-Athletes Protection Act of 2014"
		• Basic Education Development Plan 2030 under Pillar 4 on Resiliency

Process	Sub-Process	References
		• DO 2, s. 1998 - Establishment of the DECS Center for Students and Co-Curricular Affairs • DO 62, s. 2000 - Amendments to DECS Order No. 2, s. 1998 (Establishment of the Center for Students and Co-Curricular Affairs) • DO 78, s. 2003 - Placing the Center for Students and Co-Curricular Affairs (CSCA) Under the Supervision of The Undersecretary for Legal And Legislative Affairs • DO 23, s. 2012 - Clarifications on the Computation of Co-Curricular Performance in the Ranking of Honor Pupils and Students • DO 19, s. 2016 - Guidelines on the Organizational Structures and Staffing Patterns of Stand-Alone and Integrated Public Senior High Schools

Process	Sub-Process	References
Legal Management	• Assistance to the Office of the Solicitor General in pending cases involving DepEd	• RA 4670, Magna Carta for Public Teachers and its Implementing Rules and Regulations • RA 10627, Anti-Bullying Act of 2013, and its Implementing Rules and Regulations • RA 9184, Government Procurement Reform Act, and its Implementing Rules and Regulation • R.A. 11032, The Ease of Doing Business • DECS Service Manual of 2000 • DO No. 49, s. 2006, Revised Rules of Procedure of the Department of Education in Administrative Cases • DO No. 88, s. 2010, Revised Manual of Regulations for Private Schools

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	**Effective**	**Page**
00	09.20.21	72 of 101

Process	Sub-Process	References
		• 1987 Constitution of the Philippines • Civil Code of the Philippines • Relevant Laws and Jurisprudence • 2017 Revised Rules on Administrative Cases in the Civil Service • Memorandum DM-LA-2021-0022, Additional assignment for Investigation Division, Legal Service
	• Development and Implementation of DepEd Child Protection Programs	• DO No. 40, s. 2012, DepEd Child Protection Policy • DO No. 18, s. 2015, DepEd Guidelines and Procedures in the Management of Children-at-Risk and Children-in Conflict with the Law • DepEd Order No. 3, s. 2021 – Creation of Child Protection and Child Rights in Education Desk

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	73 of 101

Process	Sub-Process	References
	• Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-Teaching personnel • Legal review of proposed DepEd policies/issuances, agreements, and other legal documents	• RA 4670, Magna Carta for Public Teachers and its Implementing Rules and Regulations • RA 10627, Anti-Bullying Act of 2013, and its Implementing Rules and Regulations • RA 9184, Government Procurement Reform Act, and its Implementing Rules and Regulation • R.A. 11032, The Ease of Doing Business • DECS Service Manual of 2000 • DO No. 49, s. 2006, Revised Rules of Procedure of the Department of Education in Administrative Cases • DO No. 88, s. 2010, Revised Manual of Regulations for Private Schools

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	74 of 101

Process	Sub-Process	References
		• 1987 Constitution of the Philippines • Civil Code of the Philippines • Relevant Laws and Jurisprudence • 2017 Revised Rules on Administrative Cases in the Civil Service • Memorandum DM-LA-2021-0022, Additional assignment for Investigation Division, Legal Service
	• Sites Titling and oversight of DepEd school sites	• DECS Order No. 57, s. 1995 – School Site Acquisition for All Public Elementary and Secondary Schools • DepEd OM-OSEC-2018-007 – Guidelines on the Acquisition of New School Sites • DepEd OM-OSEC-2017-023 - Guidelines on the Acquisition of New School Sites
Organizational Development	• Organization Standards Development	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	75 of 101

Process	Sub-Process	References
	• Organization Management	• DepEd Order 13, s. 2015, Establishment of a Policy Development Process at the Department of Education • Republic Act No. 9155 - Governance of Basic Education Act of 2001 • National Budget Circular 54 s.2007 – Guidelines on the Grant of Special Hardship Allowance • DepEd Order No. 83, s.2012 – Implementing Guidelines on the Revised School-Based Management (SBM) Framework, Assessment Process and Tool (APAT) • DepEd Order No. 44, s.2015 – Guidelines on the Enhanced School Improvement Planning (SIP)

Process	**Sub-Process**	**References**
		Process and School Report Card (SRC)
		• DepEd Order No. 44, s.2016 – Guidelines on the School-to-School Partnerships for Fiscal Year 2016
		• DepEd Memorandum No. 76, s. 2016 - Senior High School (SHS) Manual of Operations Volume 1
		• DepEd Memorandum No. 77, s. 2016 - Electronic-Tool for Senior High Schools (SHS)
		• DepEd Memorandum No. 160, s.2016 – Status of the Implementation of School Report Card
		• DepEd Memorandum No. 38, s.2018 – Provision and Computation of Special Hardship Allowance for Fiscal Year 2018

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	77 of 101

Process	Sub-Process	References
		• DepEd Order 039. S. 2021 – Guidelines on the Provision of Special Hardship Allowance for Public School Teachers • DepEd Memorandum 057, s. 2021, Moratorium on the Request for School Redistricting and Schools Division Reclassification • DepEd Order 009, s. 2021, Institutionalization of a Quality Management System in the Department of Education • DO 50, s. 2002 – Establishment of Interim City Schools Division • DO 58, s. 2002 – Amendment to DO 50, s. 2002 • DO 40, s. 2014 – Establishment, Merging, Conversion, and Naming/Renaming of Public

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	78 of 101

Process	Sub-Process	References
		Schools, and Separation of Public School Annexes in Basic Education
		• DO 51, s. 2015 – Guidelines on the Implementation of the SHS Program in Existing Public JHSs and ISs, Establishment of Stand-Alone Public SHSs, and Conversion of Existing Public Elementary and JHSs Into Stand-Alone SHSs
		• DO 29, s. 2011 - Revised Guidelines on the Naming and Renaming of Schools
		• DO 77, s. 2010 – Guidelines on the Allocation/Deployment of New Teaching, Teaching-Related and Non-Teaching Positions for FY 2010
		• DO 19, s., 2016 – Guidelines on the Organizational Structures and Staffing Patterns of Stand-alone and

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	79 of 101

Process	Sub-Process	References
		Integrated Public Senior High Schools (SHS) • DO 41, s. 2016 – Additional Guidelines to DepEd Order 19, s. 2016 • DO 97, s. 2011 – Revised Guidelines on the Allocation and Reclassification of School Head Positions
Private Education Regulations and Development	• Review and Development of Policies • Grant of Permits to Operate and Recognitions • Evaluation of applications for the Grant of Permits to Operate and Recognitions • Grant of Special Orders (SO) of Private Schools/Technical Vocational Institutions (TVI)/ Non DepEd Public Schools • Evaluation of Applications of Special Orders (SO) of Private Schools/Technical Vocational Institutions (TVI)/ Non DepEd Public Schools	• DO No. 88, s. 2010, Revised Manual of Regulations for Private Schools • DO No. 11, s. 2011, Amendments to the 2010 Revised Manual of Regulations for Private Schools in Basic Education 11. DO No. 88, s. 2010, Revised Manual of Regulations for Private Schools

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

	Doc. Ref. Code:	
	QMS Manual	
Rev	Effective	Page
00	09.20.21	80 of 101

Process	Sub-Process	References
	• Acknowledgement of Private School Voluntary (Temporary/Permanent) Closure	• DO 40, s. 2014 - Establishment, Merging, Conversion, and Naming/Renaming of Public Schools, and Separation of Public-School Annexes in Basic Education
	• Endorsement of notice of Voluntary (Temporary/Permanent) Private Closure	
	• Government Assistance Subsidy	
	• Review and Approval of Tuition and other Fees Increase, No Increase and Proposed New Fees of Private Schools	
	• Validation and Evaluation of Application of Tuition and other Fees Increase, No Increase and Proposed New Fees of Private Schools	
Procurement Management	• Bidding Processes	• Republic Act 9 184 and its Revised Implementing Rules and Regulation (IRR), also known as the Government Procurement Reform Act (GPRA)
	• Contract Implementation	
	• Contract Monitoring	
	• Procurement Planning	• DBM Notice of Organization, Staffing and Compensation Action (NOSCA No. 2003-12-023)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	81 of 101

Process	Sub-Process	References
		• Generic Procurement Manual (GPM) 1st Edition • Government Procurement Policy Board Resolution No. 01-2008, Approving the Customized Agency Procurement Manual of the Department of Education (Volumes I-IV) • DepEd Order No. 69, s. 2008, Adopting the Customized Agency Procurement Manual (CAM) on the Guidelines on the Establishment of Procurement Systems and Organization and Procedures for the Procurement of Goods and Services, infrastructure Projects and Consulting Services • National Budget Circular (NBC) 517, Guidelines in the Establishment of Procurement Units

		Doc. Ref. Code:		

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	82 of 101

Process	Sub-Process	References
		• Government Procurement Policy Board Resolution No. 01-20 10, Approving the Customized Agency Procurement Manual of the Department of Education (Volume V- Procurement of Manuscript for Textbooks and Teacher's Manual) • DO 67, s. 2016, Revised Signing Authorities for Financial Matters
Project Management	• Coordination and Linkages • Project Development • Project Implementation Management	• Republic Act 9155 (Governance of Basic Education Act of 2001) • Republic Act 8182 (Official Development Assistance Act of 1996, as amended by Republic Act No. 8555) • NEDA-DBM Joint Memorandum Circular 2015-01 (National Evaluation Policy Framework of the Philippines)

	Doc. Ref. Code:		
	QMS Manual		
	Rev	Effective	Page
	00	09.20.21	83 of 101

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Process	Sub-Process	References
		• DepEd Order No. 19, s. 2019 dated Feb 21, 2021
		• Office Order-OSEC-2021-30 dated August 02, 2021
Public Affairs Management	• Communication Planning, Management, Monitoring & Evaluation • Information Management and Dissemination	• RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSB) Act of 2018 • DepEd Order No. 56, s. 2004 dated October 14, 2004 or the Creation of the Department of Education Text (DETxt) Action Center and Designation of Office Head • Rationalization Plan Implementation under DO 52, s. 2015 • Executive Order No. 2, s. 2016 dated July 23, 2016 or the Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	84 of 101

Process	Sub-Process	References
		Disclosure and Transparency in the Public Service and Providing Guidelines Therefor
		• Executive Order No. 6, s. 2016 dated October 14, 2016 or the Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center
		• DepEd Order No. 72, s. 2016 dated November 25, 2016 or the Department of Education People's Freedom of Information Manual and Implementing Details
		• DepEd Memorandum No. 149, s. 2017 dated September 29, 2017 or the Designation of the Members of the DepEd People's Freedom of Information Committee, and of Receiving Officers and Decision Makers

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	85 of 101

Process	Sub-Process	References
		• Republic Act (RA) No. 10173 dated August 15, 2012 or the Data Privacy Act of 2012
	• Materials Production	• DO 31, s. 2019: The Department of Education Service Marks and Visual Identity Manual
		• DO 30, s. 2019: The Department of Education Manual of Style
		• DO 12, s. 2018: Revision to DepEd Order No. 6, s. 2018 (School Year 2017– 2018 K to 12 Basic Education Program End of School Year Rites)
		• DO 64, s. 2017: Establishing the Minimum Performance Standards and Specifications for DepEd School Buildings
		• DO 8, s. 2017: School Year 2016–2017 End of School Year Rites

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	86 of 101

Process	Sub-Process	References
		• DO 8, s. 2015: Policy Guidelines on Classroom Assessment for the K to 12 Basic Education Program • DO 63, s. 2011: DepEd Seal • DO 69, s. 2003: DepEd Logo • DO 1, s. 2003: Promulgating the Implementing Rules and Regulations (IRR) of Republic Act No. 9155 otherwise known as the Governance of Basic Education Act of 2001
	• Media Relations • Public Relations and Assistance	• RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSB) Act of 2018 • DepEd Order No. 56, s. 2004 dated October 14, 2004 or the Creation of the Department of Education Text (DETxt) Action Center and Designation of Office Head

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	87 of 101

Process	Sub-Process	References
		• Rationalization Plan Implementation under DO 52, s. 2015 • Executive Order No. 2, s. 2016 dated July 23, 2016 or the Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Disclosure and Transparency in the Public Service and Providing Guidelines Therefor • Executive Order No. 6, s. 2016 dated October 14, 2016 or the Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center • DepEd Order No. 72, s. 2016 dated November 25, 2016 or the Department of Education People's Freedom of Information Manual and Implementing Details

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	88 of 101

Process	Sub-Process	References
		• DepEd Memorandum No. 149, s. 2017 dated September 29, 2017 or the Designation of the Members of the DepEd People's Freedom of Information Committee, and of Receiving Officers and Decision Makers • Republic Act (RA) No. 10173 dated August 15, 2012 or the Data Privacy Act of 2012
	• Publication of Issuances	• DO 13, 2015: Establishment of a Policy Development Process at the Department of Education • DM 146, s. 2013: Dissemination of Memorandum from the Office of the President (Submission of Copies of Departmental Issuances, Statements and Press Releases for Publication on the Official Gazette Online)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	89 of 101

Process	Sub-Process	References
		• DO 8, s. 2013: Policy Guidelines on Regulating the Issuance of DepEd Advisories • DO 30, s. 2010: Guidelines on the Unified Dissemination of DepEd Issuances Unnumbered Memorandum dated January 17, 2007 • Office Order dated December 18, s. 2002: Revised Guidelines on the Preparation of DepEd Issuances • EO No. 200 dated June 18, 1987: Providing for the Publication of Laws either in the Official Gazette or in a newspaper of general circulation in the Philippines as a requirement for their effectivity • Bureau of Education Circular No. 13, s. 1934: Perpetual Index

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	90 of 101

Process	Sub-Process	References
	• Styling and Branding	• DO 31, s. 2019: The Department of Education Service Marks and Visual Identity Manual • DO 30, s. 2019: The Department of Education Manual of Style • DO 63, s. 2011: DepEd Seal • DO 69, s. 2003: DepEd Logo
Records Management	• Access, disclosure, and issuance of documents • Handling of Incoming Documents • Handling of Outgoing Documents • Records Disposition • Records Inventory	• Rationalization Plan Implementation under DO 52, s. 2015 • Reading Materials On Records Management Compiled by Mrs. Josefina C. Alonzo, Chief Training Officer, Training Division, Records Management and Archives Office, Manila • Files Management Handbook, Bureau of Records Management, Department of General Services, Manila

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	91 of 101

Process	Sub-Process	References
		• Records Disposition Handbook, Bureau of Records Management, Department of General Services, Manila
		• Manual on Basic Operations of Records Management Program in the Philippines by Ms. Pilar M. San Luis, Retired Asst. Director, RMAO
		• DECS Service Manual 2000
		• Bureau of Public Schools, 1960 Service Manual (4th revision) Manila
		• COA-PTTAF, 1999. Manual On Disposal
		• CSC. 1997, Qualification Standards Manual
		• DECS, 1995 Qualification Standards Manual
		• DECS, 2000 Service Manual

Process	Sub-Process	References
		• RMAO – Records Operations Manual • MECS 1983 Batas Pambansa Blg. 232: The Education Act of 1982 • NOLLEDO, JOSE N. – 1995. The Education Act of the Philippines Annotated with Related Laws, Issuances and Other Materials (1995 revised edition) with 1998 Supplement. M.M. National Bookstore • Philippines, Republic of 1987. Constitution of the Philippines • Philippines, Republic of 1987. Administrative Code of 1987/ Executive Order No. 292. Manila. National Printing Office • DE VERA, NIMFA – Office Procedures (Simplified) for

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	93 of 101

Process	Sub-Process	References
		Secretarial Teachers and Students (1986 Revised Edition)
		• JOHNSON, MINA M. KALLAUAS, NORMAN F. – Records Management (3rd edition)
		• Republic Act 3019 – Anti Graft and Corrupt Practices
		• Republic Act 6713 – Code of Conduct and Ethical Standards for Public Officials and Employees
		• Revised Penal Code
		• Revised Administrative Code, 1987 Executive Order 292
		• RA 9155 - Basic Education Act of the Philippines
		• DEPED-NCR MEMORANDUM dated February 7, 2005 on Release of Official Communications in

Process	Sub-Process	References
		Accordance with Rule IV of RA 6731 "Public Documents Should Not be Released for Public Consumption Unless by Authority of Concerned Person/s Or in Compliance with a Court Order" • DECS Order No. 61, s. 1998 DECS Policies Concerning Instructional Materials • DECS Order No. 6, s. 1998 Policies and Programs for Schools • DECS Order No. 13-A, s. 1988 Guidelines on the Decentralized Disposal of Valueless Records in the Government Agencies • DECS Order No. 13-B, s. 1988 Rules and Regulations Governing the Coordination of Records Management and Archives Functions

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	95 of 101

Process	Sub-Process	References
		• MEC Order No. 20, s. 1983 Disposal of Government Unserviceable Equipment and/ or Property • OFFICE ORDER dated October 14, 1987 Guidelines in the Preparation of Department Issuances • OFFICE OF THE PRESIDENT – Memorandum Circular No. 78, s. 1964 • OFFICE OF THE PRESIDENT – Memorandum Circular No. 196, s. 1968 • DepEd Order No. 50, s. 2014 Guidelines on the Recruitment, Selection and Placement of Personnel Pursuant to the DepEd Rationalization Program Under Executive Order 366 s. 2004

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	96 of 101

Process	Sub-Process	References
		• DepEd Order No. 84, s. 2009 Implementation of the Anti-Red Tape Act of 2007 • DepEd Order No. 83, s. 2011 Disaster Preparedness Measures for Schools • DepEd Order No. 37, s. 2013 Reiterating Compliance to Executive Order No. 241 Entitled Mandating the Speedy Implementation of Republic Act No. 9485 Otherwise Known as the "Anti Red Tape Act of 2007" and Its Implementing Rules and Regulations and Strengthening the Application Thereof • DepEd Order No. 4, s. 2014 Adoption of the Modified School Forms (SFs) For Public Elementary and Secondary Schools Effective End of SchoolYear 2013-2014

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	97 of 101

Process	Sub-Process	References
		• DepEd Order No. 52, s. 2015 • DepEd Order No. 72, s. 2016 Department of Education People's Freedom of Information Manual and Implementing Details • DepEd Order No. 31, s. 2017 Prescribed Timelines for the Processing of Requests, Documents and Applications From the General Public
Research Management	• Setting the research agenda • Call for Proposal and Proposal Evaluation • Implementation and Monitoring • Dissemination of research results • Archiving	• DO 39 s2016: Adoption of the Basic Education Research Agenda • DO 16 s. 2017: Research Management Guidelines • DepEd Order 16, s. 2017 - Research Management Guidelines • DepEd Order 26 s.2021: Amendment to DepEd Order No. 016 s.2017 (Research Management Guidelines)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	98 of 101

Acronyms

AMD	Asset Management Division
APDS	Automatic Payroll Deduction System
BAC	Bids and Awards Committee
BAE	Bureau of Alternative Education
BCD	Bureau of Curriculum Development
BEA	Bureau of Education Assessment
BHROD	Bureau of Human Resource and Organizational Development
BHROD-EWD	BHROD-Employee Welfare Division
BLD	Bureau of Learning Delivery
BLR	Bureau of Learning Resources
BLSS	Bureau of Learner Support Services
CAV	Certification, Authentication, Verification
CID	Curriculum Implementation Division
CLMD	Curriculum and Learning Management Division
CPC	Child Protection Committee
CPS	Child Protection Specialist
DRRMS	Disaster Risk Reduction Management Service

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	99 of 101

EAMD	Employee Account Management Division
EPS	External Partnership Service
ERD	Education Research Division
ESSD	Education Support Services Division
GSD	General Services Division
GSU	General Services Unit
HRDD	Human Resource Development Division
ICO	International Cooperation Office
ICTS-SDD	Information and Communications Technology Service-Solutions Development Division
ICTS-TID	ICTS-Technology Infrastructure Division
ICTS-USD	ICTS-User Support Division
IPsEO	Indigenous Peoples Education Office
IU	Implementing Units
LCC	Literacy Coordinating Council
LGU	Local Government Unit
LLO	Legislative Liaison Office
NEAP	National Educators Academy of the Philippines
OSDS	Office of the Schools Division Superintendent
OSEC	Office of the Secretary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	100 of 101

OUCI	Office of the Undersecretary for Curriculum and Instruction
OUFBPM	Office of the Undersecretary for Finance-Budget and Performance Monitoring
OULA	Office of the Undersecretary for Legal Affairs
OUPFO	Office of the Undersecretary for Planning and Field Operations
PAAC	Public Assistance Action Center
PAS-CD	Public Affairs Service-Communications Division
PAS-PD	PAS-Publications Division
PAU	Public Affairs Unit
ProcMs-CMD	Procurement Service-Contract Management Division
PS-EMISD	Planning Service-Educational Management Information System Division
PS-PPD	PS-Planning and Programming Division
PS-PRDD	PS-Policy Research and Development Division
QAD	Quality Assurance Division
RD	Regional Director
SGOD	School Governance Operations Division
SLAC	School Learning Action Cell
TEC	Teachers Education Council

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

SUPPORT PROCESSES

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	101 of 101

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Quality Management Representative

Approved by:

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Secretary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
LIST OF INTERESTED PARTIES NEEDS AND EXPECTATIONS

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	1 of 8

The Department of Education caters to numerous stakeholders both of which are internal and external. **Internal Interested Parties** are employees within the agency, whether regular or contract of service, that are responsible for the daily operations of the department and ensures the provision of quality basic education to all learners. On the other hand, **External Interested Parties** are the industry partners and those that receive the programs, projects, activities, and quality services of the agency.

Below are the identified Relevant interested parties of the Department:

A. External Interested Parties

Interested Parties	Needs and Expectations
Learners	• Quality basic education • Competent teachers • Child-friendly schools • Inclusive environment • Differentiated instruction suited for diverse learners • Provide prompt resolutions and responses to education-related issues and concerns
Oversight Agencies (e.g., COA, GPPB, CSC, DBM, OP, DOF, Congress, NEDA, among others)	• Provide prompt resolutions and responses to education-related issues and concerns • Accurate and timely submission of required reports • Compliance to regulatory requirements • Compliance to data sharing agreements
Line Agencies (e.g., DOH, DPWH, DSWD, NCCA)	• Provide corresponding TOR/guidelines on the implementation of various programs/project • Request for the prompt release of corresponding funds for programs and projects • Accurate and timely submission of education data for the implementation of various programs and projects • Compliance to data sharing agreements

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
LIST OF INTERESTED PARTIES NEEDS AND EXPECTATIONS

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	2 of 8

Interested Parties	Needs and Expectations
Local Government Units (LGUs)	• Optimum utilization and equitable distribution of the Special Education Fund (SEF) • Monitoring reports of programs and projects funded and initiated by the LGUs • Partnership to support community-based agenda of the barangay, city or town, and province • Decreased percentage of dropout rate in collaboration with existing programs and projects of the LGUs • Data-driven policy recommendation for Local School Board (LSB) and LGU-based programs and projects
Civil Societies, Political and Religious groups, and Non-Government Organizations (e.g., Red Cross, Rotary Club, Ayala Foundation, Metrobank Foundation, Girl Scout, among others)	• Accurate and timely submission of data on needs assessment in the education sector • Transparency of budget utilization and procurement process • Partnership to deliver/implement mission/advocacies in schools • Public accountability
Media	• Issuance/dissemination of press releases • Availability of accurate information on pressing education matters • Conduct of press conferences • Provide comments on education-related issues and concerns
Parents, Guardians, and Parent-Teacher Associations and the General community	• Support and approval of PTA programs and projects • Acknowledge and recognize efforts and initiatives related to school programs and projects • Platform to discuss issues, solutions, and exchange of ideas

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
LIST OF INTERESTED PARTIES NEEDS AND EXPECTATIONS

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	3 of 8

Interested Parties	Needs and Expectations
	• Active participation of teachers and administrators on PTA-initiated programs and projects • Shared vision with schools and teachers • Improved and strong working relationships with schools and administrators • Consultation in decision making • Provide prompt resolutions and responses to education-related issues and concerns
Alumni of Basic Education Schools and Learning Centers	• Remain engaged with schools; kept abreast and informed properly about the school's progress • High quality and on-time delivery of services • Recognition of outstanding alumni • Availability of special connections, networking, and other professional opportunities and linkages
International/Development Partners and Institutions	• Standards and guidelines on development, acquisition of materials, required documents for contests, programs, projects • Technical assistance • Performance reports as basis for disbursement • Indicative timeline of activities • Copy of draft agreements (i.e., MOA and MOU) with external partners for legal review • Complete, accurate and timely submission of required reports • Adherence to ratified international treaties and agreements
Service providers	• Compliance to the contract • Prompt payment

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
LIST OF INTERESTED PARTIES
NEEDS AND EXPECTATIONS

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	4 of 8

Interested Parties	Needs and Expectations
Government Financial Institutions	• Priority inclusion to APDS • Prompt remittance of premiums and collections • Updated and accurate records of employees
Private lending institutions, Insurance Companies, and Mutual Aid/Benefit Systems Organizations	• Accreditation and inclusion on the APDS • Prompt remittance of collections made by DEPED • Compliance to the Terms and Conditions of the APDS Accreditation (TCAA)
Private Institutions and Organizations (national and international)	• Relevant inputs on curriculum and pedagogy concerns • Technical assistance • Standards and guidelines on development, acquisition of materials, required documents for contests, programs, projects • Indicative timeline of activities • RPs to discuss K-12 curriculum and other topics related to curriculum • Copy of signed agreements and other policies (i.e., MOA and MOU) with external partners • Participation in conferences/summits and PRC accreditation for CPD units for teachers • Readiness of the learners for immersion • Processing of documents as reference for tax incentives
Private kinder, elementary, and high schools (Including Philippine schools overseas)	• Prompt issuance of permit to operate and recognition • Availability of technical assistance services • Clear guidelines • Inclusion in the voucher program • Government subsidies for students and teachers for private schools

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
LIST OF INTERESTED PARTIES NEEDS AND EXPECTATIONS

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	5 of 8

Interested Parties	Needs and Expectations
	• Prompt issuance of Special orders to graduates • Certification, authentication and verification of students' records • Timely and accurate assessment data • Approval of tuition and other school fee increases • Prompt issuance of resolutions on legal matters
Higher Education Institutions	• Prompt release of school records • Holistically developed learners for 21st Century • Partnership on research and extension • Validated test results • Clear requirements for the alignment of pre-service curriculum with PPST requirements

B. Internal Interested Parties

Interested Parties	Needs and Expectations
Teaching Personnel	• Teaching assignment aligned to teachers' specialization • Quality trainings and seminars • Clear information dissemination of requirements and opportunities for professional development • Prompt approval of request to avail of opportunities for continuing professional development • Provide manpower for office admin work • Prompt processing of papers for promotion • Prompt resolution of cases involving teachers • Proper conduct of regular technical assistance • Timely release of accurate salaries and benefits

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
**LIST OF INTERESTED PARTIES
NEEDS AND EXPECTATIONS**

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	6 of 8

Interested Parties	Needs and Expectations
	• Access to medical benefits; free annual physical and medical check-up • Occupational Safety and Health (OSH)-compliant work environment • Adequate and on-time provision of Teaching and Learning resources • Access to relevant research-education related portals • Fast and efficient internet connectivity • Supportive and competent instructional leaders • Fair and objective performance appraisal • On-time deduction and remittance of loan payments to prevent surcharges • Fast and efficient delivery of services relative to personnel's request for information and records • Competitive salaries and benefits for retention • Review the requirements for accrediting CNA • Revisit and rationalize the organization, all levels to define manpower gaps (manpower needs vs actual) and filling up of gaps
Non-Teaching and Teaching-related Personnel	• Fast and efficient delivery of services relative to personnel's request for information and records • Strict implementation of the CNA provisions • Provision of corresponding appropriation in the GAA for CNA incentives • Competitive salaries and benefits for retention • Revisit and rationalize the organization, all levels to define manpower gaps (manpower needs vs actual) and filling up of gaps • Quality trainings and seminars • Clear information dissemination of requirements and opportunities for professional development

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
**LIST OF INTERESTED PARTIES
NEEDS AND EXPECTATIONS**

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	7 of 8

Interested Parties	Needs and Expectations
	• Prompt approval of request to avail of opportunities for continuing professional development • Prompt processing of papers for promotion • Prompt resolution of cases involving non-teaching personnel • Proper conduct of regular technical assistance • Timely release of accurate salaries and benefits • Access to medical benefits; free annual physical and medical check-up • Occupational Safety and Health (OSH)-compliant work environment • Supportive and competent leaders • Fair and objective performance appraisal • On-time deduction and remittance of loan payments to prevent surcharges • Fast and efficient internet connectivity • Access to relevant research-education related portals
Consultants, contracts of service and job orders	• Clear terms of reference and deliverables • Clear and fair performance management
Executive / Management Committee	• Concept note/briefer • Progress report and feedback on policy implementation • Technical support/advice • Data-driven policy recommendation • Committed and supportive personnel • OSH-compliant work environment • Prompt approval of their recommendations from appropriate oversight committees
Field Offices (RO, SDO, Schools)	• Clear and consistent directions and guidelines for programs, activities and projects focusing

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
**LIST OF INTERESTED PARTIES
NEEDS AND EXPECTATIONS**

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	8 of 8

Interested Parties	Needs and Expectations
	on the improvement of the basic education services • Regular and appropriate technical assistance in the implementation of national policies and standards • Appropriate and on-time provision of funds, equipment, learning materials, and other support services

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Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CONTROL OF EXTERNAL PROVIDERS

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	1 of 3

The Department of Education (DepEd) Quality Management System (QMS) adheres strictly to the Implementing Rules and Regulations of the Procurement Law or Republic Act no. 9184, Government Accounting Manual of the Commission on Audit, and other oversight agencies.

RA 9184 enumerates the basic requirements, namely submission of financial and technical documents and post-evaluation that the prospective suppliers need to comply with.

The Government Accounting Manual of the Commission on Audit provides specific procedures in the delivery, inspection and acceptance of goods and services.

A. Purchase of Products and Services

Products and Services	Controls
Equipment Maintenance Services (ICT, Vehicles, ACU, Sound System, Elevator, Office Equipment)	- Registered PhilGeps member - Compliance to the Requirements of RA 9184 (Procurement Law) - Compliance to the ICT Service technical requirements as stated in the Technical Specification - Periodic evaluation of services
Janitorial Services	- Registered PhilGeps member - Compliance to the Requirements of RA 9184 (Procurement Law) - Compliance to General Services Division requirements as stated in the Terms of Reference (TOR) - Periodic evaluation of services
Security Services	- Registered PhilGeps member - Compliance to the Requirements of RA 9184 (Procurement Law) - Compliance to Central Security and Safety Office technical requirements as stated in the Terms of Reference (TOR) - Periodic evaluation of services

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CONTROL OF EXTERNAL PROVIDERS

Doc. Ref. Code:		
QMS Manual		
Rev	Effective	Page
00	09.20.21	2 of 3

COS Employees Services	• Compliance to the requirements of the requesting office • Guidelines on hiring Contract of Service Employees • Periodic evaluation of services
Consulting Services	• Registered PhilGeps member • Compliance to the requirements of the requesting office • Periodic evaluation of services
Utility Services (Electricity, Water, Telecommunications)	• Compliance to the Requirements of RA 9184 (Procurement Law) • Periodic Assessment
Common Used Supplies Tools and Equipment Science and Math Equipment Furniture and Fixtures	• Registered PhilGeps member • Compliance to the Requirements of RA 9184 (Procurement Law) • Compliance to the Technical Specifications • Compliance to the Agency's test procedure • Compliance to Inspection and Acceptance • Warranty • Periodic evaluation of performance of suppliers

B. Rental of Equipment and Lease of Facilities

Facilities and Equipment	Controls
Photocopier	• Registered PhilGeps member • Compliance to the Requirements of RA 9184 (Procurement Law) • Compliance to the Technical Specifications • Compliance to the Agency's test procedure • Compliance to Inspection and Acceptance • Warranty • Periodic evaluation of performance of suppliers

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CONTROL OF EXTERNAL PROVIDERS

Doc. Ref. Code:		
QMS Manual		
Rev	**Effective**	**Page**
00	09.20.21	3 of 3

C. Outsourced Processes

Processes	Controls
Development of Manuscripts	• Registered PhilGeps member • Compliance to the Requirements of RA 9184 Volume V (Procurement Law) • Compliance to the Terms of Reference • Compliance to the Agency's standards • Compliance to Inspection and Acceptance • Warranty
Printing and Delivery of Manuscripts and Test Materials	• Registered PhilGeps member • Compliance to the Requirements of RA 9184 (Procurement Law) • Compliance to the Technical Specifications • Compliance to the Agency's test procedure • Compliance to Inspection and Acceptance • Warranty
Building Construction	• Contracts under Public-Private Partnerships • Certificate of Completion • MOA with DPWH (School Buildings)
IT System Development	• Registered PhilGEPS member • Compliance to the Requirements of RA 9184 (Procurement Law) • MOA with Service Provider

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Republic of the Philippines

Department of Education

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)

Effective: September 20, 2021
Revision 00

This document provides the procedures on the conduct of QMS in DepEd that covers the procedures on Management Review, Internal Quality Audit, Corrective Action, Risk Management, Documented Information Management, Citizen/Client Satisfaction Feedback Management, Training and Advocacy, and Knowledge Management

SAMA-SAMA SA PAG SULONG NG
EduKALIDAD
Addressing the Challenge of Quality in Basic Education

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TABLE OF CONTENTS

Doc. Ref. Code		
PAWIM		
Rev	Effective	Page
00	09.20.21	1 of 1

Content

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	Doc. Ref. Code		
	PAWIM-P-001		
Rev	Effectiv e		Page
00	09.20.21		1 of 4

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW

1.0 Purpose

This procedure establishes the Top Management's review of DepEd's Quality Management System (QMS) at planned intervals to ensure alignment, adequacy, effectiveness, and sustainability with its objectives, quality policy, and strategic directions.

2.0 Scope

This defines the DepEd Management Review (MR) process across all governance levels, including its objectives, inputs, and outputs. The Management Review process requires that the QMS is reviewed at least quarterly and when deemed necessary by the Top Management.

3.0 References
3.1. ISO 9001:2015 – Quality management systems – requirements
3.2. ISO 9000:2015 - Quality management systems — Fundamentals and vocabulary
3.3. Quality Management System Manual
3.4. Basic Education Development Plan

4.0 Definition of Terms

Continual Improvement	Recurring activity to enhance performance
Executive Committee (ExeCom)	The Executive Committee is composed of the Secretary, Undersecretaries, and Assistant Secretaries
External Provider	Supplier; a provider that is not part of the organization
Interested Party	Stakeholder; a person or organization that can affect, be affected by, or perceives itself to be affected by a decision or activity
Management Committee (ManCom)	The Management Committee is composed of the Secretary, Undersecretaries, Assistant Secretaries, Bureau/Service Directors, and Regional Directors
Management Review	A meeting that is conducted by the top management for evaluating the performance and effectiveness of the QMS, wherein audit results, identified targets, and other QMS-related matters are discussed to ensure that the QMS remains suitable, adequate, and effective.
Management Review Inputs	Agenda which must be considered during management review
Quality Management Representative (QMR)	A person designated by the Top Management of each governance level who shall serve as the overseer in the implementation and effectiveness of the QMS

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW

Doc. Ref. Code		
PAWIM-P-001		
Rev	Effective	Page
00	09.20.21	2 of 4

Top Management	Person or group of people who directs and controls an organization at the highest level. Top Management has the power to delegate authority and provide resources within the organization

5.0 Procedure Details

Ref. No.	Key Activities		Responsible	Reference Documented Information
5.1	Plan for the MR	• Prepare the Agenda and Templates of Presentation/Report of Inputs • Distribute the agenda and templates • Issue Office Memorandum • Prepare Logistics	Secretariat in coordination with the Top Management Office of the Top Management Secretariat	Report Templates MR Agenda Folder Notice of Meeting template
5.2	Conduct the MR (MR Proper)	• Perform Program Preliminaries • Facilitate MR • Summarize the meeting • Record Minutes	QMR Secretariat	
5.3	Post MR	• Compile relevant MR Records • Finalize Minutes of the Meeting • Disseminate the minutes of the meeting • Issuance of RFAs, if needed	Secretariat	Minutes of the Meeting Request for Action (RFA)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW

Doc. Ref. Code		
PAWIM-P-001		
Rev	Effective	Page
00	09.20.21	3 of 4

5.1. Plan for the MR

5.1.1. In coordination with the Top Management, the Secretariat led by the Quality Management Representative (QMR) prepares the agenda and template of presentation/report of inputs.

5.1.2. Secretariat distributes the agenda and template to all concerned at least five (5) working days before the date of the Management Review. The Secretariat coordinates with the concerned process holders/divisions the preparation of inputs and compiles them for review of the Top Management.

5.1.3. The Office of the Top Management (OSEC/ORD/OSDS/OSH) prepares and issues a Notice of the Meeting through a Memorandum indicating the attendees, date, time, venue, agenda, and expected output/s.

5.1.4. Secretariat prepares the physical venue and/or Virtual Room/Link, the agenda folder, and presentations. They shall also coordinate with the concerned process holders in the compilation of presentations/reports of inputs.

5.2. Conduct the MR (MR Proper)

5.2.1. Secretariat performs the preliminaries – National Anthem, Prayer, Quality Policy.

5.2.2. The Top Management (Chairperson) officially calls the meeting to order upon determination of the quorum of all notified attendees. The QMR presides the MR which may cover, but will not be limited to, the following inputs:
   a. Status of actions from previous management reviews
   b. Changes in external and internal issues that are relevant to the QMS
   c. Customer satisfaction and feedback from relevant interested parties
   d. The extent to which quality objectives have been met
   e. Process performance and conformity of products and services
   f. Non-conformities and corrective actions
   g. Monitoring and measurement results
   h. Audit results
   i. Performance of external providers
   j. Adequacy of resources
   k. Effectiveness of actions taken to address risks and opportunities
   l. Opportunities for improvement

5.2.3. Secretariat ensures that findings, outputs, and action plans are properly documented and filed.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW

Doc. Ref. Code		
PAWIM-P-001		
Rev	Effective	Page
00	09.20.21	4 of 4

5.2.4. Secretariat records and documents proceedings such as decisions/actions/agreements regarding improvement of the quality management systems and products/service related to customer requirements, and decisions/actions/agreements regarding resource needs, among others.

5.3. Post MR

5.3.1. Secretariat compiles all relevant records from the MR which include the Attendance Sheet, recordings, and the Minutes.

5.3.2. Secretariat finalizes the Minutes of the Meeting which shall contain action points/decision points on:

  a. Opportunities for improvement
  b. Any need for changes to DepEd QMS
  c. Resource needs

Secretariat distributes the draft minutes to all attendees for review and inputs on the status of immediate action items.

The QMS Top Management approves the final Minutes of the Meeting

5.3.3. Secretariat distributes copies of the approved minutes to all concerned offices through email within five (5) working days after the MR.

5.3.4. For identified problems/issues requiring correction, the QMR or the IQA Team can issue Request for Actions (RFAs). Issued RFAs will be processed following the DepEd QMS Corrective Action Procedure. The Secretariat follows up pending action items with concerned process holders/divisions.

Note: Approval of the DepEd Secretary/RD/SDS/School Head is required for all matters concerning overall policy directions.

6.0   Attachments
  6.1. Management Review Matrix
  6.2. Notice of Meeting Template
  6.3. Minutes of the Meeting Template
  6.4. Management Review Agenda

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Regional Director, DepEd NCR and
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Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW AGENDA

Doc. Ref. Code		
PAWIM-M-002		
Rev	Effective	Page
00	09.20.21	1 of 1

AGENDA	Q1	Q2	Q3	Q4
1. Status of actions from previous management committee meeting (9.3.2 a)	✔	✔	✔	✔

2. Status of Planning Documents (9.3.2 b)
   a. SWOT
   b. Risk Registry
   c. Opportunity Registry
	✔	✔	✔	✔

3. Customer satisfaction and feedback (9.3.2 c1)	✔	✔	✔	✔
4. Status of OPCR (9.3.2 c2)		✔		✔
5. Status of Programs, Activities, and Projects (PAPs) (9.3.2 c3)				
6. Status of nonconformities and Request for Actions (9.3.2 c4)	✔	✔	✔	✔
7. Monitoring and measurement results (9.3.2 c5)				
a. Updates on the improvement on Operations Manuals	✔	✔	✔	✔
b. MEA-PIR	✔	✔	✔	✔
8. Internal Quality Audit results and COA Findings (if applicable) (9.3.2 c6)	✔	✔	✔	✔
9. Performance of external providers (9.3.2 c7)	✔	✔	✔	✔
10. Adequacy of resources (9.3.2 d)	✔	✔	✔	✔
11. Risk Monitoring & Review results (9.3.2 e)	✔	✔	✔	✔
12. Opportunities for improvement/other matters (9.3.2 f)	✔	✔	✔	✔

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM

	Doc. Ref. Code	
	PAWIM-M-001	
Rev	**Effective**	**Page**
00	09.15.21	1 of 5

MANAGEMENT REVIEW MATRIX

MANAGEMENT LEVEL / PARTICULARS	Executive MR (CO)			Regional MR		Division MR		School MR
	National MANCOM	EXECOM	Strand ManCom	REXECOM	Regional ManCom	DEXECOM	Division ManCom	
Frequency	Q1 – April Q2 – July Q3 – October Q4 - January			Q1 – March Q2 – June Q3 – September Q4 - December		Q1 – February Q2 – May Q3 – August Q4 - November		Q1 – January Q2 – April Q3 – July Q4 - October
Chairperson	Secretary	Secretary	Undersecretary (USec)/ Assistant Secretary (ASec) In-Charge	Regional Director (RD)		Schools Division Superintendent (SDS)		School Head
Presider	Quality Management Representative (QMR)		USec/ ASec In-Charge	Assistant RD (ARD) or QMR		Assistant SDS (ASDS) or QMR		School Head or QMR
Secretariat	OSec	OSec	Office of the USec/Asec in charge	QMS Secretariat		QMS Secretariat		QMS Secretariat

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW MATRIX

Doc. Ref. Code		
PAWIM-M-001		
Rev	Effective	Page
00	09.15.21	2 of 5

MANAGEMENT LEVEL / PARTICULARS	Executive MR (CO)			Regional MR		Division MR		School MR
	National MANCOM	EXECOM	Strand ManCom	REXECOM	Regional ManCom	DEXECOM	Division ManCom	
Attendees	Secretary Usec ASec Bureau/ Service/ Center Directors Regional Directors Secretariat	Secretary USec ASec Secretariat	USec ASec Bureau/ Service/ Center Directors Assistant Directors Chiefs Assistant Chiefs Secretariat	RD ARD Functional Divisions Chiefs **Heads of Sections and Units** QMS Core Team Leaders Secretariat	RD ARD Functional Divisions Chiefs QMS Core Team Leaders Secretariat **SDSs** **ASDSs**	SDS ASDS CID and SGOD Chiefs Heads of Sections and Units EPSs PSDSs QMS Core Team Leaders Secretariat	SDS ASDS CID and SGOD Chiefs PSDSs School Heads QMS Core Team Leaders Secretariat	School Head Head Teacher/ Master Teacher/ Key Teacher QMS Core Team Leaders Secretariat
Agenda Discussions In-charge								
Call to Order, Roll Call and Declaration of Quorum	Secretary	Secretary	USec/ ASec In-Charge	RD		SDS		School Head
Approval of the Proposed Agenda	Quality Management Representative (QMR)		USec/ASec In-Charge	ARD or QMR		ASDS or QMR		School Head or QMR

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW MATRIX

Doc. Ref. Code		
PAWIM-M-001		
Rev	Effective	Page
00	09.15.21	3 of 5

MANAGEMENT LEVEL / PARTICULARS	Executive MR (CO)			Regional MR		Division MR		School MR
	National MANCOM	EXECOM	Strand ManCom	REXECOM	Regional ManCom	DEXECOM	Division ManCom	
Status of actions from previous management committee meeting (9.3.2 a)	Quality Management Representative (QMR)		USec/ASec In-Charge	ARD or QMR		ASDS or QMR		School Head or QMR
Status of Planning Documents SWOT Risk Registry Opportunity Registry (9.3.2 b)	QMR			QMR, Lead, RMT, and Process Holders		QMR, Lead, RMT, and Process Holders		QMR, Lead, RMT, and Process Holders
Customer satisfaction and feedback (9.3.2 c1)	QMR	USec/ ASec In-charge of PAAC	Bureau/Service Directors	Public Affairs Unit		Office of the SDS - Proper		Office of the School Head
Status of OPCR (9.3.2 c2)	Secretary, USec, ASec, Bureau and Service Directors			RD/ARD, Functional Division Chiefs and Unit/Section Heads		SDS/ASDS, Functional Division Chiefs and Unit/Section Heads		School Head, Program Heads
Status of Programs, Activities, and Projects (PAPs) (9.3.2 c3)	Usec, Asec, Bureau and Service Directors			RD/ARD, Functional Division Chiefs and Unit/Section Heads		SDS/ASDS, Functional Division Chiefs and Unit/Section Heads		School Head, Program Heads
Status of nonconformities	QMR			QMR, Lead IQA		QMR, Lead IQA		QMR, Lead IQA

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW MATRIX

Doc. Ref. Code		
PAWIM-M-001		
Rev	Effective	Page
00	09.15.21	4 of 5

MANAGEMENT LEVEL / PARTICULARS	Executive MR (CO)			Regional MR		Division MR		School MR
	National MANCOM	EXECOM	Strand ManCom	REXECOM	Regional ManCom	DEXECOM	Division ManCom	
and Request for Actions (9.3.2 c4)								
Monitoring and measurement results - Updates on the improvement on Operations Manuals; MEA-PIR (9.3.2 c3 & 5)	Bureau and Service Directors			Functional Division Chiefs and Unit/Section Heads		Functional Division Chiefs and Unit/Section Heads		Program Heads
Internal Quality Audit results and COA Findings (if applicable) (9.3.2 c6)	QMR COA Audit Results – Finance			Lead, IQA Team COA Results – Finance, Asset Mgmt		Lead, IQA Team COA Results – Finance, Property & Supply		Lead, IQA Team, Process Holder
Performance of external providers (9.3.2 c7)	USec/ASec in charge of Proc MS			Asset Management		Property & Supply		Process Holder
Adequacy of resources (9.3.2 d)	QMR w/ Bureau and Service Directors			Lead, QWT w/ Functional Division Chiefs and Unit/Section Heads		Lead, QWT w/ Functional Division Chiefs and Unit/Section Heads		Lead, QWT w/ Program Heads
Risk Monitoring & Review results (9.3.2 e)	QMR			Lead, RMT		Lead, RMT		Lead, RMT

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
MANAGEMENT REVIEW MATRIX

	Doc. Ref. Code		
	PAWIM-M-001		
Rev	**Effective**		**Page**
00	09.15.21		5 of 5

MANAGEMENT LEVEL / PARTICULARS	Executive MR (CO)			Regional MR		Division MR		School MR
	National MANCOM	EXECOM	Strand ManCom	REXECOM	Regional ManCom	DEXECOM	Division ManCom	
Opportunities for Improvement (9.3.2 f)	QMR USEC and ASEC Bureau and Service Directors			QMR Functional Division Chiefs and Unit/Section Heads		QMR Functional Division Chiefs and Unit/Section Heads		QMR Program Heads
Adjournment								

Note:
CID - Curriculum Implementation Division
SGOD - School Governance and Operations Division
QMS Core Team - Risk Management, Training & Advocacy, Knowledge Management, Internal Quality Audit, and Quality Workplace
RMT – Risk Management Team
QWT – Quality Workplace Team
IQA – Internal Quality Audit
CSAT – Customer Satisfaction and Feedback
PSDS – Public Schools District Supervisor
EPS – Education Program Supervisor
COA – Commission on Audit

Endorsed by:

WILFREDO E. CABRAL
Quality Management Representative

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

DD Mon YYYY

OFFICE MEMORANDUM
OO-AAA-20YY-000

NOTICE OF MANAGEMENT MEETING

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
All others concerned

1.

2.

3.

4.

5.

NAME and SIGNATURE
Position

OM/ABC

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-002	Rev	00
Effectivity	09.20.21	Page	1 of 1

MINUTES OF THE MANAGEMENT COMMITTEE MEETING

Date
Venue

A. ATTENDANCE

	NAME	POSITION	NAME	POSITION
1.				
2.				
3.				
4.				
5.				
6.				

B. MINUTES

I. Introduction

II. Review and approval of the previous minutes

III. Discussion Proper

AGENDA	DISCUSSION	AGREEMENTS
Status of actions from previous management committee meeting (9.3.2 a)		
Status of Planning Documents		

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-001	Rev	00
Effectivity	09.20.21	Page	1 of 3

AGENDA	DISCUSSION	AGREEMENTS
SWOT Risk Registry Opportunity Registry (9.3.2 b)		
Customer satisfaction and feedback (9.3.2 c1)		
Status of OPCR (9.3.2 c2)		
Status of Programs, Activities, and Projects (PAPs) (9.3.2 c3)		
Status of nonconformities and Request for Actions (9.3.2 c4)		
Monitoring and measurement results - Updates on the improvement on Operations Manuals; MEA-PIR (9.3.2 c3 & 5)		
Internal Quality Audit results and COA Findings (if applicable) (9.3.2 c6)		
Performance of external providers (9.3.2 c7)		
Adequacy of resources (9.3.2 d)		
Risk Monitoring & Review results (9.3.2 e)		
Opportunities for Improvement (9.3.2 f)		

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-001	Rev	00
Effectivity	09.20.21	Page	2 of 3

IV.   Management Review Outputs / Agreements

Opportunities for improvement (9.3.3 a)	Any need for changes to DepEd QMS (9.3.3 b)	Resource needs (9.3.3 c)

V.   Other matters

C. **CLOSING:**

The meeting was adjourned at _____.

Prepared by: Recommending Approval:

_____   _____
Lead Secretariat   Quality Management Representative

Approved:

_____
National: Secretary
Region: Regional Director
Division: School Division Superintendent
Schools: School Head

Address:
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Email Address:
Website:

Doc. Ref. Code	PAWIM-F-001	Rev	00
Effectivity	09.20.21	Page	3 of 3

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

Doc. Ref. Code		
PAWIM-P-002		
Rev	Effective	Page
00	09.15.21	1 of 8

1.0 Purpose

This procedure standardizes a Risk Management process by setting the minimum standards on the preparation of Risk Registry and Opportunities Registry using the Risk Matrix tool, including the quarterly review and assessment by the Risk Management Team (RMT)

2.0 Scope

This procedure applies to all processes across all levels of governance.

3.0 References

ISO 31000:2018 Risk Management Guidelines
ISO 9000:2015 – Quality management systems – Fundamentals and vocabulary
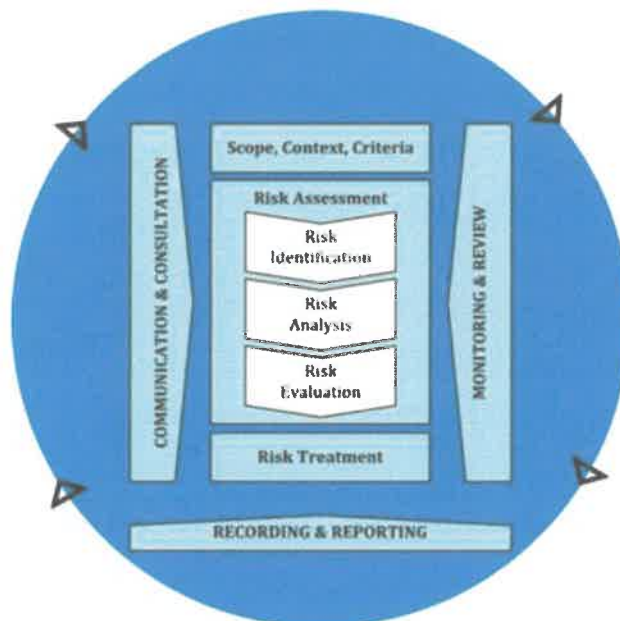
Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

Doc. Ref. Code		
PAWIM-P-002		
Rev	Effective	Page
00	09.15.21	2 of 8

4.0 Definition of Terms

Consequence	The outcome of an event affecting objectives; can be expressed qualitatively or quantitatively
Consequence Rating	Measures of impact of the consequence; Refer to criteria for a consequence
Control	Measure that maintains and/or modifies risk
Event	Occurrence or change of a particular set of circumstances. It can be something that is expected which doesn't happen or something that is not expected which happens.
Likelihood	Chance of something happening
Likelihood Rating	Measures the probability of occurrence of the consequence
Opportunity	Can lead to the adoption of new practices, launching new products, opening new markets, addressing new clients, building partnerships, using new technology, and other desirable and viable possibilities to address the organization's or its customers' needs
Opportunity Registry	A documented information that records the opportunities related to the processes, including action plans on how to pursue them.
Process	A set of related and interacting activities that utilizes resources to transform inputs into outputs. A process must have defined and measurable objectives, inputs, outputs, activities, and resources.
Process Holder	the person or office immediately accountable for creating, sustaining, and improving a specific process, as well as, being responsible for the outcomes of the process.
	Central Office Level: Bureau/Service
	Regional Office Level: Functional Divisions
	Schools Division Level: Functional Divisions
	School Level: School/Designated Teacher/Official
Risk	The effect of uncertainty on an expected result or problems that may or may not occur in the future and cause a negative impact on the delivery of services.
Risk-based Thinking	A systematic approach that involves a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve its objectives
Risk Analysis	Involves a detailed consideration of uncertainties, risk sources, consequences, likelihood, events, scenarios, controls, and their effectiveness.
Risk Assessment	The overall process of risk identification, risk analysis, and risk evaluation
Risk Evaluation (Priority)	Comparing the results of the risk analysis with the established risk criteria to determine whether the risk should be treated or not; whether opportunity should be pursued or not

Doc. Ref. Code		
PAWIM-P-002		
Rev	**Effective**	**Page**
00	09.15.21	3 of 8

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

Risk Identification	Finding, recognizing, and describing risks that might help or prevent an organization achieving its objectives
Risk Management	Coordinated activities to direct and control an organization with regard to risk
Risk Management Team (RMT)	A team that is established to provide technical assistance to all Process Holders in accomplishing the Risk and Opportunity Registers; and to conduct Risk Monitoring & Review, and Recording & Reporting at planned intervals.
Risk Monitoring & Review	A periodic activity of the RMT for assuring and improving the quality and effectiveness of the treatments applied to risks and opportunities. It includes planning, gathering, and analysis of information and providing feedback.
Risk Recording & Reporting	Documenting and Reporting the results of the Risk Monitoring & Review through Management Reviews.
Risk Registry	A documented information that records the risks related to the processes, including treatment plans on how to address them
Risk Source	An element that alone or in combination has the potential to give rise to a risk
Risk Treatment/Opportunity Pursuit Action Plan	Plan Selecting and Implementing options/of activities that will prevent the occurrence of the risk or that will maximize the benefits of the opportunity
Risk/Opportunity Rating	Measures the need for action using the criteria for action matrix

4.0 Procedure Details

Ref No.	Key Activities		Responsible	Reference Documented Information
5.1	Risk Assessment: Risk Identification	• Create a SWOT Analysis • Determine risks and opportunities	Process Holder w/ the aid of RMT	SWOT Analysis Risk Registry Opportunity Registry
5.2	Risk Assessment: Risk Analysis	• Understand the nature of risk and opportunities • Determine the potential consequence (refer to *Matrix A* below) • Determine the likelihood (refer to *Matrix B* below)	Process Holder	Risk Registry Opportunity Registry
5.3	Risk Assessment: Risk Evaluation	• Compute the Risk Rating • Assess the results of the analysis (refer to *Matrix C*)	Process Holder	Risk Registry Opportunity Registry

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

Doc. Ref. Code		
PAWIM-P-002		
Rev	Effective	Page
00	09.15.21	4 of 8

		• Prioritize risks and opportunities (refer to *Matrix D*)		
5.4	Risk Treatment	• Determine the action responses to address risks and opportunities	Process Holder	Risk Registry Opportunity Registry
5.5	Risk and Opportunity Review & Monitoring	• Check the status of implementation of the action responses to address risks and opportunities • Re-evaluate Risk Rating	RMT RMT and Process Holder	Risk Registry Opportunity Registry Risk Monitoring & Review Form
5.6	Risk Recording & Reporting	• Review the risk level upon completion of action plans • Reassess the risk levels to determine the effectiveness of actions taken (refer to Risk and Opportunity Registry and Action Plan Form)	Risk Management Team	Risk Registry Opportunity Registry Risk Monitoring & Review Form

4.1 Risk Assessment: Risk Identification
   4.1.1   Process Holder, with the technical assistance of the RMT, shall create a SWOT Analysis based on the scope of their process (e.g. Bureau, Service, Functional Division, School)

   4.1.2   Process Holder shall fill out the Risk Registry (RR) and Opportunities Registry (OR) based on the data from the SWOT Analysis. They shall identify:

   For Risk Registry
   a.   Risk Description per declared process
   b.   Risk Causes

   For Opportunity Registry
   c.   Opportunity statement, including the benefit once the opportunity is encountered

4.2 Risk Assessment: Risk Analysis
   4.2.1   Process Holder needs to identify the consequences of the risks identified, including their nature and magnitude.

   4.2.2   The **Consequence**/Impact describes the effect of the identified event on the customer, process, or objective. It is scored using the matrix as follows:

   A.   Criteria for Consequence

Rate	Risk (Negative consequence)	Opportunity

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

Doc. Ref. Code		
PAWIM-P-002		
Rev	Effective	Page
00	09.15.21	5 of 8

Insignificant	1	No impact on the organization/process or No Customer Complaint	No perceived value for improvement and sustainability
Minor Significant	2	Minor impact in the organization/process or with minor customer complaint	Pursuing the opportunity will **slightly improve** QMS and its sustainability
Significant	3	Moderate impact in the organization/process or with customer complaints resulting in claims	Pursuing the opportunity will **considerably improve** QMS and its sustainability
Major Significant	4	Major impact in the organization/process or with customer complaints resulting in claims with costly compensation but with alternatives available	Pursuing the opportunity will **highly** improve QMS and its sustainability
Highly Significant	5	Major impact in the organization/process or with customer complaints resulting in claims with costly compensation involving noncompliance with government regulation and legal action but with no alternatives available	Pursuing the opportunity will **greatly improve** QMS and its sustainability

4.2.3 The **likelihood**/probability is the chance that the risk or opportunity may happen. It is scored using the matrix below:

B. Criteria for Likelihood

Rate		Likelihood – Risk	Likelihood - Opportunity
Unlikely	1	Not known to happen or occurrence of once a year	No chance of success within the year
Low	2	Low occurrence of 2-3x a year	Low chance of success within the year
Moderate	3	Known to happen, the occurrence of 4-5x a year	Medium chance of success within the year
High	4	Very likely to happen, the occurrence of 6-7x a year	High chance of success within the year
Very High	5	Highly likely to happen, the occurrence of 7x or more a year.	Very High chances success within the year

	Doc. Ref. Code		
	PAWIM-P-002		
Rev	Effective		Page
00	09.15.21		6 of 8

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

4.3 Risk Assessment: Risk Evaluation

4.3.1 Process Holder computes for the Risk Rating and Opportunity Training by following the formula:

$$Risk\ Rating\ or\ Opportunity\ Rating = Consequence \times Likelihood$$

4.3.2 Assess the Risk Rating/Opportunity Rating to determine if risk and opportunities are acceptable following the matrix below:

C. Risk Rating Matrix

L I K E L I H O O D	Rare (1)	1	2	3	4	5
	Low (2)	2	4	6	8	10
	Medium (3)	3	6	9	12	15
	High (4)	4	8	12	16	20
	Very High (5)	5	10	15	20	25
		Insignificant (1)	Minor (2)	Significant (3)	Major (4)	Catastrophic (5)
		IMPACT				

Legend:

🟥 HIGH PRIORITY   🟨 MEDIUM PRIORITY   🟩 LOW PRIORITY

4.3.3 Prioritize risks and opportunities and act on them based on the Management Decision reflected in the matrix below:

Risk / Opportunity Rating	PRIORITY	MANAGEMENT DECISION	
		RISK	OPPORTUNITY
10-25	HIGH	Take immediate action to eliminate the risk	Pursue the opportunity
5-9	MEDIUM	More frequent monitoring of performance/complaints	May consider pursuing the opportunity
1-4	LOW	No action required	No action required

4.4 Risk Treatment

4.4.1 Lay down the most appropriate action responses to address medium and high risks and opportunities. It may involve one or more of the following:
   a. avoiding the risk by deciding not to start or continue with the activity that gives rise

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

Doc. Ref. Code		
PAWIM-P-002		
Rev	Effective	Page
00	09.15.21	7 of 8

to the risk;
b. taking or increasing the risk in order to pursue an opportunity;
c. removing the risk source;
d. changing the likelihood;
e. changing the consequences;
f. sharing the risk (e.g. through contracts, buying insurance);
g. retaining the risk by informed decision.

Your treatment plans should include:
a. rationale for selection of the treatment options, including the expected benefits to be gained;
b. proposed actions;
c. resources required, including contingencies;
d. performance measures;
e. constraints; and
f. target/completion timeline

4.5 Risk and Opportunity Monitoring & Review

4.5.1   The RMT shall conduct monitoring & review to check the effectiveness and completion of implementing the action responses to address risks and opportunities. The RMT shall gather objective evidence which proves the implemented action plans.

4.5.2   Re-evaluate Risk Rating by checking if the value in the **Target Risk Assessment – After Treatment** column of the Risk register is fulfilled. The RMT shall use the **Risk Monitoring & Review Form** to conduct this activity. Below are the details on how to fill out the RMR Form:

A. FILLING OUT THE RMR FORM

i.   **Declared Process & Risk Description** – indicate the name of the declared process/es and List down the Risks identified per process

ii. **RPN Before** – the Risk/Opportunity Rating (*Consequence x Impact*) at the beginning of the quarter

iii. **RPN After** – the Risk/Opportunity Rating (*Consequence x Impact*) at the end of the quarter

iv. **Risk Status** – put a   mark on the appropriate column using the following criteria
   ● **Increased:** If RPN before < RPN after
   ● **Reduced:** If RPN before > RPN after
   ● **Recurring:** RPN before = RPN after

v.   **Explanation** – lay down the reason of the Risk Status through interview of the Process Holder or other means of data gathering

vi. **Recommendation** – provide points on how the Process Holder can address the recurring or increased risk. You may also give points on how they will maintain the reduced risk.

The RMR form is signed by the RMT member/s who conducted the monitoring and reviewed by the Lead, RMT.

B. METHODS
The method of conducting RMR depends upon the discretion of the Top Management.

i.   **Face-to-Face**
The RMT team visits the Process Holders in their respective offices

ii. **Virtual**
A Virtual RMR may be conducted using any of the following official platforms acknowledged by DepEd Central Office:
   1. Google Meet

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
RISK MANAGEMENT

Doc. Ref. Code		
PAWIM-P-002		
Rev	Effective	Page
00	09.15.21	8 of 8

2. Microsoft Teams
3. Zoom
4. Phone
5. Other platforms

The Top Management decides what platform/s to use. The RMT is responsible for setting up the virtual meeting environment.

iii. Blended

RMR can be conducted using both the face-to-face and the virtual methods.

4.6 Risk Recording & Reporting
4.6.1   Reassess the risk levels to determine the effectiveness of actions taken
4.6.2   Report the results of the Risk Monitoring & Review in the scheduled Management Review.

5.0 Timeline

The Risk Management cycles quarterly following the timeline stated below:

ACTIVITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Risk Assessment: - Risk Identification - Risk Analysis - Risk Evaluation	W1			W1			W1			W1		
Risk Treatment	W1			W1			W1			W1		
Risk Review and Monitoring - Risk Re-evaluation			W4			W4			W4			W4
Risk Recording and Reporting			W4			W4			W4			W4

Note: W1 – 1st week of the month   W4 – 4th or last week of the month

6.0 Attachments

6.1 SWOT Matrix
6.2 Risk Registry
6.3 Opportunity Registry
6.4 Risk and Opportunity Monitoring & Review Form

Endorsed by:

WILFREDO E. CABRAL
Quality Management Representative

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

RISK & OPPORTUNITY MONITORING & REVIEW FORM

Bureau/Service/Functional Division/School: _____

Date of Monitoring: _____

DECLARED PROCESS & RISK DESCRIPTION/ OPPORTUNITY STATEMENT (from the Risk Registry and Opportunity Registry)	RISK/OPPORTUNITY RATING		RISK/ OPPORTUNITY STATUS (put a checkmark)			EXPLANATION (Reason for the Risk/Opportunity Status)	RECOMMENDATION OF THE RMT
	Before (beginning of quarter) (from the Risk/opportunity Registry)	After (actual Risk Rating at the end of quarter)	Increased	Reduced	Recurring		
RISK							
OPPORTUNITY							

Monitored by:

_____
Member, RMT

Reviewed by:

_____
Lead, RMT

Acknowledged by:

_____
Process Holder

REGION/ SDO/ SCHOOL LOGO

Address:
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Doc. Ref. Code	PAWIM-F-006	Rev	00
Effectivity	09.20.21	Page	1 of 1
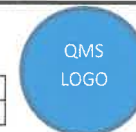
QMS LOGO

SWOT MATRIX

A. Name of Bureau/Service/Functional Division/School:

B. SWOT

	STRENGTHS	WEAKNESS
Internal	1. 2. 3. 4. 5.	1. 2. 3. 4. 5.
	OPPORTUNITIES	THREATS
External	1. 2. 3. 4. 5.	1. 2. 3. 4. 5.

Prepared by:

Approved by:

NAME
Bureau/Service Director CO)/
Division Chief (RO/SDO)/
Process Holder (School)

NAME
Undersecretary/Assistant Secretary In-Charge (CO)
RD/SDS (RO/SDO)/
School Head (School)

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Doc. Ref. Code	PAWIM-F-003	Rev	00
Effectivity	09.20.21	Page	1 of 1

RISK REGISTRY

A. Name of Bureau/Service/Functional Division/School:

B. Risk Registry

No	Risk Identification			Risk Analysis & Risk Evaluation			Risk Treatment			Target Risk Assessment (after treatment)		
	Declared Process & Risk Description	Risk Causes & Consequences	Current controls	Likelihood (L)	Impact (I)	Risk Rating (RR)	Action/ Response	Person/Office Responsible	Target Date	L	I	RR
1				5	5	25				1	1	
2				4	3	12						
3				4	4	16						
4												
5												

Declared Process & Risk Description – List the declared process and describe the corresponding risk area and event. What can go wrong?
Risk Causes & Consequences - Describe the risk event cause/s and consequence/s. What would cause it to go wrong? What are the impacts if it does go wrong?
Current controls - Describe any existing policy, procedure, practice, or mechanism that acts to minimize the risk. What is in place now that reduces the likelihood of this risk occurring or its impact if it does occur?
Likelihood – Rate the current Risk Likelihood. How likely is this risk to occur?
Impact – Rate the current Risk Consequence. How big would the impact of this risk be if it occurs
Risk Rating – Give the product of the Likelihood and Impact
Treatment - Describe the actions to be undertaken for those risks requiring further treatment

Prepared by:

Approved by:

NAME
Bureau/Service Director CO)/
Division Chief (RO/SDO)/
Process Owner (School)

NAME
Undersecretary/Assistant Secretary In-Charge (CO)
RD/SDS (RO/SDO)/
School Head (School)

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Doc. Ref. Code	PAWIM-F-004	Rev	00
Effectivity	09.20.21	Page	1 of 1

OPPORTUNITY REGISTRY

A. Name of Bureau/Service/Functional Division/School:

B. Opportunity Registry

No	DECLARED PROCESS & OPPORTUNITY STATEMENT (include benefit once opportunity is encountered)	LIKELIHOOD	IMPACT	OPPORTUNITY RATING	OPPORTUNITY PURSUIT ACTION PLAN (may refer to other planning documents)	PERSON/OFFICE RESPONSIBLE	TARGET DATE
1.							
2.							
3							

Prepared by: Approved by:

NAME   **NAME**
Bureau/Service Director CO)/   Undersecretary/Assistant Secretary In-Charge (CO)
Division Chief (RO/SDO)/   RD/SDS (RO/SDO)/
Process Holder (School)   School Head (School)

Address:
Telephone Nos.:
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Website:

Doc. Ref. Code	PAWIM-F-005	Rev	00
Effectivity	09.20.21	Page	1 of 1

	Doc. Reference Code		
	PAWIM-P-003		
	Rev	**Effective**	**Page**
	01	03.28.2022	1 of 10

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

1.0 Purpose

This document describes the procedures and resource requirements for planning, execution, reporting and follow-up of action of the Internal Quality Audit (IQA) Process. It aims to provide an objective evaluation of the effectiveness of the established quality management system of DepEd. The IQA process determines if the DepEd office or school conforms to the DepEd's requirements for Quality Management System (QMS), including the customer requirements, legal requirements, and the ISO 9001:2015 requirements.

2.0 Scope

The procedure applies to auditing all the management, core support, and outsourced processes across all governance levels of the agency; and the key activities specified in this procedure are applicable for both on-site/in-face and remote/virtual audits

3.0 References
3.1 Corrective Action Procedure
3.2 ISO 9001:2015 Standards (Quality Management System)
3.3 ISO 19011:2018 Standards (Guidelines in Auditing Management System)
3.4 ISO 9001 Auditing Practices Group Guidance on: REMOTE AUDITS (Edition 1)

4.0 Definition of Terms

Audit	A systematic, independent, and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled
Audit Checklist	A tool which serves as a guide to an auditor. A checklist may consist of Questions, Clauses, Objective Evidences to look for, Scoring of Findings, and other relevant information which can be generated during the audit with the Process holders.
Audit Conclusion	Outcome of an audit after consideration of the audit objectives and all audit findings
Audit Criteria	A set of policies, procedures, or requirements which are used as reference against which objective evidence is compared
Audit Evidence	Qualitative or quantitative record, statement of facts, or other information, which is verifiable and relevant to the audit criteria
Audit Finding	Result of the evaluation of the collected audit evidence against audit criteria. It can indicate conformity or nonconformity.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	Effective	Page
01	03.28.2022	2 of 10

Audit Itinerary	A document prepared by IQA teams, as necessary, showing the sequence of activities indicating the timeframe and scope of audit to be followed by the Auditors for the specific office to be audited.
Audit Program	set of one or more audits planned for a specific time frame and directed towards a specific purpose
Audit Report (aka Audit Summary Report)	A report prepared by the Internal Quality Audit (IQA) team which contains the outcome of an audit
Audit Scope	Extent and boundaries of an audit. It includes a description of the physical and virtual locations, functions, organizational units, activities, and processes, as well as the time period covered.
Auditee	The office, process, or person being audited
Auditor	The person with demonstrated personal attributes and competence to conduct an audit
Applicable Clause	ISO 9001:2015 requirement that can be applied to an office or declared process which serves as a guide in formulating questions in the audit checklist.
Closing Meeting	A formal closing conducted by the Lead Internal Quality Auditor to present the audit conclusions, including the recommendation regarding certification
Conformity	Fulfillment of a requirement. In QMS, we need to conform to Customer, Legal, Organizational, and ISO 9001:2015 requirements.
Corrective Action (CA)	Action taken to eliminate the cause of a detected non-conformity or other undesirable situation to prevent its recurrence
Effectiveness	Extend to which planned activities are realized and planned results are achieved
External Certification Audit	An audit of the QMS to verify performance against ISO 9001 standards as part of the process of ISO Certification conducted every (3) years by a third-party certifying body
Internal Quality Audit (IQA)	An audit of the QMS against ISO 9001 standards conducted by the DepEd IQA Team as part of the process of ISO Certification

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	Effective	Page
01	03.28.2022	3 of 10

	Set of activities, repeated at planned intervals, which consists of audit engagement planning, execution, reporting, and follow up of the actions taken by the auditee/s on the auditor's findings and recommendations
IQA Team	An audit team composed of employees from different offices in DepEd who are trained to perform audit based on ISO 19011 or the Guidelines for Auditing Management System.
Lead Internal Quality Auditor	The person responsible to oversee the IQA implementation
Nonconformity (NC)	A non-fulfillment of a requirement
Objective Evidence	Data supporting the existence or verity of something. It can be obtained through observation, measurement, test or by other means.
Opening Meeting	A formal opening conducted by the Lead Internal Quality Auditor to provide a short explanation of how the audit activities will be undertaken
Opportunity for Improvement (OFI)	A situation or process that may lead to potential non-conformity, or to an activity that may enhance the performance of QMS.
Process Holder	Office, unit, or personnel assigned by the top management to have responsibility for each process
Request for Action (RFA)	A form used by the IQA team or any DepEd Personnel to record and/or report any detected nonconformity/ies with set standards (e.g. ISO 9001, declared processes)

5.0 Procedure

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Select and manage IQA team	• Train candidate auditors on **ISO 19011:2018** and **ISO 9001:2015** Courses • Create Audit Teams • Enhance the Auditors' competence	Quality Management Representative	Auditor Training Certificates (ISO 19011:2018 & ISO 9001:2015) Pool of Auditors

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	Effective	Page
01	03.28.2022	4 of 10

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.2	Plan for the IQA	• Prepare and disseminate the Audit Program • Select Audit Delivery Mode • Prepare and disseminate the Audit Itinerary	Lead IQA IQA Team Leaders	Audit Program Audit Itinerary Pool of Auditors
		• Review the applicable documents • Develop Audit Checklist	IQA Team	Audit Checklist
5.3	Conduct the IQA	• Conduct Opening Meeting • Interview, document review, and observation • Record facts and evidence • Note audit findings • Inform the auditee/head of office on the audit findings	Audit Team Leaders	Audit Checklist
		• Conduct debriefing of all auditors	Lead IQA (Audit Team Leaders for CO Level)	Audit Report RFA
5. 4	Report the results of the IQA	• Conduct Closing Meeting • Raise to the appropriate MANCOM the unresolved issues	Lead IQA (Audit Team Leaders for CO Level)	Audit Report RFA
		• Assign RFA No.	Lead, KMT	Documented Information Management Procedure
		• Issue Audit Report with RFA	Lead IQA	Corrective Action Procedure

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	Effective	Page
01	03.28.2022	5 of 10

Ref. No.	Key Activities		Responsible	Reference Document/ Record
		• Determine Correction and Corrective Action	Process Holder	RFA Monitoring
		• Monitor submission of accomplished RFA	Lead, KMT	
5.5	Evaluate Auditors	• Evaluate the performance of Auditors and suggest interventions if needed	Audit Team Leaders and QMR	Auditor Evaluation Form
			Auditee	Auditee Feedback
5.6	Follow up of actions taken	• Verify the effectiveness of actions taken	IQA Team and Head of Office	Corrective Action Procedure
		• Update RFA Monitoring Sheet	IQA Team	RFA
				RFA Monitoring

5.1 Select and Manage the IQA Team

5.1.1 The selection of candidate auditors into the auditor pool, composed of key officers and staff from different offices, for specific audit assignments should consider the following audit competencies:

a. At least a High School graduate
b. Knowledge and Skills on ISO 19011:2018 – Auditing Management Systems (acquired through training)
c. Knowledge of the ISO 9001:2015 requirements and QMS Manual (acquired through training and orientations)
d. The personal attributes of the auditor include ethical, open-minded, diplomatic, observant, perceptive, versatile, tenacious, decisive, self-reliant, able to act with fortitude, open to improvement, culturally sensitive, and collaborative;

Note: ISO 9001:2015 and ISO 19011:2018 training can be provided by anyone (internal or external to DepEd) who has undergone and passed the exam of a five-day CQI-IRCA certified Lead Auditor Training Course.

5.1.2 Audit Teams shall be created by the QMR and the Lead IQA which may follow the recommendations below:

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	Effective	Page
01	03.28.2022	6 of 10

	CO	RO	SDO	School
No. of Teams	6 – 8	2 – 5	3	1 – 3
No. of Audit Reports	6 – 8	1	1	1
Composition	CO/RO/ SDO/ School	CO/RO/ SDO/ School	CO/RO/ SDO/ School	CO/RO/ SDO/ School

5.1.3   The records of the pool of auditors authorized to conduct an IQA shall be kept by the QMR through the Knowledge Management Team.

5.2 Plan for the IQA

5.2.1   The annual **Audit Program** is prepared by the Lead Internal Quality Auditor before the start of a calendar year and communicated through a memorandum to all concerned offices at least three (3) weeks before the activity. Each QMS process is audited at least once a year.

5.2.2   Audits can be implemented through face-to-face, remote (virtual), or blended delivery modes. The Top Management shall approve the audit modality and must be written in the Audit Program. Refer to **PAWIM-M-006** or the **Remote Audit Matrix** for the details.

5.2.3   The **Audit Itinerary** is prepared by the Lead Internal Quality Auditor. The communication includes the following:
   a.   Audit objective;
   b.   Audit scope;
   c.   Audit criteria;
   d.   Clauses
   e.   offices to be audited and the auditees;
   f.   assigned Audit Team;
   g.   actual date and time; and
   h.   resource requirements.

   Note: Audit Team Composition shall be discussed during Management Meetings and the approval shall be coursed through proper communications, especially if the office would like to invite auditors from different governance levels.

5.2.4   The IQA Team shall conduct a pre-audit meeting at least a week before the scheduled audit. The meeting agenda includes, but is not limited to, the review of applicable documents such as the QMS Manual, Procedures, Guidelines, Office Orders, Memorandum Orders, Special Orders, and applicable statutory and regulatory laws.

	Doc. Reference Code		
	PAWIM-P-003		
	Rev	**Effective**	**Page**
	01	03.28.2022	7 of 10

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

5.2.5 Each auditor must develop an **Audit Checklist** based on the audit scope, objectives, and document review. Auditors must fill out the *Question, Clause/Reference*, and *Evidence* columns in the form. Audit Checklists shall be reviewed and approved by the Audit Team Leaders.

5.3 Conduct the IQA

5.3.1 The IQA Team Leader starts with an Opening Meeting to reconfirm the audit schedule, audit objective, audit scope, and audit participants.

5.3.2 The IQA Team gathers data by interviewing personnel, reviewing documents, observing processes, and verifying records.

5.3.3 The IQA Team records facts and evaluates the same to determine relevant and verifiable evidence to support the audit findings.

5.3.4 The audit findings are classified as Conformity (C), NC, OFI, or NA. Commendations and strengths of the system are also noted.

5.3.5 The IQA Team must tell the summary of findings to their auditees before they wrap up the audit.

5.3.6 Debriefing is conducted to all auditors to document the Audit findings in the Audit Report and create Request for Actions (RFAs) for NCs.

5.4 Report the results of the IQA

5.4.1 Closing Meeting is conducted by the Audit Team leader wherein audit findings are presented to the audited office.

Note:
1. If and when the auditee has unresolved issues with an audit finding, he/she may contest such before or during the closing meeting.
2. If not resolved at this level, the issue may be raised to the concerned EXECOM.

5.4.2 Before issuing RFAs to the concerned process holders, the Lead, Knowledge Management Team (KMT) assigns **RFA Control Numbers** for monitoring purposes. These are recorded in the **RFA Monitoring Sheet** which shall be updated by the Lead Internal Quality Auditors and kept by the Lead, KMT
Refer to: Documented Information Management Procedure

5.4.3 The RFAs, together with the Audit Report, are issued to the auditee after the closing meeting. The auditee acknowledges and signs the RFA and the Audit Report.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	Effective	Page
01	03.28.2022	8 of 10

5.4.4 The concerned process holders determine and implement appropriate corrections and corrective action in accordance to Corrective Action procedure.

5.4.5 Auditors who issued the RFAs shall monitor the submissions from the process holders and submits the original (controlled) copy of the accomplished RFAs to the Lead, KMT for recording in the RFA Monitoring Sheet.

5.5 Evaluate the Auditors

5.5.1 The competencies of the IQA Team members shall be evaluated annually or after the conduct of an Internal Quality Audit using the following matrix of responsibilities:

EVALUATEE	EVALUATOR
Member Auditor	Audit Team Leader
Audit Team Leader	Overall Lead Internal Quality Auditor
Overall Lead Internal Quality Auditor	Quality Management Representative

5.5.2 In scoring the auditors, Audit Team Leaders must use the Auditor Evaluation Form.

5.5.3 Auditors shall be scored using a 4-point system (**4** – Excellent; **3** – Good; **2** – Fair; **1** – Poor) on **20** different indicators:

TECHNICAL	#	PERSONAL BEHAVIOR
Strict practice of Internal Audit process (applies the PDCA of Internal Audit)	1	Attendance and Punctuality (participates in all IQA-related activities and never gets tardy)
Application/use of Audit Methods (uses interview, document review, observation)	2	Open-minded (considers alternative ideas or point of view; open to improvement)
Knowledge of the ISO 900 requirements (masters the clauses as against the processes)	3	Ethical (is truthful, sincere, honest, and discreet)
Tenacity in achieving Audit Objectives (focuses on achieving desired output of the audit)	4	Diplomatic (is tactful in dealing with individuals)
Preparation of Auditor's Toolkit (creates an Audit Checklist and adequate audit tools)	5	Observant (observes the physical surroundings and activities during the audit)
Risk-based approach in questioning (uses a risk-based approach in auditing)	6	Perceptive (understands the situation/s during the audit)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	Effective	Page
01	03.28.2022	9 of 10

TECHNICAL	#	PERSONAL BEHAVIOR
Scoring of Findings (scores the findings correctly, accurately, and objectively)	7	Versatile (adapts readily to different situations)
Writing of Nonconformities (writes completely the description, evidence, & requirement)	8	Collaborative (interacts with others, including audit team members and auditees)
Scope Auditing (presents him/herself to audit the process/es he/she is expert at)	9	Decisive (able to reach timely conclusions based on logical reasoning and analysis)
Issuing of Request for Action (issues RFAs to the findings he/she raised)	10	Self-reliant (Able to act independently while interacting effectively with others)

5.5.4 The evaluator shall get the average of these indicators to arrive at the final score of the auditor.

5.5.5 Depending on the score, the following interventions may be undertaken:

SCORE	INTERVENTION
Excellent – **3.26 to 4**	None
Good – **2.51 to 3.25**	Assessment through Mock Audit
Fair – **1.76 to 2.50**	Refresher Course on IQA; Assessment through Mock Audit
Poor –**1.00 to 1.75**	Re-training on Auditing Management System (ISO 19011:2018) Course; Assessment through Mock Audit

5.5.6 The QMR or the Lead Auditor must compile the results and create an RFA to document the action plans for auditors who need intervention. The QMR and the Training and Advocacy Team plans and implements training and development program for auditors.

5.5.7 The Auditor Evaluation form must be signed by both the evaluatee and evaluator.

5.5.8 Auditees shall also evaluate the performance of their auditor and the conduct of the audit process using Auditor Evaluation form***

5.6 Verify Actions Taken

5.6.1 The Audit Teams verify the effectiveness of the implementation of the actions taken specified in the accomplished RFA. The results of such verification are monitored as per Corrective Action procedure.

5.6.2 The auditor/audit team shall update the RFA Monitoring sheet to indicate the exact dates of the verification and closeout.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
INTERNAL QUALITY AUDIT

Doc. Reference Code		
PAWIM-P-003		
Rev	**Effective**	**Page**
01	03.28.2022	10 of 10

6.0 Attachment
    6.1 Audit Program
    6.2 Audit Itinerary
    6.3 Audit Checklist
    6.4 Audit Report
    6.5 Auditor Evaluation

Endorsed by:

WILFREDO E. CABRAL

Undersecretary

Approved by:

LEONOR MAGTOLIS BRIONES

Secretary

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Department of Education

QUALITY MANAGEMENT SYSTEM

REMOTE AUDIT MATRIX

Doc. Ref. Code		
PAWIM-M-003		
Rev	Effc	Page
00	09.20.21	1 of 3

This matrix serves as a basis for any office or school who opts to conduct a remote/virtual audit or a blended audit.

A. VIRTUAL PLATFORMS

Note:
1. *Training & Advocacy Team (TAT) must ensure that Process Holders are trained/oriented on the use of the platforms.*

Audit Activity	Official Platforms recommended by DepEd and other resources	Preparations		Person Responsible
Auditors Training (synchronous)	• Google Meet • Microsoft Teams • Any **FREE** video conferencing platforms	1.	Ensure strong and reliable internet connection	Process Holder
		2.	Create and Disseminate virtual room link	Training Organizers
Creation of Audit Program, Audit Itinerary, Audit Checklist (synchronous)	• Google Meet • Microsoft Teams • Microsoft SharePoint/OneDrive • Google Drive, Google Docs • Any **FREE** video conferencing platforms	1.	Create Virtual Room Meeting Link	Lead IQA
		2.	Disseminate virtual room link	Lead IQA
		3.	Ensure strong and reliable internet connection	IQA Team Members
		4.	Secure appropriate user accounts	IQA Team Members
		5.	Create editable document of Audit Program, Audit Itinerary	Lead IQA
		6.	Prepare editable document of Audit Checklist	IQA Team Members
Opening Meeting, Closing Meeting, Audit Team Intermediate Meetings (synchronous)	• Google Meet • Microsoft Teams • Any **FREE** video conferencing platforms	1.	Create Virtual Room Meeting Link	QMS Secretariat
		2.	Disseminate virtual room link	QMS Secretariat/ Lead, IQA
		3.	Ensure strong and reliable internet connection	Process Holder
		4.	Secure appropriate user accounts	Process Holder
Document Review (asynchronous)	• Google Drive, Google Docs, Google Sheets, Google Forms	1.	Ensure strong and reliable internet connection	Process Holder
		2.	Create official portal	Lead, KMT

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

REMOTE AUDIT MATRIX

Doc. Ref. Code		
PAWIM-M-003		
Rev	Effc	Page
00	09.20.21	2 of 3

Audit Activity	Official Platforms recommended by DepEd and other resources	Preparations	Person Responsible
	• Microsoft SharePoint/OneDrive/ MS Teams	3. Provide link to the official portal	QMS Secretariat/Lead, KMT
		4. Instruct process holders to scan records and upload to the official portal	QMR/ Lead, KMT
Interview with the Auditee (Audit Proper) (synchronous)	• Google Meet • Microsoft Teams • Microsoft SharePoint/OneDrive • Google Drive, Docs, Sheets • Any **FREE** video conferencing platforms • Mobile Camera or Fixed Video Cameras or Drones	1. Create Virtual Room Meeting Link	QMS Secretariat
		2. Disseminate virtual room link	QMS Secretariat/ Lead, IQA
		3. Ensure strong and reliable internet connection	Process Holder
		4. Ensure access to documents subject for audit	Process Holders
		5. Provide viewing access of documents to the auditor	Process Holders/KMT Members
		6.	
		7. Secure appropriate user accounts	Process Holder

B. FEASIBILITY ANALYSIS CHECKLIST FOR REMOTE AUDIT

Before conducting a Remote or Blended audit, you must assess first its feasibility. You can follow the suggested checklist below:

FEASIBILITY AND RISK ANALYSIS FOR REMOTE AUDITS	
1	Confidentiality, Security, and Data Protection (CSDP)
	Ensure agreement between auditor and auditee about CSDP issues. Document any arrangements to ensure them.
2	Use of ICT
	There is a stable connection with good online connection quality
	The ICT allows access to relevant documented information including software, databases, records, etc.
	It is possible to make the authentication/identification of interviewed people preferably with image
	If observation of facilities, processes, activities, etc, is relevant to achieve audit objectives, it is possible to access them by video
3	People in the organization

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
REMOTE AUDIT MATRIX

Doc. Ref. Code		
PAWIM-M-003		
Rev	Effc	Page
00	09.20.21	3 of 3

	It is possible to access and interview people relevant for the QMS	
4	Operations	
	If the organization is not operating regularly, due to contingency situations, the processes/activities being performed are representative and allow fulfilment of the audit objectives	
5	Complexity of the organization and Audit Type	
	In case of complex organizations, processes, or products and services and where the objectives of the audit type require full assessment of the standard and wider sampling (e.g. initial assessment or reassessment) a careful analysis of feasibility of remote audits to fully evaluate the organization conformity to all requirements should be performed.	
6	Conclusions	
	The audit objectives can be attained with the remote audit - proceed to remote audit	
	The audit objectives can be achieved partially - a remote audit may be done partially and later complemented with an on-site audit	
	The audit objectives cannot be attained via remote audit	
7	Validate risk analysis with audit program manager	

Endorsed by:

WILFREDO E. CABRAL
Quality Management Representative

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

AUDIT CHECKLIST

Office/ Process:		Date and Time of Audit:	
Auditee:		Auditor:	

Audit Criteria:

ISO 9001:2015 standard, Customer requirements, Organizational Requirements, Statutory & Regulatory requirements

QUESTION	CLAUSE/ REFERENCE	EVIDENCE (what to look for during the audit?)	FINDING	REMARKS (describe the observation on the extent of conformance with the specified requirements)

DESCRIPTION OF FINDINGS:						
C	CONFORMING The requirement has been met; Good Observation; Commendable Finding	NC	NONCONFORMITY Failure to meet any requirement or criteria – ISO 9001:2015, customer, legal, organizational	OFI	OPPORTUNITY FOR IMPROVEMENT The requirement was met; however, it needs to be improved	NA	NOT APPLICABLE Question/Requirement doesn't fit the process

Prepared by:

Reviewed and Approved by:

_____
Auditor

Date:

_____
Audit Team Leader

Date:

AUDIT REPORT

OFFICE AUDITED:		DATE OF AUDIT:

AUDIT OBJECTIVE

AUDIT COVERAGE:

PROCESS/OFFICE	CLAUSES/ REQUIREMENTS	AUDITEE	AUDITOR

CONFORMITIES *(General descriptions of practices, activities, methodologies, etc. that are conforming to standards. May also mention commendable findings that are worth recognizing)*

NONCONFORMITY (Practices, documentations, activities, outputs, etc. that do not fulfill the requirements)

No.	Description of Nonconformity (what is happening/what is the issue?)	Requirement (clause/reference which was not fulfilled)	Evidence (objective evidences that support the description)

OPPORTUNITIES FOR IMPROVEMENT
(Observed situations that do not actually violate any standard or requirement but may result to potential nonconformities.)

OTHER RELEVANT MATTERS:

AUDIT CONCLUSION:

PREPARED BY:	REVIEWED & APPROVED BY:
_____ Audit Team Leader	_____ Lead Internal Quality Auditor

ACKNOWLEDGED BY:

_____
Head of Office

Address:		
Telephone Nos.:		
Email Address:		
Website:		

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QMS LOGO

Doc. Ref. Code	PAWIM-F-010	Rev	00
Effectivity	09.20.21	Page	1 of 1

AUDITOR EVALUATION

AUDITOR'S NAME:	
PROCESS/ES AUDITED:	
AUDIT YEAR:	

RATING DEFINITIONS:

SCORE	ADJECTIVE	DESCRIPTION
4	Excellent	Performance is consistently superior
3	Good	Performance is routinely above job requirements
2	Fair	Performance is regularly competent and dependable
1	Poor	Performance fails to meet job requirements on a frequent basis
N/A	indicator is not applicable	

AVERAGE SCORE	ADJECTIVE	INTERVENTION
3.26 to 4	Excellent	None
2.51 to 3.25	Good	Assessment through Mock Audit
1.76 to 2.50	Fair	Refresher Course on IQA;Assessment through Mock Audit
1.00 to 1.75	Poor	Re-training on Auditing Management System (ISO 19011:2018) Course; Assessment through Mock Audit

INDICATORS	SCORE
A. TECHNICAL	
Strict practice of Internal Audit process (applies the PDCA of Internal Audit)	
Application/use of Audit Methods (uses interview, document review, observation)	
Knowledge of the ISO 9001 requirements (masters the clauses as against the processes)	
Tenacity in achieving Audit Objectives (focuses on achieving desired output of the audit)	
Preparation of Auditor's Toolkit (creates an Audit Checklist and adequate audit tools)	
Risk-based approach in questioning (uses a risk-based approach in auditing)	
Scoring of Findings (scores the findings correctly, accurately, and objectively)	
Writing of Nonconformities (writes completely the description, evidence, & requirement)	
Scope Auditing (presents him/herself to audit the process/es he/she is expert at)	
Issuing of Request for Action (issues RFAs to the findings he/she raised)	
B. PERSONAL BEHAVIOR	
Attendance and Punctuality (participates in all IQA-related activities and never gets tardy)	
Open-minded (considers alternative ideas or point of view; open to improvement)	
Ethical (is truthful, sincere, honest, and discreet)	
Diplomatic (is tactful in dealing with individuals)	
Observant (observes the physical surroundings and activities during the audit)	
Perceptive (understands the situation/s during the audit)	
Versatile (adapts readily to different situations)	
Collaborative (interacts with others, including audit team members and auditees)	
Decisive (able to reach timely conclusions based on logical reasoning and analysis)	
Self-reliant (Able to act independently while interacting effectively with others)	
EVALUATION SUMMARY	

ASPECT	AVERAGE RATING	ADJECTIVAL RATING
TECHNICAL		
PERSONAL		
OVERALL RATING		

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-011	Rev	00
Effectivity	09.20.21	Page	1 of 2

REMARKS/COMMENTS/SUGGESTED INTERVENTIONS:

_____

_____ .

EVALUATED BY: **CONFORME:**

_____   _____
Audit Team Leader   *Auditor*
Date: _____   Date: _____

Address:
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Email Address:
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Doc. Ref. Code	PAWIM-F-011	Rev	00
Effectivity	09.20.21	Page	2 of 2

AUDIT PROGRAM

AUDITEE NAME & ADDRESS	Department of Education – Central Office DepEd Complex, Meralco Ave., Pasig City
AUDIT OBJECTIVES	1. Assess the Conformity to the Established QMS; 2. Evaluate its Effectiveness; and 3. Identify Opportunities for Improvement.
AUDIT SCOPE	Management, Provision of Basic Education Service and Support Processes.
AUDIT CRITERIA	
AUDIT METHODS	
RESOURCE REQUIREMENTS:	1. Conference room and presentation equipment, as necessary, for entry and exit conference 2. Planning documents, operations manual and other relevant references

AUDIT SCHEDULE														
Office	**Declared Processes**	**Audit Month**												
		Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
						X							

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Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-007	Rev	00
Effectivity	09.20.21	Page	1 of 2

QMS LOGO

NOTES:

1. Audit Program shall be prepared by the Lead Internal Quality Auditor
2. IQA Teams shall be assigned by the Lead Internal Quality Auditor.
3. Audit Itinerary, which includes the purpose, processes and offices to be audited, assigned Audit Teams, actual date and time of the IQA, and resource requirements, shall be prepared and communicated through an Office Memorandum to all concerned offices at least a week prior to the activity. The communication
4. Utmost cooperation is expected from all offices.

Prepared by: Approved by:

_____   _____
Lead Internal Quality Auditor   Quality Management Representative

Date: Date:

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SDO/
SCHOOL
LOGO

Address:
Telephone Nos.:
Email Address:
Website:

| Doc. Ref. Code | PAWIM-F-007 | Rev | 00 |
| Effectivity | 09.20.21 | Page | 2 of 2 |

QMS
LOGO

AUDIT ITINERARY

AUDITEE NAME & ADDRESS:	
AUDIT SCHEDULE:	
AUDIT SCOPE:	☐Management Process ☐Core Process ☐Support Process
AUDIT OBJECTIVES:	
AUDIT CRITERIA:	
LEAD AUDITOR:	
MEMBER AUDITORS:	
RESOURCE REQUIREMENTS:	

Office be Audited (Bureau/Service/ Division/Unit)	Declared Processes	Auditees (Specific Units/ Names)	Applicable Clauses	Date/Time Covered	Auditor

Prepared by: Reviewed by:

_____   _____
Audit Team Leader   Lead Internal Quality Auditor
Date: _____   Date: _____

Approved:

_____
Quality Management Representative
Date: _____

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-008	Rev	00
Effectivity	09.20.21	Page	1 of 1

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORRECTIVE ACTION

Doc. Ref. Code		
PAWIM-P-004		
Rev	Effc	Page
01	03.28.22	1 of 6

1.0 Purpose

This procedure ensures that nonconforming projects, products, and services are controlled and corrected, and the causes of these nonconformities are eliminated to prevent a recurrence.

2.0 Scope

This procedure applies to any type of nonconformities found in the implementation of DepEd's processes, programs, activities, and projects at any point in time.

3.0 References
   3.1 Internal Quality Audit Report
   3.2 Citizen/Client Satisfaction Survey Procedure
   3.3 ISO 9001:2015 - Quality management systems – requirements
   3.4 ISO 9000:2015 - Quality management systems – Fundamentals and Vocabulary

4.0 Definition of Terms

Correction	Action to eliminate a detected nonconformity. A correction can be made in advance of, in conjunction with, or after corrective action. This may include a rework, regrade, repair, or scrap
Concession	Permission to use or release a product or deliver a service that does not conform to specified requirements. A concession is generally limited to the delivery of a product that has nonconforming characteristics within the specified limits for an agreed time or quantity of that product.
Corrective Action	Action to eliminate the cause of a detected nonconformity or other undesirable situation, and prevent recurrence
Deviation Permit	permission to depart from the originally specified requirements of a product or service prior to its realization. A deviation permit is generally given for a limited quantity of products and services or period of time, and for a specific use
Nonconformity	Non-fulfillment of a requirement
Objective Evidence	Data supporting the existence or verity of something. It can be obtained through observation, measurement, test or by other means.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORRECTIVE ACTION

Doc. Ref. Code		
PAWIM-P-004		
Rev	**Effc**	**Page**
01	03.28.22	2 of 6

Regrade	Alteration of the grade of a nonconforming product or service in order to make it conform to requirements differing from the initial requirements
Repair	action on a nonconforming product or service to make it acceptable for the intended use
Request for Action (RFA)	A form used by the IQA team or any DepEd Personnel to record and/or report any detected nonconformity/ies with set standards (e.g. ISO 9001, declared processes)
Requirement	need or expectation that is stated, generally implied or obligatory. Requirements can be generated by different interested parties or by the organization itself – Customer requirement, legal requirement, organizational requirement, or ISO 9001:2015 requirement.
Rework	action on a nonconforming product or service to make it conform to the requirements. Rework can affect or change parts of the nonconforming product or service
Scrap	action on a nonconforming product or service to preclude its originally intended use

5.0 Procedure Details

Ref. No.	Key Activities		Responsible	Reference Documented Information
5.1	Identify the nonconformity (NC)	• Detect nonconforming program, product, and/or service • Record the NC and the correction in the RFA form • Number Coding of the RFA	Refer to *Nonconformity Detection and Control Matrix*	Applicable Issuance or Procedure Citizen/Client Satisfaction Survey Procedure
5.2	Review the NC, and Determine and Apply Correction	• Review the nonconforming project, product and/or service and lay down correction steps • Obtain deviation permit and/or concession as necessary	Process Holder and Bureau/ Service/Office/ School Head	Nonconformity Detection and Control Matrix Request for Action (RFA)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORRECTIVE ACTION

Doc. Ref. Code		
PAWIM-P-004		
Rev	Effc	Page
01	03.28.22	3 of 6

Ref. No.	Key Activities		Responsible	Reference Documented Information
5.3	Determine the cause of non-conformities	• Conduct root cause analysis	Process Holder	RFA
5.4	Determine and implement corrective actions	• Plan, develop, and recommend corrective actions	Process Holder; Bureau/Service /Office/ School Head	RFA
		• Approve corrective actions and their alignment to the root-cause	IQA Team or RMT Team	
		• Implement corrective actions	Process Holder	
5.5	Review the effectiveness of the corrective action/s taken	• Review the alignment of the corrective actions and the generated objective evidence/s	IQA Team or RMT Team	RFA, Corrective Action Status Report
		• Ensure that the implemented actions shall prevent recurrence of the NC		
5.6	Report the status of corrective actions	• Report the implementation status and evaluate the effectiveness of corrective actions during Management Reviews	IQA Team or RMT Team	Corrective Action Status Report

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORRECTIVE ACTION

Doc. Ref. Code		
PAWIM-P-004		
Rev	Effc	Page
01	03.28.22	4 of 6

5.1   Identify the Nonconformity

5.1.1   The corrective action procedure is triggered by identifying nonconformities. Refer to *Nonconformity Detection and Control Matrix*.

5.1.2   The person/office who identified the nonconformity fills out the Request for Action (RFA) form gives it to the person who is responsible for noting the RFA.

5.1.3   After the review, the person who noted the RFA shall give it to the Lead KMT for number coding.

5.1.4   The Lead KMT issues the numbered RFA to the Process Holder affected.

5.2   Review the NC and Determine and Apply Correction

5.2.1   The initial review of the Request for Action considers:

i.   The extent and impact of the reported nonconformity.
ii.   The processes contributing to and affected by the reported non-conformity.
iii.   Occurrence or potential occurrence of similar NCs in other offices

5.2.2   Corrections may include, but are not limited to, the following:
i.   *Rework* – e.g. reworking a nonconforming training design before its implementation
ii.   *Repair* – e.g. repairing an armchair that does not conform to standard specifications
iii.   *Concession* – e.g. agreeing with the publisher to supply missing pages of a book delivered to schools without additional cost
iv.   *Re-evaluations/re-testing* to demonstrate conformity to specifications (after repair, or rework) (e.g. conducting a technical evaluation of the armchairs repaired to conform with specifications)
v.   *Adjusting an ongoing service* – e.g. adjusting a training design currently being implemented
vi.   *Restarting a service that has been temporarily discontinued* - e.g. a temporarily discontinued series of training is restarted after review of the first run/pilot run
vii.   *Redirecting to other services or service providers* – transferring a training into another venue due to failed delivery of acceptable services

5.3   Determine the Cause of Nonconformity

5.3.1   All nonconformities are subjected to root cause analysis to be able to come up with corrective action plans.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CORRECTIVE ACTION

Doc. Ref. Code		
PAWIM-P-004		
Rev	Effc	Page
01	03.28.22	5 of 6

5.3.2 Process Holders may use different Root Cause Analysis (RCA) techniques such as:
   a. Why Method
   b. Fishbone (Ishikawa) Diagram
   c. Current-reality Tree
   d. Pareto Analysis
   e. Other relevant RCA methods

Root cause analysis considers the different factors contributing to the nonconformity, including:
   i. *Manpower* - personnel competencies and their ability to consistently perform their functions as required
   ii. *Machine* - the availability of appropriate tools, equipment and facilities to enable effective operations
   iii. *Methods* - the availability and consistent application of appropriate procedures, guidelines and standards
   iv. *Materials* - the availability of the needed materials and supplies to enable effective operations
   v. *Milieu (Environment)* – the condition of the surroundings and work environment

5.3.3 Where several root causes are identified, they are prioritized relative to their contribution to the non-conformity

5.3.4 The root causes identified are documented in the RFA form.

5.4 Determine and Implement Corrective Actions

5.4.1 Based on the root causes identified, the corresponding corrective action plan is developed and approved by the Head of Office.

5.4.2 The Head of Office identifies the concerned personnel who should be involved in the corrective action, including the applicable resources. This may extend to personnel and resources outside his/her own offices. Coordination with the other concerned offices should be established.

5.4.3 The timeline of implementing the corrective actions, including the target closeout date, **shall not exceed one (1) full year from the date of the issuance of the RFA**. The Head of Office must ensure to write the Target Closeout Date in the RFA.

5.4.4 Planning of corrective actions (solutions) involves the following:
   i. generation of alternative solutions
   ii. selection of the best solution (from the alternatives)
   iii. identification of specific activities, adequate resources, clear responsibilities and appropriate timelines to implement the selected solution.

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

CORRECTIVE ACTION

Doc. Ref. Code		
PAWIM-P-004		
Rev	Effc	Page
01	03.28.22	6 of 6

5.4.5 The Corrective Action Plan is documented in the RFA, which must be accomplished within 20 working days upon issuance of RFA to ensure that actions are taken without undue delay.

5.5 Review the effectiveness of the corrective action/s taken

5.5.1 The implementation status and effectiveness of corrective actions is monitored and evaluated by the person who noted the RFA through:
   i. Reviewing the alignment of the corrective actions with the generated objective evidence/s; and
   ii. Ensuring that the implemented actions shall prevent recurrence of the NC

5.5.2 The person who noted the RFA updates the RFA monitoring sheet.

5.5.3 The Initiator and the Receiver shall close out the RFA.

5.6 Report the Status of Corrective Actions Taken

5.6.1 The Lead, KMT monitors the submission of the closed RFA through the RFA monitoring sheet.

5.6.2 Corrective actions, including the status of implementation and their effectiveness, are collectively reviewed by the EXECOM during the management review. Depending on the nature of the solution and the associated nonconformity, monitoring and review shall continue for at least six (6) months and at most twelve (12) months after the start of the implementation or until deemed effective, after which the corrective action is deemed completed.

6.0 Attachment

6.1 Request for Action
6.2 Nonconformity Detection and Control Matrix

Endorsed by: Approved by:

WILFREDO E. CABRAL   **LEONOR MAGTOLIS BRIONES**
Quality Management Representative   Secretary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
NONCONFORMITY DETECTION AND CONTROL MATRIX

Doc. Ref. Code		
PAWIM-M-003		
Rev	Effective	Page
01	03.28.2022	1 of 4

A. Detection Matrix

SOURCES OF NONCONFORMITY (NC)	DETAILS	DETECTED BY			
		CO	RO	SDO	Schools
INTERNAL					
A.1. Nonconforming Outputs and/or Services	Poor quality of outputs received by end users Employees dissatisfaction on internal support services	Any Employee who experienced dissatisfaction in the services and outputs			

A.2. Poor Process Evaluation Results	As a result of monitoring, measurement, analysis, and evaluation of data
	
	Occurrence of lapses such as:
	  a. Lack of proper dissemination of policies or other issuances
	  b. Incomplete or inappropriate documents submitted
	  c. Human resource related
	  d. processing delays
	  e. violation of communication protocol
	  f. Lack of resources
		Head of Bureau/ Service	Head of Functional Division/ Section/Unit	Head of Functional Division/ Section/Unit	School Head

A.3. Poor Organizational Performance Results	Non-attainment of targets and plans found during management review, performance implementation review and accomplishment reporting	EXECOM Head of Bureau/ Service	REXECOM Head of Functional Division/ Section/Unit	DEXECOM Head of Functional Division/ Section/Unit	School Head and Program Coordinators
A.4. Low quality of the services, processes, and products from	As a result of the Supplier's Performance Assessment	End-user	End-user	End-user	End-user

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
NONCONFORMITY DETECTION AND CONTROL MATRIX

Doc. Ref. Code		
PAWIM-M-003		
Rev	Effective	Page
01	03.28.2022	2 of 4

SOURCES OF NONCONFORMITY (NC)	DETAILS	DETECTED BY			
		CO	RO	SDO	Schools
External providers					
A.5. Process Changes	A need to streamline a process as a result of a new law, policy/guideline, risk, and/or opportunities	Head of Bureau/ Service	Head of Functional Division/ Section/Unit	Head of Functional Division/ Section/Unit	School Head
A.6. Internal Quality Audit (IQA) Findings	As a result of the conduct of Internal Audit	IQA Team	IQA Team	IQA Team	IQA Team
EXTERNAL					
A.7. Client/Citizen Complaints	Complaints or negative feedback received	Public Affairs Service - PAAC	Public Affairs Unit	OSDS-Proper	Office of the School Head
A.8. External Audit	NC from the results of the Certification or Surveillance Audit	Certifying Body			

B. Matrix in Accomplishing the RFA

SOURCES OF NONCONFORMITY (NC)	Section 1 (filled out after detection)			Section 2 (filled out after issuance)	Section 3 (filled out on the specified dates in the Action Plan)	Section 4 (filled out on the specified Target Completion date)
	Issued by: (Initiator)	Noted by:	Issued to: (Receiver)			
A.1. Nonconforming Outputs and/or Services	Any Employee	Internal Quality Auditor (IQA) or Risk Management Team (RMT) Member	Head of Office	Accomplished by: Process Holder Approved by: Head of Office	Verified by: The person who Noted (Section 1) the RFA	Signed by: Initiator and Receiver
A.2. Poor Process Evaluation Results	Process Holder	IQA or RMT	Head of Office			

SOURCES OF NONCONFORMITY (NC)	Section 1 *(filled out after detection)*			Section 2 *(filled out after issuance)*	Section 3 *(filled out on the specified dates in the Action Plan)*	Section 4 *(filled out on the specified Target Completion date)*
	Issued by: *(Initiator)*	**Noted by:**	**Issued to:** *(Receiver)*			
A.3. Poor Organizational Performance Results	Process Holder	IQA	Head of Office			
A.4. Low quality of the services, processes, and products from External providers	End-User	Head of Office	**CO:** ProcMS **RO:** Finance **SDO:** OSDS-Finance **School:** Supplier Performance Assessment in-charge			
A.5. Process Changes	Process Holder	RMT	Head of Office			
A.6. Internal Quality Audit (IQA) Findings	Member IQA	Audit Team Leader or Lead IQA	Process Holder			
A.7. Client/Citizen Complaints	**CO:** PAAC **RO:** PAU **SDO:** OSDS	RMT	Process Holder			

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

NONCONFORMITY DETECTION AND CONTROL MATRIX

Doc. Ref. Code		
PAWIM-M-003		
Rev	Effective	Page
01	03.28.2022	4 of 4

SOURCES OF NONCONFORMITY (NC)	Section 1 (filled out after detection)			Section 2 (filled out after issuance)	Section 3 (filled out on the specified dates in the Action Plan)	Section 4 (filled out on the specified Target Completion date)
	Issued by: (Initiator)	**Noted by:**	**Issued to:** (Receiver)			
	School: OSH					
A.8. External Audit	Certifying Body	Quality Management Representative	Process Holder			

Note:

Section 1 – Details of Nonconformity
Section 2 – Necessary Actions
Section 3 – Verification of Implementation and Effectiveness
Section 4 – Close out

Endorsed by:

WILFREDO E. CABRAL
Quality Management Representative

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

RFA MONITORING SHEET

RFA No.	Details (as a result of)	Initiator	Noted by	Receiver	Date Issued	Target Completion Date	Verification Date/ Status		Closeout date	Remarks
							First	**Second**		

Prepared and Kept by: Updated by:

_____   _____
Lead Knowledge Management Team   Internal Quality Auditor

Date: Date:

REGION/ SDO/ SCHOOL LOGO

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref Code	PAWIM-F-013	Rev	00
Effectivity	09.20.21	Page	1 of 1

QMS LOGO

Section 1 – Details of Nonconformity (NC) (To be accomplished by the Auditor/ Process Owner Affected) – **filled out after detection of NC**

RFA No.:		Date:		Issued by: (Initiator)		_____ Signature over Printed Name

Details: *(As a result of)*:				Office Affected:

☐Nonconforming Output/ Service	☐Low Quality of External Process, Product/Service	☐Client/Citizen Complaints	☐ Internal Quality Audit	
☐Poor Process Evaluation (Unmet Target)	☐Poor Organizational Performance	☐Process Changes	☐External Audit	

Description *(of the Nonconformity/ OFI)*:	
Evidence:	
Requirement:	

Noted by:	Acknowledged by and Issued to (Receiver):
_____ Signature over Printed Name	_____ Signature over Printed Name

Section 2 – Necessary Action(s) (To be accomplished by the Auditee/ Process Owner) - **filled out within 20 working days**

Correction *(describe action to correct the NC, including it consequence)*:	Target Completion Date:

Root Cause *(Analysis can be done on a separate page and may serve as attachment)*:	Analyzed By *(Process Owner)*:
	_____ Signature over Printed Name

Describe the necessary **Corrective Action(s)**:

	Activity	Resource Needs	Responsible Person/Office	Timeline (basis for review)
1				
2				
3				

Approved By: *(Head of Process Owner)*	_____ Signature over Printed Name	Target Closeout Date:

Section 3 – Verification of Implementation and Effectiveness (To be accomplished by the Initiator)

Results of Action(s) Taken	Remarks

Verified By:		Verification Date:	
Acknowledged By:		Next Verification Date:	

Results of Action(s) Taken	Remarks

Verified By:		Verification Date:	
Acknowledged By:		Next Verification Date:	

Section 4 – Closeout (To be accomplished by the Initiator and the Receiver)

☐ Effective (Closed)
☒ Ineffective (Refer to new RFA No.: _____)

_____ Signature over Printed Name (Initiator)	_____ Signature over Printed Name (Receiver)

REGION/ SDO/ SCHOOL LOGO

Address:
Telephone Nos.:
Email Address:
Website:

QMS LOGO

Doc. Ref. Code	PAWIM-F-012	Rev	01
Effectivity	03.28.2022	Page	1 of 1

	Doc. Ref. Code:		
	PAWIM-P-005		
	Rev	Effective	Page
	00	09.20.21	1 of 17

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

1.0 Purpose

This procedure ensures that all documented information necessary to support the processes of the Department is properly controlled and is readily available when and where needed.

2.0 Scope

This procedure applies to all documented information – documents and records of internal and external origin identified by the Department as required by its quality management system.

3.0 References

3.1. ISO 10013:2021: Quality Management System – Guidance for documented information
3.2. DepEd Order (DO) 31, s. 2019: The Department of Education Service Marks and Visual Identity Manual
3.3. DO 30, s. 2019: The Department of Education Manual of Style
3.4. DepEd Memorandum (DM) 133, s. 2016: National Inventory of Public Records
3.5. DO 13, s. 2015: Establishing a Policy Development Process in the Department of Education
3.6. DO 8, s. 2013: Policy Guidelines on Regulating the Issuance of DepEd Advisories
3.7. DO 30, s. 2010: Guidelines on the Unified Dissemination of DepEd Issuances
3.8. DepEd Records Management Operations Manual
3.9. National Archives of the Philippines (NAP) General Circular No. 1: Rules and Regulations Governing the Management of Public Records and Archives Administration
3.10. NAP General Circular No. 2: Guidelines on the Disposal of Valueless Records in Government Agencies
3.11. NAP General Circular No. 3: Guidelines on the Establishment and Use of General Records Disposition Schedule (GRDS)
3.12. NAP General Circular No. 4: Guidelines on National Inventory of Records and Archives
3.13. Office Order dated 18 December 2002 with Subj: Revised Guidelines in the Preparation of DepEd Issuances

4.0 Definition of Terms

4.1. Documented Information Terms

Controlled Document	A digital or hard-copy document which is required by a standards organization to be managed within a tightly controlled process that maintains the integrity of the document's content through revisions.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	2 of 17

Distribution List	List of recipients of coded issuances, and approved forms and templates. This may be in the form of an Excel sheet, logbook, or online distribution list of deped.gov.ph email accounts.
Document	Information and its supporting medium.
	The medium can be paper, magnetic, electronic, or optical computer disc, photograph or master sample, or a combination thereof. The source of documents can be internal or external.
	The following are the types of documents in the Department:

    a. DepEd Order
    b. DepEd/Regional/Division/School/Office Memorandum
    c. Office Order
    d. DepEd Advisory
    e. Forms and templates
    f. QMS Manual
    g. Procedures and Work Instructions Manual (PAWIM)
    h. Planning Documents
    i. Operations Manual

Document Master List (DML)	A list/log of the coded issuances, and forms/templates approved for use and/or distribution. It also shows any update, modification, or revision of a document. This may be in the form of an Excel sheet, or logbook.
Document Review and Approval Form (DRAF)	A form to be used by the proponent to request for review and approval of newly-created or revised forms/templates and sections of the NQMS Documentary Requirements (QMS Manual, PAWIM, Operations Manual, Planning Documents)
Document Management System (DMS)	A system owned by the Records Division – Administrative Service which is used to aid in the systematic receipt and release of DepEd's official documents. It is operationalized in all offices in the Central Office, and the Regional Offices.
Documentation	Set of documents, for example, specifications, and records
Documented Information	The Information required to be controlled and maintained by an organization and the medium on which it is contained.
	Can be in any format and media and from any source.
	It can refer to:

    a. Management system including related processes
    b. Information created for the organization to operate
    c. Evidence of results achieved

External Document	Also known in the international standard as Documented Information of external origin, these documents or records are received by DepEd from external sources such as Executive Orders, forms and issuances from national government agencies, letters from external partners.
Internal Document	A document generated by any DepEd Office – Central Office (CO), Regional Office (RO), or Schools Division Office (SDO); or a School.
Procedure	A uniform method that outlines how to perform a process, particularly the requirements needed, how to execute the process, what needs to be accomplished, the actors, and the inputs and outputs.
Process	A set of related and interacting activities that utilizes resources to transform inputs into outputs. A process must have defined and measurable objectives, inputs, outputs, activities, and resources.
Record	Document stating results achieved or providing evidence of activities performance

Records can be used, for example to:

a. Formalize traceability
b. Provide evidence of verification

Uncontrolled Copy	A document copy not subject to further document control after it is issued

4.2. DepEd Documents

DepEd Order (DO)	contains policies promulgated by the Central Office, which are general or permanent in nature. It is signed by the Secretary as the alter ego of the President. It is department-wide or nationwide in scope, and is usually long-term in nature unless rescinded or amended by another DO
Office Order (OO)	contains operational guidelines, rules, and procedures on matters of internal administration of DepEd's bureaus/services, centers, units, offices, or schools. It also includes notices of human resource actions or decisions. Its concerns are usually limited to a bureau/service or unit at the Central Office, or within the RO, SDO, or school. It is signed by the Secretary or the concerned Undersecretary; Assistant Secretary; or the Head of a bureau, service, office, or school concerned. Its application is usually short-term or temporary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	4 of 17

DepEd Memorandum (DM)	provide the detailed procedures for implementing established laws or policies of DepEd or other government agencies. It is signed by the Secretary as it is department-wide in scope.
	DMs disseminates instructions, information, or related matters, including:

a. creation of committees or task forces;
b. submission of lists or reports;
c. announcement of celebrations, surveys, holidays, examinations, contests, or results thereof;
d. conference or seminars conducted by the bureaus, centers, services, units, and divisions; and
e. reiteration of regulations or laws issued by other agencies and departments.

Memorandum with Limited Application	similar to a DepEd Memorandum but is limited to a specific scope – selected regions, schools division offices, or schools. It is signed by the Secretary.
DepEd Memorandum with Limited Circulation	similar to a DepEd Memorandum but is limited to a specific scope – **application or program**; or selected regions, schools division offices, or schools. It may be signed by **the Undersecretary/Assistant Secretary** of the strand or the Bureau/Service **Director** in cases of specific application or program only.
Office Memorandum (OM)	disseminates instructions or information on officials, personnel, and staff from any DepEd bureau/service, center, unit, field office, or school. Its concerns are usually limited to a bureau/service or unit at the Central Office, or within an RO, SDO, or school. It is signed by the Secretary or the concerned Undersecretary; Assistant Secretary; or the Head of a bureau, service, office, or school concerned. Its application is usually short-term or temporary.
Regional Memorandum	similar to a DepEd Memorandum but is addressed to the Regional Office proper, Schools Divisions, and/or Schools. It is signed by the Regional Director.
Division Memorandum	similar to a DepEd Memorandum but is addressed to the Division Office proper and/or Schools within the SDO. It is signed by the Schools Division Superintendent.
School Memorandum	similar to a DepEd Memorandum but is addressed to all personnel and/or stakeholders within the School. It is signed by the School Head.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	**Effective**	**Page**
00	09.20.21	5 of 17

Advisory	emanates from organizations and agencies that announce programs or activities, scholarships, and training opportunities for supervisors, school heads, teachers, and learners.
	Participants may attend such activities on a voluntary basis; hence, traveling expenses and registration fees are charged to personal accounts.
	The application of an Advisory may be department-wide or office/function-specific; and are usually short-term or temporary.
Operations Manual	Details the standard operating procedures of an office (e.g. Bureau, Service, Functional Division, or School)
QMS Planning Documents	A set of documents updated annually which contain the context, risks, opportunities, and quality objectives
Procedures and Work Instructions Manual (PAWIM)	A document that provides the procedures on the conduct of QMS in DepEd
DepEd QMS Manual	A manual that articulates DepEd's profile, its management, core, support, and outsourced processes, the list of stakeholders and partners, and its commitment to provide quality basic education services

5.0 Procedure Details

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Creation or Revision	• Create a new document or Revise an existing document following the prescribed formatting and Document Reference Coding System	Process Holder	DO 31, s. 2019 DO 30, s. 2019 DO 13, s. 2015 OO dated 18 December 2002
		• Attach DRAF		DRAF
		• Creation of External Document		Policy Proposal Summary
5.2	Review and approval	• Review proposed creation and revision	Refer to the **Documented Information Matrix**	Documented Information Matrix DRAF

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	**Effective**	**Page**
00	09.20.21	6 of 17

Ref. No.	Key Activities		Responsible	Reference Document/ Record
		• Use DMS to track document		Document Tracker
		• Approve/ Disapprove Document		
		• Monitor by Lead KMT		
		• Track Revision History		
5.3	Registration or Coding	• Registration of Internal Documents	Concerned Office	Document Master List
		• Registration of External Documents		
5.4	Distribution	• Distribute controlled copies of document through official means	Lead, KMT/ Records in-charge	Distribution List
		• Conduct orientation	Process Holder	
		• Return obsolete copy		
5.5	Access, Retrieval and Use	• Implement/Use Document; transform it to records	KMT Members Process Holders	
		• Label file storages; Update inventory of records		
		• Trace borrowed records		
		• Grant Access		
5.6	Storage and Protection	• Keep in appropriate storage	Records Officers KMT Members	Records Management Manual
		• Use permanent ink		

Ref. No.	Key Activities		Responsible	Reference Document/ Record
		• Prevent alterations • Protect by KMT Members	Process Holders	Document Master List (DML)
5.7	Archiving and Disposition	• Digitize documents • Dispose obsolete original and controlled copy of document • Update DML on document status • Update DML for obsolete External Documents • Communicate obsolete documents	Records Officers Process Holders	NAP general Circular No. 2 Records Management Operations Manual

5.1. Creation or Revision

5.1.1. A document is created/revised as a result of review of procedures, processes, policies, and/or the whole system. This is usually initiated by the process holders.

Note: Refer to **Documented Information Matrix** for the description and proponent of document creation/revision.

5.1.1.1. Identification and Description
Documents shall be identified by:
  a. Document Reference Code – refer to **Table B** of the Documented Information Matrix
  b. Title
  c. Proponent – Process Holder/Office of origin
  d. Effectivity date – date of approval of creation/revision
  e. Revision number – starts with **Rev00** and increased by one every revision
  f. Reason/s for creation or revision

Below are activities which are **not** considered as revision:
  1. Adding, changing, or removing of Header and/or Footer
  2. Adding, changing, or removing of preposition/s (in, on, at, by, etc.)
  3. Adding, changing, or removing of conjunction/s (and, or, while, etc.)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	8 of 17

4. Change in the name of the signatory of documents
5. Any other change which doesn't affect the implementation of a procedure or the whole system

Other activities which cannot be found on the items stated above are considered as document revision.

5.1.1.2.   Format

All Documented information created by DepEd shall follow the style and formatting stipulated in DepEd Manual of Style (DO 30, s. 2019) and DepEd Service Marks and Visual Identity Manual (DO 31, s. 2019). Some of the prescribed styles are as follows:

ITEM	PRESCRIBED STYLE
DepEd Seal Size	0.76 inch
Font (Body)	Bookman Old Style, 11
Margins (all sides)	1 inch or 0.5 inch
Paper Size	A4 (8.27" x 11.69") or 8.5" x 13"
Header Fonts	
Republic of the Philippines	Old English Text MT, 12
Department of Education	Old English Text MT, 18
Bureau/Service/RO/SDO/School	Trajan Pro, 10
Footer Font	Calibri, 10

Note: The paper size and margins shall be dependent on the usability of the form and length of the information contained in it. But the preferred paper size is A4

5.1.1.3.   Headers and Footers

Headers and footers of the documents shall follow the following sample format:

A. QMS Manual and PAWIM

Header:
Font and Size: Follow DO 31, s. 2019
Table: Arial Narrow, 12

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENT TITLE

Doc. Ref. Code:		
Rev	Effective	Page

Footer:
Font and Size: Arial, 9

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	9 of 17

B. Issuances and Reports

Header & Footer for Central Office:

Republic of the Philippines
Department of Education
OFFICE OF THE SECRETARY

2/F Rizal Building, DepEd Complex, Meralco Avenue, Pasig City
Telephone No.: (02) 633-7208; 633-7228; 687-2992; Fax No.: (02) 636-4876; 637-6209; Website: www.deped.gov.ph

Header & Footer for Regional Offices:

Republic of the Philippines
Department of Education
MIMAROPA REGION

Address: Meralco Avenue corner St. Paul Road, Pasig City
Telephone Nos.: (02) 631-40-70; (02) 637-3093

ISO

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	10 of 17

Header & Footer for Schools Division Office:

Republic of the Philippines
Department of Education
REGION XI
SCHOOLS DIVISION OF DAVAO DEL NORTE

Address: Tagum City, Davao
Telephone No.: (084) 217-31-97
Email Address: davaodelnorte@deped.gov.ph
Website: www.depeddavnor.ph

ISO

Header & Footer for Schools:

Republic of the Philippines
Department of Education
REGION III – CENTRAL LUZON
SCHOOLS DIVISION OF TARLAC PROVINCE
CAPAS HIGH SCHOOL
DOLORES, CAPAS, TARLAC

Address: Dolores, Capas, Tarlac
Telephone No: (045) 123-4567

ISO

C. Forms/Templates

Header: *Same with the Headers used in Issuances and Reports*

Footer: *Same with the Headers used in Issuances and Reports, but with a Document Reference Code and a placeholder for the QR Code*

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	11 of 17

Address: Tagum City, Davao
Telephone No.: (084) 217-31-97
Email Address: davaodelnorte@deped.gov.ph
Website: www.depeddavnor.ph

Doc Ref. Code:	Rev:
Effectivity	Page:

ISO

D. External Documents
Header and Footer shall depend on the source.

5.1.1.4. Media
Documented information may be printed/written (Hard Copy) or in digital format (Soft Copy), except for the QMS Manual and the PAWIM where only their soft copies are considered as controlled. Some examples of digitally formatted documents are as follows:

DOCUMENT TYPE	FILE FORMAT
Still Image (Picture)	JPEG, TIFF, PNG, GIF
Audio Files	MP3, WAV, MIDI, AAC
Video Files	MP4, AVI, MPEG, MOV
Document File	PDF, DOC, DOCX, Google Docs, TXT, RTF HTML, CAD, DWG, AI, CDR, PSD,
Forms	Microsoft Forms, Google Forms, or any other platform
Spreadsheet	XLS, XLSX, Google Sheets, CSV
Presentation Files	PPT, PPTX, Google Slides, PEZ
Information System (IS) Generated Files	<depends on the IS, usually PDF>
Database Files	MDF, MDB

5.1.2. A Document Review and Approval Form (DRAF) is attached to the document before transmitting the document for review and approval. (See **5.2** for details on how to review and approve documents)

5.1.3. External Documents are not created, but rather registered. (see **5.3** below). Modification in the content of an external document is <u>not allowed</u>, unless authorized by the external body who created the document. Once authorized for modification, the external document will become an internal document, following the creation, review, and approval process indicated in this procedure.

5.2. Review and Approval

5.2.1. The DRAF serves as the evidence that the document was reviewed and approved. The proposed draft of the new/revised document must be attached to the DRAF.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	12 of 17

Refer to the Documented Information Matrix for the reviewing and approving authorities.

In lieu of the DRAF, the following shall be considered:
1. For the creation of DepEd Policies, accomplish the **Policy Proposal Summary (PPS)** and other required documents indicated in DO 13, s. 2015.
2. For DepEd Memorandum and Memorandum with Limited Application, a **Complete Staff Work (CSW)** or a **transmittal** shall be accomplished if requested.
3. For other documents (including, but not limited to Office Order/Memo, Regional/Division/ School Memorandum, Letters, Advisories, and Certificates), the signed initials of the appropriate authorities indicate their review of the document and the signature of the head of office for the final review and approval.

5.2.2. Use the Document Management System (DMS) and input the details of the document before forwarding it to the concerned office for review. Ensure that DMS must be used until the document is archived.
Note: *For SDOs and Schools, you may use your existing Document Tracking System*

5.2.3. Comments on the documents reviewed are reflected in the DRAF and/or on the draft document

5.2.4. All **approved** documents are submitted to the Lead, KMT for inventory and monitoring. For DepEd Issuances, it shall be inventoried and monitored by the **Records Officer/In-Charge**.

5.2.5. A DML shall be maintained for tracking of the revision history by the Lead, KMT and Records Officer/In-Charge

Note:
1. All existing documents **prior to the implementation of the QMS** and all other government-prescribed forms being used are subject for review and approval for continued applicability. Once these documents are considered approved for use, they must be registered in their respective DMLs.
2. All DepEd Orders and Office Orders shall be regularly reviewed. For issuances that are effective until rescinded, they shall be reviewed at least every three (3) years to assess the adequacy, suitability and appropriateness.

5.3. **Registration of Documents**

5.3.1. **Internal Documents**

Republic of the Philippines
Department of Education
Quality Management System
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	**Effective**	**Page**
00	09.20.21	13 of 17

5.3.1.1. Upon approval, new documents, as well as revisions to existing documents are registered by giving them a **Document Reference Code** and listing them in their respective **DML**

5.3.1.2. Logbooks and official channels of communication are also registered by giving them reference codes. Bureaus and Services are in charge of creating the reference codes for their logbooks.

5.3.1.3. DMLs are kept by the:
   a. Lead, KMT – QMS Manual, PAWIM, Planning Documents, Operations Manual
   b. Records Officer/In-charge – DepEd Issuances

Note: **Number Coding must be reflected using a non-erasable ink**

5.3.2. **External Documents**

5.3.2.1. Process Holders shall inform the KMT member in their office of the new or revised external document

5.3.2.2. The KMT member shall register the document in the Master List of External Documents.

5.3.2.3. KMT Member shall inform the Lead, KMT on the registration of the external document

5.3.2.4. Lead, KMT shall inform the necessary offices and/or persons of the new or revised external document through an Office Memorandum or Memorandum with Limited Application

5.3.2.5. Process Holder shall hold an orientation on how to use the form within 20 working days after the registration of the external document in the DML.

5.3.3. DMLs shall be viewable by all process holders for easy reference.

5.4. **Distribution of Documents**

5.4.1. All documents upon approval are distributed as follows:

Type of Document	Distribution Method		Responsible/Master Copy Kept by
	Hard Copy	**Soft Copy**	
QMS Manual	N/A	Issued through DepEd Memo and Uploaded in www.deped.gov.ph	Administrative Service – Records Division
PAWIM	N/A	Issued through DepEd Memo and Uploaded in www.deped.gov.ph	Administrative Service – Records Division
Planning Documents (SWOT, Risk Registry,	Photocopy, stamped with **Controlled Copy** given to	Digitized and uploaded in an official portal	Lead, KMT

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	Effective	Page
00	09.20.21	14 of 17

Type of Document	Distribution Method		Responsible/Master Copy Kept by
	Hard Copy	Soft Copy	
Opportunities Registry, OPCR, List of Interested Parties)	concerned Bureau/Service/ Functional Division/ School	established by the Lead, KMT	
Operations Manual	N/A	Issued through a DepEd Issuance	Administrative Service – Records Division
DepEd Order and DepEd Memorandum		Uploaded in www.deped.gov.ph

Email to all DepEd Employees

Weekly newsletter (email)

Official Gazette and National Broadsheet | PAS-PD |
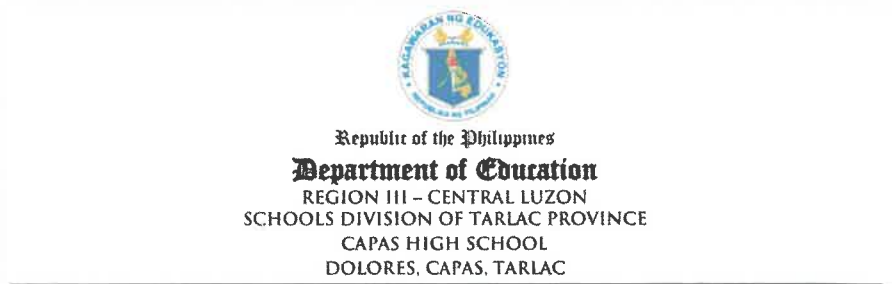| Office Memorandum and Office Order | Photocopy forwarded to concerned units/persons | Sent in emails through official DepEd emails | CO: Records Division RO: Records Section SDO: Records Unit |
Regional Memorandum	N/A	Sent to emails through Official DepEd Regional Office emails	Records Section - ASD
Division Memorandum	Photocopy forwarded to concerned schools/persons	Sent to emails through Official SDO emails	Records Unit-AS
School Memorandum	Photocopy forwarded to concerned units/persons	Sent to emails through Official School emails	Records in-charge
Forms and Templates	Printed Forms forwarded to concerned units/persons	e-Forms	Lead, KMT
Reports		Email or Forwarding of the report to requesting office	Process Holder

Note:

	Doc. Ref. Code:	
	PAWIM-P-005	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Rev	Effective	Page
00	09.20.21	15 of 17

1. Recipients of coded issuances and approved forms and templates are listed in Excel sheets, logbook, or **online distribution list of deped.gov.ph email accounts**.
2. Don't forget to use the DMS for document tracking purposes.

5.4.2. After distribution, the concerned Process Holder shall hold an orientation on how to use the document within 20 working days after the registration of the document in its respective DML.

5.4.3. Obsolete copy of the distributed documents (for revised) shall be returned to the person in charge of the distribution.

5.5. Access, Retrieval, and Use

5.5.1. Documents are ready for implementation starting on the date it was approved. Documents which are used or filled out, i.e. Forms/Templates, and any other documents which are outputs of processes and contain processed data are now considered as **Records**.

Note: Documents printed from the website or email are not considered controlled copies as their validity and extent of applicability cannot be determined.

5.5.2. For easy retrieval, filing cabinets, shelves, boxes, magazine files, folders, and other storages are labeled. Inventory of records and DMLs are updated periodically. Color coding may be employed for visual reference.

5.5.3. Records borrowed by other offices or workgroups are traced using logbooks.

5.5.4. Access to documented information shall be granted following *Table C* in the Documented Information Matrix

5.6. Storage and Protection
5.6.1. Documented Information are kept in appropriate locations to minimize physical deterioration, damage, and loss. Records are filed in a way that enhances accessibility. Below are some of the recommended options to store and protect documented information:

Type	Storage	Protection
Printed Documents/ Records (Hard Copy)	Expanded Folders Protective Sheets Ring Binders	File Boxes Steel Filing Cabinets, Racks, Drawers, Shelves with lock and key Records Warehousing with restricted access

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-005		
Rev	**Effective**	**Page**
00	09.20.21	16 of 17

Type	Storage	Protection
		Pest control Disaster Prevention mechanism (e.g. fire alarm and extinguisher)

Digital Documents/ Records (Soft Copy)	Cloud
	  a. Google Drive
	  b. OneDrive-SharePoint
	  c. iCloud
	  d. other cloud services
	
	External Disks (e.g. Flash Disk, Hard Disk, Solid State Drives)
		Scheduled File and Database Backup (c/o ICT)
		
		Access Restrictions (e.g. Passwords, File sharing)
		  a. Viewing Only
		  b. Viewing and Editing
		  c. Restricted

5.6.2. Use of erasable pens in creating documents and records are not allowed. Only permanent ink (from pens, printers, etc.) are allowed.

5.6.3. Correction or erasures in records is not allowed, unless there is an authorization from the top management.

5.6.4. The KMT Member per Bureau/Service, Functional Division, or School is responsible in ensuring correct practice of storage and protection in all documented information.

5.7. Archiving and Disposition

5.7.1. Records may be digitized for easier safekeeping, except for records that require original wet signatures.

5.7.2. Obsolete documents are archived or disposed based on the **Records Management Operations Manual** and shall be marked as OBSOLETE in their respective DMLs.

5.7.3. Superseded issuances must be indicated in the DML. Soft Copies of these issuances must also be taken down from the uploaded sites.

5.7.4. External Documents must be marked OBSOLETE in their DML once it is no longer needed.

5.7.5. Obsolete documents must be communicated throughout the organization through a DepEd Memo or Office Memo.

6.0 Attachments

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MANAGEMENT

6.1. Documented Information Matrix
6.2. DRAF
6.3. DML

Endorsed by:

WILFREDO E. CABRAL
Quality Management Representative

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

		Doc. Ref. Code:		
		PAWIM-M-004		
		Rev	**Effective**	**Page**
		01	03.28.2022	1 of 16

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

A. RESPONSIBILITIES and AUTHORITIES

Document	Governance Level	Scope/ Scale	Duration	Process Holder (In charge for creation)	Review	Approval	Distribution (done after Registration)
DepEd Order (DO)	CO	DepEd-wide or National in application	Long Term/ permanent	CO Bureaus and Services	Concerned Undersecretary (USec), Assistant Secretary (ASec)	Secretary	PAS-PD
DepEd Memorandum (DM)	CO	DepEd-wide or National in Application	Short term/ temporary	CO Bureaus and Services	Concerned USec, ASec	Secretary	PAS-PD
Memorandum with Limited Application	CO	Selected Region and/or Schools Division	Short term/ temporary	CO Bureaus and Services	Concerned USec, ASec	Secretary	PAS-PD
DM with Limited Circulation	CO	Specific Program or specific ROs/SDOs/Schools	Short term/ temporary	Assistant Secretary, Bureau/ Service Directors Asst. Chief	ASec Division Chiefs	USec Bureau/ Service Directors	Process Holder/ USec In-charge
	RO	Specific Program; or specific SDOs/ Schools or officials	Short term/ temporary	Division Chiefs, Section/ Unit Heads	ARD	RD	Records Section – Administrative Division (AD)
	SDO	Specific schools or officials	Short term/ temporary	Division Chiefs, Section/ Unit Heads	ASDS	SDS	Records Unit – Administrative Service (AS)
Office Order (OO) and	CO	Within Central Office	Short term/ temporary	OSEC, USec, ASec	Secretary,	Secretary,	Process Holder/ USec In-charge

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	**Effective**	**Page**
01	03.28.2022	2 of 16

Document	Governance Level	Scope/ Scale	Duration	Process Holder (In charge for creation)	Review	Approval	Distribution (done after Registration)
Office Memorandum (OM)		Strand-wide	Short term/ temporary		Concerned USec, ASec	USec, ASec	
		Bureau/ Service-wide	Short term/ temporary	Bureau/ Service or Division Chiefs	Bureau/ Service Director III	Bureau/ Service Director IV	
	RO	Within Regional Office	Short term/ temporary	ORD, Division Chiefs, Section/ Unit Heads	ARD or Chief, Administrative Division	RD	Records Section - AD
	SDO	Within Schools Division Office only	Short term/ temporary	OSDS, Functional Divisions, Units, and Sections Heads	ASDS or Administrative Officer V-AS	SDS	Records Unit-AS
Regional Memorandum	RO	All SDOs, Schools Within the Region	Short term/ temporary	RD, ARD, Division Chiefs, Section/ Unit Heads	ARD	Regional Director	Records Section - AD
Division Memorandum	SDO	All Schools within the Schools Division	Short term/ temporary	SDS, ASDS, Division Chiefs, Section/Unit Heads	ASDS	SDS	Records Unit - AS
School Memorandum	School	Within the School (may include stakeholders)	Short term/ temporary	Program Head/ School Head	Program Head/ School Head	School Head	Records In-charge
Advisories	CO	DepEd-wide or Specific in Application	Short term/ temporary	PAS	OUPFO & CO offices	OUPFO	PAS-PD

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	3 of 16

Document	Governance Level	Scope/ Scale	Duration	Process Holder (In charge for creation)	Review	Approval	Distribution (done after Registration)
QMS Manual	All Governance Levels	DepEd-wide or National in application	Long term, subject for annual review	NQMS Core Team	QMR	Secretary	Records Division – Administrative Service (AS)
PAWIM (including attachments)	All Governance Levels	DepEd-wide or National in application	Long term, subject for annual review	NQMS Core Team	QMR	Secretary	Records Division – Administrative Service (AS)
Planning Documents and Operations Manual	CO	Bureau/Service-wide	Short term, Subject for quarterly Review	Bureau/ Service Director	CO-QMR (if needed)	USec/ASec	Lead, KMT
	RO	RO		Functional Division Chiefs	RO-QMR (if needed)	RD	Lead, KMT
	SDO	SDO		Functional Division Chiefs	SDO-QMR (if needed)	SDS	Lead, KMT
	School	School		Program Owners	School QMR (if needed)	School Head	Lead, KMT
Forms and Templates	CO	DepEd-wide or Specific in Application	Long or short term, Subject for review	OSEC, Bureau/ Service	ASec, USec	Secretary, CO-QMR	Lead, KMT
				Divisions, Sections, Units	Bureau/Service Director	USec/ASec	
	RO	Regionwide or within RO only	Long or short term, Subject for review	Functional Divisions, Sections, Units	RO-QMR	RD	Lead, KMT

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	4 of 16

Document	Governance Level	Scope/ Scale	Duration	Process Holder (In charge for creation)	Review	Approval	Distribution (done after Registration)
	SDO	Division-wide or within the SDO only	Long or short term, Subject for review	Functional Divisions, Sections, Units	SDO-QMR	SDS	Lead, KMT
	School	School	Long or short term, Subject for review	Specific Process	School QMR	School Head	Lead, KMT
Request For Action (RFA)	All	Depends on the nature of the Nonconformity or Opportunity for Improvement	1 year	Process Holders	Refer to PAWIM-M-003 (Nonconformity Detection and Control Matrix)		

B. DOCUMENT REFERENCE CODING SYSTEM

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
DepEd Order (DO)	CO	**DepEd O R D E R** No. 000 s. YYYY e.g. **DepEd O R D E R** No. 009 s. 2021	000 – number series YYYY – year released	PAS-PD
DepEd Memorandum (DM)	CO	**DepEd MEMORANDUM** No. 000 s. YYYY	000 – number series YYYY – year released	PAS-PD

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	5 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
		e.g. **DepEd MEMORANDUM** No. 035 s. 2020		
Memorandum with Limited Application	CO	**MEMORANDUM** No. 000 s. YYYY **MEMORANDUM** No. 001 s. 2021	000 – number series YYYY – year released	PAS-PD

DepEd Memorandum with Limited Circulation	CO	**MEMORANDUM**
		DM-AAAA-YYYY-000
		
		e.g.
		MEMORANDUM
		DM-OUCI-2021-001
			DM – constant code for DepEd Memo
			AAAA – strand code
			  OSEC – Office of the Secretary
			  OUA – Office of the Undersecretary for
			      Administration
			  OUCI – Office of the Undersecretary for
			      Curriculum and Instruction
			  OUF – Office of the Undersecretary for Finance
			      Service
			  OUHROD - Office of the Undersecretary for
			      Human Resource and Organizational
			      Development
			  OULA - Office of the Undersecretary for Legal
			      Affairs
			  OULAPP – Office of the Undersecretary for
			      Legislative Affairs, External Partnerships,
			      and Project Management Service
			  OURO – Office of the Undersecretary for Field
			      Operations, Employee Welfare, Personnel,
			      and DEACO
				Person In-Charge under each strand

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	6 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
			OASCI – Office of the Assistant Secretary for Curriculum and Instruction	
			OASF – Office of the Assistant Secretary for Finance	
			OAGA – Office of the Assistant Secretary for Alternative Learning System	
			OASLA – Office of the Assistant Secretary for Legal Affairs	
			OASNASFO – Office of the Assistant Secretary for National Academy of Sports and Field Operations	
			OASPA – Office of the Assistant Secretary for Procurement and Administration	
			YYYY - year released	
			000 - number series	
	RO	**REGIONAL MEMORANDUM** AAA-YYYY-000 e.g. **REGIONAL MEMORANDUM** ORD-2021-001	AAA – functional division code ORD – Office of the Regional Director ASD– Administrative Services Division CLMD – Curriculum and Learning Management Division ESSD – Education Support Services Division FIN – Finance Division FTAD – Field Technical Assistance Division HRDD – Human Resource Development Division PPRD – Policy, Planning, and Research Division QAD – Quality Assurance Division YYYY - year released	Records Section - AD

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	7 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
			000 - number series	
	SDO	**DIVISION MEMORANDUM** AAA-YYYY-000 e.g. **DIVISION MEMORANDUM** CID-2021-001	AAA – functional division code OSDS – Office of the Schools Division Superintendent CID – Curriculum Implementation Division SGOD– School Governance and Operations Division YYYY - year released 000 - number series	Records Unit – AS
Office Order (OO) Office Memorandum (OM)	CO	**OFFICE ORDER** OO-AAAA-YYYY-000 **OFFICE MEMORANDUM** OM-AAAA-YYYY-000 e.g. **OFFICE ORDER** OO-OUA-2021-001 **OFFICE MEMORANDUM** OM-OUF-2021-001	OO – constant code for Office Order OM – constant code for Office Memo AAAA – strand code OSEC – Office of the Secretary OUA – Office of the Undersecretary for Administration OUCI – Office of the Undersecretary for Curriculum and Instruction OUF – Office of the Undersecretary for Finance Service OUHROD - Office of the Undersecretary for Human Resource and Organizational Development OULA - Office of the Undersecretary for Legal Affairs OULAPP – Office of the Undersecretary for Legislative Affairs, External Partnerships, and Project Management Service	Person In-Charge under each strand

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	8 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
			OURO – Office of the Undersecretary for Field Operations, Employee Welfare, Personnel, and DEACO OASCI – Office of the Assistant Secretary for Curriculum and Instruction OASF – Office of the Assistant Secretary for Finance OAGA – Office of the Assistant Secretary for Alternative Learning System OASLA – Office of the Assistant Secretary for Legal Affairs OASNASFO – Office of the Assistant Secretary for National Academy of Sports and Field Operations OASPA – Office of the Assistant Secretary for Procurement and Administration YYYY - year released 000 - number series	
	RO	**OFFICE MEMORANDUM** AAA-YYYY-000 E.g. **OFFICE MEMORANDUM** HRD-2021-001	AAAA – functional division code ORD – Office of the Regional Director ASD – Administrative Services Division CLMD – Curriculum and Learning Management Division ESSD – Education Support Services Division FIN – Finance Division FTAD – Field Technical Assistance Division HRDD – Human Resource Development Division	Records Section-AD

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	9 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
			PPRD – Policy, Planning, and Research Division QAD – Quality Assurance Division YYYY - year released 000 - number series	

	SDO	**OFFICE MEMORANDUM**
		AAA-YYYY-000
		
		E.g.
		OFFICE MEMORANDUM
		SGO-2021-001
			AAAA – functional division code
			    OSDS – Office of the Schools Division
			        Superintendent
			    CID – Curriculum Implementation Division
			    SGOD– School Governance and Operations
			        Division
			YYYY - year released
			000 - number series
				Records Unit – AS

Regional Memorandum	RO	**REGIONAL MEMORANDUM** No. 000 s. YYYY e.g. **REGIONAL MEMORANDUM** No. 001 s. 2021	000 – number series YYYY – year released	Records Section - AD
Division Memorandum	SDO	**DIVISION MEMORANDUM** No. 000 s. YYYY e.g. **DIVISION MEMORANDUM** No. 001 s. 2021	000 – number series YYYY – year released	Records Unit – AS
School Memorandum	School	**SCHOOL MEMORANDUM** No. 000 s. YYYY	000 – number series YYYY – year released	

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	10 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
		e.g. **SCHOOL MEMORANDUM** No. 001 s. 2021		
Advisories	CO	**Advisory No. 00, s. YYYY** **Date:** Month Day, Year In compliance with DepEd Order No. 8, s. 2013 This Advisory is issued for the information of DepEd officials, personnel/staff, as well as the concerned public. (Visit *www.deped.gov.ph*)	000 – number series YYYY – year released Month – month of release Day – day of release Year - year of release	CO: PAS-PD
QMS Manual	All	N/A	N/A	Records Division – Administrative Service
PAWIM (including attachments)	All	PAWIM-X-000	X – document type P – procedure F – Form M – matrix/table 000 – number series	Records Division – Administrative Service
Planning Documents (SWOT Matrix, Risk Registry, Opportunity Registry, OPCR, List of Interested Parties)	All	PAWIM-F-003 PAWIM-F-004 PAWIM-F-005	PAWIM-F-003 – code for SWOT PAWIM-F-004 – code for Risk Registry PAWIM-F-005 – Code for Opportunity Registry	Records Division – Administrative Service

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	11 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
Operations Manual (Table of Contents, Template, Quality Control Plans)	All	OpsManual	**OpsManual** is placed as a code in the Table of Contents, Template, and Quality Control Plans to indicate that these documents are compiled into one integrated Operations Manual.	KMT

Forms and Templates	CO	**CO-AAAA-F000**
		
		e.g.
		CO-BHROD-F001
			CO – constant code for Central Office
			AAAA- Strand Code
			  OSEC – Office of the Secretary, EXECOM
			  AS – Administrative Service
			  BCD - Bureau of Curriculum Development
			  BEA - Bureau of Education Assessment
			  BLD - Bureau of Learning Delivery
			  BLR - Bureau of Learning Resources
			  BHROD - Bureau of Human Resources and Organizational Development
			  BLSS - Bureau of Learner Support Services
			  DRRMS - Disaster Risk Reduction and Management Service
			  EPS – External Partnership Service
			  FS – Finance Service
			  IAS – Internal Audit Service
			  ICO – International Cooperation Office
			  ICTS - Information and Communications Technology Service
			  LS – Legal Service
			  NEAP - National Educators' Academy of the Philippines
			  PAS - Public Affairs Service
			  PMS - Project Management Service
			  ProcMS - Procurement Management Service
			  PS - Planning Service
			F – constant code to indicate a Form
				Lead, KMT

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	12 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
			000 – number series	
	RO	**RO-AAAA-F000** e.g. RO-QAD-F001	**RO** – Constant code for Regional Office **AAAA** – functional division code 　ORD – Office of the RD, ARD, including Units 　ASD – Administrative Service Division 　CLMD – Curriculum and Learning Management Division 　ESSD – Education Support Services Division 　FTAD – Field Technical Assistance Division 　FIN – Finance Division 　HRDD – Human Resource Development Division 　QAD – Quality Assurance Division 　PPRD – Policy, Planning, and Research Division **F** – constant code to indicate a Form **000** – number series	Lead, KMT
	SDO	**SDO-AAA-F000** e.g. SDO-SGOD-F001	**SDO** – constant code for Schools Division Office **AAAA** – functional division code 　OSDS – Office of the Schools Division Superintendent, ASDS, including Admin, Finance, ICT, and Legal 　CID – Curriculum Implementation Division 　SGOD – School Governance and Operations Division **F** – constant code to indicate a Form **000** – number series	Lead, KMT
	School	**SCH-AAAA-F000** e.g. SCH-ACAD-F001	**SCH** – constant code for school **AAAA** – group code 　OSH – Office of the School Head 　ACAD – Academic Group 　OLSG – Operations and Learners Support Group **F** – constant code to indicate a Form	Lead, KMT

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM

DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	13 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge
			000 – number series *NOTE:* This does not include school forms created by the Central Office. The code shall only be used for forms which are created within the School Level.	
Request For Action (RFA)	CO	**RFA-YYYY-AAAA-000** e.g. RFA-2021-BCD-001	**RFA** – constant code for Request for Action **YYYY** –year when the RFA is issued **AAAA** – bureau/service code 　OSEC – Office of the Secretary, EXECOM 　AS – Administrative Service 　BCD - Bureau of Curriculum Development 　BEA - Bureau of Education Assessment 　BLD - Bureau of Learning Delivery 　BLR - Bureau of Learning Resources 　BHROD - Bureau of Human Resources and Organizational Development 　BLSS - Bureau of Learner Support Services 　DRRMS - Disaster Risk Reduction and Management Service 　EPS – External Partnership Service 　FS – Finance Service 　IAS – Internal Audit Service 　ICO – International Cooperation Office 　ICTS - Information and Communications Technology Service 　LS – Legal Service 　NEAP - National Educators' Academy of the Philippines 　PAS - Public Affairs Service 　PMS - Project Management Service 　ProcMS - Procurement Management Service 　PS - Planning Service **000** – number series	Lead, KMT

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	14 of 16

Document	Governance Level	Reference Code	Code Definitions	Registration In-Charge

	RO	**RFA-YYYY-AAA-000**
		
		e.g.
		RFA-2021-FTAD-001
			RFA – constant code for Request for Action
			YYYY –year when the RFA is issued
			AAAA – functional division code
			   ORD – Office of the RD, ARD, including Units
			   ASD – Administrative Service Division
			   CLMD – Curriculum and Learning Management Division
			   ESSD – Education Support Services Division
			   FTAD – Field Technical Assistance Division
			   FIN – Finance Division
			   HRDD – Human Resource Development Division
			   QAD – Quality Assurance Division
			   PPRD – Policy, Planning, and Research Division
			000 – number series
				Lead, KMT

	SDO	**RFA-YYYY-AAAA-000**
		
		e.g.
		RFA-2021-OSDS-001
			RFA – constant code for Request for Action
			YYYY –year when the RFA is issued
			AAAA – functional division code
			   OSDS – Office of the Schools Division Superintendent, ASDS, including Admin, Finance, ICT, and Legal
			   CID – Curriculum Implementation Division
			   SGOD – School Governance and Operations Division
			000 – number series
				Lead, KMT

	School	**RFA-YYYY-AAAA-000**
		
		e.g.
		RFA-2021-OSH-001
			RFA – constant code for Request for Action
			YYYY –year when the RFA is issued
			AAAA – group code
			   OSH – Office of the School Head
			   ACAD – Academic Group
			   OLSG – Operations and Learners Support Group
			000 – number series
				Lead, KMT

Republic of the Philippines

Department of Education
QUALITY MANAGEMENT SYSTEM

DOCUMENTED INFORMATION MATRIX

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	15 of 16

C. ACCESS MATRIX

Access Codes: 🔒 Restricted 🔍 View Only ✏️ View and Edit

Document	Process Holder (refer to Table A)	CO Employees	RO Employees	SDO Employees	School Employees	The Public (Stakeholders)
DepEd Order (DO)	✏️	🔍	🔍	🔍	🔍	🔍
DepEd Memorandum (DM)	✏️	🔍	🔍	🔍	🔍	🔍
Memorandum with Limited Application from CO	✏️	🔍	🔍	🔍	🔍	🔍
Office Order (OO) from CO	✏️	🔍	🔒	🔒	🔒	🔒
Office Order (OO) from RO	✏️	🔒	🔍	🔒	🔒	🔒
Office Order (OO) from SDO	✏️	🔒	🔒	🔍	🔒	🔒
Office Memorandum (OM) from CO	✏️	🔍	🔒	🔒	🔒	🔒
Office Memorandum (OM) from RO	✏️	🔒	🔍	🔒	🔒	🔒
Office Memorandum (OM) from SDO	✏️	🔒	🔒	🔍	🔒	🔒
Regional Memorandum (RM)	✏️	🔒	🔍	🔍	🔍	🔍
Regional Memo with Limited Application from RO	✏️	🔒	🔍	🔍	🔍	🔍
Division Memorandum	✏️	🔒	🔒	🔍	🔍	🔍
Division Memo with Limited Application from SDO	✏️	🔒	🔒	🔍	🔍	🔍
School Memorandum	✏️	🔒	🔒	🔒	🔍	🔍
Advisory from CO	✏️	🔍	🔍	🔍	🔍	🔍
Advisory from RO	✏️	🔒	🔍	🔍	🔍	🔍
Advisory from SDO	✏️	🔒	🔒	🔍	🔍	🔍
Advisory from School	✏️	🔒	🔒	🔒	🔍	🔍

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM

Doc. Ref. Code:		
PAWIM-M-004		
Rev	Effective	Page
01	03.28.2022	16 of 16

DOCUMENTED INFORMATION MATRIX

Document	Process Holder (refer to Table A)	CO Employees	RO Employees	SDO Employees	School Employees	The Public (Stakeholders)
QMS Manual	✎	🔍	🔍	🔍	🔍	🔒
PAWIM (including attachments)	✎	🔍	🔍	🔍	🔍	🔒
Planning Documents – CO Level	✎	🔍	🔒	🔒	🔒	🔒
Planning Documents – RO Level	✎	🔒	🔍	🔒	🔒	🔒
Planning Documents – SDO Level	✎	🔒	🔒	🔍	🔒	🔒
Planning Documents – School Level	✎	🔒	🔒	🔒	🔍	🔒
Operations Manual – CO Level	✎	🔍	🔒	🔒	🔒	🔒
Operations Manual – RO Level	✎	🔒	🔍	🔒	🔒	🔒
Operations Manual – SDO Level	✎	🔒	🔒	🔍	🔒	🔒
Operations Manual – School Level	✎	🔒	🔒	🔒	🔍	🔒
Forms and Templates	✎	🔒	🔒	🔒	🔒	🔒

Endorsed by:

WILFREDO E. CABRAL
Quality Management Representative

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

Republic of the Philippines

Department of Education

NAME OF STRAND/REGION/SDO/SCHOOL

Bureau/Service/Functional Division/School:					
Document Type:	☐ DepEd Order	☐ Office Order	☐ Regional Memorandum	☐ w/ Limited Application	☐ Advisory
	☐ DepEd Memorandum	☐ Office Memo	☐ Division Memorandum	☐ School Memorandum	☐ PAWIM
	☐ Forms/Templates	☐ External Documents			
	☐ Others:				

DOCUMENT REFERENCE CODE	DOCUMENT TITLE/DESCRIPTION	ORIGINATING OFFICE	PERSON RESPONSIBLE	REVISION NUMBER	EFFECTIVITY DATE	LOCATION OF CONTROLLED DOCUMENT	DOCUMENT STATUS A – Active O- Obsolete
DO 31, s. 2021	Operational Guidelines On The Implementation Of The School-Based Feeding Program	BLSS-SHD	Chief, SHD	N/A	August 6, 2021	PAS-PD; www.deped.gov.ph	A
PAWIM-P-001	Management Review	BHROD-OED	QMR	00	September 20, 2021	www.deped.gov.ph	A
CO-FS-F001	Authority to Travel Form	OUF	Assistant Secretary for Finance	00	September 2, 2019	PAS-PD; www.deped.gov.ph	A
CSC Form 6	Application for Leave Form	Civil Service Commission	Chief, Personnel Division	Revised 2020	2020	BHROD-PD	A
OM 01, s. 2021	Guidelines on the Alternative Work Arrangements in SDO Pasig City for the duration of the Enhanced Community Quarantine in the National Capital Region	Administrative Division	AO V-Personnel	N/A	August 5, 2021	Records Unit; DepEd Pasig Website	A
Record	DepEd Income Generating Project Proposal and Terminal Report	BINHS	School Head	N/A	February 2021	OSH	A

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-015	Rev	00
Effectivity	09.20.21	Page	1 of 2

DOCUMENT REVIEW and APPROVAL FORM (DRAF)

Section I - REQUEST			DRAF No. _____	
Request for:	☐ Creation	☐ Revision	☐ Disposition/Deletion	
Document Type:	☐ Form/Template	☐ QMS Manual	☐ PAWIM	
	☐ Planning Documents (SWOT, Risk Registry, Opportunity Registry)			
	☐ Operations Manual (Relevant Interested Parties, OPCR, Definition of Terms, Legal Bases)			
	☐ Quality Control Plan			
Applicability:	☐ CO	☐ RO	☐ SDO	☐ School
Document Title:				
Document Reference Code:			Current Revision Number:	
Reason for the request:				

Requested by:	_____ Signature over Printed Name and Position	Date of Request:	

Section II – REVIEW		Section III – APPROVAL	
☐ Recommend Approval	☐ Disapproved	☐ Approved	☐ Disapproved
Reason:		Reason:	

Reviewed by:	_____ Signature over Printed Name and Position (Head of Committee)	Approved by:	_____ Signature over Printed Name and Position
Date:		Date:	

Section IV – REGISTRATION AND DISTRIBUTION		
NEW REVISION NUMBER:	EFFECTIVITY DATE:	DATE REGISTERED IN DML:

CONTROLLED COPY FILED BY:	COPY RECEIVED BY:
_____ Lead, Knowledge Management Team	_____ Process Holder
Date:	Date:

Address:
Telephone Nos.:
Email Address:
Website:

REGION/ SDO/ SCHOOL LOGO

QMS LOGO

Doc. Ref. Code	PAWIM-F-014	Rev	00
Effectivity	09.20.21	Page	1 of 1

1.0 Purpose

This procedure defines the activities and resources in managing the environment and processes that enables knowledge and ensures that it is used or applied, shared, and retained by those who work for and interact with DepEd by translating it into actions and appropriate interventions to enable value-creation and effective decision-making throughout its Quality management System.

2.0 Scope

The procedure applies across all governance levels in the Department and connects the Knowledge Management standard to the Quality Management System requirements.

3.0 References

3.1 ISO 9001:2015 – Quality management systems – Requirements
3.2 ISO 30401:2018 – Knowledge Management Systems – Requirements

4.0 Definition of Terms

Effectiveness	Extend to which planned activities are realized and planned results are achieved
Information	Meaningful data
Knowledge	Human or organizational asset enabling effective decisions and action in context. It is acquired through learning or experience
Knowledge Management	Management regarding knowledge. It uses a systematic and holistic approach to improve results and learning. It includes optimizing the identification, creation, analysis, representation, distribution, and application of knowledge to create organizational value.
Knowledge Management Culture	Elements of the organizational culture supportive of the values, behaviors and activities associated with the knowledge management system
Knowledge Management Team (KMT)	A team established to implement the Organizational Knowledge Procedure and Documented Information Management Procedure in the PAWIM
Organization	Person or group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives
Organizational culture	Values, beliefs, and practices that influence the conduct and behavior of people and organizations
Process Holder	Office, unit, or personnel assigned by the top management to have responsibility for each process

5.0 Procedure

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
KNOWLEDGE MANAGEMENT

Doc. Reference Code		
PAWIM-P-006		
Rev	Effective	Page
00	09.20.21	2 of 5

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Knowledge Development	• Acquiring new knowledge • Integrating enablers • Applying current knowledge	KMT Process Holders	Existing DepEd Orders, Republic Acts, Executive Orders
5.2	Knowledge Conveyance and Transformation	• Using, transferring, and transforming knowledge	KMT Process Holders	
5.3	Knowledge Retention	• Safeguarding organization from Knowledge Loss	KMT Process Holders	
5.4	Outdated/ Invalid Knowledge Handling	• Protecting organization from using inappropriate knowledge	KMT Process Holders	

5.1 Knowledge Development

5.1.1 The Department acquires knowledge which was previously unknown or unavailable within the agency using, but not limited to, the following activities:
 a. Training/Workshop
 b. Orientation
 c. Data Gathering
 d. Innovation
 e. Research
 f. Knowledge discovery and detection
 g. Lesson learning
 h. Benchmarking
 i. Feedback collection
 j. Adaptation of existing knowledge to new applications/functions

Note:
 a. Refer to the **Organizational Knowledge Matrix** for responsibilities and resources
 b. See **5.2** for more methods of conveyance and transformation

5.1.2 The KMT ensures that all enablers reflected in the table below shall be integrated in the Knowledge Management System

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
KNOWLEDGE MANAGEMENT

Doc. Reference Code		
PAWIM-P-006		
Rev	Effective	Page
00	09.20.21	3 of 5

ENABLER	DESCRIPTION	EXAMPLES
Human Capital	Roles and accountabilities, including all knowledge management system stakeholders; making sure that knowledge management is encouraged within the organization	Lead, KMT Personnel Officer Human Resource Development Officers Learning Facilitators Process Holders
Processes	Defined knowledge activities applied and embedded within organizational processes, including procedures, instruction, methods and measures	Knowledge discovery and detection Lessons learned from failures and successes
Technology & infrastructure	Digital channels, virtual and physical workplace and other tools	Mobile applications Portals (Information Systems) Search engines Cloud computing Collaborative workspaces (e.g. Teams) Informal meeting areas
Governance	Strategy, expectations, and means of ensuring the knowledge management system is working in alignment	KM Strategy Policies SLAs Code of Conduct
KM Culture	Attitudes and norms regarding sharing, learning from mistakes	Admitting and explaining a mistake is rewarded rather than punished

5.1.3 Apply the knowledge acquired to make it effective by using the following activities:
a. Knowledge Transfer -
b. Knowledge consolidation
c. Knowledge sharing
d. Knowledge codifying
e. Knowledge reuse
f. Creative problem solving

5.2 **Knowledge Conveyance and Transformation**

    5.2.1   The process holders responsible, together with the KMT, shall use, transform, and transfer knowledge throughout the organization with the recommended activities as show in the matrix:

ACTIVITY	DESCRIPTION	EXAMPLES
Human Interaction	Exchange of knowledge through conversations and interactions between individuals, teams, and across the organization.	a. Training/Workshop/Writeshop b. Brainstorming Sessions c. Focus Group Discussions d. Learning Action Cell (LAC) Sessions e. Collaborative Teams f. World Café g. Shift Handover h. Succession Planning i. Mentoring j. Sense making k. Story Telling
Representation	Make knowledge available through demonstration, recording, documenting and/or codifying	a. DepEd Issuances b. LRMDS Portal c. Learning Management System d. DepEd Commons e. Procedures and Guidelines f. Capturing lessons g. Recorded job handover h. Leading by example
Combination	Synthesis, curating, formalizing, structuring or classifying of codified knowledge, making the knowledge accessible and finable	a. Classification of Taxonomy b. Tagging c. Summarizing and structuring content d. Refreshing captured knowledge
Internalization and Learning	Reviewing, assessing and absorbing knowledge;	a. Searching for and seeking knowledge b. Staff Orientation Workshop (SOW) c. Briefing

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
KNOWLEDGE MANAGEMENT

Doc. Reference Code		
PAWIM-P-006		
Rev	Effective	Page
00	09.20.21	5 of 5

ACTIVITY	DESCRIPTION	EXAMPLES
	incorporating it into practice	d. Post Conference Meetings (Post-Con) e. Checklists f. Simulations/Dry-run g. Employee on-boarding h. E-learning i. Job shadowing j. Job Rotations

5.3 Knowledge Retention
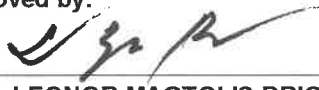
5.3.1 Safeguard the organization from knowledge loss by retaining current knowledge through:
   a. Documenting
   b. Securing expert knowledge against worker turnover
   c. Information backup
   d. Succession plans
   e. Coaching
   f. Mentoring

5.4 Outdated/Invalid Knowledge Handling

5.4.1 Outdated or invalid knowledge must be discarded to protect the organization from mistakes or inefficiency by:
   a. Knowledge deletion
   b. Archiving and Disposition of Documented Information
   c. Policy/Guideline review and updating
   d. Re-training/re-orientation/Refresher Course

6.0 Attachment
6.1 Organizational Knowledge Matrix

Endorsed by:	Approved by:
WILFREDO E. CABRAL Quality Management Representative	**LEONOR MAGTOLIS BRIONES** Secretary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	1 of 21

Organizational Knowledge is vital in addressing the changing needs and trends within an organization in order to create an environment conducive to learning and knowledge sharing. The guiding force behind Organizational Knowledge is productivity and innovation.

DECLARED PROCESS	ORGANIZATIONAL KNOWLEDGE	SOURCE	MEANS OF STORAGE AND SHARING	DOCUMENTED INFORMATION	RESPONSIBLE
TECHNICAL KNOWLEDGE					
Plan Formulation	Strategic Planning	Governance of Basic Education Act of 2001 (RA 9155) K to 12 Law (RA 10533) ALS Law (R.A. 11510) Program Expenditure Classification (PREXC) Basic Education Sector Reform Agenda (BESRA)	Budget Strategy for Basic Education, FY 2010-2015 (DO 25 s2010)	National Basic Education Plan (NBEP) Regional Basic Education Plan (REDP) Division Education Development Plan (DEDP) School Improvement Plan (SIP)	EXECOM/Top Management Planning Service/ Policy, Planning, and Research Division/ Planning and Research Unit/School Planning Team
	Medium Term Planning				
	Operational Planning				
Policy Development	Agenda Setting	RA 9155 RA 10533 R.A. 11510 Existing government laws and standards	Issuances through the DepEd Website Orientations	RA 9155 DepEd Orders, Memoranda DO 13, s. 2015 Complete Staff Work (CSW)	EXECOM Concerned Offices, Planning Service/ PPRD / PRU /SPT
	Policy Formulation				
	Policy Adoption				
	Policy Implementation				
	Policy Review				
Performance Monitoring & Evaluation	Management Meetings a. ExeCom	RA 9155	M&E reports	Budget Strategy for Basic Education, FY	Concerned Offices,

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	2 of 21

	b. ManCom c. Management Review	RA 10533 ISO 900:2015 (Quality Management System – Requirements) Philippine Government Internal Audit Manual (PGIAM)	Issuance through the DepEd Website Trainings/ Workshops (TOT, Roll Out, Mass Training, SLAC)	2010-2015 (DO 25 s2010) Planning and Budgeting Strategy (for approval) Basic Education Monitoring and Evaluation	Planning Service
	Internal Audit				
	Program/Project Implementation Review				
	Office and Staff Performance Monitoring and Appraisal				
	Education Statistics Monitoring				
	Monitoring of Citizen/Client Satisfaction Survey	BESRA KRT 1 (DO 23, s. 2010)		SBM Guidelines (DO 83, s. 2012) SBM Tools	BHROD-SED RO-FTAD, QAD; SDO-SGOD; School-School Head
Curriculum Management and Standard Development	Curriculum Standards Development	Millennium Development Goals (MDG)-Sustainable Development Goals (SDG) Education For All (EFA) Goals Basic Education Sector Reform Agenda (BESRA) K to 12 Law (RA 10533) ALS Law (R.A. 11510)	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC) Sharing through the LRMDS Portal	Curriculum Framework, Curriculum Guide, TGs/LMs, DLLs/DLPs (DO 42, s. 2016, RA 10533 DO 8, 2015 (Assessment) Development Goals (MDG)-Sustainable Development Goals (SDG) Education For All (EFA) Goals	Curriculum and Instruction
	Curriculum Management				

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	3 of 21

Learning Delivery Management and Development	Teaching-Learning Standards and Modalities Development, Management/Contextualization of Teaching-Learning Delivery Systems Instructional Supervision and Management	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	DepEd Order no. 42, s. 2016 Policy on Daily Lesson Preparation DepEd Order no. 20, s. 2017 Philippine Professional Standards for Teachers	BLD, CLMD, CID, OSH
Learning Resource Management and Development	Standards Development and Management of Learning Resources Management of Quality Assurance of Learning Resources/Contextualized Learning Resources Learning Resources Implementation	Republic Act 10533, "Enhanced Basic Education Act" of 2012 ALS Law (R.A. 11510) Republic Act 9184, "Government Procurement Act Republic Act 8047, "Development of the Book Publishing Industry through the Formulation and Implementation on a National Book Policy and National Book Development Plan"	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC) Sharing through the LRMDS Portal	DepEd Order no. 76, s.2011 "National Adoption and Implementation of the Learning Resources Management Development System	BLR, CLMD, CID, OSH
Education Assessment and Research	Design and Development of Assessment Framework, Programs, and Tools/Instruments	Republic Act 10533, "Enhanced Basic Education Act" of 2012	Issuances through the DepEd Website	DepEd Order no. 55, s. 2016 Policy Guidelines on the National Assessment of Student	BEA, CLMD, CID, OSH

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	4 of 21

	Management of assessment mechanism contextualization Assessment Operation Data Analysis and Interpretation Development of Education Research Framework, Design, Procedures, and Instruments Conduct of Research Utilization of research data and information	ALS Law (R.A. 11510)	Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	Learning for the K to 12 Basic Education Program	
Learning and Professional Development Management for Teachers and School Leaders	Design and Development of Learning/PD Standards and programs/courses Management of Learning/PD Programs Quality Assurance of Learning/PD Programs M&E of Learning/PD Programs Management of Scholarship Programs	Republic Act 10533, "Enhanced Basic Education Act" of 2012 ALS Law (R.A. 11510) RA No. 10912 Continuing Professional Development Act of 2016	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	DO No. 30 s. 2009 National Adoption and Implementation of the Training and Development System and Designating the National Academy of the Philippines as the Interim Agency Responsible of Operationalization of Training and Development;	NEAP, NEAP-RO, SGOD, OSH
	Recruitment, Selection, Placement, and Induction	CSC Program to Institutionalize	Issuances through the DepEd Website	L&D Manual and tools (on-going)	CO: BHROD-HRD, NEAP

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	**Effective**	**Page**
00	09.20.21	5 of 21

Human Resource Management and Development	Personnel Records Management	Meritocracy and Excellence in Human Resource Management (PRIME-HRM)	Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC) Office Mandates	IPCRF/OPCRF DO 2, s. 2015 HR Guidebook Compendium of Office Functions and Job Descriptions	RO: HRDD SDO: HRDS, HRMO School: School Head
	Personnel Inventory				
	Leave Management				
	Professional Development/Learning Development				
	Compensation and Benefits				
	Personnel Performance Management				
	Employee Relations				
	Employees' Welfare				
	Rewards and Recognition				
Disaster Risk Reduction and Management	Risk-informed Plans, Policies and Standards Contingency Planning, Formulation, and Enhancement Monitoring and Evaluation of Comprehensive School Safety (CSS) Resilience Education DRRM Information System and Research IEC and Advocacy for Resilience	Republic Act 10121- The Philippine Disaster Risk Reduction and Management Act of 2010 The 2016 Revised Implementing Rules and Regulations of RA No. 9184 Government Reform Act	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	DO 37 s. 2015 "Disaster Risk Reduction Framework (Section 6 letter b)" DO No. 21, s. 2015 "Disaster Risk Reduction and Management Information Management and Coordination Management Protocol" DRRMS Charter	DRRMS ESSD SGOD-DRRM

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	**Effective**	**Page**
00	09.20.21	6 of 21

	Learning Continuity and Resilience Interventions Partnership for Strengthening Resilience				
Information, Communication, and Technology (ICT) Management	Design and Development of ICT solutions	BESRA KRT 5 (DO 23, s. 2010)	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	DO 78,s. 2010 DepEd Computerization Program (DCP) DM 77, s. 2016 (e-class programming for SHS) e-school forms	ICTS BHROD-SED
	Management of Technology Infrastructure				
	Management and implementation of ICT solutions				
	Implementation of ICT solutions				
	User Support/ Help desk				
Procurement Management	Procurement Planning	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	Republic Act 9 184 and its Revised Implementing Rules and Regulation (IRR), also known as the Government Procurement Reform Act (GPRA)	ProcMS Finance OSDS
	Bidding Processes				
	Contract Implementation				
	Contract Monitoring				
Asset Management	Asset Utilization and Inventory Asset Disposition	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website	DepEd Order No. 45, s. 2006 or the Guidelines on Delivery, Inspection, Acceptance, and	AMD Asset Management Section

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

	Acquisition of tangible and intangible assets		Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	Recording of All Properties Procured by DepEd CO and DBM Procurement Service	Property & Supply Section
				DepEd Order No. 5, s. 2010, dated February 5, 2010 or the Guidelines on Inspection of DepEd Deliveries	
				DepEd Order No. 82, s. 2011, dated October 24, 2011, or the Guidelines on Proper Recording of All Donated Properties	
				DepEd Order No. 104, s. 2011 dated December 29, 2011 or the Guidelines on the Proper Recording and Booking-up of School Building	
				DepEd Order No. 14, s. 2012 dated February 10, 2012 or the Policy and Guidelines on the Proper Distribution, Care, Recording,	

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	8 of 21

				Retrieval, and Disposal of Textbooks (TXs) with the Teachers Manuals (TMs) and other Instructional Materials (IMs) DepEd Order No. 25, s. 2003 dated April 4, 2003 or the Resolving Losses of Textbooks COA/Government Accounting Manual of 2016	
Records Management	Handling of Incoming documents	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	DECS, 2000 Service Manual RMAO – Records Operations Manual	Records Division Records Section Records Unit
	Handling of Outgoing documents				
	Access, disclosure, and issuance of documents				
	Records Inventory				
	Records Disposition				
General Services Management	Housekeeping and Ground Maintenance	CSC-COA DBM Joint Circular No. 1 s, 2017 dated June 15, 2017 (Rules and Regulations Governing Contract of Services and Job Order	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	DECS, 2000 Service Manual	GSD GSU OSDS
	Transportation Service and Vehicle Maintenance				
	Library Management				
	Facilities Maintenance				

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	9 of 21

	Clinic Management	Workers on the Government)			
	Security Services				
		Republic Act No. 6541 (National Building Code of the Philippines)			
		GAAM Vol. I, Chapter 4 (Use, Repair and Maintenance of Government Vehicle)			
Infrastructure Management	Design Specification of Education Facilities	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website	Memorandum of Agreement between DepEd and DPWH on the Basic Educational Facilities Fund (BEFF) School Building Projects dated 03 April 2017	EFD
	Management of construction, repair, rehabilitation, and maintenance of education facilities		Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)		ESSD
					SGOD
	Evaluation/assessment of construction, repair, rehabilitation, and maintenance of education facilities				
	Inspection/validation of accomplishment of BEFF projects				
Public Affairs Management	Media Relations	RA 11032 or the Ease of Doing Business and Efficient Government	Issuances through the DepEd Website	DepEd Order No. 56, s. 2004 dated October 14, 2004 or the Creation of the Department of Education Text (DETxt)	PAS
	Communication Planning, Management, Monitoring & Evaluation		Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)		PAU
					SGOD
	Information Management and Dissemination				

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	**Effective**	**Page**
00	09.20.21	10 of 21

	Public Relations and Assistance	Service Delivery (EODB-EGSB) Act of 2018		Action Center and Designation of Office Head
	Publication of Issuances			
	Styling and Branding	Executive Order No. 2, s. 2016 dated July 23, 2016 or the Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Disclosure and Transparency in the Public Service and Providing Guidelines Therefor		DepEd Order No. 72, s. 2016 dated November 25, 2016 or the Department of Education People's Freedom of Information Manual and Implementing Details
	Materials Production			
		Executive Order No. 6, s. 2016 dated October 14, 2016 or the Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center		DO 8, s. 2013: Policy Guidelines on Regulating the Issuance of DepEd Advisories
				DO 30, s. 2010: Guidelines on the Unified Dissemination of DepEd Issuances Unnumbered Memorandum dated January 17, 2007
		EO No. 200 dated June 18, 1987: Providing for the Publication of Laws either in the Official Gazette or in a newspaper of general circulation in the		DO 31, s. 2019: The Department of Education Service

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	**Effective**	**Page**
00	09.20.21	11 of 21

		Philippines as a requirement for their effectivity		Marks and Visual Identity Manual DO 30, s. 2019: The Department of Education Manual of Style	
Learner Support Management	Policy and Program Development Continuous improvement and development of: School Sports • Comprehensive school sports programs School Health • Comprehensive health programs Youth Formation • Comprehensive youth formation programs	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	Basic Education Development Plan 2030 under Pillar 4 on Resiliency DO 2, s. 1998 - Establishment of the DECS Center for Students and Co-Curricular Affairs DO 62, s. 2000 - Amendments to DECS Order No. 2, s. 1998 (Establishment of the	BLSS ESSD SGOD
	Program Management				

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	**Effective**	**Page**
00	09.20.21	12 of 21

				Center for Students and Co-Curricular Affairs)	
External Partnership Management	Partnership Development and Management	Republic Act No. 10122 dated May 27, 2010 or An Act Strengthening the Literacy Coordinating Council by Amending Republic Act No. 7165, otherwise known as an "Act Creating the Literacy Coordinating Council, Defining Its Powers and Functions, Appropriating Funds Therefor, and for Other Purposes."	Issuances through the DepEd Website		EPS
			Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)		ESSD
	Commemorative and other related events management				SGOD -SMN
Private Education Regulations and Development	Review and Development of Policies	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website	DO No. 88, s. 2010, Revised Manual of Regulations for Private Schools	QAD
• Local Private Schools			Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)		SGOD
• Local International Schools	Grant of Permits to Operate and Recognitions				
• Private Madaris				DO No. 11, s. 2011, Amendments to the 2010 Revised Manual of Regulations for Private Schools in Basic Education 11. DO No. 88, s. 2010, Revised	
• Philippine Schools Overseas	Evaluation of applications for the Grant of Permits to Operate and Recognitions				
	Evaluation of applications for the Grant of Permits to Operate and Recognitions				

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	**Effective**	**Page**
00	09.20.21	13 of 21

	Grant of Special Orders (SO) of Private Schools/Technical Vocational Institutions (TVI)/ Non DepEd Public Schools			Manual of Regulations for Private Schools DO 40, s. 2014 - Establishment, Merging, Conversion, and Naming/Renaming of Public Schools, and Separation of Public School Annexes in Basic Education	
	Evaluation of Applications of Special Orders (SO) of Private Schools/Technical Vocational Institutions (TVI)/ Non DepEd Public Schools				
	Acknowledgement of Private School Voluntary (Temporary/Permanent) Closure				
	Endorsement of notice of Voluntary (Temporary/Permanent) Private Closure				
	Government Assistance Subsidy				
	Review and Approval of Tuition and other Fees Increase, No Increase and Proposed New Fees of Private Schools				
	Validation and Evaluation of Application of Tuition and other Fees Increase, No Increase and Proposed New Fees of Private Schools				
Financial Management	Collection and Deposits		Issuances through the DepEd Website		Finance Service
	Disbursement				

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	14 of 21

	Preparation of ACIC/SLIIAE			Finance Division
	Maintenance and Closure of Bank Accounts	Republic Act No. 9155 "Governance of Basic Education Act of 2001"	Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	Government Accounting Manual (COA), COA Cash Management and Control System, COA DBM BTR and LandBank of the Philippines Circulars
	Control of accountable forms			Finance Unit
	Automatic Payroll Deduction System (APDS) Management	General Appropriations Act		
	Provident Fund Management	Government Accounting Manual (GAM) for National Government Agencies		
	Pre-audit and Disbursement			Government Accounting Manual (COA), COA DBM Btr and LBP Circulars, COA Cash Management System
	Monitoring and Recording of Financial Transaction			
	Financial Accountability and Recording	Republic Act No. 6655 "Free public Secondary Education Act of 1988"		
	Systems Improvement and Administrative Service (EFRs), Budget Monitoring (BMS), and Online Cash-In Bank Register	Executive Order No. 292, Book VI of the Administrative Code of 1987		DO 18, s. 2018 Revised Guidelines on Accreditation/Re-accreditation of Private Entities under the Automatic Payroll Deduction System (APDS)
	Budget Preparation and Approval			
	Budget Processing and Execution	RA 9184 "Government Procurement Reform Act"		
	Budget Accountability Reporting			
		RA 4670 or the Magna Carta for Public School Teachers		Latest DBM Circulars and Memorandums

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	15 of 21

		Existing DepEd Orders, Republic Acts, and Executive Orders		Latest COA-DBM Joint Circulars Latest Treasury Circulars Latest Civil Service Circulars Latest BIR Revenue Circulars and Memorandum Orders	
Project Management	Project Development	Republic Act 9155 (Governance of Basic Education Act of 2001) Republic Act 8182 (Official Development Assistance Act of 1996, as amended by Republic Act No. 8555) NEDA-DBM Joint Memorandum Circular 2015-01 (National Evaluation Policy Framework of the Philippines)	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)		PMS
	Coordination and Linkages				
	Project Implementation Management				

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	**Effective**	**Page**
00	09.20.21	16 of 21

Data Information Management	Data Management	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website	DepEd Order No. 32, s. 2018 - Policy Guidelines on the Collection of Data/Information Requirements for Beginning of School Year 2018-2019 in the Learner Information System and Enhanced Basic Education Information System	PS-EMISD
	Management of Information System		Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)		PPRD
	Data Dissemination				SGOD-PRU
				DepEd Order No. 03, s. 2018 - Basic Education Enrollment Policy	
				DepEd Order No. 45, s. 2017 - Guidelines on Updating the Basic Education Statistics for the Beginning of School Year 2017-2018 in the Learner Information System and Enhanced Basic Education Information System	

	Doc. Reference Code		
	PAWIM-M-005		
	Rev	Effective	Page
	00	09.20.21	17 of 21

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

				DepEd Order No. 1, s. 2017 - Guidelines on the National Inventory of DepEd Public School Buildings for School Year 2016-2017
				DepEd Order No. 70 s. 2016 - Guidelines on the Encoding of Senior High school Enrolment for Second Semester in the Learner Information System for School Year 2016-2017
				DepEd Order No. 54, s. 2016 - Guidelines on the Request and Transfer of Learner's School Records
				DepEd Order No. 42, s. 2014 - Guidelines on Resolving School Year (SY) 2014-2015 Learner Information System (LIS) Data Issues
				DepEd Order No. 23, s. 2014 - Data Gathering

	Doc. Reference Code		
	PAWIM-M-005		
	Rev	Effective	Page
	00	09.20.21	18 of 21

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

				Forms of the Enhanced Basic Education Information System for the End of School Year 2013-2014 DepEd Order No, 22, s. 2012 - Adoption of the Unique Learner Reference Number (LRN)	
Research Management	Setting the research agenda	NEDA-DBM Joint Memorandum Circular 2015-1: National Evaluation Policy Framework of the Philippines DBM National Budget Circular No. 565 s. 2016: Adoption of a Results-based Monitoring and Evaluation Reporting (RbMER) Policy	Issuances through the DepEd Website Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	DO 39 s2016: Adoption of the Basic Education Research Agenda DO 16 s. 2017: Research Management Guidelines DepEd Memo 144 s. 2017 - Supplemental Research Guides and Tools DO 26, s. 2021 - Amendment to DepEd Order No. 16, s. 2017 (Research	PS-PRD, BEA-ERD PPRD SGOD-PRU
	Call for Proposal and Proposal Evaluation				
	Implementation and Monitoring				
	Dissemination of research results				
	Archiving				

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

				Management Guidelines)	
Legal Management	Legal Review of proposed DepEd policies/issuances, agreements, and other Legal Documents	Experiences Committee Meetings Fora, Symposia, Conferences, Conventions Best/Effective Practices	Mentoring and coaching Immersion Sharing and documenting proceedings Presentations Slides/Decks Documenting and Sharing Benchmarking	Reports, Journals (Reflection) Notice of Meeting Minutes of the Meeting Photo and Video Documentation Photo and Video Documentation Communication and Advocacy materials (pamphlets, posters, etc.) Action Research Portfolios/ Compilations Photo and Video Documentation Manuals	Legal Affairs Service Legal Units Schools
	Assistance to the Office of the Solicitor General in pending cases involving DepEd				
	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-Teaching personnel				
	Sites Titling and oversight of DepEd school sites				
	Development and Implementation of DepEd Child Protection Programs				
Organizational Development	Organizational Standards Development	Existing DepEd Orders, Republic Acts, and Executive Orders	Issuances through the DepEd Website	DO 52, S. 2015 – New Organizational Structures of the Central, Regional, and	BHROD-OED QAD, FTAD SGOD
	Organizational Management				

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

Doc. Reference Code		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	20 of 21

			Trainings/Workshops (TOT, Roll Out, Mass Training, SLAC)	Schools Division Offices of the Department of Education	
				DepEd Order 009, s. 2021, Institutionalization of a Quality Management System in the Department of Education	
				DO 50, s. 2002 – Establishment of Interim City Schools Division	
				DO 58, s. 2002 – Amendment to DO 50, s. 2002	
				DO 77, s. 2010 – Guidelines on the Allocation/Deployment of New Teaching, Teaching-Related and Non-Teaching Positions for FY 2010	

	Doc. Reference Code		
	PAWIM-M-005		
	Rev	Effective	Page
	00	09.20.21	21 of 21

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
ORGANIZATIONAL KNOWLEDGE MATRIX

				DO 19, s., 2016 – Guidelines on the Organizational Structures and Staffing Patterns of Stand-alone and Integrated Public Senior High Schools (SHS)	
				DO 41, s. 2016 – Additional Guidelines to DepEd Order 19, s. 2016	
				DO 97, s. 2011 – Revised Guidelines on the Allocation and Reclassification of School Head Positions	

Endorsed by:	Approved by:
WILFREDO E. CABRAL	**LEONOR MAGTOLIS BRIONES**
Quality Management Representative	Secretary

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	1 of 8

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TRAINING AND ADVOCACY

1.0 Purpose

This procedure defines the timely and complete planning, implementation, and regular monitoring of advocating a Quality Management System (QMS) in the Department through developing Information, Education, and Communication (IEC) materials and conducting learning and development interventions/programs/courses to establish and sustain QMS.

2.0 Scope

The procedure includes a set of generic activities managed by the Training and Advocacy Teams (TAT) across all governance levels.

3.0 References
3.1 **DepEd Order No. 30, s. 2021** Multi-year Implementing Guidelines on the Allocation and Utilization of the Human Resource Development Fund for Teachers and School Leaders
3.2 **DepEd Order No. 40, s. 2020** Implementation of Learning and Development for Non-Teaching Personnel in the Department of Education in View of the COVID-19 Pandemic
3.3 **DepEd Order No. 1, s. 2020** Guidelines for NEAP Recognition of Professional Development Programs and Courses for Teachers and School Leaders
3.4 **DepEd Order No. 31, s. 2019** The Department of Education Service Marks and Visual Identity Manual
3.5 **DepEd Order No. 30, s. 2019** The Department of Education Manual of Style
3.6 **DepEd Order No. 21, s. 2018** Implementing Guidelines on the Allocation and Utilization of the Human Resource Development Funds for Personnel in Schools and Learning Centers
3.7 **DepEd Order No. 35, s. 2016** The Learning Action Cell as Kto12 Basic Education Program School-Based Continuing Professional Development Strategy for the Improving of Teaching and Learning
3.8 **DepEd Order No. 32, s. 2011** Policies and Guidelines on Training and Development (T&D) Programs and Activities
3.9 **OM-PHROD-2021-0020** FY 2021 Organizational and Professional Development for Non-Teaching Personnel (OPDNTP) Budget Allocation and Program Support Fund Monitoring Guidelines
3.10 **OM-PHROD-2021-0102** Documentation Templates for Virtual Learning and Development (L&D) Programs and Activities in DepEd Central Office

4.0 Definition of Terms

Communication	The process of sending information to the DepEd officials, personnel, teachers and staff in the Department
Document Review and Approval Form (DRAF)	A form to be used by the proponent to request for review and approval of newly-created or revised documents.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TRAINING AND ADVOCACY

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	2 of 8

IEC Materials	Print or digital materials such as posters, brochures, flyers, billboards, and audio-video presentations that are intended to draw attention and provide information about Quality Management System
L&D Intervention	An activity or set of activities undertaken by the Department to address a competency gap affecting the individual or organizational performance. It is usually identified as part of the Annual L&D Plan but may also be undertaken immediately to address an emerging need
Learning & Development (L&D)	A system established to help ensure that DepEd has the needed competent and committed human resources to achieve its mandate; setting the framework for effective and efficient management of DepEd's L&D Programs for leaders, school managers, and teaching and non-teaching personnel
Learning Action Cell (LAC)	A group of teachers and learning center teaching personnel who engage in collaborative learning sessions to solve shared challenges encountered in the school. LACs are school-based communities of practice that are positive, caring and safe spaces
Learning Delivery Modalities	The different approaches as a means for the learning facilitator and the learner to interact in a given L&D intervention. It could be face-to-face/in-face, digital/online, or blended mode
Learning Service Providers (LSP)	An internal or external body that provides professional development to DepEd teaching and/or non-teaching personnel
Multimedia and Graphics Creative Solutions	Refers to the official photographs, audio-visual presentations, and graphic designs that are directed through visual communication as well as presentation
Process Holder	Office, unit, or personnel assigned by the top management to ensure responsibility in the delivery/implementation of a process
Request for Action (RFA)	A form used by the IQA team or any DepEd Personnel to record and/or report any detected or potential nonconformity/ies with set standards (e.g. ISO 9001, declared processes)
Top Management	Person or group of people who directs and controls an organization at the highest level. Top Management has the power to delegate authority and provide resources within the organization CO – Secretary RO – Regional Director SDO – Schools Division Superintendent School – School Head

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TRAINING AND ADVOCACY

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	3 of 8

Training & Advocacy Team (TAT)	A team that is established to strengthen the integration of the Quality Management System across all levels in the Department of Education through the conduct of Learning & Development, creation of Advocacy Materials, and provision of Internal Consultancy.

5.0 Procedure

Ref. No.	Key Activities		Responsible	Reference Documented Information
5.1	Plan for QMS Advocacy	• Identify TAT needs • Determine Fund Source • Create Planning Documents • Authorize and Recognize Non-DepEd LSP • Ensure review and approval of plans	Quality Management Representative (QMR) Lead, TAT	Program Implementation Plan (DO 30, s. 2021) Office Learning Plan (DO 40, s. 2020) Certificate of Authorization Certificate of Recognition and/or Proposal for Professional Development Programs (DO 01, s. 2020) LAC Plan (DO 35, s. 2016)
5.2	Implement TAT Activities	• Conduct Learning & Development • Develop IEC Materials	TAT Identified LSP	Registration Form Attendance Form DRAF DO 30 and 31, s. 2019
5.3	Monitor & Evaluate the TAT Activities	• Conduct Activity Evaluation	Lead, TAT QAME Team	NEAP Forms 1,2,3

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TRAINING AND ADVOCACY

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	4 of 8

Ref. No.	Key Activities		Responsible	Reference Documented Information
		• Analyze and Evaluate Evaluation results	Process Holders	Advocacy Material Evaluation Evaluation Form Activity Documentation Report
5.4	Report M&E results and Improve QMS Advocacy	• Report in Management Review • Issue RFA if needed	Lead, TAT QMR and TAT Members	Corrective Action Procedure RFA RFA Monitoring

5.1 Plan for QMS Advocacy

5.1.1 The TAT identifies the learning and development and IEC materials needed for the year. The Lead, TAT shall also coordinate with the different QMS Team Leaders for any training or IEC materials that they need within their team.

5.1.2 Fund sources that can be used for TAT activities are as follows:

Activity	Source of Fund
IEC Materials development	GAA MOOE
L&D for Non-teaching Personnel	GAA-OPDNTP
L&D for Teachers and School Leaders	GAA-HRD Funds

5.1.3 Lead, TAT shall include the identified TAT activities in the necessary planning documents, and prepare additional necessary documents as shown in the matrix below:

Planning Document	IEC Materials	L&D For Non-Teaching	L&D by Non-DepEd LSP	L&D for Teaching Personnel
Work and Financial Plan (WFP) Entry	✓	✓	✗	✓
PMIS Entries DO 11, s. 2021 *(Guidelines on the Operationalization of the Program Management Information System)*	✓	✓	✗	✓
Office Learning Plan	✗	✓	✗	✗

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TRAINING AND ADVOCACY

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	5 of 8

Planning Document	IEC Materials	L&D For Non-Teaching	L&D by Non-DepEd LSP	L&D for Teaching Personnel
DO 40, s. 2020 *(2020 Implementation of Learning and Development for Non-Teaching Personnel in the Department of Education in View of the COVID-19 Pandemic)*				
Program Implementation Plan *(DO 30, s. 2021)*	✘	✓	✘	✘
OPDNTP Activity Proposal	✘	✓	✘	✘
LAC Plan *(DO 35, s. 2016)*	✘	✘	✘	✓
Proposal for Professional Development Programs *(DO 01, s. 2020)*	✘	✘	✓	✘

5.1.4 L&D for teachers and school leaders that will be delivered by External Learning Service Providers shall undergo authorization and recognition following the stipulations of DO 001, s. 2020.

5.1.5 Follow existing policy guidelines in the review and approval of the planning documents. Ensure that all plans are approved before executing any TAT activity.

5.1.6 Provide participants with Certificates of Participation and Appearance and the resource speaker/s with Certificate of Appreciation/Recognition.

5.2 Implement TAT Activities

5.2.1 In conducting L&D activities, ensure that:
 5.2.1.1 Learning Delivery Modalities are set. Logistics are arranged.

 5.2.1.2 Registration is done before the activity which may be floated a few days before until an hour before it starts. In-face (face-to-face) activities shall use the **PAWIM-F-017** registration form, while virtual activities shall use the **Registration Form** indicated in OM-PHROD-2021-0102

 5.2.1.3 Attendance is recorded. In-face activities shall use **PAWIM-F-018** as attendance sheet, while virtual activities shall use the **Daily Attendance Form** found in OM-PHROD-2021-0102

5.2.2 In developing IEC Materials, TAT members must ensure that:
 5.2.2.1 The choice of IEC material depends on the need of the office/school. Below are examples of advocacy materials which can be created:
  a. Banners (Printed or Digital)
  b. Streamers/Background/Backdrops

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TRAINING AND ADVOCACY

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	6 of 8

    c. Posters
    d. Standees or Tarpaulins
    e. Brochures/Flyers/Leaflets
    f. Infographics
    g. Stickers
    h. Audio-Video Presentation
    i. Vlogs
    j. Podcasts
    k. Social Media Posts
    l. TV and Radio Ads
    m. Notebooks/Planners and Pens
    n. Lanyards
    o. Caps, Umbrellas, Mugs

Note: Development of IEC Materials may also be outsourced, following the procurement procedure.

5.2.2.2   The minimum styles prescribed in DO 30, s. 2019 and DO 31, s. 2019 are strictly followed.

5.2.2.3   Any multimedia platform can be used in developing the materials. Below are examples of platforms which can be used per type of IEC material:

IEC MATERIAL	PLATFORM
Print Materials	Adobe (Photoshop, InDesign, Illustrator, Lightroom), Sketch, Affinity Designer, CorelDRAW, Canva, Crello, GIMP, MS PowerPoint, MS Publisher
Presentation materials	MS PowerPoint, Prezi, MS Publisher, MS Word,
Video Materials	Adobe (AfterEffects, Premiere), Sony Vegas, Blender, Lightworks, Shotcut, ProShow Gold, InShot, FilmoraGo,
Audio Materials	Adobe Audition, Audacity, FL Studio, WavePad, SoundForge, GarageBand, Soundtrap, Logic Pro, Alitu, Hidenburg Journalist, Buzzsprout

5.2.2.4   The draft IEC Material shall undergo the review and approval process using the **Document Review and Approval Form (DRAF)**. It shall be reviewed by the Lead, TAT and the QMR and shall be approved by the Top Management.

5.2.2.5   Dissemination of IEC materials are done through:

IEC MATERIAL	DISSEMINATION	RESPONSIBLE
Print Materials (developed by TAT)	Distribute to Bureau/Service/	TAT Members

Republic of the Philippines

Department of Education

QUALITY MANAGEMENT SYSTEM

TRAINING AND ADVOCACY

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	7 of 8

IEC MATERIAL	DISSEMINATION	RESPONSIBLE
	Functional Division/ School	
Print Materials (Outsourced)	Distribute to Bureau/Service/ Functional Division/ School	Asset Management/ Property & Supply/ Property Custodian
Digital Materials	Official communication platforms (e.g. DepEd email, social media page, DepEd website)	Records Officer/ In-charge

5.3 Monitor and Evaluate TAT activities

5.3.1 Evaluation of TAT activities shall be conducted as follows:

5.3.1.1 All DepEd **in-face/face-to-face L&D** Activities shall undergo Quality Assurance Monitoring & Evaluation (QAME) using NEAP Forms 1, 2, and 3. QAME teams assigned per office/school shall conduct monitoring and evaluation immediately after an L&D activity.

5.3.1.2 For **Online L&D**, accomplish the **Evaluation Form** and **Activity Documentation Report** found in OM-PHROD-2021-0102.

5.3.1.3 In-face activities shall also use the Activity Documentation Report found in OM-PHROD-2021-0102 to serve as a Completion Report

5.3.2 Analysis and Evaluation shall follow the methods indicated in the reference DepEd issuances.

5.4 Report M&E results and Improve QMS Advocacy

5.4.1 Lead, TAT shall report the results of the Monitoring & Evaluation of Training and Advocacy Activities during Management Review.

5.4.2 QAME team may issue Request For Action (RFA) to the Lead, TAT to address opportunities for improvement and facilitate streamlining of TAT-related activities.

6.0 Attachment
6.1 Program Implementation Plan

Doc. Reference Code		
PAWIM-P-007		
Rev	Effective	Page
00	09.20.21	8 of 8

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
TRAINING AND ADVOCACY

6.2   Office Learning Plan
6.3   OPDNTP Activity Proposal
6.4   Proposal for Professional Development Programs
6.5   LAC Plan
6.6   Daily Attendance Form
6.7   Registration Form
6.8   DRAF
6.9   RFA
6.10 Evaluation Form
6.11 Activity Documentation Report

Endorsed by:

WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-in-Charge, Office of the Undersecretary
Human Resource and Organizational Development

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

Title of Activity: _____

Venue: _____

Date: _____

ATTENDANCE SHEET

NO.	NAME	POSITION	DepEd EMAIL ADDRESS	Signature (DAY 1)	Signature (DAY 2)	Signature (DAY 3)	

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-018	Rev	00
Effectivity	09.20.21	Page	1 of 1

Title of Activity: _____

Venue: _____

Date: _____

REGISTRATION FORM

<u>*Data Privacy Notice*</u>: *Department of Education Regional Office No. 02 complies with the Data Privacy Act of 2012 and is committed in protecting your privacy. During the course of this activity, we will collect personal information for the purpose of documentation and verification of attendance. Information collected as well as pictures taken during the activity will be stored for as long as necessary, but they will not be shared with any third parties without your consent or any legal basis. By signing in this attendance sheet, you are consenting to the collection, use, and retention of your personal information.*

NO.	NAME	POSITION	BUREAU/ SERVICE/ REGION	FUNCTIONAL DIVISION/ SCHOOLS DIVISION	CONTACT NUMBER	DepEd EMAIL ADDRESS	SIGNATURE

Address:

Telephone Nos.:

Email Address:

Website:

Doc. Ref. Code	PAWIM-F-017	Rev	00
Effectivity	09.20.21	Page	1 of 1

Organizational and Professional Development for Non-Teaching Personnel (OPDNTP)
COLLECTIVE ACTIVITY PROPOSAL FOR FY <year>

PROPONENT OFFICE:
(Please indicate the Complete Office Title (Division, Strand), Program Manager/Focal and contact no.)

PROGRAM NAME:
(Program Area wherein the Activities are included)

AMOUNT REQUESTED:
(Total Amount of the all the proposed activities of the Program charged to OPDNTP fund)

I. RATIONALE:
Briefly state your office mandate and its need to implement Organizational and Professional Development for Non-Teaching Personnel (OPDNTP) programs, activities, and projects.

II. PROPOSED OPDNSP ACTIVITIES FOR FY 2021
Note: Arrange the order of your activties from most priority to least priority

A. (Title of Activity)
(The title should clearly state the type of activity. Is it a project, training, workshop, meeting, etc.?)
E.g. Training on Technical Presentation and Activity Facilitation Skills

A.1. Date of Conduct:	A.2. Duration of Activity:
Indicate the dates of the activity from first to last day. For one-day activity, include time duration. *E.g. January 7-10, 2020*	*Indicate the number of full days or number of hours for less than one-day activity.* *E.g. Three full days*
A.3. Venue/Platform:	A.4. Target Participants:
Indicate preferred city and province. *E.g. Tagaytay City, Cavite* *Or the Platform to be used for online activity* *E.g. Zoom, MSTeams, google meet*	*Specify the nature and total number of participants, Facilitators, RPs.* *E.g.* *40 Administrative Technical Staff of BHROD; 2 Resource Persons*

A.5. Activity Rationale:
  -Why the need to conduct the activity??
  -How does the activity advance /support the office or organization's priorities (based on Strategic Reform Agenda, Thrusts and Directions, etc.
  -What identified operational and learning needs will the activity address?
  - What are the desired results of this activity/project?

A.6. Objective:
  - State the general goal of the activity and the specific objectives that are stated with SMART indicators (Specific, Measurable w/Measurement, Achievable, Relevant, Time-Oriented).

  E.g.
  This three-day training aims to provide appropriate knowledge, skills, and attitude for the participants to be able to:
    1. Discuss….

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-016	Rev	00
Effectivity	09.20.21	Page	1 of 3

REGION/ SDO/ SCHOOL LOGO

OMS LOG O

A.7. Expected Output:
- *Outputs are those results which are achieved immediately after implementing an activity. This may be reflected on the activity documentation report and activity evaluation report.*

E.g. Manual on...

A.8. Methodology:
-*State how the activity will run with the given design. (Time, Activities, Responsible Persons, Method)*

A.9. Resource Requirement
- *Workforce needed (who will serve as secretariat, facilitator, program manager, documenter, Resource Persons, etc)*
- *Materials needed*
- *Logistical Requirements*

A.10. Budgetary Requirement

Batch	No. of Pax	EXPENSES				TOTAL
		Supplies	Travel	Honor-arium	Contingency	

- *input as indicated in your draft Expenditure Matrix*
- *you may delete expenses column that are not applicable or change to applicable expense (eg. expenses: Board and lodging, communication expenses, supplies, etc.)*

B. (Title of Activity)

B.1. Date of Conduct:	B.2. Duration of Activity:
B.3. Venue/Platform:	B.4. Target Participants:

B.5. Activity Rationale:

B.6. Objective:

B.7. Expected Output:

B.8. Methodology:

B.9. Resource Requirement

B.10. Budgetary Requirement

Batch	No. of Pax	EXPENSES				TOTAL
		Supplies	Travel	Honor-arium	Contingency	

*Add columns for additional activities

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-016	Rev	00
Effectivity	09.20.21	Page	2 of 3

REGION/ SDO/ SCHOOL LOGO

QMS LOG O

Prepared by:

(Signature over Printed Name)
Position
Date:

Recommending Approval as to Purpose:

(Signature over Printed Name)
Bureau/Service Director or Office Head
Date:

Reviewed by:

NAME
OPDNSP Focal Person
Date:

Approved for Deliberation:

Atty. ANNE RACHELLE C. MIGUEL
Director IV, BHROD
Date:

Noted by:

(Signature over Printed Name)
Chief/Head of Office
Date:

Recommending Approval as to Content &
Availability of Fund:

CECILLE A. ANYAYAHAN
Project Development Officer IV, HRDD
Date

Address:
Telephone Nos.:
Email Address:
Website:

Doc. Ref. Code	PAWIM-F-016	Rev	00
Effectivity	09.20.21	Page	3 of 3

1.0 Purpose

This procedure aims to ensure that the education-related issues and concerns of the general public (learners, parents, teaching, non-teaching personnel, and other relevant interested parties) which are raised through different methods are attended to and facilitated effectively and efficiently.

2.0 Scope

This procedure applies to all governance levels of the Department including all public schools nationwide, covering all official external and internal services offered by the Department.

3.0 References

3.1 **DM-PHROD-2021-0165** dated March 4, 2021, Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education

3.2 **Republic Act (RA) No. 11032** dated May 28, 2018 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

3.3 **DepEd Citizen's Charter Handbook 2020** (1st Edition)

3.4 **Memorandum Circular No. 2020-1,** Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016

3.5 **Joint Memorandum Circular No. 2019-001**, The Implementing Rules and Regulations of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018

3.6 **Memorandum Circular No. 2019-002**, Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR)

3.7 **Memorandum Circular No. 2019-002-A**, Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 Series of 2019 or the "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR)

3.8 **Executive Order No. 6, s. 2016** dated October 14, 2016 or Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center

3.9 **Executive Order No. 2, s. 2016** dated July 23, 2016 or the Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Disclosure and Transparency in the Public Service and Providing Guidelines Therefor

3.10 **DepEd Memorandum No. 149, s. 2017** dated September 29, 2017 or the Designation of the Members of the DepEd People's Freedom of Information Committee, and of Receiving Officers and Decision Makers

3.11 **DepEd Order No. 72, s. 2016** dated November 25, 2016 or the Department of Education People's Freedom of Information Manual and Implementing Details

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CITIZEN/CLIENT SATISFACTION
FEEDBACK MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-006		
Rev	Effective	Page
00	09.20.21	2 of 8

3.12 **Republic Act (RA) No. 10173** dated August 15, 2012 or the Data Privacy Act of 2012
3.13 **DepEd Order No. 56, s. 2004** dated October 14, 2004 or the Creation of the Department of Education Text (DETxt) Action Center and Designation of Office Head
3.14 **DepEd Memorandum No. 66, s. 2003** dated February 28, 2003 or the Department of Education Text (DETxt) Messaging Service

4.0 Definition of Terms and Acronyms

Area-Specific Services	Pertain to services that are available at any of the field offices and schools. This also includes internal services of the Central Office (CO) that are offered to CO offices and personnel only.
Citizen/Client	Refers to persons or entities whose interests and values are addressed by a particular government service and therefore includes not only the citizens of the Republic of the Philippines, but also all stakeholders, including but not limited to, users, beneficiaries, other government offices and agencies, and the transacting public.
Citizen/Client Satisfaction Survey	A survey given to any client who acquired service/s of the Department. It is used to generate verifiable data and tangible evidence to assist the Department in determining the effectiveness of the implemented streamlining and process improvements through the identified indicators or service dimensions.
Citizen's Charter	An official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens pursuant to Section 6 of RA 11032. It describes in detail the comprehensive and uniform checklist of requirements for each type of application or request; procedure/s to obtain a particular service; person/s responsible for each step; maximum time to conclude the process; document/s to be presented by the applicant or requesting party, if necessary; amount of fees, if necessary; and procedure for filing complaints.
Complaint	refers to a written or verbal allegation of the nature and cause of accusation of an aggrieved party against DepEd official, personnel and other relevant interested parties.
Complex concerns/transactions	applications or requests submitted by the client which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such concerns/transactions to be determined by the appropriate office.
Corrective Action	action to eliminate the cause of a detected nonconformity or other undesirable situation, and prevent recurrence
External Service	Refers to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office providing the service.

Feedback	Can be complaints, comments, queries, requests, or suggestions on the requirements and processes of acquiring the service that the client might have.
Facebook	refers to online social media and social networking service.
Frontline Service	Refers to process or transaction between applicants or requesting parties and government offices or agencies involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal, or extension of the enumerated applications of the agency or office concerned. This includes External and Internal Services.
Grievance	refers to work-related discontentment or dissatisfaction which had been expressed verbally or in writing and which, in the aggrieved employee's opinion, has been ignored or dropped without due considerations
Highly-technical concerns/transactions	a concern/transaction which requires the use of technical knowledge, specialized skills, and/or training in the processing and/or evaluation thereof.
Internal Service	Refers to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but not limited to, back-end/support services and regulatory functions related to permitting, licensing, issuance of a privilege, right, reward, clearance, authorization, or concession.
Oversight Agencies	office/s that have oversight role in ensuring administration, governance, or direction.
Hotline 8888	also known as the 8888 Citizens' Complaint Center which serves as the mechanism where citizens may report their complaints and grievances on acts of red tape as defined under RA No. 9485 and other relevant laws, and/or corruption of any national government agency, government-owned or -controlled corporation (GOCC) / government financial institution (GFI), and other instrumentalities of the government.
Nationwide-Coverage Services	Pertains to services that are offered only by the CO where the requests for transactions are from clients from any part of the country. This excludes Area-Specific Services of CO.
Proponent Office	Refers to offices that facilitate/offer services, may it be External or Internal.
Query	refers to a verbal or written question addressed to an official or personnel relative to procedures or other concerns.

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CITIZEN/CLIENT SATISFACTION
FEEDBACK MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-006		
Rev	Effective	Page
00	09.20.21	4 of 8

Implementation Concern	concerns the operationalization/implementation of policies, programs, and projects which may be addressed by existing processes, systems, and policies.
Policy Concern	concerns related to the applicability of policy revisions and/or policy actions.
Relevant Interested Parties	refer to internal and external stakeholders of the DepEd. Internal Interested Parties are employees within the agency, whether regular or contract of service, that are responsible for the daily operations of the department and ensures the provision of quality basic education to all learners. External Interested Parties are the industry partners and those that receive the programs, projects, activities, and quality services of the agency.
Request	refers to the act or an instance of asking for something
Satisfaction	Perceived level of fulfillment of the clients on the service accessed.
Simple concerns/transactions	applications or requests submitted by the client which only require ministerial actions on the part of the public officer or employee.
Walk-in	refers to a person who is visiting DepEd offices for complaint, grievance, query, request and other concerns.
Walk-in Facility	refers to offices in DepEd accepting or accommodating walk-in clients

ARTA – Anti-Red Tape Authority
BEA – Bureau of Education Assessment
BHROD-OED – Bureau of Human Resource and Organizational Development – Organization Effectiveness Division
CD – Communications Division
CO – Central Office
CSC – Civil Service Commission
FOI – Freedom of Information
OSDS – Office of the Schools Division Superintendent
OSH – Office of the School Head
PAS-CD-PAAC – Public Affairs Service – Communications Division – Public Assistance and Action Center
PAU – Public Affairs Unit
PCC – Presidential Complaint Center
PMS – Presidential Management Staff
RO – Regional Office
SDO – Schools Division Office
SGOD – School Governance & Operations Division

5.0 Procedure Details

Ref. No.	Key Activities		Responsible	Reference Documented Information
5.1	Gather Data	• Provide feedback form/s to clients • Receive/Record Feedback • Encode in the database.	**CO:** PAS-CD-PAAC **RO:** PAU **SDO:** OSDS **School:** OSH	PAWIM-M-005 (CCSS Matrix) Updated DepEd Citizen's Charter Local Database/ Information System
5.2	Process and Analyze Data	• Compile Feedback • Craft Feedback Report • Respond promptly to simple concerns and refer to appropriate office/s for complex concerns.	**CO:** PAS-CD-PAAC **RO:** PAU **SDO:** Admin Unit, Legal Unit **Schools:** OSH	
		• Act upon complex concerns • implement corrective action	Process Holders	**PAWIM-P-004** (Corrective Action Procedure) RFA RFA Monitoring
5.3	Consolidate and Write Reports	• Consolidate Client Feedback Satisfaction from frontline services • Consolidate citizen feedback from other mechanisms	**CO:** PAS-PAAC, CD **RO:** Public Affairs Unit, Legal Unit, Admin Division **SDO:** Admin Unit, Legal Unit	Client Satisfaction Result (CSR)

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CITIZEN/CLIENT SATISFACTION
FEEDBACK MANAGEMENT

Doc. Ref. Code:		
PAWIM-P-006		
Rev	Effective	Page
00	09.20.21	6 of 8

		• Receive the action/s taken / responses from the concerned DepEd offices	**Schools**: OSH	
5.4	Submit and Publish Results	• Submit consolidated reports to PAS-OD • Submit reports to ExeCom and OSEC • Publish approved report to DepEd Website	**CO:** PAS-CD-PAAC	
5.5	Monitor Actions Taken	•	Process Holder Lead, RMT Lead, KMT	RFA Monitoring

5.1   Gather Data

5.1.1 All governance levels shall gather feedback from citizens/clients using the following mechanisms:
   a. Walk-in Facility
   b. Harmonized Citizen/Client Satisfaction Survey (CCSS) Mechanism
   c. DepEd Hotline (Landline)
   d. DETxt (Mobile Number)
   e. Email
   f. Social Media
   g. Hotline 8888
   h. Referrals from other government agencies
   i. Freedom of Information portal
   j. Contact Center ng Bayan (CCB)

5.1.2 Below are the focal persons/offices of the Citizen/Client Feedback Mechanism per governance level:
Central Office – PAS-CD-PAAC
Regional Office – PAU
Schools Division Office – OSDS
Schools – Office of the School Head

Note: Refer to the **CCFM Matrix** for the details

5.1.3 Focal persons/offices must input the data in the Citizen/Client Feedback Database.
Note:
1.   For the CO, the ICTS shall develop and deploy an Automated Database.
2.   ROs, SDOs, and Schools shall have their localized database designed and developed according to their preference.

5.2   Process and Analyze Data

5.2.1 The CO and each RO, SDO, and School shall craft a **Citizen/Client Satisfaction Report (CCSR)** on a weekly basis.

5.2.2 Any Implementation Concern or Policy Concern that arises from the Feedback shall be issued with a **Request For Action (RFA)** by the office in charge of Processing and Analyzing adhering to the Corrective Action Procedure.

5.3   Consolidate and Write Reports

5.3.1 All governance levels shall come up with an annual consolidated CCSR which shall be reviewed, approved, and duly signed by the Head of Office/School.

5.3.2 SDO shall consolidate CCSR from all its Schools, come up with SDO CCSR and Schools CCSR, and submit these to the RO

5.3.3 RO shall consolidate CCSR from all its SDOs, come up with RO CCSR and SDOs CCSR, and submit these to the CO

5.3.4 CO shall consolidate CCSR from all its Bureaus and Services, and come up with CO CCSR

5.3.5 CO shall combine all CCSRs from the CO, ROs, SDOs, and Schools and produce a single database per governance level.

5.3.6 PAS-CD-PAAC shall write an **Overall DepEd CCSR**

5.4   Submit and Publish Results

5.4.1 PAS-CD-PAAC submits the Overall DepEd CCSR to the PAS-Office of the Director (OD) before the end of the last working day of January the following fiscal year.

5.4.2 PAS-OD submits the Overall DepEd CCSR to the Office of the Secretary and the ExeCom in charge of PAS for approval.

5.4.3 PAS-OD provides BRHOD-OED a copy of the signed Overall DepEd CCSR to create **Organizational Assessment and Intervention**

Doc. Ref. Code:		
PAWIM-P-006		
Rev	Effective	Page
00	09.20.21	8 of 8

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CITIZEN/CLIENT SATISFACTION
FEEDBACK MANAGEMENT

5.4.4 The Overall DepEd CCSR and the Organizational Assessment and Intervention shall be posted to the DepEd Website.

5.4.5 ROs, SDOs, and Schools are encouraged to publish their respective CCSR only after the publication of the Overall DepEd CCSR.

5.5 Monitor Effectiveness of Actions Taken

5.5.1 RFAs issued are monitored and reviewed following the Corrective Action Procedure.

5.5.2 Status of the RFAs are reported every management review.

6.0 Partnerships with Oversight Agencies

The PAS-CD-PAAC is the official lodging facility of issues and concerns received through different forms of communications from the following:

6.1	Civil Service Commission (CSC),
6.2	Presidential Complaint Center (PCC),
6.3	Presidential Management Staff (PMS),
6.4	Anti-Red Tape Authority (ARTA),
6.5	8888 Citizens' Complaint Center, and
6.6	Presidential Communications Operations Office (PCOO)-Freedom of Information (FOI).
6.7	Commission on Audit (COA)

7.0 Attachments
7.1 CCSS Matrix
7.2 CCSR Template
7.3 CCSS Form

Endorsed by:

WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-in-Charge, Office of the Undersecretary
Human Resource and Organizational
Development

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CCSFM MATRIX

Doc. Ref. Code:		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	1 of 3

A. CITIZEN FEEDBACK MECHANISM AND RESPONSIBILITIES

SOURCE AND TYPE OF FEEDBACK GATHERED	MECHANISM	DATA GATHERING		DATA PROCESSING AND ANALYZING		REPORTING AND PUBLISHING	
		RESPONSIBLE	FREQUENCY	RESPONSIBLE	FREQUENCY	RESPONSIBLE	FREQUENCY
Walk-in Facility *(Query, Request, Grievance, Complaint)*	PAAC Form 1 *(request PAAC to download the form to the field)* Localized forms created by ROs, SDOs, and Schools	**CO:** PAS-CD-PAAC **RO, SDO, School:** Officer of the Day or Security Guard	Daily	**CO:** PAS-CD-PAAC **RO:** PAU **SDO:** OSDS (Admin) **School:** OSH	Weekly	**CO:** PAS-CD-PAAC **RO:** PAU **SDO:** OSDS (Admin) **School:** OSH	Quarterly
Harmonized Client Satisfaction Mechanism (HCSM) *(Frontline Service Feedback)*	Client Satisfaction Survey Form (Online or Offline version) Client Satisfaction Result (CSR) and Actions Monitoring Overall DepEd CSR Organizational Intervention Report	CO: PAS-CD-PAAC RO: PAU, Legal Unit, Officer of the Day or Security Guard SDO: OSDS (Admin), Officer of the Day or Security Guard School: OSH, Officer of the Day or Security Guard	Daily	CO: PAS-CD-PAAC RO: PAU SDO: OSDS (Admin) School: OSH	Weekly	CO: PAS-PD-PAAC, and BHROD-OED RO: PAU SDO: OSDS (Admin) School: OSH	Quarterly – *Management Review* Annually (before last Working Day of January of the ensuing year) – *ARTA; AO25*
DepEd Hotlines *(Query, Request, Grievance, Complaint)*	**CO:** 8636-1663; 8633-1942 8638-7529; 8638-7530 8638-7531; 8635-9817 Fax:	CO: PAS-CD-PAAC RO: ORD/PAU SDO: OSDS (Admin)	Daily	CO: PAS-CD-PAAC RO: ORD/PAU SDO: OSDS (Admin)	Weekly	CO: PAS-CD-PAAC RO: ORD/PAU SDO: OSDS (Admin)	Quarterly

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CCSFM MATRIX

Doc. Ref. Code:		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	2 of 3

	8638-8641; 8634-0222 **ROs, SDOs, Schools:** Local Landline Numbers	School: OSH		School: OSH		School: OSH	
Text message (SMS) / DETxt *(Query, Request, Grievance, Complaint)*	**CO:** Smart: (+63) 919 456 0027 Globe: (+63) 995 921 8461 **RO, SDO, School:** Official Mobile Numbers						
Email *(Query, Request, Grievance, Complaint)*	**CO:** action@deped.gov.ph **RO, SDO, School:** Official DepEd Email Address of the Office/School						
Social Media *(Query, Request, Grievance, Complaint)*	**CO**-Facebook: https://www.fb.com/DepartmentOfEducation.PH **CO**-Twitter: https://twitter.com/DepEd_PH **RO, SDO, School:** Official Social Media Pages						
Hotline 8888 *(Grievance, Complaint)*	http://agency.8888.gov.ph/ and https://sulat.gov.ph	**CO:** PAS-CD-PAAC, Legal Division	Daily	**CO:** PAS-CD-PAAC, Legal Division	Weekly	**CO:** PAS-CD-PAAC, Legal Division	Quarterly

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
CCSFM MATRIX

Doc. Ref. Code:		
PAWIM-M-005		
Rev	Effective	Page
00	09.20.21	3 of 3

Referrals from other government agencies (*Grievance, Complaint*)	Contact Center ng Bayan (CCB), Presidential Complaint Center (PCC), Presidential Management Staff (PMS), Anti-Red Tape Authority (ARTA)	**RO:** PAU, Legal Unit **SDO:** OSDS (Admin), Legal Unit **School:** OSH		**RO:** PAU, Legal Unit **SDO:** OSDS (Admin), Legal Unit **School:** OSH		**RO:** PAU, Legal Unit **SDO:** OSDS (Admin), Legal Unit **School:** OSH	
Freedom of Information (FOI) portal https://www.foi.gov.ph/ (*Query, Request*)	Written Request containing the name and contact information of the customer and Valid ID (coordinate with PAAC) FOI request form	**CO:** PAS-CD-PAAC **RO:** PAU **SDO:** OSDS (Admin) **School:** OSH	Daily	**CO:** PAS-CD-PAAC **RO:** ORD/PAU **SDO:** OSDS (Admin) **School:** OSH	Weekly	**CO:** PAS-CD-PAAC **RO:** ORD/PAU **SDO:** OSDS (Admin) **School:** OSH	Quarterly

Endorsed by:

'WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-in-Charge, Office of the Undersecretary
Human Resource and Organizational Development

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

Republic of the Philippines
Department of Education

Citizens/Client Satisfaction Survey Form

Control No.: _____

Your experience matters to us!
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (*Impormasyon ng Kliyente*)

Name (Optional)
Pangalan (Opsyonal) _____

Date Visited
Petsa ng Pagbisita _____

Office visited
Opisinang binisita _____

Contact details _____

Service/s received
Serbisyong natanggap _____

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.
(*Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.*)

CRITERIA	Very Dissatisfied *Lubhang hindi nasiyahan*	Dissatisfied *Hindi nasiyahan*	Neutral	Satisfied *Nasiyahan*	Very Satisfied *Lubhang nasiyahan*
1. RESPONSIVENESS (PAGTUGON) *Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)*					
2. RELIABILITY (MAAASAHAN) *Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)*					
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) *Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan nang malinaw na karatula)*					
4. COMMUNICATION (PAKIKIPAG-USAP) *Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at puna)*					
5. COSTS (GASTOS) *Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang naging katumbas o binayaran)*					
6. INTEGRITY (KATAPATAN) *Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhan na gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matulungin, at maayos na ugnayan sa trabaho)*					
7. ASSURANCE (PAGTITIWALA) *Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipig-ugnayan sa kliyente)*					
8. OUTCOME *Rate in terms of achieving outcomes or realizing the intended benefits of the service (Markahan ang pangkalahatang serbisyo na natanggap)*					

III. Suggestions/Complaints/Concerns (*Suhestiyon/Reklamo/Komento*)

_____
_____
_____
_____

Thank you for your valuable input to help us continuously improve our services!
Maraming salamat sa iyong tulong para sa ikauunlad ng among serbisyo!