



SCHOOLS DIVISION OF SAN JOSE DEL MONTE CITY

Minuyan Proper

San Roque

Kaybanban



Santo Cristo

Kaypian

Poblacion

QUALITY MANAGEMENT SYSTEM MANUAL ISO 9001:2015



	Quality Manual for ISO 9001:2015		
	Republic of the Philippines DEPARTMENT OF EDUCATION Region III – Central Luzon SCHOOLS DIVISION OF SAN JOSE DEL MONTE CITY San Ignacio St., Poblacion, City of San Jose del Monte 3023		
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ISO 9001:2015

Quality Management System Manual

Document Code: SDO-SJDMC-QM-01

Copy Holder No. _____

JULY 2019
Version 1.0

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Document Revision Log

Revision Level	Revision Date	Section(s) Changed	Summary of Change(s)
0		None	Initial release of document – ISO 9001:2015
1		1, 4	Revise Organizational Structure, QMS Structure, Update SWOT Analysis, Specify the Needs and Expectations of Interested Parties, QMS Based Model

DISTRIBUTION

The Quality Manual is available for use as a controlled document on the SDO hard drive as a read-only pdf document. Printouts of the Quality Manual are discouraged and must be treated as uncontrolled by the reader.

1. ORGANIZATIONAL PROFILE

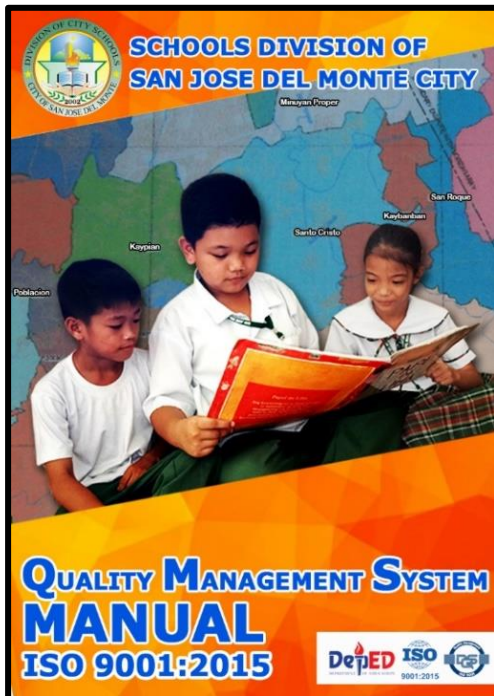
1.1. General Information about Schools Division Office of San Jose Del Monte City (SDO SJDMC)

The SDO SJDMC came into its independency from its mother Division of Bulacan after the proclamation of San Jose del Monte as the first component City of Bulacan by former President Joseph E. Estrada under the Republic Act 8797 on September 10, 2000.

As a separate city schools division, its formal operation started on January 15, 2002. It used the facility of the San Jose del Monte West District Office as its temporary office until it transferred to its permanent Division Office Building on September 23, 2009.

For years, the city schools division gratefully embraced different management wits and styles from the following leaders:

- Germelina H. Pascual, CESO V - January 5, 2015 to present
- Estelita G. Pineda, CESO V - December 19, 2012 to January 4, 2015
- Amancio S. Villamejor Jr., CESO IV - August 30, 2006 to December 18, 2012
- Gregorio C. Quinto Jr., Ed.D. – June 22, 2006 to August 29, 2006
- Edna S. Zerrudo, CESO IV - January 15, 2002 to June 21, 2006



1.2. 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.

1.3. 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.

1.4. Values

Maka-Diyos
Maka-tao
Makakalikasan
Makabansa

1.5. 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 a 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 establishes 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.

1.6. Organizational Structure: See Appendix A

1.7. QMS Structure: See Appendix B

2. QUALITY POLICY

We at DepEd San Jose Del Monte City commit ourselves to provide quality basic education through honest, selfless, and distinctive service.

We shall cultivate an environment of integrity and ethical standards which continuously improves through a dynamic feedback and network mechanism.

We pledge to constantly comply with the requirements of ISO 9001:2015 to ensure a stable Quality Management System that will redound to the benefit of the ultimate reason for this Office – Para sa Bata...Para sa Bayan!

3. DEFINITIONS & REFERENCES

The following are common terms and definitions used with Quality Management System and are applicable to activities at SDO San Jose Del Monte City and referred to in this Manual:

Quality Policy - intentions and direction of an organization related to management performance as formally expressed by its top management.

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.

Interested Party – person or organization that can affect, be affected by, or perceived to be affected by a decision or activity.

Quality Objective – objective set by the organization consistent with its quality policy.

Requirement – need or expectation that is stated, generally implied or obligatory.

Compliance Obligations – legal requirements that an organization has to comply with and other requirements that an organization has to or chooses to comply with.

Risks and Opportunities – potential adverse effects (threats) and potential beneficial effects (opportunities).

Competence – ability to apply knowledge and skills to achieve intended results.

Documented Information- information which is required to be controlled and maintained by an organization and the medium on which it is controlled.

Life Cycle – consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal.

Outsource – make an arrangement where an external organization performs part of the organization's function or process.

Audit – systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria set by the organization are fulfilled.

Non-conformity – non-fulfillment of a requirement.

Corrective Action – action to eliminate the cause of non-conformity and to prevent recurrence.

Continual Improvement – recurring activity to enhance performance.

Monitoring – determining the status of a system, a process or an activity.

Performance – measureable result.

3.1. References

ISO 9000:2015 – QMS Fundamentals and Vocabulary

ISO 9001:2015 – QMS Requirements

4. ORGANIZATIONAL CONTEXT

4.1. Understanding the context of the organization

The SDO SJDMC determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. Information on these issues is documented on the Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis document and includes appropriate actions taken to address relevant contextual risks and explore any opportunities that such issues present that affect the strategic direction and QMS.

The SDO SJDMC monitors and reviews the SWOT analysis document prior to or at the Management review meeting and more often if warranted to ensure appropriate and timely action is taken on all relevant contextual issues affecting the strategic direction and QMS. The SWOT analysis document will be updated for all such reviews and actions.

- **SWOT Analysis:** *See Appendix C*
- **Expectations and Requirements of Interested Parties:** *See Appendix D*

4.2. Understanding the needs and expectations of interested parties

The SDO SJDMC determines monitors and responds to the requirements of the interested parties which are relevant to the Quality Management System (QMS) of City Division Office in providing services that consistently meet customer and regulatory requirements. To achieve customer satisfaction, the SDO SJDMC presents Table 3 underscoring the Expectations and Requirements of Interested Parties.

These outputs are used to inform the following sections of the QMS:

- 4.3 Determining the Scope of the QMS
- 4.4 Establishing the QMS
- 6.1 Actions to address Risks and Opportunities – Compliance Obligations (6.1.3)
- 7.4 Communications

Necessary for the successful crafting and implementation of the quality management system is the consideration of the needs and expectation of various stakeholders. The following are identified as the stakeholders:

This process will be repeated every year or during the conduct of Strategic Planning to review any new stakeholders who may have relevance to the QMS, what their requirements are and whether these are compliance obligations. They will be reviewed by the Management Review Committee (MRC) to determine any new or changing stakeholder's needs and expectations.

4.3. Scope of Quality Management System (QMS)

SDO SJDMC's QMS covers the undertakings of all units pertaining to the provision of services that meet applicable statutory and regulatory requirements. It includes basic policies and objectives vis-a-vis all clauses of ISO 9001:2015.

QMS is designed to meet all customer requirements and applicable statutory and regulatory requirements that include:

- a. external and internal issues;
- b. relevant requirements of interested parties in the Risk Analysis Document;
- c. scope; and
- d. processes and appropriate controls.

The Quality Manual (QM) is available to all stakeholders upon request.

4.4. Quality Management System and its processes (See QMS-Based Process of SDO SJDMC and clause 11 Procedures Manual of all Offices)

4.4.1. The SDO SJDMC has established, implemented, maintained and strived to improve its QMS including the processes needed and their interactions, in accordance with the requirements of ISO 9001:2015. Accordingly, the SDO SJDMC has determined the processes needed for QMS and applied them appropriately throughout the organization. Specifically, the SDO SJDMC has:

- a. determined the inputs required and outputs expected from these processes;
- b. identified the sequence and interaction of these processes;
- c. established the criteria and methods (including monitoring, key performance measurements and other related performance indicators) needed to ensure the effective operation and control of these processes;
- d. utilized the resources needed for these processes and ensure their availability;
- e. assigned the responsibilities and authorities for these processes;
- f. identified the risks and opportunities;
- g. implemented changes to ensure that these processes achieve their intended results; and
- h. improved the processes and the QMS.

4.4.2. To the extent necessary, SDO SJDMC has:

- a. maintained documented information to support the operation of processes; and
- b. retained documented information to provide confidence that QMS processes are being carried out as planned.

- **QMS-Based Model of Schools Division of San Jose del Monte City.** See *Appendix E*

5. LEADERSHIP

5.1. Leadership and commitment

5.1.1. General

The SDO SJDMC demonstrates QMS leadership and commitment by:

- a. being accountable for the effectiveness of the QMS;
- b. establishing the QMS quality policy and quality objectives to be compatible with the context and strategic direction of our organization;
- c. integrating the QMS requirements into the organization's business processes;
- d. promoting the use of the process approach, Plan-Do-Check-Act (PDCA) and risk-based thinking;
- e. providing adequate resources needed for the QMS;
- f. communicating the importance of effective quality management and conforming to the QMS requirements;
- g. ensuring that the QMS achieves its intended results;
- h. engaging, directing and supporting persons to contribute to the effectiveness of the QMS;
- i. promoting improvement; and
- j. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2. Customer Focus

The SDO SJDMC demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a. customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b. the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; and
- c. the focus on enhancing customer satisfaction is maintained.

5.2. Policy

5.2.1. Quality Policy

The Quality Policy serves as the overall direction and guide of SDO SJDMC in terms of quality in the implementation of all its services. It has established, implemented and maintains a quality policy that:

- a. is appropriate to the purpose and context of the organization and supports its strategic direction;
- b. provides a framework for setting quality objectives; and
- c. includes commitment to satisfy applicable requirements and improve the QMS.

5.2.2. Communicating the quality policy

The Quality Policy is:

- a. available and maintained as documented information;
- b. communicated, understood and applied within the organization; and
- c. available to relevant interested parties as appropriate.

5.3. Organizational roles, responsibilities and authorities

This SDO SJDMC's Top Management (TM) has documented and assigned the responsibilities and authorities for relevant roles and communicated and explained them to all personnel within the organization.

Responsibility and authority are assigned to:

- a. ensure that the QMS conforms to the requirements of ISO 9001:2015;
- b. ensure that the processes deliver their intended outputs;
- c. report on QMS performance and on opportunities for improvement to TM;
- d. ensure the promotion of customer focus throughout the organization; and
- e. ensure that the integrity of the QMS is maintained when revisions are planned and implemented.

5.3.1. Specific Roles and Responsibilities

The Schools Division Superintendent, the Assistant Schools Division Superintendent, the Curriculum Implementation Division (CID) Chief, School Governance and Operations Division (SGOD) Chief, the Overall Document Controller ODC), the Internal Quality Audit (IQA) Lead Auditor, and the Continuous Improvement Group (CIG) Leader serve as the Management Review Committee (MRC) for ISO 9001:2015 sustainability. Necessarily, all other Education Program Supervisors (EPS), Public Schools District Supervisors (PSDS), and Unit Heads (UH) shall serve in different capacities as either Document Controllers or members of the IQA Team or CIG.

The Internal Quality Audit Team has been assigned to do pre-assessment of the designed processes per Unit/ Division. It is composed of the Education Program Supervisor as the Lead Auditor with members from the Office of the Schools Division Superintendent (OSDS), Curriculum Implementation Division (CID), School Governance and Operations Division (SGOD), select public elementary and secondary school heads, and elementary and secondary master teachers. The Internal Quality Audit Team has been divided into three groups with each focusing on the processes of each functional division. The team shall establish an objective report of evaluation for submission to the QMR and information of the Top Management.

All documents must be secured and kept intact so the TM has assigned two office personnel to act as an Overall Document Controller and Deputy Overall Document Controller. With the ODC and DODC are the assigned Document

Controllers per Unit/ Division tasked to prepare the processes, quality forms, work instruction manuals, and submit such to ODC and DODC.

All Unit Heads (UHs) have the responsibility of ensuring that within their individual areas of authority, the Quality Policy is strictly observed. They shall also ensure that all employees under their unit shall work within the requirements of the SDO's quality management procedures. This secures that the SDO meets its legal and other compliance obligations and guarantees continuous improvement.

The UHs are assigned to:

- a. ensure that employees, through their Document Controllers, are provided with knowledge on QMS, and kept updated with the ISO 9001 standards and requirements;
- b. ensure that the Policy is embedded into the day to day actions of employees and that any new activities, processes and services meet the Policy commitments;
- c. manage and supervise Process Owners and Document Controllers in implementing the use of relevant QMS documented information and manage all operating procedures and record keeping relevant to QMS;
- d. provide the necessary Corrective Action for Non Conformities (major or minor NCs), and observe all opportunities for improvements and observations based on the audit findings; and
- e. provide resources and the support necessary for identified process owners, document controller and other responsible persons assigned to each process or activity to carry out their specific responsibilities as identified in this document.

The Quality Management Representative (QMR) is responsible for taking a lead in the implementation of the Quality Policy and ongoing operation of the QMS of SDO SJDMC and to provide strategic support for the development and implementation of the SDO's aim to improve sustainable performance. In addition, the QMR is responsible for delivering the following:

- a. ensuring that the QMS is established, implemented and maintained in accordance with the requirements of ISO 9001:2015 standard;
- b. preparation and submission of Quality Management Plans, Procedures and Annual Report detailing QMS related matters across the Agency to the Schools Division Superintendent and quarterly reports to the Management Review Committee;
- c. increasing the competence and awareness of employees at all levels through the development of training and awareness initiatives and sharing of best practices;
- d. liaising with enforcement bodies to ensure compliance with statutory obligations and to maintain contact with outside agencies able to offer expert assistance; and
- e. ensuring that the Schools Division Superintendent is kept up to date with forthcoming and existing QMS-related Projects and Programs to ensure risks and opportunities related to the operations are considered in a timely manner.

An indispensable component of the QMS is the Continuous Improvement Group (CIG) composed of an Education Program Supervisor as the Team Leader and members from the OSDS, CID, and SGOD. The team has been tapped to review systems/ processes for efficient delivery of services in compliance with ISO standards, propose possible solutions/ innovations to improve the system and monitor the implementation of the approved improvements. The team has also been tasked to submit reports and recommendations to the MRC for information, reference and appropriate action.

The CIG ensures that all compliances and continuous improvement of QMS are achieved throughout the SDO in the following manner:

- a. providing advice, information, instruction and training on quality management matters to all offices as required;
- b. bringing to the attention of the QMR and ODC all matters requiring policy recommendation or procedural change in the quality manual of SDO;
- c. providing advice, information, instruction and assistance to concerned offices or units as well as communicate with environment officers for handling, storage and disposal of waste from areas under the authority of concerned department/office;
- d. providing advice, information, instruction and assistance to concerned offices or units for any changes in the Risk Registers pertaining to activities, processes and services, organizational issues, impacts, mitigations and contingencies; and
- e. ensuring that TM is updated with forthcoming and existing QMS-related Projects and Programs to ensure risks and opportunities related to the operations are considered in a timely manner.

The TM, QMR, MRC and DCs shall ensure that the decision making process is observed and that adequate resources are made available to secure compliance with the ISO 9001:2015 requirements.

6. PLANNING

6.1. Actions to address risks and opportunities

6.1.1. In planning the QMS, the SDO SJDMC has identified the risks and opportunities that need to be addressed relating to contextual issues and relevant requirements of interested parties and has taken actions to:

- a. ensure that the QMS can achieve its intended result(s);
- b. enhance desirable effects;
- c. prevent, or reduce, adverse effects; and
- d. achieve improvement.

6.1.2. The SDO SJDMC has:

- a. planned actions to address these risks and opportunities;
- b. integrated and implemented these actions into the QMS; and
- c. evaluated the effectiveness of these actions.

The actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of services.

These actions may include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

Actions on opportunities may include provision of resources (infrastructure, ICT, equipment, supplies, and even workforce) adoption of new practices, addressing workforce engagement, improving processes, addressing customer feedback, building partnerships with other interested parties, using new technology and other desirable and viable possibilities to address our customers' needs.

6.2. Quality Objectives and planning to achieve them

6.2.1. Quality objectives that are specific, measurable, achievable, relevant to the Quality Policy, and time-bound are established at relevant function, levels, and processes needed to ensure the advancement of a Quality Management System.

At the end of each fiscal year, the SDO SJDMC shall have:

- a. ensured compliance of 53 public schools with the quality delivery of accessible and free education to all clienteles;
- b. capacitated 53 public schools in ensuring a safe, motivating and conducive learning environment following the governance and operations standards;
- c. provided technical assistance to 53 public schools and 142 private schools to nurture the learners' knowledge, attitude and skills in both curricular and special interests programs; and,
- d. improved SDO services to achieve guaranteed customer satisfaction.

The SDO SJDMC shall ensure the functional divisions achieve the following objectives:

- a. The Office of the Schools Division Superintendent shall have:
 - hired 100% of the needed personnel each year following the CSC guidelines and recruitment process and provided 100% personnel action and compensation;
 - recorded and safely kept all the received documents following the disposition guidelines;
 - utilized 100% of the appropriated budget based on the prioritized needs in APP and PPMP;
 - acted 100% on the complaints/ queries received relative to schools, teaching and non-teaching personnel; and,
 - approved 100% of the relevant programs/ projects affecting general services, curriculum, operations and governance.
- b. The Curriculum Implementation Division shall have:
 - monitored and provided technical assistance in the effective implementation of the curriculum to all the public and private schools;
 - capacitated 100% of the school heads and teachers through the conduct of LACs , trainings and workshops etc.;
 - developed and quality assured targeted number of learning resources based on clientele's needs; and,
 - delivered Alternative Learning System service to 100% of the enrolled out-of-school youth.
- c. The Schools Governance and Operations Division shall have:
 - monitored 100% compliance of the 53 public schools and targeted private schools in providing education support and services;
 - attained 100% completion of the learner's profile in the 53 public and targeted private schools by updating the EOSY and BOSY;
 - assisted the 53 public schools in the crafting of the Annual Improvement Plan and the targeted applicant private schools in securing permit/ recognition, Special Orders, and regulating fees;
 - engaged the 53 public and targeted private schools in sports, health, scouting , youth formation and other special curricular activities in accordance with set standards evaluated at least 20 researches for submission to Division and Regional Research Committees;
 - targeted at least 50 signed MOU/MOA with positive results;
 - monitored 53 public schools during calamities with RADAR reports;
 - assisted 100% of the targeted human resource trainings with accomplishment reports; and,
 - provided medical and dental services to 53 public schools with accomplishment reports.

The SDO SJDMC shall maintain documented information on the achievement of quality objectives each fiscal year.

6.2.2. In planning the quality objectives, SDO SJDMC has determined:

- a. what has to be done;
- b. what resources are used;
- c. responsibility for achieving the objective;
- d. when it will be completed; and
- e. how the results will be evaluated.

6.3. Planning of changes

SDO SJDMC determines and carries out changes to the QMS in a planned manner and consider the:

- a. purpose of the changes and their potential consequences;
- b. integrity of the QMS;
- c. availability of resources; and
- d. allocation or reallocation of responsibilities and authorities.

7. SUPPORT

7.1. Resources

7.1.1. General

SDO SJDMC has determined and provided the resources needed to establish, implement, maintain and improve the QMS. This includes the capabilities of and constraints on existing internal resources and what needs to be obtained from external providers.

7.1.2. People

SDO SJDMC has determined and provided the personnel necessary for the effective implementation of the QMS and for the operation and control of its processes.

7.1.3. Infrastructure

SDO SJDMC has determined, provided and maintained the infrastructure necessary for the operation of the processes and to achieve conformity of services.

SDO SJDMC's infrastructure includes buildings and associated utilities, equipment, including hardware and software; information and communication technology; etc.

7.1.4. Environment for the operation of the processes

SDO SJDMC has determined and provided the work environment necessary for the operation of processes and to achieve conformity of products and services.

SDO SJDMC's environment includes a combination of human and physical factors such as: social, e.g. non-discriminatory, calm, non-confrontational); psychological (e.g. stress-reducing, burn-out prevention, emotionally protective); physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). etc.

7.1.5. Monitoring and measuring resources

7.1.5.1. General

SDO SJDMC has determined and provided the resources needed to ensure valid and reliable results. It guarantees that these resources are suitable for the specific type of monitoring and measurement activities and are maintained for their continued fitness for their purpose.

It retains appropriate documented information as evidence of fitness for purpose of the monitoring and measuring of resources.

7.1.5.2. Measurement traceability

When measurement traceability is a requirement, or is considered by the MRC to be an essential part of providing confidence in the validity of measurement results, measurement equipment are:

- a. calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or

- national measurement standards; when no such standards exist, the basis used for calibration or verification is retained as documented information;
- b. identified in order to determine their status; and
- c. safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

7.1.6. Organizational knowledge

SDO SJDMC's MRC has determined and maintained the knowledge necessary for the operation of the processes and to achieve conformity of services and made available to the extent necessary. When addressing changes needed and trends, SDO SJDMC takes into account the current knowledge and determines acquisition or access to any necessary additional knowledge and required updates.

Notes: Organizational knowledge is knowledge specific to the organization; it is gained by experience. It is information that is used and shared to achieve the organization's objectives. Organizational knowledge can be based on internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful programs and projects; capturing and sharing undocumented knowledge and experience; the results of improvements to processes, activities and services); external sources (e.g. standards, academia, conferences, gathering knowledge from customers or external providers).

7.2. Competence

The MRC has:

- a. determined the necessary competence of person(s) doing work under the control that affects the performance and effectiveness of the QMS;
- b. ensured that these persons are competent on the basis of appropriate education, training, or experience;
- c. where applicable, taken actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; and
- d. retained appropriate documented information as evidence of competence.

Note: Applicable actions may include, for example, the provision of training to, the mentoring of or the re-assignment of personnel, or the hiring or contracting of competent persons.

7.3. Awareness

SDO SJDMC ensures that personnel doing work under our control are aware of:

- a. the quality policy;
- b. relevant quality objectives;
- c. their contributions to the effectiveness of the QMS, including the benefits of improved performance; and
- d. the implications of not conforming with QMS requirements.

7.4. Communications

SDO SJDMC has determined the internal and external communications relevant to our QMS, including:

- a. what it will communicate;
- b. when to communicate;
- c. with whom to communicate;
- d. how to communicate; and
- e. who communicates?

7.5. Documented information

7.5.1. General

The QMS includes:

- a. documented information required by ISO 9001:2015; and
- b. documented information determined by the TM, QMR, MRC, DCs, and CIG as being necessary for the effectiveness of the QMS.

7.5.2. Creating and updating

When creating and updating documented information, SDO SJDMC shall ensure appropriate:

- a. identification and description (e.g. a title, date, authors, revision number, or reference number);
- b. format (e.g. language, software version, graphics) and media (e.g. paper, electronics); and
- c. review and approval for suitability and adequacy.

7.5.3. Control of documented information

7.5.3.1. All documented information required by the QMS and by ISO 9001:2015 is controlled to ensure:

- a. it is available and suitable for use, where and when it is needed; and
- b. it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2. SDO SJDMC controls the required QMS documented information by addressing the following activities, as applicable:

- a. distribution, access, retrieval and use;
- b. storage and preservation, including preservation of legibility;
- c. control of changes (e.g. version control); and
- d. retention and disposition.

SDO SJDMC appropriately identifies and controls documented information of external origin as determined by the ODC to be necessary for the planning and operation of the QMS. SDO SJDMC has taken steps to protect documented information retained as evidence of conformity from unintended alterations.

8. OPERATION

8.1. Operational planning and control

SDO SJDMC plans, implements and controls the processes needed to meet the requirements for the provision of services, and implement the actions determined by:

- a. identifying the requirements for the services;
- b. establishing criteria for:
 - the processes;
 - the acceptance of services;
- c. providing the resources needed to achieve conformity to the services requirements;
- d. implementing control of the processes in accordance with the criteria; and
- e. keeping documented information to the extent necessary:
 - to have confidence that the processes have been carried out as planned and
 - to demonstrate the conformity of products and services to their requirements.

The output of this planning has been customized for our operation processes and is suitable for the SDO operations.

SDO SJDMC controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. SDO SJDMC also ensures that outsourced processes are controlled.

8.2. Requirements for services

8.2.1. Customer communication

SDO SJDMC's communication with customers include:

- a. providing information relating to all services;
- b. handling inquiries, contracts and orders, including changes;
- c. obtaining customer feedback relating to services, including customer complaints;
- d. handling and controlling customer property; and
- e. establishing specific requirements for contingency actions, when relevant.

8.2.2. Determining requirements related to services

When determining the requirements for services to be offered to customers, SDO SJDMC ensures that:

- a. the requirements for the services are defined, including:
 - any applicable statutory and regulatory requirements and
 - those considered necessary by SDO;
- b. it can meet the claims for the services it provides.

8.2.3. Review of requirements related to services

8.2.3.1. SDO SJDMC ensures that it has the ability to meet the requirements for services it offers to customers. The review before committing to supply all services to customer, include determining:

- a. requirements specified by the customer, including the requirements for delivery and post-delivery activities;

- b. requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c. requirements specified by SDO;
- d. statutory and regulatory requirements applicable to services; and
- e. contract or order requirements differing from those previously expressed.

SDO SJDMC ensures that contract or order requirements differing from those previously defined are resolved.

SDO SJDMC confirms customer requirements before acceptance, when the customer does not provide a document statement of their requirements.

8.2.3.2. SDO SJDMC retains documented information, as applicable:

- a. on the results of the review; and
- b. on any new requirements for the products and services.

8.2.4. Changes to requirements for services

SDO SJDMC ensures that relevant documented information is amended, and that appropriate personnel are made aware of the changed requirements, when the requirements for products and services are changed.

8.3. Design and development of services

Design and development is not included in the scope of our QMS. Our services are in accordance to customer provided end-product specifications or based on other statutory standards such as the Anti-Red Tape Act (RA 9485) and Code of Conduct and Ethical Standards for Official and Employees (RA 6713).

8.4. Control of externally provided processes, products and services

8.4.1. General

SDO SJDMC ensures that externally provided processes, activities and services conform to requirements by determining and applying appropriate controls to externally provided processes, products and services when:

- a. products and services from external providers are included in its own services; and
- b. a process, or part of a process, is provided directly by an external provider as a result of a decision by SDO.

SDO SJDMC determines and applies appropriate criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes, products and services in accordance with the requirements. SDO SJDMC retains documented information of these activities and any necessary actions arising from these evaluations.

Note: None of the services are shipped directly to the customers by external providers on behalf of SDO SJDMC without undergoing the control process.

8.4.2. Type and extent of control

SDO SJDMC ensures that externally provided processes, products and services do not adversely affect the ability to consistently deliver conforming products and services to the customers implementing the following controls by:

- a. keeping externally provided processes within the control of the QMS;
- b. defining both the controls on the external provider and on the resulting output;
- c. considering:
 - the impact of the externally provided processes, products and services on the SDO's ability to consistently meet customer and applicable statutory and regulatory requirements;
 - the effectiveness of the controls applied by the external provider; and
- d. determining the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3. Information to external providers

SDO SJDMC ensures the adequacy of its purchasing requirements prior to communicating it the external provider.

As appropriate, SDO SJDMC communicates to external providers the requirements for the:

- a. processes, products and services to be provided;
- b. approval of:
 - products and services;
 - methods, processes and equipment;
 - the release of products and services;
 - competence, including any required qualification of persons;
 - the external provider's interactions with SDO;
 - control and monitoring of the external providers' performance to be applied by SDO; and
 - verification or validation activities that SDO SJDMC or the customer may intend to perform at the external providers' premises.

8.5. Production and service provision

8.5.1. Control of service provision

SDO SJDMC implements service provision under controlled conditions which include, as applicable, the:

- a. availability of documented information that defines the:
 - characteristics of the services to be provided, or the activities to be performed and
 - results to be achieved;
- b. availability and use of suitable monitoring and measuring resources;
- c. implementation of monitoring and measuring activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for services, have been met;
- d. use of suitable infrastructure and environment for the operation of the processes;
- e. appointment of competent persons, including any required qualification;

- f. validation and periodic revalidation of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g. implementation of actions to prevent human error; and
- h. implementation of release, delivery and post-delivery activities

8.5.2. Identification and traceability

SDO SJDMC uses suitable means to identify outputs when it is necessary to ensure the conformity of services.

SDO SJDMC identifies the status of outputs with respect to monitoring and measurement requirements throughout service provision.

SDO SJDMC controls the unique identification of the outputs when traceability is a requirement, and retains the documented information necessary to enable traceability.

8.5.3. Property belonging to customers or external providers

SDO SJDMC exercises care with property belonging to customers and external providers while it is under its control or being used by it.

SDO SJDMC identifies, verifies, protects and safeguards customers' or external providers' property provided for use or incorporation into our products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, SDO SJDMC reports this to the customer or external provider and retains documented information on what has occurred.

Note: A customer's or external provider's property can include material, components, tools and equipment, premises, intellectual property and personal data.

8.5.4. Preservation

SDO SJDMC preserves the outputs during the service provision, to the extent necessary to ensure conformity to requirements.

Note: Preservation can include identification, handling, control, packaging, storage, transmission or transportation, and protection.

8.5.5. Post-delivery activities

SDO SJDMC meets the requirements for post-delivery activities associated with the services.

In determining the extent of post-delivery activities that is required, SDO SJDMC considers the:

- a. statutory and regulatory requirements;
- b. potential undesired consequences associated with services;
- c. nature, use and intended lifetime of its services;
- d. customer requirements; and
- e. feedback.

8.5.6. Control of changes

SDO SJDMC reviews and controls changes for service provision, to the extent necessary to ensure continuing conformity with requirements.

SDO SJDMC retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6. Release of services

SDO SJDMC implements planned arrangements, at appropriate stages, to verify that the service requirements have been met.

The release of services to the customer does not proceed until all planned controls have been satisfactorily completed, unless otherwise approved by a relevant authority and as applicable, by the customer.

SDO SJDMC retains documented information on the release of services which includes:

- a. evidence of conformity with the acceptance criteria; and
- b. traceability to the person(s) authorizing the release.

8.7. Control of nonconforming outputs

8.7.1. SDO SJDMC ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

SDO SJDMC takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after provision of services. SDO SJDMC deals with non-conforming outputs in one or more of the following ways:

- a. segregation, containment, return or suspension of provision of products and services;
- b. informing the customer; and
- c. obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming outputs are corrected.

8.7.2. SDO SJDMC retains documented information that:

- a. describes the nonconformity;
- b. describes the actions taken;
- c. describes any concession obtained; and
- d. identifies the authority deciding the action in respect of the nonconformity.

9. PERFORMANCE EVALUATION

9.1. Monitoring, measurement, analysis and evaluation

9.1.1. General

SDO SJDMC has determined:

- a. what needs to be monitored and measured;
- b. the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c. when the monitoring and measuring is performed; and
- d. when the results from monitoring and measurement is analyzed and evaluated.

SDO SJDMC has evaluated the performance and effectiveness of the QMS and retained appropriate documented information as evidence of the results.

9.1.2. Customer satisfaction

SDO SJDMC monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. SDO SJDMC has determined the methods for obtaining, monitoring and reviewing this information.

Note: Examples of monitoring customer perceptions include customer feedback on delivered services, meetings with customers and other stakeholders, and other compliments.

9.1.3. Analysis and evaluation

SDO SJDMC has analyzed and evaluated appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a. conformity of the services;
- b. the degree of customer satisfaction;
- c. the performance and effectiveness of the quality management system;
- d. if planning has been implemented effectively;
- e. the effectiveness of actions taken to address risks and opportunities;
- f. the performance of external providers; and
- g. the need for improvements to the quality management system.

9.2. Internal audit

9.2.1. SDO SJDMC conducts internal audits at planned intervals to provide information on whether the QMS:

- a. conforms to the:
 - requirements for the QMS;
 - requirements of ISO 9001:2015;
 - audit program and audit plan
- b. is effectively implemented and maintained.

9.2.2. SDO SJDMC has:

- a. planned, established, implemented and maintains an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b. defined the audit criteria and scope of each audit;
- c. selected auditors and conducted audits to ensure objectivity and the impartiality of the audit process. In addition, SDO SJDMC outsources the performance of the annual internal audit to an independent consultant;
- d. ensured that the results of the audit are reported to relevant personnel;
- e. undertaken appropriate and corrective action without undue delay; and
- f. retained documented information as evidence of the implementation of the audit program and the audit results.

9.3. Management review

9.3.1. General

SDO SJDMC's MRC reviews the QMS at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2. Management review inputs

The management review is planned and carried out taking into consideration the:

- a. status of actions from previous management reviews;
- b. change in internal and external issues that are relevant to the quality management system;
- c. information on the performance and effectiveness of the quality management system, including trends in:
- d. customer satisfaction and feedback from relevant interested parties;
- e. extent to which quality objectives have been met;
- f. process performance and conformity of products and services;
- g. nonconformities and corrective actions;
- h. monitoring and measurement results;
- i. audit results;
- j. performance of external providers;
- k. adequacy of resources;
- l. effectiveness of actions taken to address risks and opportunities; and
- m. opportunities for improvement.

9.3.3. Management review outputs

The outputs of the management reviews include decisions and actions related to:

- a. opportunities for improvement;
- b. any need for changes to the quality management system; and
- c. resource needs.

SDO SJDMC retains documented information as evidence of the results of management reviews.

10. IMPROVEMENT

10.1. General

SDO SJDMC determines and selects opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These opportunities include:

- a. improving products and services to meet requirements as SDO SJDMC as to address future needs and expectations;
- b. correcting, preventing or reducing undesired effects; and
- c. improving the performance and effectiveness of the QMS.

Note: Examples of improvement may include appropriate corrective action, improvement, breakthrough change, innovation and re-organization.

10.2. Nonconformity and corrective action

10.2.1. When nonconformity occurs, including any arising from complaints, SDO SJDMC:

- a. reacts to the nonconformity and, as applicable:
 - takes action to control and correct it and
 - deals with the consequences;
- b. evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - reviewing and analyzing the nonconformity;
 - determining the cause of the nonconformity and
 - determining if similar nonconformities exist, or could potentially occur;
- c. implements any actions needed;
- d. reviews the effectiveness of any corrective action taken;
- e. updates risks and opportunities determined during planning, if necessary; and
- f. makes changes to the quality management system, if necessary.

SDO SJDMC's corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2. SDO SJDMC retains documented information as evidence of the:

- a. nature of the nonconformities and any subsequent actions taken; and
- b. results of any corrective action.

10.3. Continuous improvement

SDO SJDMC improves the suitability, adequacy and effectiveness of the QMS by examining the results of analysis and evaluation, and the outputs from management review, to determine if there are opportunities that need to be addressed as part of improvement.

11. QMS PROCEDURES MANUAL/WORK INSTRUCTION MANUAL

SDO-SJDMC has a total of 122 Procedures Manual, 79 Work Instructions Manual, 171 Internal and 235 External Quality Forms respectively from three (3) functional divisions.

For the Office of the Schools Division Superintendent (OSDS), the procedures manual and work instructions manual underscore approval and disapproval of documents, handling grievance, personal services, budget allocation and utilization, general services and information services.

For the Curriculum Implementation Division, provision of instructional supervision and technical assistance services for the two functional units, District Instructional Supervision and Instructional Management; functional literacy for the Alternative Learning System (ALS); and access to learning resources for the Learning Resource Management and Development (LRMD) are highlights of CID's PMs and WIMs.

In addition, monitoring of co-curricular activities/ programs, educational facilities, trainings/ contests, disaster preparedness, enrolment, research, youth formation and conduct of dental services are gist of the School Governance and Operations Division's PMs and WIMs.

APPENDICES

A. Organization Structure

A.1. Organizational Structure – OSDS

A.2. Organizational Structure – CID

A.3. Organizational Structure – SGOD

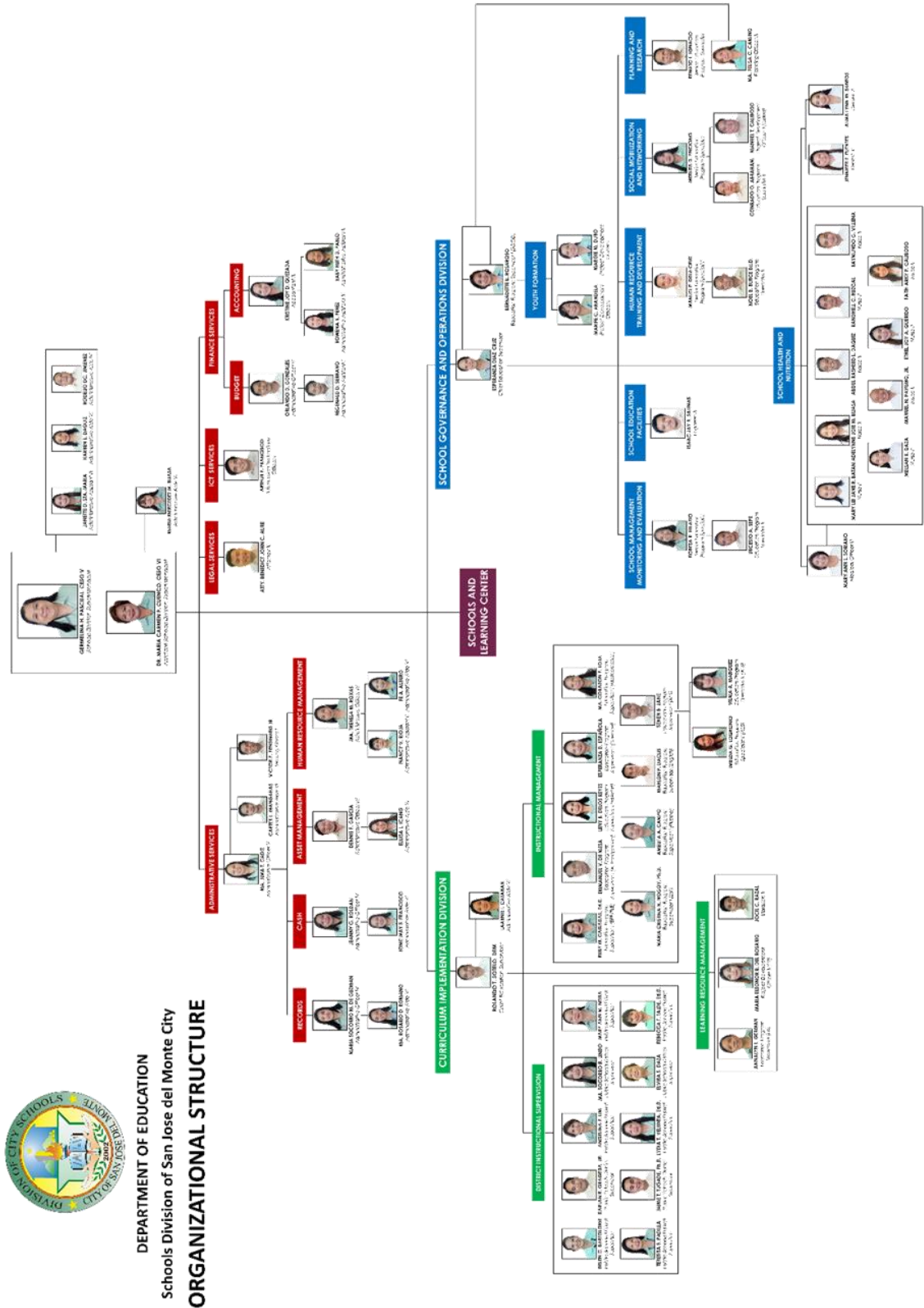
B. QMS Structure

C. SWOT Analysis

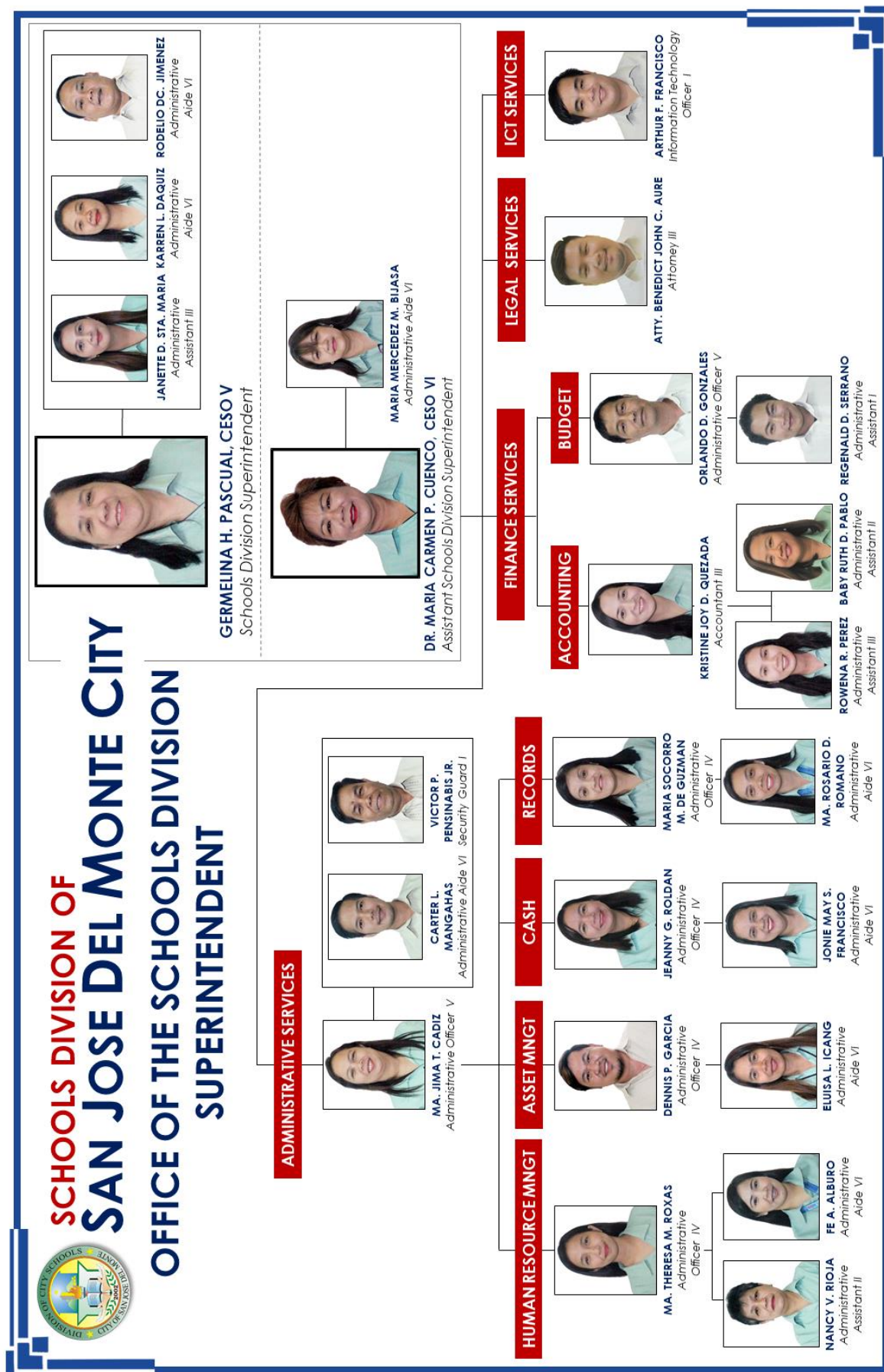
D. Expectations and Requirements of Interested Parties

E. QMS-Based Model of Schools Division Office of San Jose del Monte City

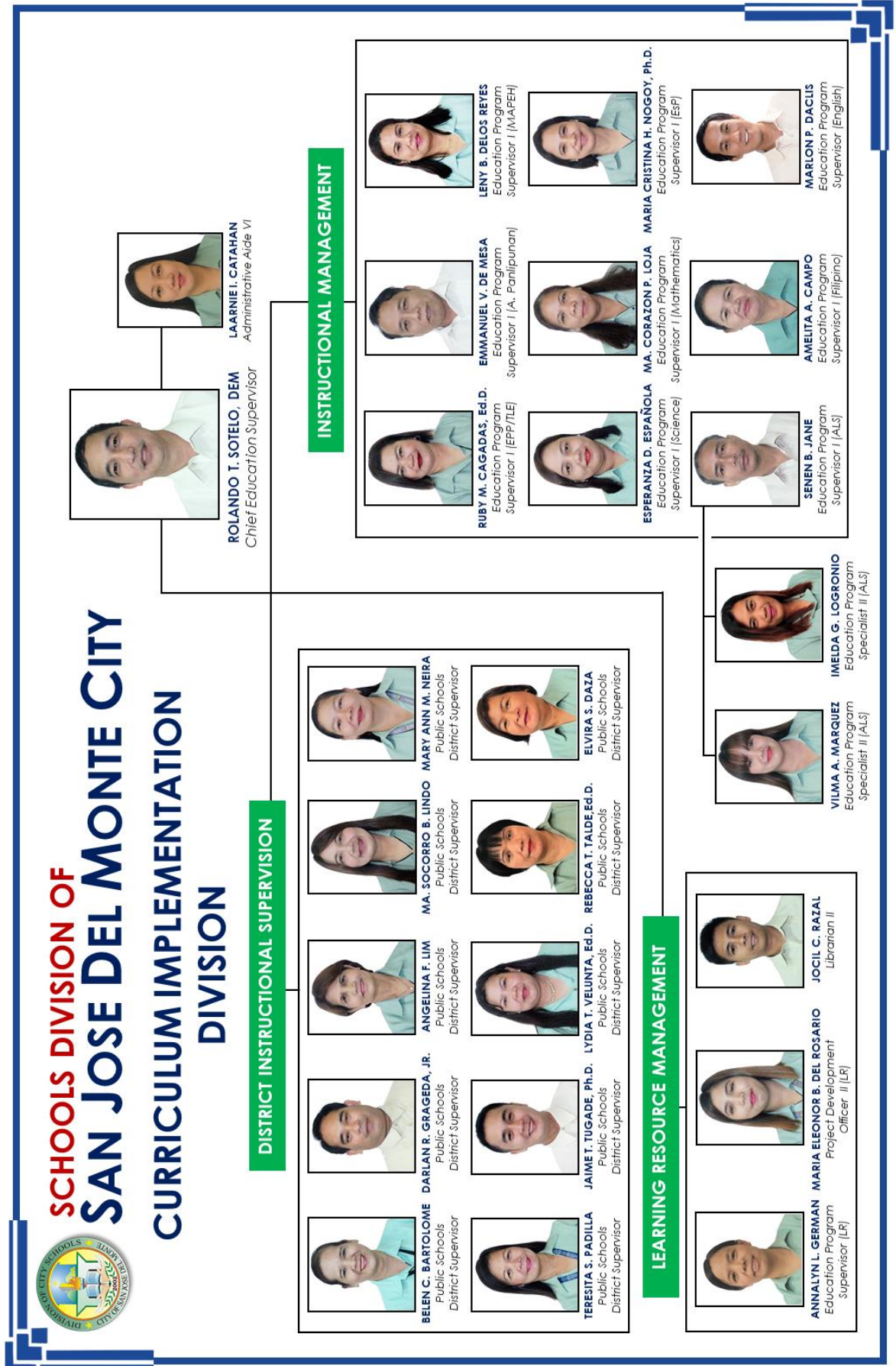
APPENDIX A Organization Structure



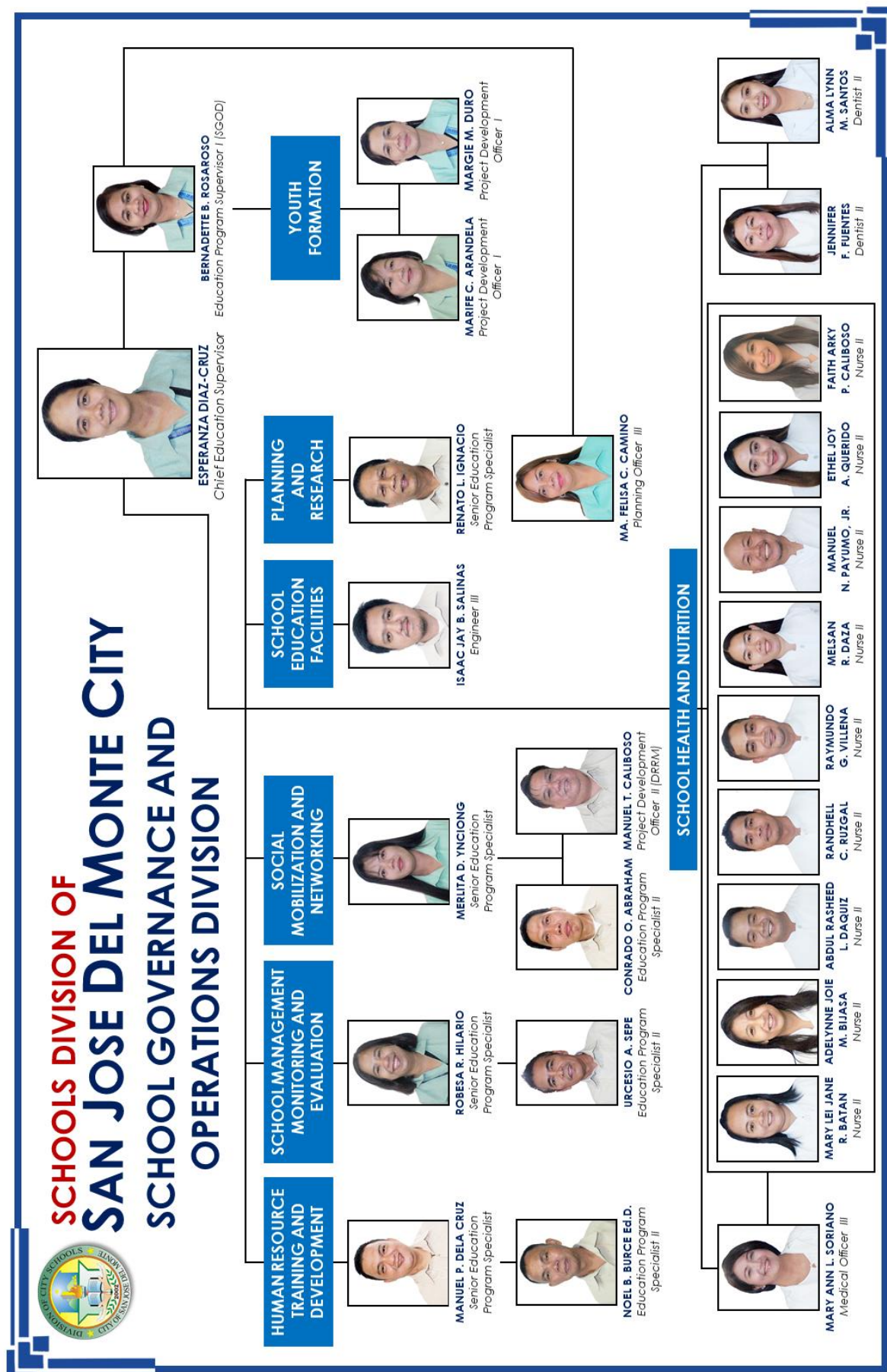
APPENDIX A.1.
Organization Structure: OSDS



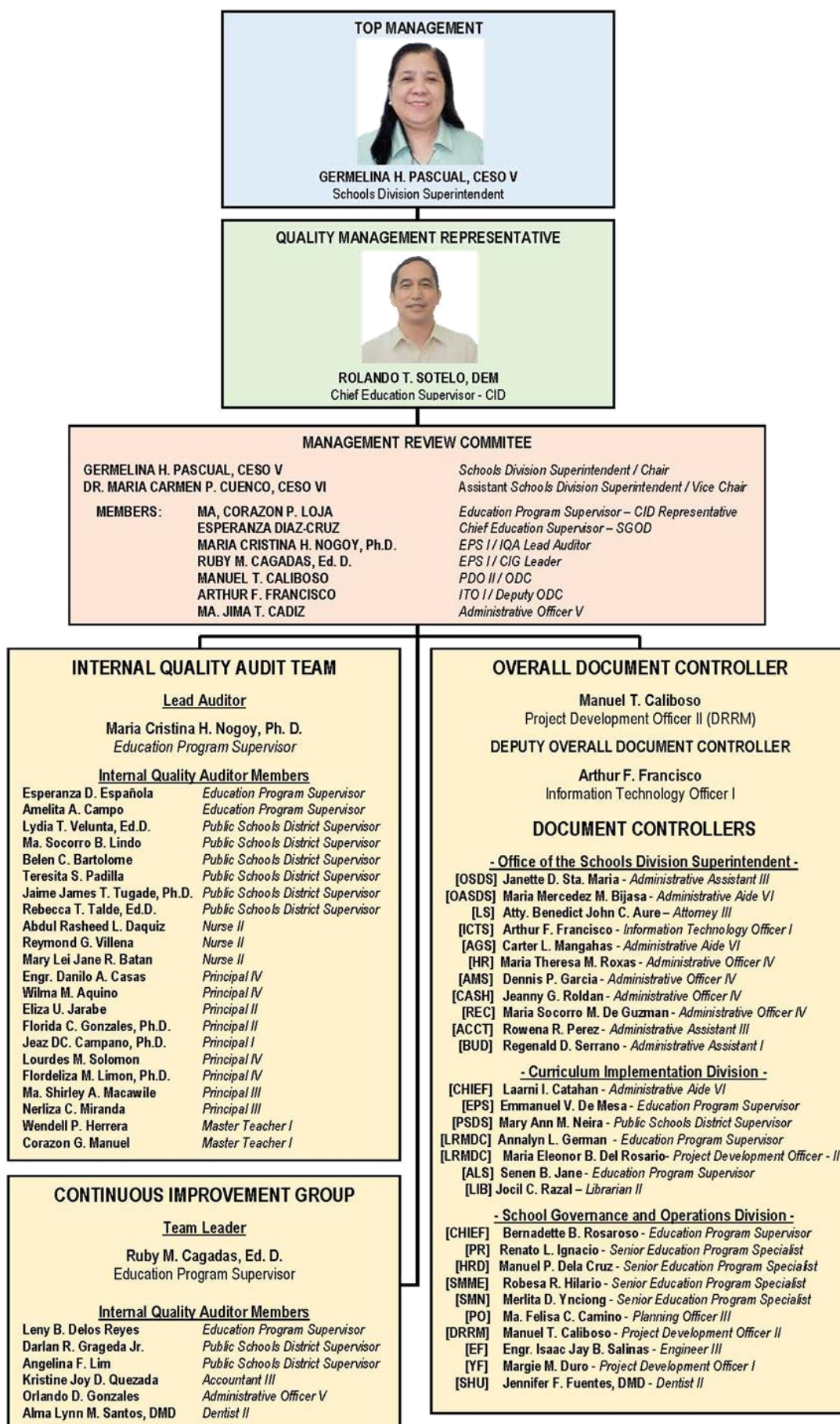
APPENDIX A.2. Organization Structure: CID



APPENDIX A.3.
Organization Structure: SGOD



APPENDIX B QMS Structure



APPENDIX C

SWOT Analysis

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Dynamic and highly-qualified educational leaders; dedicated, pro-active, competent and service-oriented personnel • Consistent winners in Regional and National academic/ non-academic competitions: e.g. RSPC, NSPC, RFOT, NFOT, etc. • Properly allocated budget • Updated data • Very functional website • Well-planned and organized programs and projects which are regularly monitored and evaluated 	<ul style="list-style-type: none"> • Low budget utilization rate • Lack of venues for trainings and conferences • No room for archives/ storage of old official documents • No separate land area for the Schools Division Office • No buildable space in some schools
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Strong partnership with and support from different stakeholders • Flood free location • Proximity to Metro Manila • Accessible transportation • Peaceful community • Lone Congressional District • Increasing Special Education Fund (SEF) • Fastest growing City Schools Division in Region III in terms of student population • Increasing number of investors 	<ul style="list-style-type: none"> • Weak internet connection of some schools causes delay on the submission of reports. • Substandard quality of access roads / bridges results to frequent repair and maintenance, thus, affecting commuters • Delayed release of official communication from higher office • Security breach (insufficient CCTV) • Fast growing population • Poor supply and quality of water from service provider may affect health condition of personnel and overall sanitation of SDO

APPENDIX D

Expectations and Requirements of Interested Parties

Interested Parties	Requirements	Expectations	Benefits
1. Customers <ul style="list-style-type: none"> • SDO Personnel • School Head • School Administrative and Support Staff • Teachers • Parents • Students • Private Schools 	<ul style="list-style-type: none"> • Timeliness • Responsive to the needs of the customers • Quality frontline services and its workforce competency • Sound Management Practices • Improved Business Environment • Commitment to quality 	<ul style="list-style-type: none"> • Timely delivery of services • Less or no Red-tape • Cost efficiency • Good governance • Transparency • Mainstreaming of gender equality • Responsive learning environment 	<ul style="list-style-type: none"> • Achieved customer satisfaction • Cost efficiency met
2. Government Partners <ul style="list-style-type: none"> • Regional Office III • Central Office • Civil Service Commission • LGU • DOH • DSWD • COA • DBM 	<ul style="list-style-type: none"> • Timely and adequate access to information • Responsive representation of issues and their requirements • Meaningful opportunities to serve • Employment Opportunities • Commitment to quality and productivity 	<ul style="list-style-type: none"> • Transparency • Partnership 	<ul style="list-style-type: none"> • Strong partnership established • Programs supported/ recognized
3. Human Resource <ul style="list-style-type: none"> • SDO Personnel • School Personnel (School Heads, Administrative and Support Staff, Teachers) 	<ul style="list-style-type: none"> • Competency • Performance Evaluation 	<ul style="list-style-type: none"> • Security of Tenure • Compensation • Benefits 	<ul style="list-style-type: none"> • Customer satisfaction achieved • Quality of service delivered • Enhanced productivity • No red tape
4. Community <ul style="list-style-type: none"> • Civil society • Civic organization • Private individuals • Non-government organizations • Sponsors/ Donors 	<ul style="list-style-type: none"> • Timeliness • Responsive to the needs of the customers • Quality frontline services and its workforce competency • Sound Management Practices • Improved Business Environment • Commitment to quality 	<ul style="list-style-type: none"> • Timely delivery of services • Less or no Red-tape • Cost efficiency • Good governance • Transparency • Mainstreaming of gender equality 	<ul style="list-style-type: none"> • Strengthen Partnership
5. Material and service providers <ul style="list-style-type: none"> • Partner industries / institutions • Suppliers • Bidders 	<ul style="list-style-type: none"> • Timely and adequate access to information • Responsive representation of issues and their requirements • Meaningful opportunities to serve • Employment Opportunities • Commitment to quality and productivity 	<ul style="list-style-type: none"> • Transparency • Good governance 	<ul style="list-style-type: none"> • Quality Service delivered based on prioritized needs • Competence enhanced
6. Consultants for Goods and Services <ul style="list-style-type: none"> • Regional Office III • Central Office • DBM • CSC • COA 	<ul style="list-style-type: none"> • Timely and adequate access to information • Responsive representation of issues and their requirements • Meaningful opportunities to serve • Employment Opportunities • Commitment to quality and productivity 	<ul style="list-style-type: none"> • Transparency • Good governance 	<ul style="list-style-type: none"> • Quality of service delivered

APPENDIX E
QMS-Based Model of Schools Division Office of San Jose del Monte City

