

## ISO 9001:2015 QMS SIPOC WORKSHOPS

The DAP conducted the **Technical Guidance on Review and Enhancement of Operational Controls and Procedures** in: (1) **PhilFIDA Central Office** at the Conference Room last July 23-24, 2018 that was attended by 30 participants led by Executive Director III Kennedy T. Costales; (2) **Regional Office IV** at the ATI Building, Elliptical Road, Quezon City last July 31-August 1, 2018 which was participated in by 28 regional staff including Acting Director Edel M. Dondonilla; and (3) **Regional Office XI** at Davao City last August 14-16, 2018 which was attended by 32 participants led by Director II Eduardo B. Holoyohoy. Mr. Jac Flaminiano and Ms. Mary Vivien T. Medidas facilitated the SIPOC Workshop.



Central Office, QC

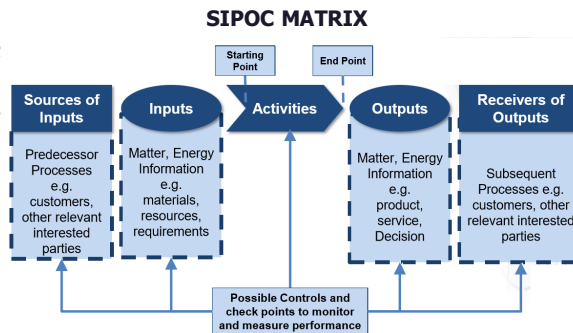


Regional Office IV - QC



Regional Office XI - Davao

SIPOC Matrix is a schematic representation of any process that shows the interaction of its elements. SIPOC stands for Sources of Inputs (S), Inputs (I), Process/ Activity (P), Output (O) and Control Points (C). It is not part of QMS but it will serve as a guide for understanding the controls in place for the Agency's processes which are useful in QMS Audit. Hereunder are the findings and recommendations of the DAP Team.



### Findings and Recommendations of DAP on Workshop Outputs :

- Document filing system should be standardized (Records Management).
- Familiarize yourself with the purpose of the documents.
- Standardize the documents tracking sheet (CO concern).
- Indicate "Received by \_\_\_" for documents.
- For Log Books: sign "received by" for all documents and ensure that there is a person who will receive the documents.
- Ensure that documents (as well as electronic copies) are duly signed.
- Ensure consistency of records/ documents especially if there are amendments.
- Innovation: listing of documents needed to show evidence of controls.
- Ensure that copies of requirements for internal reports are kept in the division (can be electronic or soft copies).
- Keep a copy of approved proposals (electronic/soft copy).
- Keep electronic copies of documented information on file (Note: Documenting starts after the Quality Manual is signed)
- Update "FIDA" labeled forms into "PhilFIDA".
- Ensure that there are copies of Inspection and Acceptance Report for items received.
- Copy of Inspection Report of Procured Items per Division/Unit.
- Evaluation of performance of supplier's product.
- Monitoring sheet for all the licenses of professional staff.
- Spell out acronyms and refrain from using jargons.
- Ensure that there is proper documentation for calibration and maintenance plan of equipment for all laboratories.
- Set a regular meeting for issues, concerns, updates, etc.
- Create a record (Minutes) of meeting (e.g. Monday meetings) - the discussed items and salient points can be in the bullet form - there should be "prepared by \_\_\_" and "noted by \_\_\_"
- Record progress monitoring meetings.
- Standardize feedback form for externally provided services.
- Good practice : Internal Control Section (RO XI) - Mr. Flaminiano praised the RO-XI for having an ICS.
- Add administrative tasks in SIPOC Matrix.
- Continue finalizing the SIPOC Matrix.

**Let us adapt, apply and practice this findings and recommendations to enhance the delivery of our highest quality of service and to the satisfaction of our clientele.**

#### Next Activity:

**3 Sept 2018:**  
**CO and RO-IV**  
Cascading of QMS  
DA-PCAF 4th flr.

**4-5 Sept 2018**  
**Central Office**  
Technical Guidance on QMS  
Implementation  
Conference Room

**6-7 Sept 2018**  
**Regional Office IV**  
Technical Guidance on QMS  
Implementation  
RO-IV Office, ATI Bldg.

**11-12 Sept 2018**  
**Regional Office V**  
Cascading of QMS  
RO-V Office, Bicol

**13-14 Sept 2018**  
**Regional Office V**  
Technical Guidance on QMS  
Implementation  
RO-V Office, Bicol