

ISO 9001:2015 QMS TECHNICAL GUIDANCE ON QMS IMPLEMENTATION Regional Office IV

Last September 6-7, 2018, the DAP Team composed of Ms. Vivien Medidas, Ms. Adelina D. Alvarez and Mr. Jomar Pastrana, conducted a two-day technical guidance on QMS implementation for the Regional Office IV in ATI Building, Elliptical Road, QC. It was participated in by 26 regional officers and staff and 3 QMS secretariat from the Central Office. The regional units were interviewed and given technical guidance on the QMS Implementation. At the end of the session, the DAP Team presented its findings and recommendation for the Regional Office IV.

Agreements / Improvements:

Initial Finding/s	Action Needed
Clause 4. Context of the Organization	
Needs and Expectations of Relevant Interested Parties	Submitted but did not retain file approved copy
Scope of QMS and its processes is initially defined but not cascaded	Cascading from central office
Clause 5. Leadership	
Long term and short term plans are present (e.g., 2018-2022 Abaca Road Map, Quarterly Management Meeting)	
Stakeholders' issues and concerns are captured through consultations and stakeholders' forum	
Monitoring of accomplishments were done through quarterly management meetings	
Quality Policy was cascaded and communicated	Continue cascading sessions and internalization of Quality Policy in unit meetings
Change of roles and responsibilities are coursed through office order, special orders, etc.	
Clause 6. Planning for QMS	
Risk Registry was submitted	Retain copy of approved file
QMS Implementation Plan	
Clause 7. Support	
7.1.2 People	
Manpower is perceived to be not enough because of lack of plantilla positions	To be raised during Management Review
Hiring process is in compliance with CSC guidelines	
Still updating job descriptions from CO HR. Lack of communication to RO by CO on their respective job descriptions	Finalize job descriptions for cascading. Retain file copy
Recruitment is processed by RO but for approval of CO. No standard orientation.	Pre-employment orientation should be standardized
7.1.3 Infrastructure	
Buildings and utilities	Need to evaluate performance of outsourced services
Current space is deemed unsafe due to faulty facilities and infrastructure	Formalize plan and request for moving in another new office space
Preventive maintenance of vehicle and desktop computers is done in reactive approach	Establish preventive maintenance plan
Procurement	
Follows APP and PPMP in procurement process but no monitoring	Establish documentation of complaints through feedback on delay of procurement process
7.1.6 Organizational Knowledge	
Knowledge bank is in the Central Office	<ul style="list-style-type: none"> • Retain copy of critical knowledge for the Region 4 – PNS, AO 1, researches (in whatever form) • Need to have copy of the SOP Manuals



... continuation Agreements / Improvements:

Initial Findings/s	Action Needed
7.2 Competence	
• Copy of list of licenses is maintained however updating is per employee	• Relay to all staff on updating of their licenses
• Trainings are relayed to RO by CO	• Competency-based Training Development Plan should be created. ROs can submit their plans to CO
• Travel reports are the only documentation for trainings attended	• Maintain training evaluation tool • Develop training effectiveness tool
• Training Certificates are kept by the employees	• Provide photocopies of training certificates to Admin for update of 201 File
7.3 Awareness : 7.4 Communication	
Official email addresses are used in communication	Follow Documented Information protocol (from CO)
Hard copy system of Office Orders, etc.	
Quality Policy cascaded	
7.5 Documented Information	
No Documented Information control being implemented	Follow Documented Information protocol (from CO) particular for required QMS documents
Clause 7. Support	
Information Technology	
No preventive maintenance for computers, IT	Develop/establish preventive maintenance Ensure having licensed software
Clause 8. Operation	
Monthly accomplishment report is submitted to CO along with transmittal of its highlights	Need to have copy of the SOP Manuals
Validation of procedures is documented (e.g., maintenance of nurseries)	
Defined protocol and procedures (i.e., technoguide)	
Feedback from trainings are documented via interviews/ consultations' proceedings	
Monthly unit meetings are conducted	Need to be duly reviewed and approved
The research project development from design to proposal stage are not documented	Need to have traceability established for progress tracking (e.g., keeping file copies, document tracking sheet, etc.)
Clause 9. Performance Evaluation	
Outsourced services are availed (e.g., field labor, building, janitorial)	There is a need to institutionalize performance evaluation of outsourced services
Internal Quality Audit	Need to perform Internal Quality audit
Management Review	Conduct Management meeting/s
Performance review of Accomplishments	
Customer satisfaction report	
Clause 10. Improvement	
Sources of improvement actions include complaints/feedback are gathered Client Satisfaction Survey, Field reports, proceedings, etc.	
Non conformity and corrective action	Need to institutionalize responding to non-conformities and addressing it for management action and improvement
Continual improvement	Discuss during management review/s
Manual inspection conducted by inspectors is prone to subjectivity	Development of potential mechanized technology to assist inspectors
	Continue inspectors' attendance of trainings

