

## ISO 9001:2015 QMS TECHNICAL GUIDANCE ON QMS IMPLEMENTATION Regional Office V

Last September 13-14, 2018, the DAP Team composed of Ms. Vivien Medidas and Mr. Jomar Pastrana, conducted a two-day technical guidance on QMS implementation for the Regional Office V in BU Compound, Legazpi City. It was participated in by 64 regional officers and staff and four (4) QMS secretariat from the Central Office. The regional units were also 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 V.

### Agreements / Improvements:

Initial Finding/s	Action Needed
<b>Clause 4. Context of the Organization</b>	
Scope of QMS and its processes is initially defined but not cascaded	Cascading from central office
<b>Clause 5. Leadership</b>	
Annual planning is conducted and cascading of plans from CO's ManCom discussions	
Stakeholders' issues and concerns are captured through consultations and stakeholders' forum	
Monitoring of accomplishments were done through quarterly progress monitoring reports	Improve report by stating date of report preparation (e.g., "As of...") Clause 7.5.2
<b>Clause 6. Planning for QMS</b>	
QMS Implementation Plan	Need to be established upon cascading of CO
<b>Clause 7. Support</b>	
<b>7.1.2 People</b>	
Manpower is perceived to be not enough because of lack of plantilla	To be raised during Management Review
Hiring process is in compliance with CSC guidelines	
No documented succession plan	Establish a succession plan
Recruitment is processed by RO but for approval of CO. Per RO NCR, no standard orientation but in RO 5 there is standard orientation	Reiterate standard orientation for all ROs (c/o CO)
<b>7.1.3 Infrastructure</b>	
Buildings and utilities' maintenance are checked in reactive approach	Establish maintenance plan for buildings and utilities
Preventive maintenance plan for vehicles are established	
Laboratory equipment and desktops are calibrated regularly by supplier through warranty and/or done through reactive approach	Establish maintenance plan for laboratory equipment and desktops
Designated ICT focal person is under different unit/in province	Need to revisit ISSP in the current needs on ICT
<b>Procurement</b>	
Follows APP and PPMP in procurement process but monitoring is only year-end	Procurement Monitoring Report is established but should be implemented regularly
<b>7.1.6 Organizational Knowledge</b>	
Research themes/topics are shared in the regional offices	
Inspectors' expertise on inspecting of fibers is not documented	Establish documented information as part of organization knowledge. This could be written or documented through pictures or informational videos
<b>7.2 Competence</b>	
No staff development programs because of unavailability of funds	
Trainings can be requested by interested staff but will be shouldered personally by him/her	<ul style="list-style-type: none"> <li>• Competency-based Training Development Plan should be created. ROs can submit their plans to CO</li> <li>• Maintain training evaluation tool</li> <li>• Develop training effectiveness tool</li> </ul>
Copy of list of updated licenses are maintained	

## ... Continuation Agreements / Improvements

Initial Findings/s	Action Needed
<b>7.3 Awareness ; 7.4 Communication</b>	
• Official email addresses are used in communication	• Follow Documented Information protocol (from CO)
• Hard copy system of Office Orders, etc.	• Maintain a copy of government guidelines and rules and regulations (e.g., NAP, CSC, etc.)
<b>7.5 Documented Information</b>	
No Documented Information control being implemented	Follow Documented Information protocol (from CO) particular for required QMS documents
No appropriate space for records	To elevate for CO's action
<b>Clause 7. Support</b>	
<b>Information Technology</b>	
No preventive maintenance for computers, IT	• Develop/establish preventive maintenance
No licensed software because of lack of capital outlay	• Elevate concern to CO for appropriate action
<b>Clause 8. Operation</b>	
Heavy workload due to lack of manpower hence the 'borrowing' of other organic personnel from other units	
Research project development stages are documented	Standardize the cover page with agency logo and title
Contingency plans include safety risk with different members of the unit as lead	Look up on Occupational Safety & Health Standards (OSHS) law
Monitoring is done during production period by TAU; rest of the process is monitored by Planning Unit	Establish documented monitoring report
Formulation and implementation of training of trainers (TOT) services is not being conducted because CO has not directed targets for such to TAU	TOT should be done as this is part of TAU's Functional Structure
No documented information on some processes being implemented	Come up with standard procedure/form
For validation, documented information provided is only travel report	Come up with validation criteria/checklist
<b>Clause 9. Performance Evaluation</b>	
Outsource services are availed (e.g., janitorial) but not documented when it comes to evaluation	There is a need to institutionalize performance evaluation of outsourced services
Unplanned activities such as being a resource speaker or conducting a training is not indicated in the IPCR	May be stated in the IPCR as Other Accomplishments. Rating may come from customer feedback form
• Internal Quality Audit	• Need to perform Internal Quality audit
• Management Review	• Conduct Management meeting/s
• Performance review of Accomplishments	
• Customer satisfaction report	
<b>Clause 10. Improvement</b>	
Preparation of SIPOC Matrix	Need to harmonize/institutionalized the preparation of SIPOC
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

