



DILG REGION XIII (CARAGA)
**QUALITY
MANUAL (QM)**

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2. DEFINITION OF TERMS

For the purpose of providing a clear and common understanding of terms to be used in Quality Management System documentations, terms and definitions given in *ISO 9000:2015 – Fundamentals and Vocabulary*, shall be applied.

In addition to those given in ISO 9000:2015 – the following terms and definitions generally apply to DILG XIII's QMS.

- a) DILG Central Office (DILG CO) – refers to the main office of DILG which covers the Office of the Secretary, Office of the Undersecretaries, Office of the Assistant Secretaries, Internal Audit Service (IAS), Bureau of Local Government Supervision (BLGS), Bureau of Local Government Development (BLGD), Office of Project Development Services (OPDS), National Barangay Operations Office (NBOO), Planning Service (PS), Financial and Management Service (FMS), Administrative Service (AS), Public Affairs and Communications Service (PACS), Information Systems and Technology Management Service (ISTMS), and Legal and Legislative Liaison Service (LLLS).
- b) Regional Office – refers to DILG Office in each of these seventeen (17) Regions – including Caraga Region. The Regional Office has a direct link to the Central Office. The divisions and units of the regional office include the Local Government Monitoring and Evaluation Division (LGMED) which subsumes the Regional Peace and Order Council (RPOC) Secretariat and the Patrol 117; Local Government Capability and Development Division (LGCDD) which subsumes the Local Governance Regional Resource Center (LGRRC) and Regional Project Management Team (RPMT); Finance and Administrative Division (FAD); and the Office of the Regional Director (ORD) which subsumes the Legal Unit, the Planning Unit, the Communications Team and the Regional Project Development and Management Unit (RPDMU).
- c) Field Office / Field Operating Unit (FOU) – this refers to the DILG Office in each of the lower levels of the LGUs in the region- Provincial Offices in Agusan del Norte (DILG-ADN), Agusan del Sur (DILG-ADS), Surigao del Norte (DILG-SDN), Surigao del Sur (DILG-SDS), Province of Dinagat Islands (PDI); Butuan City Office (DILG-BXU) and the 5 component City Offices and 67 Municipal Offices – under the supervision of the Regional Office.
- d) Clients/Customers – refer to persons or entities outside the DILG XIII organizational structure who/which are the intended beneficiary of DILG XIII Programs, Projects, Activities (PPAs) and services. In consideration of the QMS scope, this specifically refers to the Regional Office, Field Offices, Local Government Units/Officials/Employees and the general public.
- e) Operations Processes – refer to core processes that are directly involved in the performance of the mandate of the DILG XIII in the provision of LGU capacity development services, performance oversight and incentives and awards which are intended for its clients/customers.
- f) Support to Operations Processes – refer to processes needed to ensure the satisfactory performance of the core processes delivered by the different support service offices – LGMED, LGCDD, FAD and ORD - which caters the officials, employees and/or operating units/offices of the DILG XIII.
- g) External Documents/References – Documents of external origin - usually from DILG-CO, other DILG Regional Offices, Office of the President (OP), Civil Service Commission (CSC), Commission on Audit (COA), Department of Budget (DBM), other National Government Agencies (NGAs) and Regional Line



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Agencies (RLAs), Local Resource Institutions (LRIs), Local Government Units (LGUs), National Government Organizations (NGOs), Civil Society Organizations (CSOs), Government Financial Institutions (GFIs), Government-Owned and Controlled Corporations (GOCCs), and other Institutions - necessary for planning and operations which include Circulars, Memorandums, Republic Acts, Executive Orders, Administrative Orders, Guidelines, Manuals, Resolutions, Orders, other Issuances, Reportorial and Compliance Forms, among others.

- h) Form – A document in a structured format with standardized data fields that gathers information as a requirement of a certain regulation or necessary in achieving desired process, procedure, and/or service outputs/objectives/results that when duly filled out, are considered records.
- i) Major Final Output (MFO) – the major deliverables of the DILG which are measured, evaluated, monitored and reported as performance results of the Department. Specifically, this refers to LGU capacity development, performance oversight, and rewards and incentives.
- j) Top Management – is the Regional Director who has the responsibility and authority to ensure that adequate resources and management support are provided for the effective implementation, sustainability, and continual improvement of the Quality Management System (QMS).
- k) Quality Management Representative (QMR) - is the Assistant Regional Director who oversees the overall affairs of the QMS and performs the duties of the Top Management in his/her absence.
- l) Deputy QMR – the Division Chiefs and Provincial and City Directors who report to the QMR the performance of the QMS and any need for improvement and performs the functions.
- m) Internal Quality Audit (IQA) – A systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine compliance to international standard requirements for QMS.

Other terms and definitions deemed applicable to a specific process or function are defined in the specific quality procedure (QP).

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