

**5. LEADERSHIP****5.1 Management Commitment**

Guided by the DILG's Vision and Mission and in compliance with applicable legal requirements in fulfilling its mandate to formulate sound policies and strengthen LGU capacities, perform oversight function and provide rewards and incentives, the DILG XIII's top management commits to develop, implement and continually improve the effectiveness of its quality management system by:

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

The DILG XIII Top Management refers to the Regional Director. The Assistant Regional Director is the Regional Quality Management Representative, and the Provincial and City Directors and the Division Chiefs are the Deputy Quality Management Representative.

The Provincial and City Directors and Division Chiefs as the Deputy QMRs of their respective Offices also demonstrate leadership and commitment as itemized above in their respective offices.

5.1.2 Client/Customer Focus

The DILG XIII's top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction, which is primarily to strengthen the capabilities of Field Offices, to promote excellence in local governance, and to attend to the needs of other clients/stakeholders. Information about customer needs and expectations is extracted from feedback mechanisms, complaints handling, and customer satisfaction data.

The DILG XIII client/customer refers to the Provincial and Field Offices, local government units/officials/employees, the general public and other stakeholders.



The DILG XIII's top management and Division Chiefs demonstrate 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.

Relevant Documented Information:

Services Complaint Handling Procedure (R13-SP-05)

Client Satisfaction Survey Procedure (R13-SP-06)

5.2 Quality Policy

5.2.1 Establishing the DILG XIII Quality Policy

The DILG XIII's top management ensures that the quality policy:

- a) is appropriate to the purpose and context of the organization and supports its strategic direction;
- b) provides a framework for establishing and reviewing quality objectives;
- c) includes a commitment to comply with applicable requirements and
- d) includes commitment to continually improve the effectiveness of the quality management system.

The quality policy is reviewed during Management Reviews to ensure its continuing suitability in relation to the organization's vision, mission, strategic thrusts and directions.

5.2.2 Communicating the DILG XIII Quality Policy

The DILG XIII's top management together with the Division Chiefs ensure that the DILG XIII Quality Policy is communicated and understood within the organization. The DILG XIII Quality policy is:

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

The IT unit ORD is responsible for ensuring that the DILG XIII Quality Policy is posted in DILG's website. The Communications Team of the ORD ensures that the DILG XIII Quality Policy is part of the layout of the DILG XIII Timon.

The QMS Secretariat is responsible for posting the DILG XIII Quality Policy in conspicuous places in the DILG XIII premises and for developing other materials to communicate the Quality Policy, as deemed appropriate. The Personnel Section ensures that all employees are oriented and aware of the DILG XIII Quality Policy in coordination with the QMS Secretariat.

**5.2.2a The DILG XIII Quality Policy****DILG Caraga is**

- C**ommitted for the continuous capacitation of LGUs and promoting peace & order in communities
- A**daptable to changes and challenges for sustainable development
- R**esponsible for measuring LGU performance and for rewarding performing LGUs
- E**ager and ready at all times to serve and strive for client satisfaction
- S**teadfast in adhering to all laws and standards, practicing and continually improving our Quality Management System

for excellence in local governance.**Relevant Documented Information:**

Quality Policy

5.3 Organizational roles, responsibilities and authorities

The DILG XIII's top management ensures that responsibilities and authorities in the Department are defined and communicated for effective delivery of its services. The DILG XIII's Organizational Structure manual is developed to clearly show the levels of authority, lines of coordination and divisions of tasks of the different operating units within the order, to attain organizational goals. Likewise, the QMS Organizational Structure is defined to enable the effective implementation of its QMS showing the different operating units responsible for establishing, implementing, maintaining and continually improving the DILG XIII's quality management system to attain the quality objectives consistent with the quality policy.



5.3a The DILG XIII QMS Organizational Structure

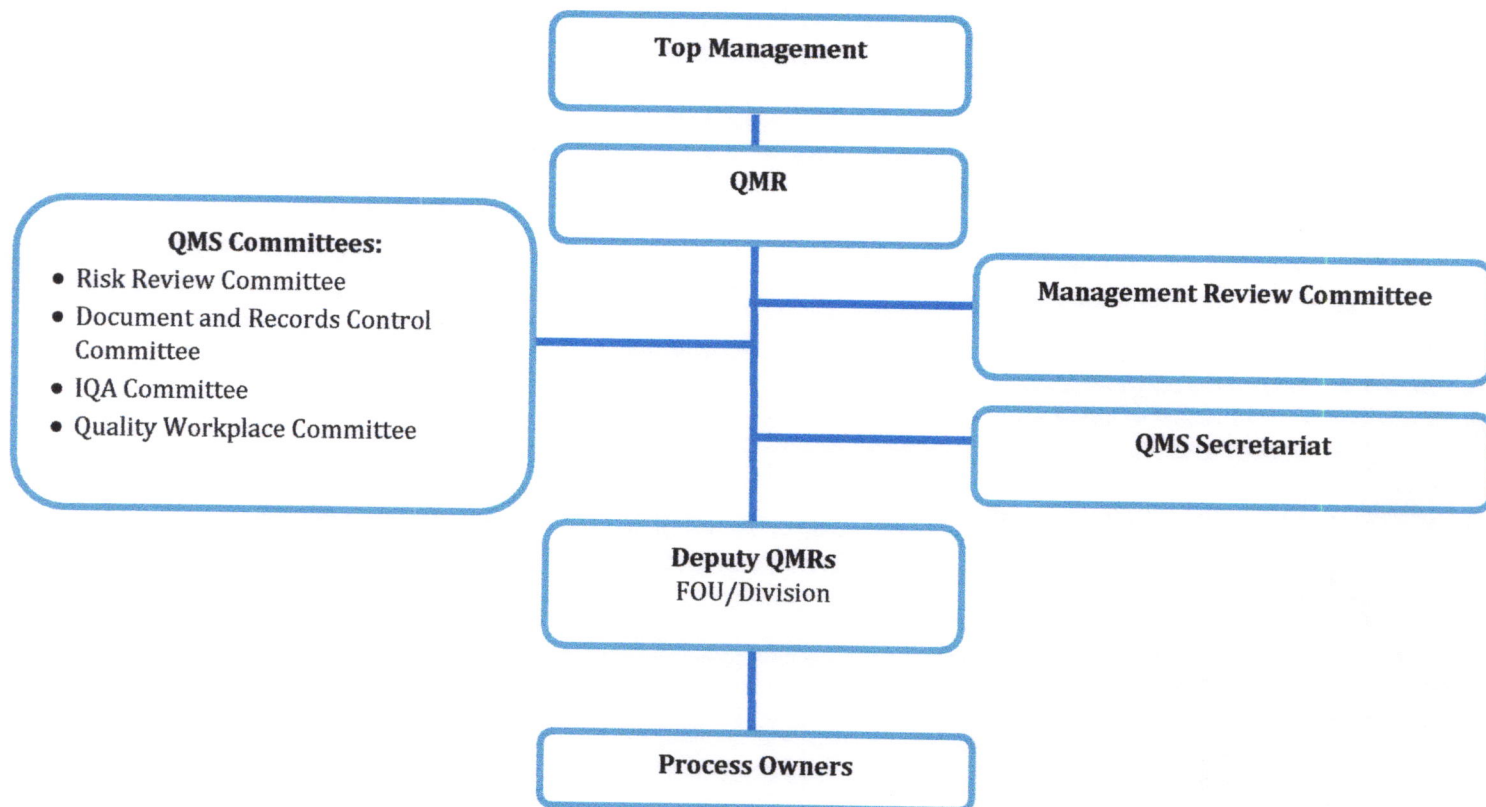


Figure 5: The DILG XIII QMS Structure

The QMS structure is composed of the following:

- 1.) **DILG XIII Top Management** - This refers to the highest level management of DILG XIII in the person of the Regional Director. The following responsibilities and authorities are assigned accordingly:

Responsibility:	Assigned to:
a) ensuring that the quality management system conforms to the requirements of ISO 9001:2015 by appointing a Quality Management Representative	Top Management
b) ensuring that processes are delivering their intended outputs;	Process owners, Division Chiefs and Deputy Quality Management Representatives
c) reporting on the performance of the quality management system and opportunities for improvement, in particular to top management	QMS Secretariat, Internal Quality Audit Team, Deputy QMRs, QMR
d.)ensuring the promotion of customer focus throughout the	Division Chiefs and DQMR



organization	
e.) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.	Division Chiefs. DQMR, QMR

2.) DILG XIII Quality Management Representative (QMR) - The DILG XIII Assistant Regional Director as the QMR has the following responsibilities and authorities:

- Ensure that processes needed for DILG XIII's quality management system are established, implemented and maintained to ensure that the QMS conforms to requirements of ISO 9001:2015;
- Promote customer focus and awareness to client requirements throughout the DILG XIII;
- Ensure that the integrity of the QMS is maintained when changes to the QMS are planned and implemented;
- Coordinate / communicate with external parties on matters relating to QMS and ISO certification.

3.) DILG XIII Quality Management Review Committee - The DILG XIII Management Review Committee is composed of the following:

- Regional Director – Top Management
- Assistant Regional Director – Quality Management Representative (QMR)
- Provincial and City Directors– Deputy QMRs of the following:
 - DILG Agusan del Norte
 - DILG Agusan del Sur
 - DILG Dinagat Islands
 - DILG Surigao del Norte
 - DILG Surigao del Sur
 - DILG Butuan City
- Division Chiefs or Officers-in Charge – Deputy QMRs of the following:
 - Local Government Monitoring and Evaluation Division (LGMED)
 - Local Government Capability and Development Division (LGCDD)
 - Finance and Administrative Division (FAD)

4.) Deputy QMR - The Provincial and City Directors and Division Chiefs or Officers-In-Charge of the Field Operating Units (FOUs) and the Divisions of the Regional Office covered by the scope of the QMS are designated as Deputy QMRs in their respective FOU/Division responsible for ensuring effective implementation and continual improvement of their respective QMS and reporting its performance to the DILG XIII QMR.

5.) DILG XIII Risk Review Committee –The Risk Review Committee ensures that the organization identifies, evaluates and controls risks. This committee facilitates the development of a Risk Control Plan (RCP) and Opportunities Management Plan (OMP) and evaluates the effectiveness of actions taken. The committee is composed of selected personnel from the different operating units of the Regional Office.



6.) QMS Secretariat - Under the supervision of the QMR:

- Plans and executes activities and next steps in relation to QMS;
- Provides technical assistance to the DILG XIII FOU/Office/Division on the areas of QMS development, implementation, and performance measurement;
- Studies/reviews QMS outputs and endorse acceptance of these outputs to the QMR and/or QMR as applicable per QMS Documentation Responsibility Matrix;
- Ensures that major agreements/highlights/decision points before, during, and after the QMS training/activity and Management Reviews are documented and submitted to the QMR and to all concerned personnel;
- Conducts QMS trainings and other capacity development activities to promote awareness and understanding of QMS principles and requirements and to develop knowledge and skills of its application or implementation, sustainability and continual improvement.
- Studies and equips themselves with knowledge, Skills, Attributes (KSA) on QMS as they will serve as facilitators in the conduct of QMS training/activities; and
- Performs other tasks as may be assigned by the QMR.

7.) Document and Records Control Committee - The Document and Records Control Committee ensures that changes and the current revision status of documents are identified, the unintended use of obsolete documents is prevented, and records are controlled through established means for identification, storage protection, retrieval, and disposition.

- Regional Document Controller- A designated technical personnel acts as Regional Document Controller who is ultimately responsible to carry-out specified QMS Document controls in the DILG Region XIII (Caraga).
- Regional Records Officer - The Records Office is responsible for ensuring the DILG XIII compliance with the National Archives of the Philippines Act of 2007 and who plays a lead role in the management, generation, collection, filing/storage, protection, retrieval, retention, and disposition of records.
- Process Owners – The person who has the highest number of and/or immense activities/steps in the process, or who has the widespread responsibility thereby being accountable for its performance with the authority and ability to initiate necessary changes.

They are usually the signatories under “prepared by” section of the approved Quality Procedure.

8.) Internal Quality Audit (IQA) Committee -The IQA Committee conducts quality audits at planned intervals and verifies the corrective actions taken on audit findings.

9.) Quality Workplace Committee - The Quality Workplace Committee plans and coordinates the implementation of the 5S Program. Selected personnel from the Personnel Section, General Services Section, and one (1) personnel from each of the Division and Top Management Office are the members of this committee.



DILG REGION XIII (CARAGA)

QUALITY MANUAL (QM)

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