



## 6. PLANNING

### 6.1. Actions to address risks and opportunities

**6.1.1** DILG XIII considers its internal and external issues and the requirements, needs and expectations of its interested parties and determines the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result(s);
- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects; and
- d) achieve improvement.

DILG XIII implements Risk, Identification and Evaluation Control Procedure. Risk Control Plans and Opportunity Management Plans are prepared, implemented, and updated to address risks and opportunities. Effectiveness of the actions taken to address risks and opportunities are being discussed for appropriate action during the Management Review.

Relevant Documented Information:

Risk Identification, Evaluation and Control Procedure (R13-SP-07)

DILG XIII Risk Register

Risk Control Plans

Opportunity Management Plans

### 6.2 Quality Objectives and planning to achieve them

**6.2.1** The DILG XIII's top management ensures that quality objectives are established at all relevant functions and levels within the organization that are: consistent with the quality policy; measurable; take into account applicable requirements; relevant to conformity of products and services and to enhancement of customer satisfaction; monitored; communicated; and updated as appropriate.

**6.2.2** The DILG XIII maintains the following documented information on quality objectives: Quality Objectives (QO) for the process level objectives submitted by the different Operating Divisions and Field Operating Units and approved by the QMR; and Performance Commitment Reports for the PPA-based and functional objectives (Office PCR (OPCR), Division PCR (DPCR), and Individual PCR (IPCR). To achieve these objectives, the organization determines: what will be done; what resources will be required; who will be responsible; when it will be completed; and how the results will be evaluated.

#### 6.2.2a Quality management system planning

The DILG XIII's top management ensures that the planning of the QMS is carried out in order to meet the requirements as well as the quality objectives, and the integrity of the QMS is maintained when changes are planned and implemented.

The planning in DILG XIII is done in a two-tiered process. First tier planning impacts the achievement of the strategic direction and Major Final Output (MFO) through strategic planning and operationalizing the strategic plan annually, with reference to the performance indicators set in the annual General Appropriations