



9. Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

DILG XIII evaluates the performance and the effectiveness of the quality management system. It plans and implements the monitoring, measurement, analysis, and evaluation processes needed to demonstrate conformity to service requirements, ensure conformity of the QMS; and continually improve the effectiveness of the QMS. It determines:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring shall be performed; and
- d) when the results from monitoring and measurement shall be analyzed and evaluated.

Appropriate documented information is retained as evidence of the results. The different operating units undertake its respective performance evaluation processes to monitor, measure, analyze and evaluate the different aspects of the operations of the Department.

Relevant Documented Information:

- Implementation, Monitoring and Evaluation of Program, Project, Activity Procedure (QP-R13-LGMED-20)
- Locally-Funded Projects Implementation, Monitoring and Evaluation Procedure (QP-R13-ORD-38)
- Preparation and Submission of Financial Accountability Reports (FAR1 & FAR1A) Procedure (QP-R13-FAD-01)
- Monitoring the Implementation of SPMS Procedure (QPR13-FAD-09)

9.1.2 Customer satisfaction

DILG XIII monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. Methods for obtaining, monitoring and reviewing this information is established and implemented by the concerned operating units using customer satisfaction survey to monitor the client's perception and satisfaction on the services it received.

Relevant Procedures:

- Client Satisfaction Survey Procedure (R13- SP-06)
- Handling of Services Complaints Procedure (R13-SP- 05)

9.1.3 Analysis and evaluation

DILG XIII analyzes and evaluates appropriate data and information arising from monitoring and measurement.