




Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XIII (CARAGA)**  
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**MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)**

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| <b>MANAGEMENT REVIEW</b> |                           |          |    |    |    |    |    |
| R13-SP-09                | System Procedure          | 10.16.17 |    |    |    |    |    |
| FM-R13-SP-09-01          | Management Review Minutes | 10.16.17 |    |    |    |    |    |
|                          |                           |          |    |    |    |    |    |
|                          |                           |          |    |    |    |    |    |
|                          |                           |          |    |    |    |    |    |
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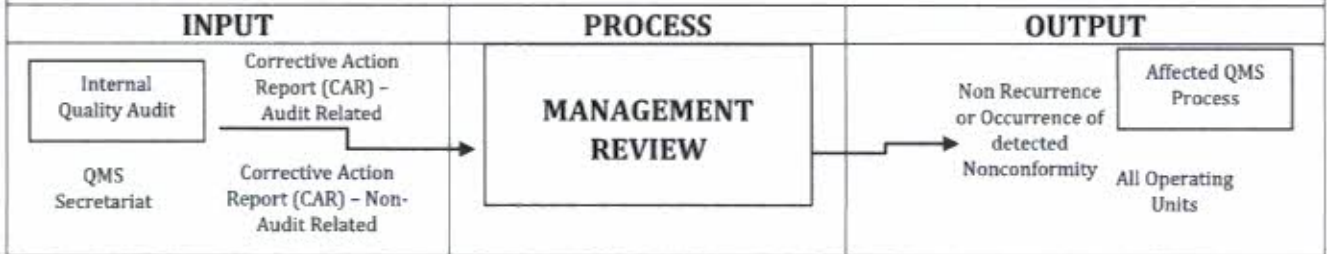
DILG REGION XIII (CARAGA)  
**SYSTEM  
 PROCEDURE (SP)**

Document Code  
**R13-SP-09**

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|                        |   |
|------------------------|---|
| <b>PROCEDURE TITLE</b> | <b>MANAGEMENT REVIEW</b>  |
| <b>SCOPE</b>           | This process starts from scheduling the management review up to recording of management review minutes.   |
| <b>PURPOSE/S</b>       | To define the process of conducting Management Review as per requirements of the ISO 9001:2015 standard and the Region's requirements to ensure the continuing suitability adequacy, effectiveness and alignment to DILG's strategic direction. |

**PROCESS DESCRIPTION**



| Step No. | Responsible Personnel  | PROCESS/ACTIVITY                             | Details   | References  |
|----------|--|--|---|---|
| 1        | QMS Secretariat;<br>Members of the Management Review Committee | Prepare for the conduct of Management Review | <p><b>QMS Secretariat:</b></p> <ul style="list-style-type: none"> <li>Prepare the necessary documents for the conduct of the Management Review inclusive of budgetary requirements, dates, venue participants, and agenda.</li> <li>Secure approval of concerned signatories.</li> <li>Upon approval of the activity, communicate with all concerned including their preparation of inputs to the Management Review.</li> </ul> <p><b>Members of the Management Review Committee:</b></p> <ul style="list-style-type: none"> <li>Prepare the following assigned topics:               <ul style="list-style-type: none"> <li>Deputy QMR - Follow-up Items from previous Management Review, Results of External Audit Certification and QMS Performance;</li> <li>IAS - Results of Internal Quality Audit and status of CAR;</li> <li>ALL Bureaus/Services - Summary of previous year's performance results / accomplishment vs. quality objectives, Client</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Activity Design, Memo, Department Order, as appropriate</li> <li>Pertinent Management Review Inputs</li> </ul> |





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| Step No. | Responsible Personnel             | PROCESS/ACTIVITY  | Details   | References  |
|----------|-----------------------------------|---|---|---|
|          |                                   |   | Feedback/Satisfaction, changes that could affect the QMS and recommendations for QMS Improvement. <ul style="list-style-type: none"> <li>• Submit the above reports to the QMS Secretariat for consolidation and reproduction for reference of the participants.</li> </ul>   |   |
| 2        | Management Review Committee (MRC) | Conduct the Management Review with the QMR as the presiding officer | <ul style="list-style-type: none"> <li>• Discuss the following Management Review Inputs/agenda Items:               <ul style="list-style-type: none"> <li>○ Follow-up from previous MRs (except the 1<sup>st</sup> MR)</li> <li>○ Quality Policy – if it continues to be relevant to the organization</li> <li>○ Quality Objectives – extent of achievement</li> <li>○ Audit results</li> <li>○ Customer feedback</li> <li>○ Process performance and service conformity</li> <li>○ Status of preventive and corrective actions</li> <li>○ Changes that could affect the QMS</li> <li>○ Recommendations for improvement</li> <li>○ Other topics deemed necessary by the Management Team.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Pertinent Management Review Inputs</li> </ul>  |
| 3        | QMS Secretariat                   | Prepare the record (Minutes) of the MR                              | <ul style="list-style-type: none"> <li>• Prepare the minutes of the MR</li> <li>• Indicate actions, decisions, agreements</li> <li>• Submit to Deputy QMR</li> </ul>  | <ul style="list-style-type: none"> <li>• MR Minutes (FM-R13-SP-09-01)</li> </ul>        |
| 4        | Deputy QMR                        | Review the minutes  | <ul style="list-style-type: none"> <li>• Review the MR Minutes, and if in order, concur by signing the “noted by” portion; else, return to QMS Secretariat for appropriate action;</li> <li>• Forward to QMR for approval</li> </ul>  | <ul style="list-style-type: none"> <li>• MR Minutes (FM-R13-SP-09-01)</li> </ul>        |
| 5        | QMR                               | Review and approve the minutes                                      | <ul style="list-style-type: none"> <li>• Review the MR minutes as to accuracy and completeness of inputs and outputs;</li> <li>• Return to QMS Secretariat.</li> </ul>  | <ul style="list-style-type: none"> <li>• Signed MR Minutes (FM-R13-SP-09-01)</li> </ul> |





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| Step No. | Responsible Personnel | PROCESS/ACTIVITY                    | Details   | References  |
|----------|-----------------------|-------------------------------------|---|---|
| 6        | QMS Secretariat       | Communicate the approved MR Minutes | <ul style="list-style-type: none"> <li>Issue Memo to all members of the MRC to communicate the approved MR Minutes.</li> </ul>                  | <ul style="list-style-type: none"> <li>Memo</li> <li>Approved MR Minutes (FM-R13-SP-09-01)</li> </ul> |
| 7        | QMS Secretariat       | Maintain Records                    | <ul style="list-style-type: none"> <li>Maintain Records of the Management Review in accordance with the Control of Records Procedure</li> </ul> | <ul style="list-style-type: none"> <li>Control of Records Procedure (R13-SP-02)</li> </ul>            |

**DEFINITION OF TERMS:**

- Management Review Committee** - the committee that reviews the performance of the QMS every six months or as deemed necessary to evaluate the continuing adequacy, suitability, effectiveness, and alignment to DILG CO's strategic direction. Records of Management Reviews are controlled by the QMS Secretariat. The DILG-XIII Management Review Committee is composed of the following:
  - Regional Director (Committee Head)
  - Assistant Regional Director (Quality Management Representative)
  - Provincial and City Directors
    - Agusan del Norte
    - Agusan del Sur
    - Surigao del Norte
    - Surigao del Sur
    - Province of Dinagat Islands
    - Butuan City
  - Division Chiefs
    - Local Government Monitoring and Evaluation Division (LGMED)
    - Local Government Capability and Development Division (LGCD)D
    - Finance and Administrative Division (FAD)

| Prepared By                                    | Reviewed By   | Approved By  |
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| <b>QMS Secretariat Head</b>                    | <b>Regional QMR</b>   | <b>Top Management</b>  |





# MANAGEMENT REVIEW MINUTES

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| <b>FM-R13-SP-09-01</b> |           |        |
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Date of Management Review: \_\_\_\_\_ Venue: \_\_\_\_\_

Present: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Absent: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

| Item          | Agenda Item  | Issues / Highlights of Discussion / Management Action and Decisions | Action Plan (What, Who, When to Do) |
|---------------|--|---|-------------------------------------|
| 1             | Status of actions from previous management reviews   |   |                                     |
| 2             | Changes in external and internal issues that are relevant to the quality management system |   |                                     |
| 3             | Trends in customer satisfaction and feedback from relevant interested parties              |   |                                     |
| 4             | The extent to which quality objectives have been met                                       |   |                                     |
| 5             | Process performance and conformity of products and services                                |   |                                     |
| 6             | Nonconformities and corrective actions   |   |                                     |
| 7             | Monitoring and measurement results   |   |                                     |
| 8             | Audit results  |   |                                     |
| 9             | Performance of external providers  |   |                                     |
| 10            | Adequacy of resources  |   |                                     |
| 11            | Effectiveness of actions taken to address risks and opportunities                          |   |                                     |
| 12            | Opportunities for improvement  |   |                                     |
| Other Matters |  |   |                                     |

Prepared By:

Reviewed By

Approved By

\_\_\_\_\_  
QMS Secretariat Head

\_\_\_\_\_  
Regional Quality Management Representative

\_\_\_\_\_  
Regional Director

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| <b>QMS Secretariat Head</b>                    | <b>Regional QMR</b>   | <b>Top Management</b>  |

