



Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XIII (CARAGA)**  
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Document Code		
FM-R13-SP-01A-01		
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**MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>QMS PLANNING</b>							
R13-SP-11	System Procedure	10.16.17					
QO-QMS	Quality Objective	10.16.17					

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DILG REGION XIII (CARAGA)  
**SYSTEM  
 PROCEDURE (SP)**

Document Code

**R13-SP-11**

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<b>PROCEDURE TITLE</b>	<b>QMS PLANNING</b>
<b>SCOPE</b>	Covers the activities from the review of the existing QMS scope up to the communication of approved Quality Objectives to all concerned.
<b>PURPOSE/S</b>	To define an effective QMS planning process for setting QMS objectives and targets as basis for assessing its effectiveness.
<b>PROCESS DESCRIPTION</b>	
<b>INPUT</b>	<b>PROCESS</b>
QMS Scope	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>QMS PLANNING</b> </div>
	<b>OUTPUT</b>
	Approved Quality Objectives

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Deputy QMR	QMS Scope review	<ul style="list-style-type: none"> <li>Review current processes in the QMS in relation to the agency's Major Final Outputs (MFOs) and the Top Management Objectives (TMO) for any possible inclusion of other DILG services.</li> <li>In case of inclusion of other processes/services to the QMS, seek approval from the QMR.</li> </ul>	<ul style="list-style-type: none"> <li>Quality Manual (Scope, Planning - Top Management Objectives)</li> <li>List of QMS processes</li> </ul>
2	QMS Secretariat; Process Owners	QMS Planning preparation	<p><b>QMS Secretariat:</b></p> <ul style="list-style-type: none"> <li>Prepare the necessary documents for the conduct of the QMS Planning Workshop inclusive of budgetary requirements, dates, participants and venue.</li> <li>Secure approval of concerned signatories.</li> <li>Upon approval of the activity, communicate with all concerned.</li> <li>Provide all concerned the applicable forms and guidelines, if any, as basis for their preparation to the QMS planning workshops.</li> </ul> <p><b>Process Owners:</b></p>	<ul style="list-style-type: none"> <li>Activity Design, Memo, Department Order, as appropriate</li> <li>QMS Planning forms (e.g Quality Objectives (QO), approved</li> <li>Process Quality Monitoring and Evaluations (QMEs)</li> <li>Quality Objectives (QO)</li> <li>QAPs, if any</li> <li>Supporting Documents</li> </ul>





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> <li>• Prepare the following, as appropriate, duly signed by identified signatories:</li> <li>• Summary of previous year's performance results / accomplishment vs. quality objectives;</li> <li>• Proposed functional / process quality objectives and targets for the new calendar year.</li> <li>• Quality action plan (QAP) where necessary.</li> <li>• Supporting documents for the goals / objectives / targets.</li> </ul>	
3	<b>QMS Secretariat; ALL Process Owners</b>	Conduct the QMS Planning	<p><b>QMS Secretariat:</b></p> <ul style="list-style-type: none"> <li>• Facilitate the QMS Planning workshop under direct supervision of the Deputy QMR.</li> </ul> <p><b>ALL Process Owners:</b></p> <ul style="list-style-type: none"> <li>• Present the quality objectives and targets for the ensuing year. Provide basis of targets using the previous year's performance results. Align with OPB, SPMS and other relevant documents showing performance targets of the DILG-CO.</li> </ul> <p><b>Note:</b> Consider the top management objectives in the setting of functional / process objectives and targets.</p> <p><b>Secretariat:</b></p> <ul style="list-style-type: none"> <li>• Collect all quality objectives and targets.</li> </ul>	<ul style="list-style-type: none"> <li>• Proposed QOs</li> <li>• QO-QMS</li> <li>• QOs</li> </ul>
4	<b>Secretariat</b>	Consolidate the submitted QMS Planning outputs	<ul style="list-style-type: none"> <li>• Consolidate the proposed quality objectives and targets.</li> <li>• Review linkage or consistency with Top Management Objectives.</li> <li>• Submit to Deputy QMR for review and approval or</li> </ul>	<ul style="list-style-type: none"> <li>• QOs</li> </ul>







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**SYSTEM  
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			endorsement to the QMR, as appropriate.	
5	Deputy QMR; QMR	Review and sign the proposed quality objectives / targets	<ul style="list-style-type: none"> <li>Review and sign the Quality Objectives (QO), as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>QOs</li> </ul>
6	QMS Secretariat, Process Owners	Communicate the quality objectives	<p><b>QMS Secretariat:</b></p> <ul style="list-style-type: none"> <li>Provide concerned Process Owners of each Bureau/ Service/ Division/Office copies of their approved QMS objectives.</li> </ul> <p><b>Process Owners:</b></p> <ul style="list-style-type: none"> <li>Communicate the approved quality objectives/ targets and other agreements made in the planning workshop within their respective Office/ Bureau.</li> </ul>	<ul style="list-style-type: none"> <li>Memo</li> <li>Copies of QOs</li> <li>Minutes of the Meeting/Bulletin Posting/Memo</li> </ul>
7	Process Owners, QMS Secretariat	Maintain Records	<ul style="list-style-type: none"> <li>Maintain Records in accordance with the Control of Records procedure.</li> </ul>	<ul style="list-style-type: none"> <li>Masterlist of Records (FM-R13-SP-02-01)</li> </ul>

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<b>QMS Secretariat Head</b>	<b>Regional QMR</b>	<b>Top Management</b>
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DILG REGION XIII (CARAGA)  
**QUALITY  
 OBJECTIVE (QO)**

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QO-QMS		
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<b>OFFICE</b>	All Offices
<b>QUALITY PROCEDURE TITLE</b>	QMS Planning

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
<ul style="list-style-type: none"> <li>Establish Top Management Objectives</li> </ul>	<ul style="list-style-type: none"> <li>Majority of all quality objectives are met</li> </ul>	<ul style="list-style-type: none"> <li>80% of all QMS objectives are met</li> </ul>	<ul style="list-style-type: none"> <li>Total number of Quality Objectives met <b>(A)</b> over Total number of request for Total number of Quality Objectives for the monitoring period <b>(B)</b></li> <li>= <math>(A/B) \times 100\%</math></li> </ul>	<ul style="list-style-type: none"> <li>Monthly/Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>QMS Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>QMS Process Summary Logsheet</li> </ul>
<ul style="list-style-type: none"> <li>Establish Top Management Objectives</li> </ul>	<ul style="list-style-type: none"> <li>A big majority of all customers who submitted their customer satisfaction survey forms have a rating of at least 4 (i.e. "satisfied" or equivalent rating)</li> </ul>	<ul style="list-style-type: none"> <li>80% of all Customer Satisfaction ratings</li> </ul>	<ul style="list-style-type: none"> <li>Total number of customers with satisfaction rating of 4 or higher <b>(A)</b> over Total number of customer satisfaction ratings received <b>(B)</b></li> <li>= <math>(A/B) \times 100\%</math></li> </ul>	<ul style="list-style-type: none"> <li>Monthly/Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>QMS Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>QMS Process Summary Logsheet</li> </ul>

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