

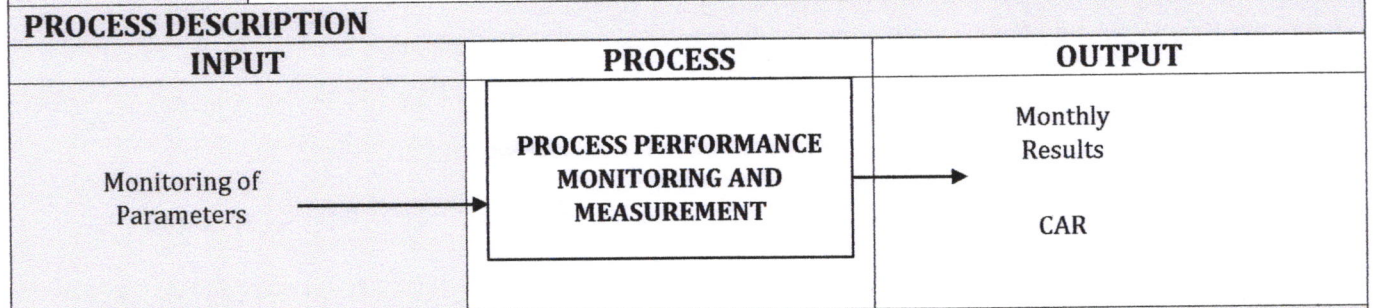


DILG REGION XIII (CARAGA)
**SYSTEM
 PROCEDURE (SP)**

Document Code
R13-SP-08

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PROCEDURE TITLE	PROCESS PERFORMANCE MONITORING AND MEASUREMENT
SCOPE	This procedure covers the activities from the monitoring of relevant process parameters to summarizing monthly results and initiating needed corrections and corrective actions for unmet objectives, where applicable.
PURPOSE/S	To define the process for the periodic monitoring, measurement and reporting of process performance against specified quality objectives or planned results of each process.



DESCRIPTIVE STATEMENT:
 This process manages and controls the creation, revision and distribution of internal documented information including its deletion of QMS when no longer relevant, and the recall of obsolete ones to ensure consistency of process implementation.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Process Owner	Implement the Process	<ul style="list-style-type: none"> Implement the process as per documented procedures. 	<ul style="list-style-type: none"> Quality Procedure (QP) of the process
2	Process Owner	Record process parameters/indicators	<ul style="list-style-type: none"> Record the actual process parameters/indicators as per specified monitoring frequency as basis for evaluating the attainment or non-attainment of committed quality objectives. 	<ul style="list-style-type: none"> Specific monitoring tool per process
3	Process Owner	Summarize and report the process performance results	<ul style="list-style-type: none"> Summarize and print the Process Summary Log Sheet (PSL), as appropriate, showing the consolidated results for the current period duly noted by the concerned Division Chief for Regional Office and/or immediate supervisor for FOU's. Compute and record the Key Performance Indicator (KPI) and process performance results for the current period using the Process Quality Monitoring and Evaluation (QME), print and submit for review by the concerned Division Chief for Regional Office and/or immediate 	<ul style="list-style-type: none"> Process Summary Log Sheet (FM-R13-SP-08-03 for QMS-wide and individual PSL Forms enrolled per process) Process Quality Monitoring and Evaluation (QME) (FM-R13-SP-08-02 for QMS-wide and individual PSL Forms enrolled per process) Minutes of the Meeting/