



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

Document Code

R13-SP-11

Rev. No.

00

Eff. Date

10.16.17

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PROCEDURE TITLE	QMS PLANNING
SCOPE	Covers the activities from the review of the existing QMS scope up to the communication of approved Quality Objectives to all concerned.
PURPOSE/S	To define an effective QMS planning process for setting QMS objectives and targets as basis for assessing its effectiveness.
PROCESS DESCRIPTION	
INPUT	PROCESS
QMS Scope	<div style="border: 1px solid black; padding: 10px; text-align: center;"> QMS PLANNING </div>
	OUTPUT
	Approved Quality Objectives
DESCRIPTIVE STATEMENT: The concerned offices prepares the Context Registry and Interested Parties Matrix to understand the organization and its content. The QMS Scope is then reviewed for the updating of Regional Quality Objectives. Preparation and conduct of QMS Planning is then carried out for the review and updating of quality objectives and quality action plans. All QMS planning output documents are duly approved and communicated to all concerned offices.	

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

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			<p>their preparation to the QMS planning workshops.</p> <p>Process Owners:</p> <ul style="list-style-type: none"> • Prepare the following, as appropriate, duly signed by identified signatories: • Summary of previous year's performance results / accomplishment vs. quality objectives; • Proposed functional / process quality objectives and targets for the new calendar year. • Quality action plan (QAP) where necessary. • Supporting documents for the goals / objectives / targets. 	<ul style="list-style-type: none"> • Supporting Documents
3	QMS Secretariat; ALL Process Owners	Conduct the QMS Planning	<p>QMS Secretariat:</p> <ul style="list-style-type: none"> • Facilitate the QMS Planning workshop under direct supervision of the Deputy QMR. <p>ALL Process Owners:</p> <ul style="list-style-type: none"> • 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. <p>Note: Consider the top management objectives in the setting of functional / process objectives and targets.</p> <p>Secretariat:</p> <ul style="list-style-type: none"> • Collect all quality objectives and targets. 	<ul style="list-style-type: none"> • Proposed QOs • QO-QMS • QOs
4	Secretariat	Consolidate the submitted QMS Planning outputs	<ul style="list-style-type: none"> • Consolidate the proposed quality objectives and targets. 	<ul style="list-style-type: none"> • QOs



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			<ul style="list-style-type: none"> Review linkage or consistency with Top Management Objectives. Submit to Deputy QMR for review and approval or endorsement to the QMR, as appropriate. 	
5	Deputy QMR; QMR	Review and sign the proposed quality objectives / targets	<ul style="list-style-type: none"> Review and sign the Quality Objectives (QO), as appropriate. 	<ul style="list-style-type: none"> QOs
6	QMS Secretariat, Process Owners	Communicate the quality objectives	<p>QMS Secretariat:</p> <ul style="list-style-type: none"> Provide concerned Process Owners of each Bureau/ Service/ Division/Office copies of their approved QMS objectives. <p>Process Owners:</p> <ul style="list-style-type: none"> Communicate the approved quality objectives/ targets and other agreements made in the planning workshop within their respective Office/ Bureau. 	<ul style="list-style-type: none"> Memo Copies of QOs Minutes of the Meeting/Bulletin Posting/Memo
7	Process Owners, QMS Secretariat	Maintain Records	<ul style="list-style-type: none"> Maintain Records in accordance with the Control of Records procedure. 	<ul style="list-style-type: none"> Masterlist of Records (FM-R13-SP-02-01)

Prepared By	Reviewed By	Approved By
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QMS Secretariat Head	Regional QMR	Top Management