



4. CONTEXT OF ORGANIZATION

4.1 Internal and External Issues

DILG XIII operates under internal and external environments that influence the fulfilment of its mandate and objectives. Resilient as it is, it is important for DILG XIII in particular and DILG in general to determine and validate its context to be able to consistently provide products and services that meet legal and customer requirements.

In this regard, DILG XIII identifies the relevant internal and external issues, factors and conditions that affect its ability to achieve planned results.

DILG XIII regularly reviews and updates the issues relevant to its operations every 6 months, or as needed, usually during Planning (Strategic, Operational and QMS Planning) and Management Review.

The DILG XIII's Context Registry contains the relevant key internal and external issues which presents a more detailed analysis of the identified list of DILG XIII issues.

Relevant Documented Information: DILG XIII's Context Registry

4.2 Interested Parties

Due to their effect or potential effect on DILG XIII's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, DILG XIII determines:

- a) The interested parties that are relevant to the quality management system;
- b) The requirements of these interested parties that are relevant to the quality management system.

DILG XIII monitors and reviews information about these interested parties and their relevant requirements at least twice a year (during Planning and Management Review), and even during the review of risk registers, where necessary.

DILG XIII's interested parties are as follows:

- Customer / client – Provincial Offices, Field Offices, LGUs, LGU Officials, Citizenry
- DILG Central Office
- Office of the President, Senate, Congress, Local Leagues
- Regulatory Agencies – COA, CSC, BIR, DBM, NEDA
- Partners – Other Agencies
- Media
- External Partners – LRIs, GFIs
- External Providers / Suppliers
- Employees – Middle Managers (Assistant Division Chiefs, Division Chiefs), Organic staff (technical and administrative staff), Job Orders and Contract of Service Personnel
- Top Management – Senior Executives of the Regional Office (Provincial and City Directors), Regional Director and Assistant Regional Director

Relevant Documented Information: DILG XIII's Interested Parties Matrix