



7. Support

7.1 Resources

7.1.1. General

DILG XIII's top management ensures that necessary resources are provided for the development, effective implementation, maintenance and continual improvement of the QMS processes. Operations Plan and Budget (OPB) are prepared to enable the implementation of plans and programs and the attainment of performance targets through the OPCR (Office Performance Commitment and Review, considering: a) the capabilities of, and constraints on, existing internal resources; and b) what needs to be obtained from external providers.

Quality Action Plans (QAPs) are prepared by the concerned Offices to address the issues and concerns relevant to the capabilities of, and constraints on, existing internal resources that affects the effective implementation of the QMS. QAPs are prepared during QMS Planning and any time in the course of QMS implementation. Procurement requirements are determined through the preparation of the Annual Procurement Plan and Project/Procurement Management Plan (PPMP).

Sufficient planning through activity/training design is prepared and approved for specific activities that have budget requirements.

Relevant Documented Information:

- Preparation of Operational Plan and Budget Procedure (QP-R13-ORD-37)
- Processing and Payment of Claims Procedure (QP-R13-FAD-02)
- Processing of Liquidation of Cash Advances Procedure (QP-R13-FAD-03)
- Review and Provision of Comments / Recommendation of Legal Documents Procedure (QP-R13-ORD-34)

7.1.2. People

DILG XIII determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Personnel Section and concerned Selection Boards ensure that personnel performing work affecting conformity to service requirements are competent on the basis of appropriate qualifications standards i.e. education, training, experience, and eligibility, and competency i.e. knowledge, skills, and attributes as defined in the Position Description and Qualification (PDQ).

The process for recruitment, selection and promotion is defined in a documented procedure compliant with Civil Service rules and regulations. Recruitment is done with the involvement of the concerned Division/Field Operating Unit coursed through regional and/or provincial selection boards.

Relevant Documented Information:

- Recruitment, Selection and Promotion (RSP) for 1st and 2nd level personnel Procedure (QP-R13-FAD-11)
- Position Description and Qualification (PDQ)
- Personnel Data Sheet (PDS)



7.1.3. Infrastructure

DILG XIII determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. Under Finance and Administrative Division, suitable infrastructure is provided and maintained to address DILG-XIII's service requirements. This includes office facilities, workspaces, equipment, hardware and software, and service vehicles.

The maintenance of the building and common utilities such as air-conditioning units are carried out by DILG XIII. Security and Utilities services are outsourced through the General Services Section (GSS) of the Finance and Administrative Division (FAD). The Heads of the different operating units are responsible for identifying the need and requirements for their respective office spaces such as necessary repairs, installation, and/or any layout modifications of which requests are submitted to the FAD-GSS.

Preventive and corrective maintenance are carried out for service vehicles to ensure safety of personnel.

With regard to information and communication technology (ICT) infrastructure, the DILG XIII implements an Agency-wide Information Systems Strategic Plan (ISSP) starting in 2016 to establish local area network, wide area network and IP telephony and enhance operational "housekeeping" application systems and roll-out to operating units, among others. The DILG XIII adopts the ICT Plan into the operations at the regional-level.

At the moment, the DILG XIII has an existing leased line connection managed by the Information Systems and Technology Management Service (ISTMS) and used for hosting DILG Website that caters the web-posting requirements of the organization in general and the concerned DOUs/Offices/Divisions within the QMS scope in particular. Under the Office of the Regional Director (ORD), DILG XIII's ICT provides the needed technical support services to all offices of DILG.

Relevant Documented Information:

- Provision of Vehicular Support Services Procedure (QP-R13-FAD-15)
- Maintenance and Repair of Equipment and Vehicles Procedure (QP-R13-FAD-08)
- Inventory & Disposal of Fixed Assets Procedure (QP-R13-FAD-07)
- Provision of TA on ICT Resources Procedure (QP-R13-ORD-31)

7.1.4. Environment for the operation of processes

DILG XIII determines, provides and maintains the suitable environment necessary for the operation of its processes and to achieve conformity of products and services. A suitable environment includes programs and activities dealing with the combination of human and physical factors (social, psychological and physical).

The DILG XIII manages the work environment needed to achieve conformity to service requirements by providing Programs/Projects/Activities (PPAs) which includes the following:

- a) Related to physical factors: