



8. Operation

8.1 Operational planning and control

DILG XIII plans, implements and controls the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined during Planning, by:

- a) determining the requirements for the products and services;
- b) establishing criteria for the processes and the acceptance of products and services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned; and to demonstrate the conformity of products and services to their requirements.

The output of this planning is suitable for DILG XIII's operations and referred to as Operations, Plans, and Budget (OPB) and Office Performance Commitment and Review Report (OPCR). The OPB is prepared annually, however, adjustments/re-alignment is allowed for the second semester. The OPCR is prepared, reviewed and approved every semester.

DILG XIII controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. It ensures that outsourced processes are controlled.

DILG XIII plans and develops the processes needed for the realization of its major services as follows:

- a) Provision of:
 - technical and administrative assistance;
 - oversight function
 - rewards and incentives services

Relevant Documented Information:

Preparation of Operations Plan and Budget Procedure (QP-R13-ORD-37)
Monitoring the Implementation of SPMS Procedure (QP-R13-FAD-09)

8.2 Requirements for products and services

8.2.1 Customer communication

DILG XIII utilizes appropriate channels to communicate with clients regarding the following:

- a) products and services being provided by DILG XIII;
- b) questions/enquiries, contracts or orders, including changes;
- c) feedback, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant



Such channels include, but are not limited to the following:

- Citizens' Charter
- Website information
- Memos, letters and requests
- Email Service and SMS
- Customer satisfaction survey
- Orientations and fora
- Focus Group Discussion and meetings with other stakeholders
- Implementation of Freedom of Information Bill

Relevant Documented Information:

- Services Complaint Handling Procedure (R13-SP-05)
- External Client Satisfaction Survey Procedure (R13-SP-06)

8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, DILG XIII ensures that:

- a) The requirements for the products and services are defined, including:
 - 1) any applicable statutory and regulatory requirements; and
 - 2) those considered necessary by the organization;
- b) It can meet the claims for the products and services it offers.

8.2.3 Review of the requirements for products and services

8.2.3.1 DILG XIII ensures that it has the ability to meet the requirements for products and services to be offered to customers, including:

- a) requirements specified by the customer, including the requirements for delivery and post- delivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by the organization;
- d) statutory and regulatory requirements applicable to the products and services; and
- e) requirements differing from those previously expressed which must be resolved, if any.

Client's requirements are confirmed by relevant Bureaus and Services before acceptance. Records (retained documented information) include the results of the review and any new requirements for the products and services.

8.2.2.4 Changes to requirements for products and services

DILG XIII ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.