



## **10. Improvement**

### **10.1 General**

DILG XIII determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These include:

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects; and
- c) improving the performance and effectiveness of the quality management system.

Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

### **10.2 Nonconformity and corrective action**

DILG XIII carries out correction and corrective action. When a nonconformity occurs, including any arising from complaints, DILG XIII:

- a) reacts to the nonconformity and, as applicable, take action to control and correct it, and/or deal with the consequences;
- b) evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by: reviewing and analyzing the nonconformity; determining the causes of the nonconformity; determining if similar nonconformities exist, or could potentially occur;
- c) implements any action needed;
- d) reviews the effectiveness of any corrective action taken;
- e) updates risks and opportunities determined during planning, if necessary; and
- f) makes changes to the quality management system, if necessary.

The need for corrective action is determined on the basis of identified actual nonconformities through the findings of internal quality audit or external audit or on reported unmet quality objectives through the results of the process performance monitoring and measurement. Corrective action requests are likewise triggered by such events as client/customer complaint, or a management review output or directive and other lapses or deviation identified. This need identification is stated in the Corrective Action Report (CAR) issued by the IQA Team for audit related areas or the Deputy QMR through the QMS Secretariat for non-audit related areas.

Corrective actions are appropriate to the effects of the nonconformities encountered.

DILG XIII retains documented information as evidence of the nature of the nonconformities and any subsequent actions taken and the results of any corrective action.

#### **Relevant Documented Information:**

Process Performance Monitoring and Measurement Procedure (R13- SP-08)

Internal Quality Auditing Procedure (R13- SP-10)



DILG REGION XIII (CARAGA)  
**QUALITY  
 MANUAL (QM)**

Document Code		
<b>QM-R13-10</b>		

Rev. No.	Eff. Date	Page
00	10.16.17	2 of 2

- Corrective Action Procedure (R13-SP-04)
- Management Review Procedure (R13- SP-09)
- Services Complaint Handling Procedure (R13-SP-05)

**10.3 Continual improvement**

DILG XIII continually improve the suitability, adequacy and effectiveness of the quality management system. DILG XIII considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.


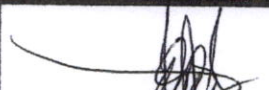
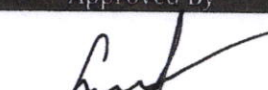
DILG XIII adopts a continual improvement philosophy throughout the entire organization. The improvement effort is driven by the quality policy, quality objectives, audit results, performance results, corrective and preventive actions, management review, customer/client feedback, risk and risk controls, and other catalysts for positive change.

Improvement opportunities are identified by analyzing quality performance data and information as well as information on client/customer satisfaction. Causes of identified nonconformities determined and corrective actions are implemented to ensure that these causes do not recur. Preventive actions are implemented to eliminate the causes of potential nonconformities. Corrective and preventive actions taken are recorded and are followed up to ensure that they have been properly implemented and that they are effective.

Quality performance is evaluated by performance measurement and monitoring of the quality management system. When quality performance falls short of a defined objective, the operating unit concerned identifies and implements specific actions to address the cause of the non-attainment. When a quality objective is achieved, the management may, at its discretion, set a new or higher objective in this area and identifies improvements for achieving it.

**Relevant Documented Information:**

- Correction and Corrective Action Procedure (R13-SP-04)
- Services Complaints Handling Procedure (R13-SP-05)
- Customer Satisfaction Survey Procedure (R13-SP-06)

Prepared By	Reviewed By	Approved By
 <b>DON MANUEL O. PATRIMONIO</b> LGOO V	 <b>DONALD A. SERONAY</b> Chief Admin Officer/OIC-Asst. Regional Director	 <b>LILIBETH A. FAMACION, CESO III</b> Regional Director
<b>QMS Secretariat Head</b>	<b>Regional QMR</b>	<b>Top Management</b>