



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)



Rev. No.	Eff. Date	Page
03	01.04.21	2 of 10

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 and elevators 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 Central Office 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:
 - Implementation of a 5S Program led by the QMS Workplace Committee
 - Security services



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

Document Code
QM-R13-07

Rev. No.	Eff. Date	Page
03	01.04.21	3 of 10

- Janitorial services

- b) Related to psychosocial factors:
 - Employee Health and Welfare Program
 - a. Sports and Lifestyle Program
 - Program on Awards and Incentives for Service Excellence (PRAISE)
 - Administration of Leave of Absences
 - Implementation of Gender and Development (GAD)

Relevant Documented Information:

Policy Issuance on 5S
Policy Issuance on Employee Health and Wellness Program
Policy Issuance on Program on Awards and Incentives for Service Excellence (PRAISE)
Agency GAD Plan and Budget
Administration of Leave of Absences Procedure (QP-R13-FAD-13)

7.1.5. Monitoring and measuring resources (exclusion)

This clause is excluded from the QMS because DILG XIII does not require any monitoring and measuring resources (equipment) to fulfill and deliver its services.

7.1.6. Organizational knowledge

DILG XIII determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge include those gained from or enhanced through:

- a) Internal sources (e.g. training and capacity development; scholarship; experience through implementation of programs/projects/activities (PPAs) including the lessons learned and best practices; results of process performance and/or improvements; and internal communication;
- b) External sources (e.g. standards; academia; conferences; knowledge or feedback from customers/external providers).

Personnel who attended short (minimum of three days) and long training courses/conferences or scholarship grants prepares and submits Memo Briefs or Post Activity Summary Report to capture the knowledge gained.

Likewise, for every completion of a Program or Project, the concerned Office Primarily Responsible (OPR) prepares a Program/Project Completion Report (PCR to capture the accomplishment and lessons learned in the implementation.

The ORD Communication Team and the Local Governance Regional Resource Center (LGRRRC) as a as an attached unit to the Local Government Capability and Development Division (LG added) also provide Photo and Video services, Production of IEC Materials and Press Releases to capture organizational knowledge.

All the knowledge products are maintained, shared and made available to the extent necessary to concerned personnel through various means, including the provision of Database Systems, Library Services, Records Management services, and through the use electronic and media.



For local governance, the DILG XIII maintains and operates knowledge management through the Local Governance Regional Resource Center (LGRRC).

When addressing changing needs and trends, DILG XIII considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates from internal and external sources aforementioned.

Relevant Documented Information:

- Provision of LGRRC Services Procedure (QP-R13-LGCDD-19)
- Processing of Press Releases – Written Procedure (QP-R13-ORD-32)
- Development of IEC materials Procedure (QP-R13-ORD-40)

7.2 Competence

To ensure the effective implementation and maintenance of its QMS and processes, the DILG XIII through its Personnel Development Committee (PDC):

- a) determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- b) ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) retains appropriate documented information as evidence of competence.

The DILG XIII Competency Framework and Dictionary Manual serves as a reference tool for the competency requirements of DILG Personnel. Every plantilla position in DILG XIII has a Position Description and Qualification (PDQ) which serves as the reference document for the description, qualification standards and competency requirements of the position.

The Personnel Section of the Finance and Administrative Division (FAD), identifies learning and development intervention needs from the results of the Training Needs Analysis (TNA) and from the Individual Development Plan (IDP), Professional Development Plan (PDP), and IDP for Division Chiefs and Executive Managerial Position in the 2nd Level.

The 3-Year HRD Plan is prepared, implemented and monitored. Adjustments to the HRD Plan are made through the annual Learning and Development Plan.

Applicable actions to address the competency requirements/gaps include the provision of training to, the mentoring / coaching of, or the re- assignment of currently employed persons; or the hiring or contracting of competent persons.

The HRMD takes the lead in implementing the full cycle of the learning and development process to include conduct and management of Learning and Development Interventions which are generic in nature (those targeting generic core, leadership and function-based competencies) while function-based LDI will be conducted and managed by the concerned office/s.

DILG XIII ensures that its personnel are aware of the relevance and importance of their activities and



how they contribute to the achievement of its quality objectives.

Appropriate records of education, training, skills and experience are maintained by relevant personnel.

Relevant Documented Information:

Learning and Development Procedure (QP-R13-FAD-14)
TNA Results
HRD Plan
Implementation and Monitoring of SPMS Procedure (QP-R13-FAD-09)
Individual Development Plan (IDP)
Professional Development Plan (PDP)
IDP for Division Chiefs and Executive Managerial Positions in the 2nd Level
DILG XIII Competency Framework and Dictionary Manual
Position Description and Qualification (PDQs)

7.3 Awareness

DILG XIII ensures that persons doing work under the organization's control are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) the implications of not conforming with the quality management system requirements.

The different Provincial and City Directors, together with the Division and Section Chiefs, are responsible for ensuring that their respective personnel are aware of the above QMS information.

For new employees and personnel, including Job Order (JO) personnel, the HRMD ensures that appropriate orientation is given to these personnel.

7.4 Communication

Communication is crucial in any organization. It's the glue that keeps everyone together. In this regard, DILG XIII considers it as an important mechanism in ensuring effective and efficient delivery of its services to its clients such as in deploying policies for the guidance of all personnel, monitoring and feedback on performance against objectives, and other issues needing awareness across DILG XIII. In this regard, DILG XIII determines the internal and external communications relevant to its quality management system, including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate; and
- e) who communicates.

The ORD Communication Team and the Local Governance Regional Resource Center (LGRRC) as a as an attached unit to the Local Government Capability and Development Division (LGCDD) take the lead in developing, implementing and improving the external and internal communication of DILG XIII.



DILG XIII's top management and FOU/Division Heads ensure that internal communication is implemented regarding the effectiveness of its QMS. This includes the appropriate communication of the quality policy, operating procedures and quality objectives. Concerned operating units carry out performance monitoring and measurement to monitor, evaluate and report their respective QMS performance results.

The DILG XIII Quality Policy is posted in the DILG XIII website. The DILG XIII Quality Policy is also included in the DILG XIII Organizational Structure Manual. It is also posted in strategic places in the DILG XIII Offices. Newly hired employees are provided orientation on DILG XIII's Quality Management System. News/articles about Quality Management System are posted as Press Releases in the website, other social media accounts of the DILG XIII, and in the premises of the offices.

Relevant Documented Information:

- DILG XIII Internal Communication Plan
- DILG XIII External Communication Plan
- Management of Records Procedure (QP-R13-FAD-11)
- Management of DILG 13 Website Procedure (QP-R13-ORD-33)

7.5 Documented Information**7.5.1 General**

DILG XIII's quality management system includes documented information required by ISO9001:2015 and those determined by the organization as necessary for the effectiveness of the quality management system.

DILG XIII establishes and documents its quality management system following a documentation structure to ensure effective planning, operations, and control of all its processes.

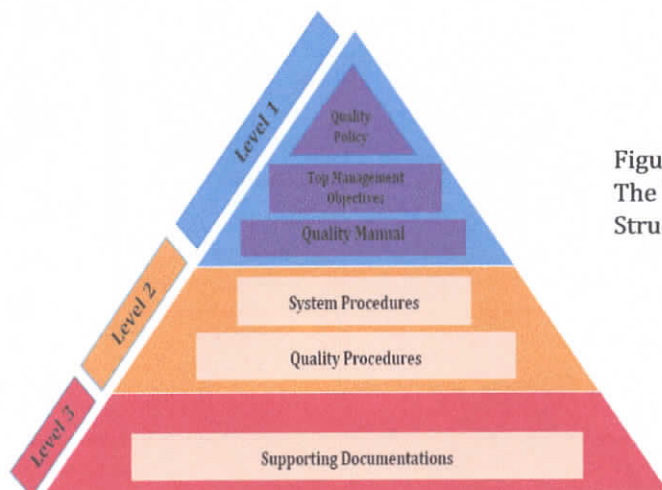


Figure 6:
The DILG XIII QMS Documentation
Structure



Document Code		
QM-R13-07		
Rev. No.	Eff. Date	Page
03	01.04.21	7 of 10

This QMS documentation structure enables a cohesive and systematic functioning of the QMS guided with the description of the levels and types of documents as follows:

- **Level 1** – contains policy directions and goals of DILG XIII. This includes the Quality policy, quality objectives and quality manual.
 - Quality Policy: The overall direction of the organization in relation to Quality.
 - Quality Objectives: Something sought to be achieved in relation to the quality policy.
 - Quality Manual: A document specifying operating policies, scope and exclusions and other relevant information about the Quality Management System

- **Level 2** – contains the procedures to implement the various processes of the QMS which include the six mandatory procedures, operating procedures and the systemic procedures.
 - Procedure – A document describing a specified way to implement a process. There are two types of procedures:
 - System Procedures (SP): refer to the procedures which do not have an Office Primarily Responsible (OPR) because implementation is not limited to one bureau/service only, rather, system-wide in coverage, and are deemed necessary to be documented because it supports compliance of a specific clause requirement in ISO 9001:2015 standards such as:
 - Operating Procedures: refer to the quality procedures (QP) of the different operating units (bureaus/Services) documented to ensure effectiveness and efficiency of operation. These procedures are classified as core or support.

- **Level 3** – refer to support documentations needed for the effective implementation of Levels 1 and 2 documents which include guidelines, work instructions, forms, job descriptions, plans, references and other types of documents. Quality records which provide evidences of implementation and effectiveness of the QMS also belong to level 3.

QMS Operations Manuals are compiled for each FOU's and divisions which includes relevant procedures, forms, references and other documents needed.

7.5.2 Creating and updating

When creating and updating documented information, DILG XIII ensures appropriate:

- a) Identification and description (e.g. a title, date, author, or reference number);
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) Review and approval for suitability and adequacy.

Concerned process owner identifies the need for creating and updating documented information through the Document Control Request (DCR) Form, with attached document for creation or updating, both signed by the authorized signatories. DILG XIII follows the following QMS Documentation Responsibility Matrix:



Type of Documents	Initiator / Prepared by	Reviewing Authority	Approving Authority
Level 1			
Quality Manual	QMS Secretariat	QMR	Top Management
Organizational Quality Objectives	QMS Secretariat	QMR	Top Management
Functional Quality Objectives	Process Owner	QMR	Top Management
Quality Policy	QMS Secretariat	QMR	Top Management
Level 2			
Operating Procedures	Process Owner	QMR	Top Management
System Procedures	QMS Secretariat/*IQA Head	QMR	Top Management
Level 3- Supporting Documents			
Work Instructions	Process Owner	QMR	Top Management
Forms	Process Owner	QMR	Top Management
Other Supporting Documents	Process Owner	QMR	Top Management
* IQA Head as Initiator for the Internal Quality Audit Procedure			
Note: Identified signatories as initiator, reviewing authority, and approving authority are as specified or any higher positions/designations).			

For Document Code, DILG XIII follows the following DILG XIII QMS Document Coding Scheme:

Document Type	Document Code Format	Sample Document Code
Quality Policy	QPolicy-R13	QPolicy-R13
Quality Policy Technical Notes	QPolicy TN-R13	QPolicy TN-R13
Quality Manual (QM)	QM-R13-Section No.	QM-R13-04 (Section 4 of the QM)
Interested Parties Matrix	IP MATRIX-R13	IP MATRIX-R13
Context Registry	CREGISTRY-R13	CREGISTRY-R13
Citizen Charter	CCHARTER-R13	CCHARTER-R13
Quality Procedures (QP)	QP-R13-Division Acronym-Series	QP-R13-FAD-01
Quality Objectives (QO)	QO-QP Code	QO-QP-FAD-01
Quality Action Plan (QAP)	QAP-QP Code	QAP-QP-FAD-01
Quality Objectives Monitoring and Evaluation (QME)	QME-QP Code	QME-QP-FAD-01
System Procedures (SP)	R13- SP-Series	R13- SP-Series
Form (FM)	FM-QP-R13-Code-Series FM-R13-SP-Code-Series	FM-QP-R13-FAD-01-01 FM- R13- SP-08-01

Note: Only Standard Forms internally generated by DILG Region XIII Office shall be coded. Codes used for Standard Forms issued by NAP, DBM, COA, CSC, GPPB and other statutory and/or regulatory bodies shall be adopted.

*For Quality Procedures that do not have specific Division responsible, QP code will be QP-Division/s-Series.

Series in the QP code and Operations Manual code refer to the assigned number in the list of the QMS documentations provided by the QMS Secretariat.



7.5.3 Control of documented information

DILG XIII implements control both for its maintained and retained documented information.

Relevant Documented Information:

- Control of Records Procedure (R13-SP-02)
- Control of Maintained Documented Information (Internal) Procedure (R13-SP-01A)
- Control of Maintained Documented Information (External) Procedure (R13-SP-01B)

7.5.3.1 Documented information required by the DILG XIII quality management system and by ISO 9001:2015 are controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, DILG XIII addresses the following activities, both for the internally and externally generated documented information, as applicable:

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (e.g. version control);
- d) Retention and disposition.

The Control of Maintained Internal Documented Information Procedure manages and controls the creation, revision, distribution and deletion of internal documents and recall of obsolete copies.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled. The Control of Maintained External Documented Information Procedure defines the controls for the acquisition, distribution and recall of obsolete external documents.

Records or documented information retained as evidence of conformity are protected from unintended alterations. The Control of Retained Documented Information Procedure ensures that QMS records are appropriately identified, managed, controlled and maintained.

NOTE: Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

Relevant Documented Information:

- Control of Maintained Internal Documented Information (R13-SP-01A)
- Master List of Internal Documents (FM-R13-SP-01A-01)
- Control of Maintained External Documented Information (R13-SP- 01B)
- Master List of External Documents (FM- R13-SP-01B-01)
- Control of Retained Documented Information (FM- R13-SP-02)
- Master List of Records (FM-R13-SP-02-01)



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