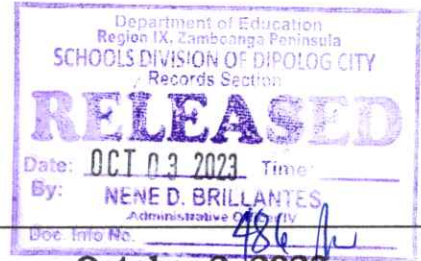




Republic of the Philippines  
**Department of Education**  
 REGION IX – ZAMBOANGA PENINSULA  
 SCHOOLS DIVISION OF DIPOLOG CITY



October 2, 2023

**DIVISION MEMORANDUM**

No. 486, s. 2023

**QUALITY MANAGEMENT SYSTEM (QMS) TEAMS COMPOSITION,  
 STRUCTURE, IMPLEMENTATION TIMELINE AND DOCUMENTARY  
 REQUIREMENTS**

**TO :** **Assistant School Division Superintendent**  
**Chief Education Program Supervisor-CID & SGOD**  
**Division and District Supervisors**  
**OSDS & SGOD Personnel**  
**School Heads/Administrators**  
**Other Concerned Personnel**  
**This Division**

- Pursuant to DepEd Order No. 9 s. 2021 titled **Institutionalization of a Quality Management System (QMS) in the Department of Education** through “*One DepEd, One QMS*”. This aims to provide DepEd Offices and schools/CLCs with guidelines and standards to integrate DepEd internal systems and processes, upgrade people capacity, ensure consistency in the delivery of quality services, and foster continuous improvement that will result in enhanced and sustained client satisfaction.
- Relative to this, Dipolog City Schools Division Quality Management System (QMS) Teams and Structure with its corresponding Terms of Reference (TOR) is hereby composed, to wit:

**A. Quality Management Structure**



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**B. Quality Management System Teams and TOR**

<b>Team</b>	<b>Terms of Reference</b>
<p><b>Top Management</b></p> <p>SDS MA. LIZA R. TABILON</p> <p>ASDS LOURMA I. POCULAN</p>	<p>The Top Management shall have the following responsibilities:</p> <ol style="list-style-type: none"> <li>i. Lead the establishment, implementation, and monitoring of the QMS at their level;</li> <li>ii. Establish, communicate, and embody the Quality Policy Statement</li> <li>iii. Ensure effectiveness of the QMS using risk-based thinking and risk management;</li> <li>iv. Ensure that quality objectives set are aligned with DepEd’s strategic direction, through the RPMS;</li> <li>v. Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders;</li> <li>vi. Determine and provide necessary resources needed to implement and sustain QMS implementation;</li> <li>vii. Lead and conduct the Management Review (MR) at least every quarter;</li> <li>viii. Ensure that constitutional mandates, statutory, and regulatory requirements are met; and</li> <li>ix. Designate the Quality Management Representative (QMR).</li> </ol>
<p><b>Quality Management Representative (QMR)</b></p> <p>NUR N. HUSSIEN, Chief, SGOD</p>	<p>The QMR shall be designated by the respective Top Management of each governance level. The QMR shall have the following responsibilities:</p> <ol style="list-style-type: none"> <li>i. Communicate the importance of having a QMS within DepEd;</li> <li>ii. Oversee the implementation and take accountability for the effectiveness of the QMS;</li> <li>iii. Ensure the conformance of the QMS to the requirements of ISO 9001;</li> <li>iv. Ensure the integrity and effectiveness of the QMS;</li> <li>v. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;</li> <li>vi. Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;</li> <li>vii. Ensure integration of the QMS requirements into DepEd’s business processes;</li> <li>viii. Promote continuous improvement of the QMS and processes of the agency;</li> <li>ix. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;</li> <li>x. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and</li> <li>xi. Act as liaison of the Department with external parties on matters relating to QMS.</li> </ol>



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<p><b>KNOWLEDGE MANAGEMENT TEAM</b></p> <p>VILMA C. VELASCO – Chairperson</p> <p>MEMBER: JOSE MARI APILAN, MARIE ANTONETTE NAZARETH, NENE BRILLANTES, CIELBERT DONDOYANO, JANINE Z. TUBIO JOHN LEO M. SAMANTE GENEVIEVE BERMUDEZ JOCEL ENDEREZ</p>	<p><b>a. Knowledge Management Team (KMT)</b></p> <ol style="list-style-type: none"> <li>i. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;</li> <li>ii. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;</li> <li>iii. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;</li> <li>iv. Oversee activities related to managing organizational knowledge and setting document management standards; and</li> <li>v. Provide feedback to the QMR on the status of the control documents and records.</li> </ol>
<p><b>INTERNAL QUALITY AUDIT TEAM</b></p> <p>LUISIANO S. MURRO, JR- Chairperson/Lead Auditor</p> <p>MEMBER: ALL CERTIFICATED INTERNAL QUALITY AUDITORS: NUR N. HUSSIEN, AMELINDA D. MONTERO ZYHRINE P. MAYORMITA TERENCE EYRE B. BELANGOY</p>	<p><b>b. Internal Quality Audit Team (IQAT)</b></p> <ol style="list-style-type: none"> <li>i. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;</li> <li>ii. Undergo training on ISO 19011 (Guidelines for Auditing Management System);</li> <li>iii. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;</li> <li>iv. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;</li> <li>v. Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and</li> <li>vi. Provide the findings of the IQA through the audit summary report and status of Request for Action (RFA) to the QMR as an input to the Management Review.</li> </ol>



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<p>LEO MARTINNO O. ALEJO JOSELITO S. TIZON LYN A. CARPIO MA. LISA E. VALDEHUEZA KENT C. ADOLFO CHERRY MAE V. GENABE</p>	
<p><b>RISK MANAGEMENT TEAM</b></p> <p>AMELINDA D. MONTERO, DM Chairperson</p> <p>MEMBER: ATTY. MA. CECILLE BASTASATANAGA TERENCE EYRE B. BELANGOY ANA RIVA E. LANA ALENEIL U. DIVINAGRACIA, DEBORAH MAE L. ALEJO CHRIS REY A. HERRERA VINCE GERALD A. FUERZAS</p>	<p><b>c. Risk Management Team (RMT)</b></p> <ol style="list-style-type: none"><li>i. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;</li><li>ii. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;</li><li>iii. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;</li><li>iv. Provide feedback and update to the QMR on the status of risk assessment and action plans;</li><li>v. Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and</li><li>vi. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRF.</li></ol>



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**QUALITY  
WORKPLACE  
TEAM**

RANDYL C.  
GERAGA  
Chairperson

MEMBER:  
RONILLO S.  
YARAG,  
CHRISTOPHER  
ACE BAEI  
ALLAN D. CHIU  
DR. CLEEZ  
PAUL Z.  
TABILIRAN  
CRISPO  
GAHISAN  
SHELLAH  
MARIE T.  
PACTOL  
CARAH ULLA

**d. Quality Workplace Team (QWT)**

- i. Ensure consistent implementation of Quality Workplace Standards;
- ii. Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity;
- iii. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and
- iv. Provide feedback and updates to the QMR on the status of workplace management.

**TRAINING AND  
ADVOCACY  
TEAM**

ZYHRINE P.  
MAYORMITA  
Chairperson

MEMBER:  
REILA ANGELA  
JOSOL  
MELANIE  
BANTILAN  
RAMBELLE C.  
FLORES  
MARIE C.  
REFUGIO  
LOVE M.  
RICAFORT  
MARILYN  
BARBASO

**e. Training and Advocacy Team (TAT)**

- i. Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;
- ii. Capacitate employees on the development of their Operations Manuals and Planning Documents;
- iii. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;
- iv. Plan and coordinate effective deployment and efficient use of QMS training and materials;
- v. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and
- vi. Provide feedback and updates to the QMR on the status of QMS-related training and awareness.



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RUBY JANE SUPANGAN  <b>QMS SECRETARIAT</b>  NEIL NONATO F. SEBASTIAN Chairperson  MEMBER: JESEL B. CHIU ANDREW HOMIL ELUMBARING SARAH MAE ARANAS MARIEL GWEN ABARCA	<b>QMS Secretariat</b>  The members of the QMS Secretariat shall coordinate with and report to the QMR. The QMS Secretariat shall have the following responsibilities: <ol style="list-style-type: none"> <li>i. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;</li> <li>ii. Provide technical and administrative support to successfully implement the QMS;</li> <li>iii. Coordinate QMS-related activities in their respective offices;</li> <li>iv. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;</li> <li>v. Facilitate the delivery of specific outputs in line with the QMS;</li> <li>vi. Assist the QMR in communicating with external parties on QMS-related matters; and</li> <li>vii. Provide feedback and updates on QMS-related matters to the QMR.</li> </ol>
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**C. Timeline of “One DepEd, One QMS” Implementation**

Activity	Timeline	Person/Unit Involved
Meeting of QMS Team on the Discussion, Presentation and Review of QMS Team TOR	October 3, 2023	All Chairpersons of the QMS Team
Review of the Existing QMS Process and Citizen Charter	October 10, 2023	Select QMS Team Chairpersons
Harmonization of Client Satisfaction Measurement & Client Satisfaction Survey	October 27, 2023	Select QMS Team Chairpersons
5S Audit	November 8, 2023	Internal Quality Auditors
QMS Training	January-February 2024	Regional QMS Team
Harmonization of SDO & Regional Offices on Existing QMS	March – May 2024	Regional QMS Team
1 <sup>st</sup> Internal Quality Audit on QMS Process	April 2024	Internal Quality Auditors
Management Review	April 2024	Management Review Committee/DEXECOM
Readiness Assessment on SDO QMS Implementation	June 2024	Regional QMS Team



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Inter-SDO QMS Audit	July to August 2024	Regional & SDO IQA
SDO Certification (1 <sup>st</sup> & 2 <sup>nd</sup> Surveillance Audit)	September to December 2024	Third Party Certifying Body

**D. Documentary Requirements needed for the Implementation of the QMS**

DepEd QMS Manual		
SCOPE	OUTLINE	DESCRIPTION
All governance levels	1. Introduction 2. Agency Profile 3. Organizational Structure 4. Scope & Coverage 5. Quality Policy 6. DepEd Process Map 7. Management Processes 8. Core Processes 9. Support Processes 10. List of Interested Parties' Needs and Expectations 11. Control of External Providers	A manual that articulates DepEd's profile, its management, core, support and outsourced processes, the list of stakeholders and partners, and its commitment to provide quality basic education services.  There shall be only <b>one (1)</b> DepEd QMS Manual for the whole agency to be kept by the CO KMT

Procedures and Work Instructions Manual (PAWIM)		
SCOPE	OUTLINE	DESCRIPTION
All governance levels	1. Management Review Procedure 2. Risk Planning Guidelines 3. Internal Quality Audit Procedure 4. Control of Nonconforming Outputs 5. Corrective Action 6. Documents Management Procedure 7. Client Feedback Management 8. Organizational Knowledge Procedure	A document that provides the procedures on the conduct of QMS in DepEd.  There shall be only <b>one (1)</b> DepEd Procedures and Work Instructions Manual for the whole agency to be kept by the CO KMT



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QMS Planning Documents		
SCOPE	OUTLINE	DESCRIPTION
All governance levels	1. SWOT Analysis 2. Risk Registry 3. Opportunity Registry 4. Office Performance Commitment and Review Form (OPCRF) 5. List of Relevant Interested Parties	<p>A set of documents updated annually which contain the context, risks, opportunities, and quality objectives</p> <p>These planning documents should be updated annually (i.e. during strategic plan/start of the year)</p> <p>The Central Office ExeCom, Bureaus, and Services shall each have their own integrated Planning Documents</p> <p>Each functional division at the RO and SDO levels shall have their own set of Planning Documents</p> <p>All Schools shall have their own set of Planning Documents</p>
Operations Manual		
SCOPE	OUTLINE	DESCRIPTION
All governance levels	1. Title Page 2. Introduction 3. Organizational Structure, Office Functions, and Job Summary 4. Flowcharts/Quality Control Plans (QCPs) 5. Definition of Terms and Acronyms 6. Legal Bases and References 7. Forms/Templates	<p>Details the standard operating procedures of an office</p> <p>Details the standard operating procedures of an office</p> <p>The CO shall have <b>one (1) Integrated Operations Manual per Bureau/Service</b> and <b>one (1) Operations Manual</b> for the entire <b>ExeCom.</b></p> <p>Each functional division at the RO and SDO levels shall have their own set of Operations Manual</p> <p>All Schools shall have their own set of Operations Manual</p>



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3. For more information, you may contact the QMS Secretariat Chairperson, Mr. Neil Nonato F. Sebastian, EPSA II-SMME through his cellphone number: 0917-6349-773/0966-6412-034.
4. Immediate dissemination of this memorandum is highly desired.

  
**MA. LIZA R. TABILON, EdD, CESO V**  
Schools Division Superintendent



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