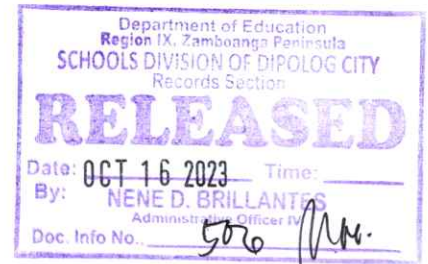




Republic of the Philippines
Department of Education
 REGION IX – ZAMBOANGA PENINSULA
 SCHOOLS DIVISION OF DIPOLOG CITY



October 13, 2023

DIVISION MEMORANDUM

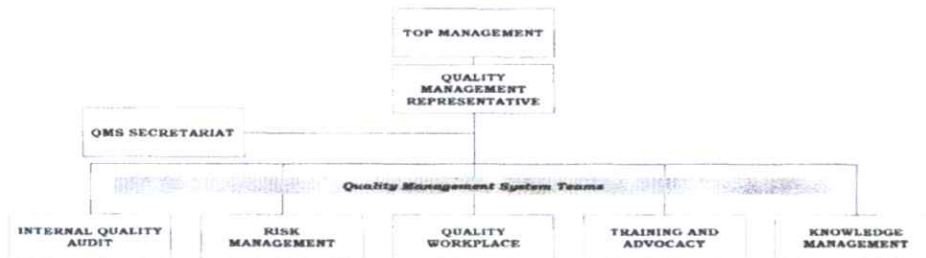
No. *506*, s. 2023

ESTABLISHMENT OF QUALITY MANAGEMENT SYSTEM (QMS) IN SCHOOL

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

1. 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.
2. The QMS Structure is designed to ensure that the quality goals and targets of DepEd are achieved. It is composed of Top Management, a Quality Management Representative (QMR), a QMS Secretariat, Internal Quality Audit Team (IQAT), Risk Management Team (RMT), Quality Workplace Team (QWT), Training and Advocacy Team (TAT), and Knowledge Management Team (KMT). There shall only one QMS Structure at the CO, RO, SDO and school. DepEd Offices and schools shall create QMS Teams to support its implementation. Below is the prescribed structure:

A. Quality Management Structure



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REGION IX – ZAMBOANGA PENINSULA
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The number of members in a QMS Teams vary depending on the capacity of the office and school to appoint representatives, but there must be at least one representative per team.

B. Quality Management System Teams and TOR

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



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a. Knowledge Management Team (KMT)

- i. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;
- ii. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;
- iii. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;
- iv. Oversee activities related to managing organizational knowledge and setting document management standards; and
- v. Provide feedback to the QMR on the status of the control documents and records.

b. Internal Quality Audit Team (IQAT)

- i. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;
- ii. Undergo training on ISO 19011 (Guidelines for Auditing Management System);
- iii. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;
- iv. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;
- 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
- 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.



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REGION IX – ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DIPOLOG CITY

c. Risk Management Team (RMT)

- i. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;
- ii. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;
- iii. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;
- iv. Provide feedback and update to the QMR on the status of risk assessment and action plans;
- 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
- vi. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRF.

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.



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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.

QMS Secretariat

The members of the QMS Secretariat shall coordinate with and report to the QMR. The QMS Secretariat shall have the following responsibilities:

- i. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;
- ii. Provide technical and administrative support to successfully implement the QMS;
- iii. Coordinate QMS-related activities in their respective offices;
- iv. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
- v. Facilitate the delivery of specific outputs in line with the QMS;
- vi. Assist the QMR in communicating with external parties on QMS-related matters; and
- vii. Provide feedback and updates on QMS-related matters to the QMR.



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3. The DepEd Quality Policy Statement (QPS) is the articulation of DepEd’s Commitment to implement the National QMS in accordance with the agency’s mandate, Vision, Mission, and Core Values. In essence, the QPS is the embodiment of the overall intention and direction of DepEd’s top management in relation to quality.

C. Quality Policy Statement (QPS)

“The Department of Education is committed to provide learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- Responsive and relevant curricula
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

The Department upholds the highest standards of conduct and performance to fulfill stakeholders’ needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction through continuous improvement of the Quality Management System.”

All ISO-certified DepEd Offices and **public elementary, junior and senior high schools shall post a copy of the QPS within the respective premises.** The QPS shall be posted through bulletin boards and/or at least three (3) conspicuous places and shall be uploaded on the official website of the office or school.

The QPS must be recited by teaching and non-teaching personnel during the conduct of the flag ceremony. It may also be included in the preliminary activities of Deped Offices. In the case of Schools, it may be included during the preliminary activities of Teacher Meetings, Learning Action Cell (LAC) Sessions or any other related activity.

4. Part of establishing a QMS in DepEd is ensuring that all processes and standards are well-documented and operationalized by the respective process holders. The following are the four (4) documentary requirements needed for the implementation of the QMS:



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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 one (1) 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 one (1) 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 one (1) Integrated Operations Manual per Bureau/Service and one (1) Operations Manual for the entire ExeCom.</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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5. All reference documents, manuals, procedures, templates, Information, Education and Communication (IEC) materials and other NQMS-related materials shall be downloaded through this link: <http://bit.ly/DepEdQMS>.
6. 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.
7. Immediate dissemination of this memorandum is highly desired.

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



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