



Republic of the Philippines  
**Department of Education**  
REGION X – NORTHERN MINDANAO  
**SCHOOLS DIVISION OF OZAMIZ CITY**

October 27, 2023

**DIVISIONAL MEMORANDUM**

No. 340, s. 2023

**ESTABLISHMENT OF QUALITY MANAGEMENT SYSTEM (QMS) TEAMS AND ORIENTATION TO THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS)**

To: Assistant Schools Division Superintendent  
Chief Education Supervisors (SGOD and CID)  
Public Elementary and Secondary School Heads/Department Heads  
All Others Concerned  
*This Division*

1. With reference to DepEd Order No.009, s. 2021, re: Institutionalization of a Quality Management System in the Department of Education and the attached Regional Memorandum No. 636, s. 2023, this Office hereby informs the field on the Establishment of Quality Management System (QMS) Teams, to ensure that the department's thrust to deliver citizen-centric quality public service are achieved, as follows:

<b>Top Management</b>	<b>Nimfa R. Lago, PhD, CESO VI</b> OIC, Schools Division Superintendent
	<b>Dionesio L. Liwagon, Jr., CESE</b> OIC, Asst. Schools Div. Superintendent
<b>Quality Management Representative</b>	
<b>QMS Secretariat</b>	<b>Ell June S. Abucay</b> Planning Officer III / OIC-SEPS-M&E
	<b>Jeanelei L. Carolino</b> EPS-II (Human Resource Development)
	<b>Anthony P. Marollano</b> EPS-II (Social Mobilization & Networking)
	<b>Christine M. Rigodon</b> PDO-I (Youth Formation Coordinator)
<b>Internal Quality Audit Team</b>	<b>Joel T. Aclao, EdD</b> Public Schools District Supervisor (D-9)
	<b>Dr. Alice Fe C. Paderanga</b> Medical Officer III
	<b>Fernando D. Sumondong, PhD</b> Public Schools District Supervisor (D-10)
	<b>Jasmine I. Gaogao, EdD</b> Public Schools District Supervisor (D-2)



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	<b>Elsa B. Buenavidez, EdD</b> Public Schools District Supervisor (D-3)
	<b>Milagros Z. Mendoza</b> Public Schools District Supervisor (D-4)
<b>Risk Management Team</b>	<b>Susan Epifania B. Carpio</b> Chief-ES, School Governance and Operations Division (SGOD)
	<b>Atty. Vincent Sheldon A. Zabala</b> Attorney III
	<b>Eulalio S. Rupinta</b> EPS - Edukasyon sa Pagpapahalaga
	<b>Maricel D. Avila, CPA</b> Accountant III
	<b>Ivy J. Cabual</b> Administrative Officer V- Budget
	<b>Rosalyn M. Lato</b> SEPS-Planning and Research
	<b>Arlene C. Via</b> SEPS-Social Mobilization & Networking
	<b>Selina O. Macas</b> Public Schools District Supervisor (D-8)
	<b>Roselyn A. Faciol</b> EPS-II (Alternative Learning System)
	<b>Ebenezer Bud L. Bangcong</b> Nurse II
<b>Knowledge Management Team</b>	<b>Anaclea A. Gacasan</b> Chief-ES, Curriculum Implementation Division (CID)
	<b>Rowell C. Villarubia</b> EPS-Mathematics
	<b>Luisander C. Luy</b> EPS-EPP/TLE
	<b>Federico B. Araniego, Jr.</b> EPS-English
	<b>Rose Mary R. Abapo, EdD</b> EPS-Filipino
	<b>Jed Mae F. Coronel</b> EPS-Science
	<b>Samie B. Aso</b> EPS -II (School Management Monitoring and Evaluation)
	<b>Regie A. Catedral</b> ITO-I
	<b>Elsie E. Ostia</b> Administrative Officer IV-Records



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	<b>Jan Lianne M. Ozaraga</b> PDO-I (Youth Formation Coordinator)
	<b>Dr. Ernesto M. Anteola Jr.</b> Dentist II
<b>Training and Advocacy Team</b>	<b>Mary Joy G. Doromal</b> SEPS-Human Resource Development
	<b>May P. Edullantes, EdD</b> EPS-LRMDS
	<b>Angelita M. Maribojoc</b> EPS-Kindergarten/Reading
	<b>Imelda D. Pongase, EdD</b> EPS-MAPEH
	<b>Giezel C. Gongob</b> Public Schools District Supervisor (D-7)
	<b>Ian Francis C. Veloso</b> Public Schools District Supervisor (D-6)
	<b>Menerva M. Barola</b> Public Schools District Supervisor(D-5)
	<b>Lourben Mae O. Lumasag</b> Nurse II
	<b>Desi O. Aninao</b> PDO II (LRMDS)
	<b>Quality Workplace Team</b>
<b>Johnnel A. Guangco</b> EPS-SGOD	
<b>Eric Paul M. Catulong</b> Engineer III	
<b>Adda Liza J. Saquin</b> Administrative Officer IV-Personnel	
<b>Arlene L. Tirol</b> Administrative Officer IV-Cash	
<b>Anelyn G. Engracia</b> Public Schools District Supervisor (D-1)	
<b>Letecia D. Tatoy</b> EPS-Araling Panlipunan	
<b>Salome T. Villa</b> Nurse II	
<b>Mary Jane L. Lomocso</b> EPS-II Alternative Learning System	
<b>Mary Ann Grace J. Manili</b> Librarian II	



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2. The Top Management, QMR representative, QMS Secretariat and members of the different QMS Teams shall have the following responsibilities:

**A. Top Management**

- a. lead the establishment, implementation, and monitoring of the QMS at their level;
- b. establish, communicate, and embody the Quality Policy Statement
- c. ensure effectiveness of the QMS using risk-based thinking and risk management;
- d. ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS;
- e. communicate the importance of fulfilling the needs and expectations of all clients and stakeholders;
- f. determine and provide necessary resources needed to implement and sustain QMS implementation;
- g. lead and conduct the Management Review (MR) at least every quarter;
- h. ensure that constitutional mandates, statutory, and regulatory requirements are met; and
- i. designate the Quality Management Representative (QMR).

**B. Quality Management Representative (QMR)**

- a. communicate the importance of having a QMS within DepEd;
- b. oversee the implementation and take accountability for the effectiveness of the QMS;
- c. ensure the conformance of the QMS to the requirements of ISO 9001;
- d. ensure the integrity and effectiveness of the QMS;
- e. ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;
- f. report audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;
- g. ensure integration of the QMS requirements into DepEd's business processes;
- h. promote continuous improvement of the QMS and processes of the agency;
- i. engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;
- j. oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and
- k. act as liaison of the Department with external parties on matters relating to QMS.



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**C. QMS Secretariat**

- a. coordinate effective deployment and efficient use of human, financial and other physical resources for the QMS;
- b. provide technical and administrative support to successfully implement the QMS;
- c. coordinate QMS-related activities in their respective offices;
- d. collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
- e. facilitate the delivery of specific outputs in line with the QMS;
- f. assist the QMR in communicating with external parties on QMS-related matters; and
- g. provide feedback and updates on QMS-related matters to the QMR.

**D. QMS Teams**

**a. Knowledge Management Team (KMT)**

- 1) implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;
- 2) ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;
- 3) organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;
- 4) oversee activities related to managing organizational knowledge and setting document management standards; and
- 5) provide feedback to the QMR on the status of the control documents and records.

**b. Internal Quality Audit Team (IQAT)**

- 1) implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;
- 2) undergo training on ISO 19011 (Guidelines for Auditing Management System);
- 3) determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;
- 4) determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;
- 5) 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





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- 6) 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.

**c. Risk Management Team (RMT)**

- 1) implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;
- 2) ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;
- 3) provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;
- 4) provide feedback and update to the QMR on the status of risk assessment and action plans;
- 5) perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and
- 6) ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRf.

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

- 1) ensure consistent implementation of Quality Workplace Standards;
- 2) collaborate with concerned office/ personnel to ensure a conducive and safe work/ school environment to improve productivity;
- 3) monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and
- 4) provide feedback and updates to the QMR on the status of workplace management.

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

- 1) orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;
- 2) capacitate employees on the development of their Operations Manuals and Planning Documents;
- 3) develop effective training and advocacy materials to enable the successful implementation and sustainability of the





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- QMS;
- 4) plan and coordinate effective deployment and efficient use of QMS training and materials;
  - 5) develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and
  - 6) provide feedback and updates to the QMR on the status of QMS related training and awareness.

3. It is understood that this assignment shall be likewise revoked upon further notice from this Office.

4. The Top Management, Quality Management Representative, Team Leaders of the Five (5) QMS Teams and the Team Leader of the QMS Secretariat are directed to attend the **Orientation to the National Quality Management System (NQMS) for the Schools Division Offices** which will be announced by the Regional Office in a separate memorandum. For more details, kindly refer to Regional Memorandum No. 636, s. 2023.

5. Further, this Office shall adhere to Equal Opportunity Principle (EOP). Hence, all actions shall be based solely on guidelines set with no discrimination on the account of age, gender, identity, sexual orientation, civil status, disability, religion, ethnicity, or political affiliation.

6. This Office directs the immediate and wide dissemination of this Memorandum to all concerned.

**NIMFA R. LAGO, PhD, CESO VI**  
Asst. Schools Division Superintendent  
OIC, Office of the Schools Division Superintendent

Reference: DM No. 9, s. 2022 and RM 636, s. 2023

Attachment: as stated

To be indicated in the Perpetual Index  
under the following subjects:

**CERTIFICATION**

**PERFORMANCE**

**RULES AND REGULATIONS**

**SCHOOLS SERVICE**

DLL/DM 2023 Establishment of Quality Management System (QMS) Teams  
November 13, 2023



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