

# Department of Education REGION X - NORTHERN MINDANAO SCHOOLS DIVISION OF OZAMIZ CITY

October 23, 2024

#### **DIVISIONAL MEMORANDUM**

No. 310,

s. 2024

### UPDATED COMPOSITION OF THE QUALITY MANAGEMENT SYSTEM (QMS) TEAMS IN THE SCHOOLS DIVISION OFFICE

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 Regional Memorandum No. 764, s. 2024, this Office hereby disseminate the Updated Composition of the Quality Management System (QMS) Teams in the Schools Division of Ozamiz City. This updated composition aims to ensure that the department's thrust to deliver citizen-centric quality public service are achieved, as follows:

Top Management	Nimfa R. Lago, PhD, CESO VI OIC, Schools Division Superintendent  Dionesio L. Liwagon, Jr., CESE OIC, Asst. Schools Div. Superintendent			
Quality Management Representative	Joel T. Aclao, EdD  Public Schools District Supervisor, D9  Curriculum Implementation Division			
QMS Secretariat	Anthony P. Marollano SEPS (School Management Monitoring and Evaluation)  Jeanelei L. Carolino EPS-II (Human Resource Development)  Samie B. Aso EPS-II (School Management Monitoring and Evaluation)  Secretary: April Joy G. Bolanio Teresita L. Pagador			



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# Department of Education region x - northern mindanao SCHOOLS DIVISION OF OZAMIZ CITY

	Ell June S. Abucay, CESE			
	Planning Officer III			
	Fernando D. Sumondong, PhD			
	Public Schools District Supervisor, D10			
	Curriculum Implementation Division			
	Currentum implementation bivision			
	Jasmine I. Gaogao, EdD			
	Public Schools District Supervisor, D2			
Internal Quality Audit Team	Curriculum Implementation Division			
	Giezel C. Gongob			
	Public Schools District Supervisor, D7			
	Tubile deficols district dupervisor, D7			
	Secretary:			
	Maria Elena L. Guangco			
	Julie G. Pranciliso			
	Julie G. Franciiso			
	Rosalyn M. Lato			
	SEPS-Planning and Research			
ж-	SEFS-Flatifility and Research			
	Atty. Vincent Sheldon A. Zabala			
	Attorney III			
	Attorney in			
	Eulalio S. Rupinta			
	EPS - EsP			
Pick Management Toom	110 - 131			
Risk Management Team	Maricel D. Avila, CPA			
	Accountant III			
	Accountant in			
	Ivy J. Cabual			
	Administrative Officer V- Budget			
	Arlene C. Via			
	SEPS-Social Mobilization & Networking			
	Service of the servic			
	Selina O. Macas			
	Public Schools District Supervisor, D8			
	Roselyn A. Faciol			
	EPS-II (Alternative Learning System)			
	Ebenezer Bud L. Bangcong			
	Nurse II			
	Secretary:			
	Jene S. Guangco			
	Marry Jane R. Ochate			
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# Department of Education region x - Northern Mindanao SCHOOLS DIVISION OF OZAMIZ CITY

	Anacleta A. Gacasan Chief-ES, Curriculum Implementation Division (CID)
	Rowell C. Villarubia, EdD EPS-Mathematics
	Luisander C. Luy, PhD EPS-EPP/TLE
	Federico B. Araniego, Jr. EPS-English
Knowledge Management Team	Rose Mary R. Abapo, EdD EPS-Filipino
Idan	Jed Mae F. Coronel EPS-Science
	Regie A. Catedral ITO-I
	<b>Dr. Ernesto M. Anteola Jr.</b> Dentist II
	Secretary: Nine Mar A. Gacasan Kristine P. Pelaez
	Mary Joy G. Doromal SEPS-Human Resource Development
	May P. Edullantes, EdD EPS-LRMDS
	Angelita M. Maribojoc, EdD  EPS-Kindergarten/Reading
	Imelda D. Pongase, EdD EPS-MAPEH
Tueining and Advancer	Milagros Z. Mendoza Public Schools District Supervisor, D4
Training and Advocacy Team	Ian Francis C. Veloso, PhD Public Schools District Supervisor, D6
	Menerva M. Barola Public Schools District Supervisor, D5
	Nurse II
	Desi O. Aninao PDO II (LRMDS)
	Secretary: Abegail M. Yoldan Daisy S. Mamawe



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# Department of Education REGION X - NORTHERN MINDANAO SCHOOLS DIVISION OF OZAMIZ CITY

	Dorothy Joy B. Yting Administrative Officer V- Administrative Services  Johnnel A. Guangco EPS-SGOD Engr. Eric Paul M. Catulong Engineer III Adda Liza J. Saquin
Quality Workplace Team	Administrative Officer IV-Personnel  Arlene L. Tirol Administrative Officer IV-Cash Anelyn G. Engracia, EdD Public Schools District Supervisor (D-1)  Letecia D. Tatoy EPS-Araling Panlipunan  Salome T. Villa Nurse II
	Mary Jane L. Lomocso EPS-II Alternative Learning System Mary Ann Grace J. Manili Librarian II
	Secretary: Claudia Faith B. Navarez Pearl B. Barbadillo

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
- 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;



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- 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;
- ensure the conformance of the QMS to the requirements of ISO 9001;
- d. ensure the integrity and effectiveness of the OMS;
- 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.

#### 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 OMS;
- 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.



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#### D. QMS Teams

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

- 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;
- 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
- 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)

- 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



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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)

- ensure consistent implementation of Quality Workplace Standards;
- 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
- provide feedback and updates to the QMR on the status of workplace management.

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

- 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;
- develop effective training and advocacy materials to enable the successful implementation and sustainability of the OMS;
- 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.



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## Department of Education REGION X – NORTHERN MINDANAO SCHOOLS DIVISION OF OZAMIZ CITY

- 4. The different teams are directed to convene regularly to discuss and finalize the required documents in the different processes and likewise identify areas which need technical assistance from the Regional Office.
- 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. 009, s. 2021 and RM No. 764, s. 2024

Attachment: as stated

To be indicated in the <u>Perpetual Index</u> under the following subjects:

QUALITY MANAGEMENT SYSTEM

**OPERATIONS** 

ISO 9001 CERTIFICATION

DLL/DM 2024 - Updated Composition of the Quality Management System (QMS) Teams in the Schools Division Office
\_\_\_\_October 23, 2024



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### Republic of the Philippines Department of Education

REGION X - NORTHERN MINDANAO



September 30, 2024

REGIONAL MEMORANDUM No. 0704, s. 2024

TECHNICAL GUIDANCE FOR SCHOOLS DIVISION OFFICES ON THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS) IMPLEMENTATION AND READINESS ASSESSMENT

To: Assistant Regional Director Schools Division Superintendents **RO Functional Division Chiefs** Education Program Supervisors/Process Holders All Others Concerned

- Following DepEd Order No. 9 s. 2021 on the Institutionalization of a Quality Management System (QMS) in the Department of Education and Regional Memorandum No. 0164 s. 2024 on the Orientation to the National Quality Management System (NQMS) for the Schools Division Offices, this Office announces the conduct of Technical Guidance for Schools Division Offices on the National Quality Management System (NQMS) Implementation and Readiness Assessment on October 28-31.
- 2. This endeavor aims to
  - a. determine the extent of the QMS implementation and resolve issues and concerns based on the QMS Manuals as provided in DepEd Memorandum No. 014, s. 2022; and
  - b. check the conformity of the adapted practices and documentation with reference to ISO 9001:2015.
- Hence, the Schools Division Offices (SDOs) shall prepare their planning documents, operations manual, and other prescribed documents for appraisal. Further, the following shall be present during the onsite review:
  - a. SDO Top Management;
  - b. Heads of the functional divisions and units;
  - c. QMS Teams; and
  - d. All others concerned
- A Prework and/or orientation to the tasks of all those involved will be conducted on October 22. Charged to local funds, lunch and two snacks will be served, subject to the established accounting and auditing rules and regulations.
- Travel and other allowable expenses, including board and lodging of all those involved in this undertaking, shall be charged to local funds, subject to the established accounting and auditing rules and regulations.













The following is the program design for reference:

Time	Day 0	Day 1	Day 2	
8:00-9:00 a.m.		Management Processes	Day 2	
9:00-10:45 a.m. 10:00-10:15 a.m.		<ul> <li>Quality Management         Representative (QMR)</li> <li>QMS Teams</li> <li>Office of the Schools</li> </ul>	Closing Program	
	Travel Time	Division Superintendent (OSDS)  Planning Officer	Travel Back Home	
10:16-10:45 a.m.		Health Break		
10:46 a.m 12:00 p.m.		Core Processes		
		Curriculum     Implementation Division (CID)		
12:00-1:00 p.m.		Lunch		
1:01-2:00 p.m.	Courtesy Call to SDO Top Management	Support Services		
		<ul> <li>School Governance and</li> </ul>		
2:01-3:00 p.m.		Operations Division		
3:01-4:00 p.m.	Opening Program	(SGOD)		
4:01-5:00 p.m.		Consolidation of Results and Findings		

- 7. All consolidated reports on the results and findings per division must be submitted to the Lead IQA Team on or before November 4.
- 8. Attached are the List of NQMS Processes for Schools Division Offices and the List of Deputized IQA Teams per Division for reference.

9. This Office directs the immediate and wide dissemination of this Memorandum.

DR. ARTURO B. BAYOCOT, CESO III

Regional Director

ATCH .: As stated.

To be indicated in the <u>Perpetual Index</u> under the following subjects:

ACCREDITATION

MONITORING AND EVALUATION

RE:

Technical Guidance for Schools Division Offices on the National Quality Management System (NQMS) Implementation and Readiness Assessment on October 28-30

QMR/eblor











### TECHNICAL GUIDANCE FOR SCHOOLS DIVISION OFFICES ON THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS) IMPLEMENTATION AND READINESS ASSESSMENT

### LIST OF NQMS PROCESSES FOR SDOS

Classification		Processes		Sub-Processes	Process Holder/Owner
	No.		No.		Tiolder/ Owner
Management 3		3	Strategic Planning Medium Term Planning	DEXECOM with the Division Planning Team	
		Plan formulation		Operational Planning	DEXECOM with the Division Planning Team including Program coordinators/implementers/owners
		Policy Development	2	Policy	DEXECOM;
				Implementation	Functional
				Policy Review	Divisions
		Performance Monitoring & Evaluation	5	Management Meetings:	
				a. EXECOM	DEXECOM
				b. MANCOM	Division MANCOM
				c. Management Review	Top Management, Functional Division Chiefs & QMS Core Team Leads
				Program/Project Implementation Review	DEXECOM including Program coordinators/focal persons/implementers/owners
				Office and Staff Performance and	DEXECOM; Performance









				Monitoring	Management
				Appraisal	Team
				Education	SGOD
				Statistics	
				Monitoring	
				Monitoring of	OSDS/Administr
			1	Citizen/Client	ative Office;
				Satisfaction	Designated
	1			Survey	Information
					Officer; Risk
					Management
	1				Team
Core	4	Learning Delivery	1	Instructional	
Corc	1	Management and	1	The same of the sa	CID
	1	Development		Supervision &	
			2	Management	O.W.
	1	Learning Resource	2	Development of	CID
		Management and		Contextualized	
		Development		Learning	
				Management of	CID
	1		-	Quality Assurance	
				of Learning	
		Education	6	Design &	CID; SGOD-
		Assessment and		Development of	SMME
		Research	1	Assessment	
	1			Framework.	
				Programs &	
				Tools/Instrument	
				Assessment	CID; SGOD-
				Operation	SMME
				Data Analysis &	CID
				Interpretation	
				Development of	CID
				Education	
		The state of the s		Research	
				Framework	
				Conduct of	CID
				Research	No. of Common and
			1	Utilization of	CID
				research data &	
				information	
		Learning/Profession	4	Design &	SGOD
		al Development &	}	development of	
		Management for		Learning/PD	
		teachers & School		Standards &	
		Leader			
		Leader		Programs/courses	











				Management of Learning/PD Programs	SGOD
				Quality Assurance of Learning/PD Programs	SGOD
				M&E of Learning/PD Programs	SGOD
Support	18	Asset Management	3	Acquisition of tangible & intangible assets	Property & Supply Unit
				Asset Disposition	Property & Supply Unit
				Asset Utilization & Inventory	Property & Supply Unit
		Data Information Management	3	Data Dissemination	SGOD-Planning & Research Section
			The second state of the second	Data Management	SGOD-Planning & Research Section
				Management of Information system	SGOD-Planning & Research Section
		Disaster Risk Reduction & Management	7	Contingency Planning, Formulation, and Enhancement	SGOD-Social Mobilization & Networking
			And the second s	DRRM Information System and Research	SGOD-Social Mobilization & Networking
				IEC and Advocacy for Resilience	SGOD-Social Mobilization & Networking
				Learning Continuity and Resilience Interventions	SGOD-Social Mobilization & Networking
				Monitoring and Evaluation of Comprehensive School Safety (CSS)	SGOD-Social Mobilization & Networking









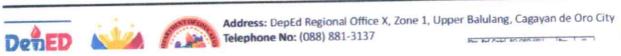


			Provident Fund Management	Accounting Unit
			Systems Improvement and Administrative Service (EFRs), Budget Monitoring (BMS), and Online Cash – In Bank Register	Accounting Unit
	General Services	5	Clinic	SGOD-School
		1	Management	Health Section
			Facilities	Administrative
}			Management	Unit
			Housekeeping and	Administrative
			Ground	Unit
			Maintenance	
			Security Services	Administrative Unit
			Transportation Service and Vehicle Maintenance	Administrative Unit
	Human Resource Management and Development	10	Compensation and Benefits	Personnel Unit; Finance Unit
			Employee Relations	Personnel Unit
			Employee's Welfare	SGOD-human Resource Development Section
			Leave Management	Personnel Unit
			Personnel Inventory	Personnel Unit
			Personnel Performance	SGOD-human Resource Development
			Management	Section; Personnel Unit
			Personnel Records Management	Personnel Unit
			Professional Development /	SGOD-human Resource











	a		Learning and	Development
		-	Development	Section
			Recruitment Selection, Placement, and Induction	SGOD-human Resource Development Section; Personnel Unit
			Rewards and Recognition	SGOD-human Resource Development Section
	ICT Management	3	Management of ICT Solutions	ICT Unit
j.			Management of Technology Infrastructure	ICT Unit
			User-Support /Help Desk	ICT Unit
	Infrastructure Management	3	Management of Construction, Repair, Rehabilitation, and Maintenance of Education Facilities	SGOD-Education Facilities Section
			Evaluation/Assess ment of Construction, Repair, Rehabilitation, and Maintenance of Education Facilities	SGOD-Education Facilities Section
			Inspection/Validat ion of Accomplishment of BEFF Projects	SGOD-Education Facilities Section
	Learner Support Management (Health, Sports and Youth Formation)	1	Program Management	SGOD
	Legal Management	5	Assistance to the Office of the Solicitor General in Pending Cases Involving DepEd	School Division Superintendent: Legal Unit or Legal Officer Designate











	Development and Implementation of DepEd Child Designate; SGOE Protection Programs
	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-Teaching Personnel Legal Unit; Legal Officer; Fact Finding/Prelimin ary Investigation Committee; Formal Investigation Committee; SDS
	Legal Review of Proposed DepEd Policies/Issuances , Agreements, and Other Legal Documents  Legal Unit or Legal Officer Designate
	Sites Titling and Oversight of or Legal Officer DepEd School Sites  SDS; Legal Unit or Legal Officer Designate; SGOI
Organizational Development	Organization SGOD  Management
Private Education Regulations and Development	4 Evaluation of SGOD  applications for the Grant of Permits
	Evaluation of SGOD Applications of Special Orders
	Endorsement of SGOD  Notice of  Voluntary
	Validation & SGOD  Evaluation of Application of Tuition and Other Fees Increase, No Increase and Proposed New Fees of Private Schools











Research Management	4	Setting the research agenda	SGOD-Planning & Research Section
		Call for Proposal and Proposal Evaluation	SDRC
		Implementation and Monitoring	SGOD-Planning & Research Section
		Dissemination of Research Results	SGOD-Planning & Research Section
		Archiving	SGOD-Planning & Research Section









#### TECHNICAL GUIDANCE FOR SCHOOLS DIVISION OFFICES ON THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS) IMPLEMENTATION AND READINESS ASSESSMENT

### List of Deputized IQA Teams per Clustered SDO

Clustered Schools Division Offices	Deputized IQA Teams
Cagayan de Oro City	Edith L. Ortega- Team Leader
El Salvador City	Ana Belen Muring -Auditor Jennelyn Quilao- Secretariat
Misamis Oriental	Atty. Candice Zenia R. Razon - Team Leader
Camiguin	Emeral Cabigas - Auditor
	Maria (Salome ) Marisa M. Manlapig - Secretariat
Lanao del Norte	Reinante Noel Pelagio- Team Leader
Iligan City	Carlos Llamas - Auditor
	Gina Labitad – Secretariat
Valencia City	Enerio E. Ebisa - Team Leader
Malabalay City	Engr. Fels Trompeta - Auditor
	Shelly Lim - Secretariat
Tangub City	Rogelio C. Evangelista - Team Leader
Ozamiz City	Minerva Gabule - Auditor
	Armand Agustin - Secretariat
Misamis Occidental	Mary Ann D. Neri- Team Leader
Oroquieta City	Fatima Villaremo - Auditor
	Anna Mae Dresser - Secretariat
Gingoog City	Allan Mansaladez - Team Leader
Bukidnon	Lita F. Base - Auditor
	Dave Tan - Secretariat













Prepared by:

DR. EDITH L. ORTEGA

Chief, FTAD Lead IQA Team /Secretariat

Recommended by:

470924

ATTY. SHIRLEY O. CHATTO

Chief, ASD

Quality Management Representative

Approved by:

DR. ARTURO B. BAYOCOT, CESO III

Regional Director







