



Date: September 16 , 2019

OFFICE MEMORANDUM

Minutes of ISO Meeting held on September 11,2019

To: All SDO Personnel




1. All SDO Personnel are informed of the minutes of the meeting held on September 11, 2019 at the Schools Division Office Mini-conference room with the following details:

Subject: Management System Requirements Vis-à-vis List of Objective Evidences
Date: September 11, 2019
Time: 1:30 AM to 2:55 PM
Venue: Schools Division Office Mini-conference room
Agenda: Management System Requirements Vis-à-vis List of Objective Evidences as of Sept 11, 2019

- Review lacking requirements for Stage 2 Certification

2. Enclosure to this memorandum is the minutes of the meeting.
3. Immediate and wide dissemination of this memorandum is advised.

FEDERICO P. MARTIN, EdD, CEEd, CESO V
Schools Division Superintendent

	GENERAL QUALITY FORM		Document Code: SDO-GQF-001
	MINUTES OF MEETING		Revision: 00
		Effectivity date: 08-20-2018	
		Name of Office: Schools Division Office of Baguio City	
Prepared by:  LOIDAC. MANGANGEY ODC	Recommended for approval:  SORAYA T. FACULO, PhD OIC – Asst. Schools Division Superintendent Quality Management Representative	Approved by:  FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	

Date	September 11, 2019, Wednesday
Venue	Mini conference room
Agenda	Management System Requirements vis-à-vis List of Objective Evidences as of Sept 11, 2019
Time started	1:30 pm

Soraya Faculo	She presided the meeting and call the meeting to order.
Loida Mangangey	She presented the Management System Requirements vis-à-vis List of Objective Evidences as of Sept 11, 2019 She presented the requirements that are to be complied yet. <ul style="list-style-type: none"> a. Customer Satisfaction Feedback with Summary b. Sample of Costumer Feedback filled-out forms c. Top Management Response to Feedback d. Risk Management Plan and Mitigating strategies on Identified Risks
Soraya Faculo	-She suggested that ma'am Nieves Ebanio will do the requirements for Customer Satisfaction Feedback -She suggested that sir Jerry will review the Risk Management Plan and Mitigating Strategies on Identified Risks and check if it was updated. Nevertheless, after reviewing it was decided by the group that Mitigating Strategies will just be referred to the Risk Management Plan since it was included in the plan. It will just be noted that it was integrated in the Risk Management Plan. -She emphasized that during the stage 2 audit everyone (MRC) must be around, that's the reason for having a meeting to prepare everyone for the next audit. The group must be more knowledgeable because of the experience during the stage 1. -She asked questions preparation for the next audit such as: <ul style="list-style-type: none"> a. How is Costumer Focus aligned with the Quality Policy? There must be link between Costumer Satisfaction and Quality Policy. b. Is customer satisfaction found in the quality policy? c. Is the customer feedback incorporated in the risk? c. Were the findings in the customer feedback during stage 1 incorporated in the Risk Plan during the workshop on Risk Assessment? d. As to whether the strategies were implemented, was there strategy accomplished? e. Out of the identified risks, what is the status of the risk strategies? She reminded everyone to be ready to answer the questions and be ready with the evidences. There must then be sample evidences to be presented during the audit. Evidence will be in the action plan. Each office should make action plan.
Marina Tabangcura	She told that since the Risk Management Plan was updated we'll just align the mitigating strategies based on identified risk. She emphasized that those concerns on risk were also asked during their audit.

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Prepared by: LOIDA C. MANGANGHEY ODC	Recommended for approval:  SORAYA T. FACULO, PhD OIC – Asst. Schools Division Superintendent Quality Management Representative	Approved by:  FEDERICO P. MARTIN, EdD, CEEd, CESO V Schools Division Superintendent	

Soraya Faculo	<ul style="list-style-type: none"> -She gave example of good practice by HR that is consolidation of Training Needs. She asked the following questions: What is gained in every activity conducted? How do we measure the return of investment? and After the training, what happened? There must be full monitoring of re-entry action plan. -She requested SMME to prepare a monitoring tool with indicators for the implementation of re-entry action plan. This is to closely monitor the status of all programs implemented. -She told that 8.2.2 to 8.7 will be excluded since it is not applicable to the agency. -She suggested to ma'am Nieves to prepare memo for a quarterly meeting.
Malyn Padsuyan	She presented the final Service Process Model for finalization. There were processes that were re-stated and added such as Needs Assessment of Learning Materials; Development of Intervention Program; and Development & Quality Assurance of Learning Materials
Meeting adjourned	2:55

