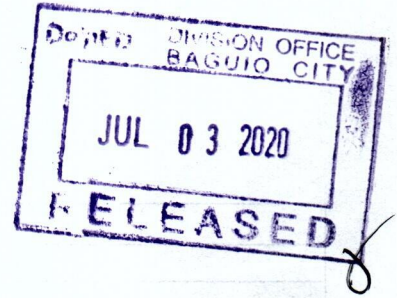




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OF BAGUIO CITY



Office of the Superintendent
Division Memorandum No. 268, s. 2020

June 30, 2020

QUALITY MANAGEMENT SYSTEM WEBINAR (Second Year Surveillance Audit)

To: Office of the Schools Division Superintendent
Curriculum Implementation Division
School Governance and Operation Division
All Others Concerned

1. With the ISO 9001:2015 Certification awarded to SDO – Baguio City on the 27th of December 2019, the organization continuously improves its system by upskilling the personnel to a three-day virtual training to better serve its customers. The said training will be on July 14-16, 2020. Link will be shared a day before the activity. For the training matrix, see Enclosure No. 1.
2. The activity aims to:
 - a. capacitate IQA group with auditing procedure.
 - b. assist document controllers in finalizing the QMS manual.
 - c. observe the 5S+2 to maintain a more organized workplace.
 - d. evaluate hazards, remove or minimize the level of risks by adding control measures.
 - e. gather customer feedback form, suggestions, and complaints; and serve as Information Education Campaign (IEC) for frequently asked questions.

3. The participants are the following:

Participants	Number
Management review Committee	7
IQA Team	20
Document Controllers	31
Resource Speakers	3
Unit Heads	14
Total	75

4. Immediate dissemination of this memorandum is desired.

MARIE CAROLYN B. VERANO, CESO V
Schools Division Superintendent

Encl. No.1

TIME	SESSION TITLE	SESSION OBJECTIVES	METHODOLOGY	RESOURCE PERSON	EXPECTED OUTPUT/ OUTCOME
Day 1-July 14, 2020					
8:30-8:45	Preliminary Activities		Checking of Attendance, Opening prayer Welcome Remarks	SMME/ICT Juliet C. Sannad, EdD CID Chief	Attendance
8:45-11:45	5S +2	Observe the 5S +2 to maintain a more organized workplace.	Online lecture through PowerPoint presentation	Resource Speaker (still awaiting for the name of the speaker)	5S +2 monitoring checklist
1:30-3:00	Harvesting Platforms through Customer Communication App	Efficiently harvest customer feedback form, suggestions, and complaints; and serves as IEC for frequently asked questions.	Online lecture with PowerPoint presentation	Reynalyn Padoyan, PhD. SEPS-P&R	Online and offline communication app
Day 2-July 15, 2020					
8:30-8:45	MOL		Online lecture through PowerPoint presentation	Engr. Grace Daria	Well-equipped IQA group: efficiently conduct auditing with the necessary tools
8:45-11:45	Internal Quality Audit	<ul style="list-style-type: none"> ● To compare the documented quality management procedures versus real-world practices. ● To locate deficiencies in quality management processes. ● To flag potentially serious issues that can lead to non-compliance ● Identify potential opportunities to eliminate waste 			

1:30-3:00	Documentation System	Assist document controllers in finalizing the QMS manual	Online lecture through PowerPoint presentation	Engr. Grace Daria	Updated and finalized QMS manual
3:00-3:30	Updates on QMS manual			Loida Mangangey, ODC	

Day 3 July 16, 2020

8:30-8:45	MOL				
8:45-11:45	Internal Quality Audit Exam	Conduct Internal Quality Audit Exam	Online Examination of Internal Auditors	Engr. Grace Daria	Certificate of Recognition for the IQA Passer/s
1:30-3:00	Risk Management	To evaluate hazards, remove or minimize the level of its risk by adding control measures, as necessary in order to create a safer and healthier workplace.	Online lecture & workshop	Jerry Ymson SGOD-EPS	Risk assessment plan, implementation and evaluation report

Synthesis	Sharon Christianie R. Castillo, SEPS-SMME
Acknowledgment & Closing Remarks	Soraya T. Faculo, PhD, ASDS and OIC- SGOD Chief
End-of-Program Evaluation	Jocelyn C. Coldeg, SEPS-SMME
Closing Prayer	Maria Louella Moncada, AO IV

