

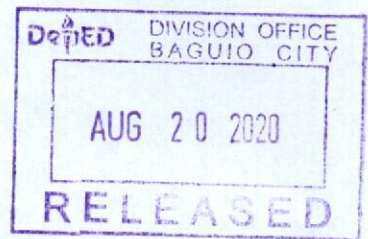


Republic of the Philippines

Department of Education

Cordillera Administrative Region

SCHOOLS DIVISION OFFICE OF BAGUIO CITY



18 August 2020

Office of the Schools Division Superintendent  
SCHOOLS DIVISION MEMORANDUM 319, s. 2020

**Beta Testing and Full Implementation of the Customer Communication App (CCApp) and Presentation of the New Process Manual in the Collection of Customer Feedback, Complaints, Suggestions/Inquiries in Compliance with Republic Act 11032 (ARTA Law) and ISO 9001:2015**

To: **All Functional Division Chiefs**  
**CCApp Indicative Project Team/ Internal Quality Audit Team**  
**Overall Document Controller / Document Controllers**  
**Program Owners**  
**Others Concerned**

1. Relative to Division Memorandum 298, series 2020 entitled *Consultative Meeting cum Focus Group Discussion (FGD) on the Implementation of the Customer Communication App (CCApp) in Compliance with Republic Act 11032 and ISO 9001:2015*, **there will be a beta testing of the Customer Communication App (CCApp) on 26 August 2020, 1:30 PM via Zoom platform. Link will be forwarded on the day of the meeting.**
2. In case of non-attendance due to other commitments, all are required to ensure that representatives are present to echo the contents of the orientation.
3. In compliance with Republic Act 11032 (ARTA Law) and ISO 9001:2015, the new Process Manual on the Collection of Customer Feedback, Complaints, Suggestions/Inquiries across all Functional Divisions, Units/Sections of the Schools Division Office (SDO) Proper utilizing the CCApp as a tool will also be presented. **Effectivity of the new process and the CCApp will be on 1 September 2020.**
4. Enclosures of this Memorandum include:
  - a. Enclosure 1 - Indicative Program
  - b. Enclosure 2 - Terms of Reference of the Capstone Project Team
5. Immediate and wide dissemination of this Memorandum is required.

**MARIE CAROLYN B. VERANO, CESO V**  
Schools Division Superintendent



**INDICATIVE PROGRAM**

Time	Program Part	Facilitator/Speaker
1:30 – 1: 40 PM	Preliminaries	AVP
1:41 – 1:50 PM	Background Statement	Marie Carolyn B. Verano, CESO V Schools Division Superintendent
1:51- 2:10 PM	Presentation of the new Process Manual (PM) on the Collection of Customer Feedback, Complaints, and Suggestions/Inquiries across Functional Divisions/Units/Sections	Nieves D. Ebanio Administrative Officer V Process Owner – Designate  Atty. Annette D. Doyaoen Legal Officer
2:11-3:11 PM	Beta Testing Customer Communication App (CCApp)	Harris G. Dizon Information Technology Officer I  Technical IT Support
3:12- 3:40 PM	Technical Assistance and Open Forum	Capstone Project Team
3:41 -3:50 PM	Synthesis	Jimmy S. Santos Project Development Office II
3:51 – 4:00 PM	Closing Message	Soraya T. Faculo, PhD Assistant Schools Division Superintendent



## CCApp CAPSTONE PROJECT TEAM TERMS OF REFERENCE (TOR)

Team	NAME	OFFICIAL POSITION / DESIGNATION	Terms of Reference
Consultants	Marie Carolyn V. Verano, CESO V	Schools Division Superintendent	<ul style="list-style-type: none"> <li>• Provides strategic directions relative to the implementation of RA 11032 (ARTA Law) and ISO 9001:2015 and the CCApp</li> <li>• Approves communications and logistics relative to the implementation of the CCApp</li> </ul>
	Soraya T. Faculo, PhD	Assistant Schools Division Super	<ul style="list-style-type: none"> <li>• Provides strategic directions relative to the implementation of RA 11032 (ARTA Law) and ISO 9001:2015 and the CCApp</li> <li>• Serves as recommending approval to communications and logistics relative to the implementation of the CCApp</li> </ul>
Institutional Partner	Jerry C. Ymson	Program Supervisor (EPS)	<ul style="list-style-type: none"> <li>• Provides technical assistance to the proponent and project owners relative to the implementation of the CCApp</li> </ul>
Alternate Institutional Partner	Harris G. Dizon	Information Technology Officer I	<ul style="list-style-type: none"> <li>• Provides technical assistance to the proponents and project owners relative to the implementation of the CCApp</li> <li>• Serves as the System Administrator of the CCApp</li> <li>• Serves as technical expert consultant</li> </ul>
Developer	Yivan Andrei T. Padsuyan	Student Incoming Grade 11, Saint Louis University	<ul style="list-style-type: none"> <li>• Develops the CCApp Phase 1</li> </ul>



Technical Support	Fevie B. Cosi	Admin. Aide VI	<ul style="list-style-type: none"> <li>Serves as technical expert consultants</li> <li>Assists the developer in beta testing, deployment, and other technical matters of the CCApp</li> </ul>
	Jesse Lance S. Dawaton	Admin. Asst. II	
	Alejandro V. Ferry	Teacher 1	
Data Gathering	Jimmy S. Santos	Project Development Officer II	<ul style="list-style-type: none"> <li>Assist the proponent in data gathering feedbacks and other research-based matters</li> </ul>
	Arian C. Bangse-il Support	Project Development Officers 1	
	May Ann N. Aglit	Teacher 1	
	Olivia O . Gomez	Planning Officer III	
End Program Owner – Designate	Nieves D. Ebanio	Administrative Office V	<ul style="list-style-type: none"> <li>Serves as the program owner</li> <li>Updates the Procedure Manual and/or Work Instruction Manual on the Collection of Customer Feedback as stated in the SDO Baguio Quality Management System</li> </ul>
Communication	Elaine B. Cabuag Division Information Officer	Senior Education Program Specialist	<ul style="list-style-type: none"> <li>Communicates the CCApp to stakeholders through tri-media and/or social media</li> </ul>
	Christopher David G. Oliba Assistant Division Information Officer	Project Development Officer II	
Monitoring and Evaluation/ Quality Management System Secretariat	Jocelyn C. Coldeg	Education Program Specialist II	<ul style="list-style-type: none"> <li>Requests all clients to utilize the CCApp as tool for the Customer Feedback, Complaints, Suggestions/Inquiries</li> </ul>
Implementers	All Program/ Process Owners	All SDO Proper Personnel	<ul style="list-style-type: none"> <li>Requests all clients to utilize the CCApp as tool for the Customer Feedback, Complaints, Suggestions/Inquiries</li> </ul>
Proponent	Reynalyn T. Padsuyan Scholar, Public Management Development Program (PMDP) Middle Managers Class (MMC) Batch 22, Development Academy of the Philippines	Senior Education Program Specialist	<ul style="list-style-type: none"> <li>Serves as chair in the initiation, conceptualization, and implementation of the CCApp</li> <li>Coordinates with the program owner</li> </ul>

