Republic of the Philippines
Department of Education
Region X
SCHOOLS DIVISION OF TANGUB CITY

DepEd DIVISION OF TANGUB CITY
CITY OF TANGUB
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April 2, 2024

DIVISION MEMORANDUM
No. 142, s. 2024

PARTICIPANTS TO THE REGIONAL TRAINING
ON NATIONAL QUALITY MANAGEMENT SYSTEM

To: Assistant Schools Division Superintendent (ASDS)
Chief Education Program Supervisors (CID & SGOD)
All Others Concerned
This Division

1. Regarding RM No. 0164, s. 2024 re Orientation to the National Quality Management System (NQMS) for the Schools Division Offices, this Office endorses the Division NQMS Teams to participate in the activity, to be held in Oroquieta City, hosted by that Division on April 17-19.

	Top Management/QMR	**Lead Personnel**
1	Top Management	SDS Shambaeh A. Abantas-Usman, PhD, CESO VI
2	Quality Management Representative	ASDS Erlinda G. Dael, PhD, CESE
3	QMS Secretariat	Chief Angelina B. Buaron, CID
4	Internal Quality Audit Team	EPS Roger A. Baril, CID
5	Risk Management Team	Chief Lorna C. Penonal, SGOD
6	Knowledge Management Team	Eleanor A. Bellingan – OSDS
7	Training and Advocacy Team	Rene Boy G. Roxas, SGOD
8	Quality Workplace Team	Delma R. Denapo - OSDS

2. The training venues and meals of the participants shall be charged to the MOOE/Local Funds of the host division while travel expenses and accommodation shall be charged to the Division MOOE/Local Funds, subject to the usual accounting and auditing rules and regulations.

3. Attached is a copy of the Roles and Responsibilities of the Division QMS Teams for reference.

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

SHAMBAEH A. ABANTAS-USMAN, PhD, CESO VI
Schools Division Superintendent

ATCH.: As stated
References: DO 009, s. 2021; RM 0164, s. 2024
To be indicated in the Perpetual Index
under the following subjects:

ACCREDITATION ORIENTATION

ASDS/CID/radj

Attachment No. 1 to Regional Memorandum No. 0164, s. 2024

ORIENTATION TO THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS)
FOR THE SCHOOLS DIVISION OFFICES

DIVISION QMS TEAMS ROLES AND RESPONSIBILITIES

Top Management / QMR	Responsibilities
1. Top Management	The Top Management shall have the following responsibilities: • Lead the establishment, implementation, and monitoring of the QMS at their level. • Establish, communicate, and embody the Quality the Policy Statement. • Ensure effectiveness of the QMS using risk-based thinking and risk management. • Ensure the quality objectives set are aligned with DepEd's strategic direction, through the RPMS. • Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders. • Determine and provide necessary resources needed to implement and sustain QMS implementation. • Lead and conduct the Management Review (MR) at least every quarter. • Ensure the constitutional mandates, statutory, and regulatory requirements are met; and • Designate the Quality Management Representative (QMR)
2. Quality Management Representative	The QMR shall be designated by the respective Top Management of each governance level. The QMR shall have the following responsibilities: • Communicate the importance of having a QMS within DepEd • Oversee the implementation and take accountability for the effectiveness of the QMS. • Ensure the conformance of the QMS to the requirements of ISO 9001 • Ensure the integrity and effectiveness of the QMS.

	• Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management. • Reports audit results, identified targets, opportunities for improvement and other QMS-related matters to the top management. • Ensure integration of the QMS requirements into DepEd's business process of the agency. • Promote continuous improvement of the QMS and processes of the agency. • Engage, direct and support QMS Teams and its members to contribute to the effectiveness of the QMS. • Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and • Act as liaison of the Department with external parties on matters relating to QMS.
3. QMS Secretariat	The members of the QMS secretariat shall coordinate with and report to the QMR. The QMS Secretariat shall have the following responsibilities: • Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS; • Provide technical and administrative support to successfully implement the QMS; • Coordinate QMS-related activities in their respective offices; • Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS; • Facilitate the delivery of specific outputs inline with QMS; • Assist the QMR in communicating with external parties on QMS-related matters; and • Provide feedback and updates on QMS-related matters to the QMR

QMS Teams	
4. Internal Quality Audit Team	The composition of the QMS Teams is critical to ensure the operationalization of the QMS, Teams are expected to regularly communicate and collaborate within their respective offices/schools and across each governance level, as needed, to ensure seamless and effective implementation of the QMS, Capacity building for the members of each team shall be done through a National Training of Trainers, the guidelines of which shall be provided in a separate memorandum. Below are the five QMS Teams and their respective responsibilities: • Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM; • Undergo training on ISO 19011 (Guideline for Auditing Management System); • 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; • Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential nonconformities raised during the Internal Quality Audits; and • Provide the findings of the IQA through the audit summary report and status of Request for Actions (RFA) to the QMR as an input to the Management Review (MR).
5. Risk Management Team	• Implement and refer to the latest version of the Risk Planning Guidelines and Handling Clients Complaints Procedure in the PAWIM; • Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction Results; • Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;

	• Provide feedback and update to the QMR on the status of risk assessment and action plans; • Perform monitoring and oversight function in ensuring the established actions plans in the Risk and Opportunities Registry are effective and implemented as scheduled; and • Ensure documentation and clear implementation of quality objectives through the review of the targets and indicators in the OPCRF.
6. Knowledge Management Team	• Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM; • Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented. • Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents and records,
7. Training and Advocacy Team	• Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy; • Capacitate employees on the development of their Operations Manual and Planning Documents; • Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS; • Plan and coordinate deployment and effective use of QMS training materials; • Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and • Provide feedback and updates to the QMR on the status of QMS- related training and awareness.
8. Quality Workplace Team	• Ensure consistent implementation of Quality Workplace standards.

	• Collaborate with concerned office/personnel to ensure an conducive and safe work/school environment to improve productivity; • 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.

Attachment No. 2 to Regional Memorandum No. 0164, s. 2024

ORIENTATION TO THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS)
FOR THE SCHOOLS DIVISION OFFICES

Day 1		
Time	**Activity**	**Facilitator/ Resource Person**
8:00-8:30	Preliminaries Pambansang Awit Invocation DepEd Quality Policy Statement	Training and Advocacy Team (TAT)
8:30-12:00; 1:00-5:00	Part I: Awareness of PNS ISO 9001:2015	Reinante Noel N. Pelagio EPS, QAD International Register of Certificated Auditor (IRCA)

Day 2		
8:00-8: 30	MOL	Training and Advocacy Team
8:30-10:30	Part II. Awareness of NQMS: Overview of DepEd Order No. 09, s. 2021 re Institutionalization of a QMS in the DepEd; and DepEd Memorandum No. 014, s. 2022 re DepEd Quality Management System Manual and PAWIM	Edith L. Ortega Chief, FTAD Lead ,Secretariat and IQA Team
10:30- 12:00	Appreciating Quality Control Plan (QCP)	Reinante Noel N. Pelagio
12:00-1:00	Lunch Break	
1:00-2:00	Agency Profile Organizational Structure	ARD Federico P. Martin, CESO V Top Management
2:00-3:00	Presentation of NQMS Structure Management Review	Atty. Shirley O. Chatto Chief Administrative Officer (CAO), Administrative Service Division (ASD) Quality Management Representative (QMR)
3:00-4:00	Internal Quality Audit	Edith L. Ortega
4:00-5:00	Corrective Action	Lita F. Base EPS, FTAD Member, IQA Team

Day 3		
8:00-8:30	Management of Learning	
8:30-10:00	Risk Management	Allan L. Manzaladez Chief, PPRD Lead, Risk Management Team(RMT)
10:00-12:00	Knowledge Management	Atty. Shirley O. Chatto CAO, ASD Lead, Knowledge Management Team(KMT)
	Documented Information Management	Maria Vivelyn A. Cabunoc Librarian II Lead, Document Controller
12:00-1:00	Lunch Break	
1:00-2:00	Citizens/Client Satisfaction Feedback	Fatima E. Villaremo Project Development Officer (PDO) II Member, Knowledge Management Team (KMT)
2:00-3:00	Training and Advocacy	Enerio E. Ebisa Chief, HRDD Lead, Training & Advocacy Team (TAT)
3:00-4:00	Quality Workplace	Atty. Candice Zenia R. Razon OIC Chief, ESSD Lead, Quality Workplace Team (QWT)
4:00-5:00	Gap Analysis	Reinante Noel N. Pelagio
	Closing Program	Training and Advocacy Team