



Document Code
QP-RO2-FAD-GSS-09

PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICES
SCOPE	<ul style="list-style-type: none"> • The procedure starts from receipt of Vehicle Service Request up to the signed/approved Trip Ticket
PURPOSE	<ul style="list-style-type: none"> • To provide mobility services to DILG personnel/employees in the implementation of the PPAs of the department

THIS DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED WITHOUT AUTHORIZATION

CONTROLLED COPY



DILG – REGION II (CAGAYAN VALLEY)

QUALITY PROCEDURE (QP)

Document Code
QP-RO2-FAD-GSS-09

Rev. No.	Eff. Date	Page
00	10.01.17	2 of 2

Reviewed By		Reviewed By	Approved By
(sgd.) MAGDALENA C. ORANDA Administrative Officer V	(sgd.) LORNA M. DURWIN Finance and Administrative Chief	(sgd.) ATTY. ODILON L. PASARABA, CESO V Assistant Regional Director	(sgd.) JONATHAN PAUL M. LEUSEN, JR., CESO IV
Process Owner	Division Chief	Regional QMR	Top Management

CONTROLLED COPY



DILG-REGION II-(CAGAYAN VALLEY)

PROCESS QUALITY MONITORING AND EVALUATION (QME)

Document Code
QME-QP-RO2-FAD-GSS-09

Rev. No.	Eff. Date	Page
00	10.01.17	1 of 1

BUREAU/SERVICE	FINANCE AND ADMINISTRATIVE DIVISION, GENERAL SERVICES SECTION													
PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICE													
OBJECTIVE STATEMENT	100% of the request for vehicular support service are acted upon within two (2) working days upon receipt. *Action may be preparation of Trip Ticket for approved request or disapproval of request													
CURRENT PERIOD	OCTOBER – DECEMBER 2017													
	INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total number of requests acted upon within 2 working days upon receipt.										39	52	43	134
B	Total number of requests received										39	52	43	134
C	Formula: $\frac{A}{B} \times 100\%$ Target Result : 100%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													

Note: For unmet targets, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly approved by DILG-RO Deputy QMR.

Prepared By		Reviewed By		Approved By	
(sgd.) MAGDALENA C. ORANDA Administrative Officer V	(sgd.) LORNA M. DURWIN Chief Administrative Officer	(sgd.) ATTY. DDILON L. PASARABA, CESO V Assistant Regional Director	(sgd.) JONATHAN PAUL M. LEUSEN, JR., CESO IV Regional Director		
Process Owner	Division Chief	Regional QMR	Top Management		

CONTROLLED COPY



DILG –REGION II (CAGAYAN VALLEY)

QUALITY OBJECTIVE

Document Code		
QO-QP-R02 –FAD-GSS-09		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 1

BUREAU/SERVICE	FINANCE AND ADMINISTRATIVE DIVISION, GENERAL SERVICES SECTION
QUALITY PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICE

Function	KPI			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Key Performance Indicator (Formula, if applicable)			
Process the request for Vehicular Support Service	<ul style="list-style-type: none"> Timely action on request vehicular support service within (2) working days upon receipt of request <p>*Action may be preparation of Trip Ticket for approved request or disapproval of request</p>	<ul style="list-style-type: none"> 100% 	<ul style="list-style-type: none"> Total number of requests acted upon within 2 working days upon receipt/ Total No. Of requests received 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Motorpool Section Staff 	<ul style="list-style-type: none"> VSR Log Sheet

Prepared By		Reviewed By		Approved By
(sgd.) MAGDALENA C. ORANDA Administrative Officer V	(sgd.) LORNA M. DURWIN Chief Administrative Officer	(sgd.) ATTY. ODILON L. PASARABA, CESO V Assistant Regional Director	(sgd.) JONATHAN PAUL M. LEUSEN, JR., CESO IV Regional Director	
Process (sgd.)	Division Chief	Regional QMR	Top Management	

CONTROLLED COPY