



SYSTEM PROCEDURE (SP)

| | | | |
|--|--|------------------------------------|--|
| PROCEDURE TITLE | QMS PLANNING | | |
| SCOPE | Covers the activities from the review of the existing QMS scope up to the communication of approved Quality Objectives to all concerned. | | |
| PURPOSE | To define an effective QMS planning process for identifying external and internal issues, interested parties, setting QMS objectives and targets as basis for assessing its effectiveness. | | |
| PROCESS DECSRIPTION: | | | |
| INPUT | | PROCESS | OUTPUT |
| Purpose and Strategic Direction DILG R02 | | <div><div>QMS PLANNING</div></div> | Context Registry, Interested Parties Matrix, Approved Quality Objectives, Quality Action Plans DILG R02 |
| DESCRIPTIVE STATEMENT: | | | |
| The concerned Offices prepares the Context Registry and Interested Parties Matrix to understand the organization and its context. The QMS Scope is then reviewed for the updating of Regional quality objectives. Preparation and conduct of QMS planning is then carried out for the review and updating of quality objectives and quality action plans. All QMS Planning output documents are duly approved and communicated to all concerned Offices. | | | |

| Step No. | Responsible Personnel | PROCESS/ACTIVITY | Details | References |
|----------|--|---|---|---|
| 1 | QMS Secretariat, Concerned Division/s and Unit/s | Determine external and internal issues and interested parties | <ul style="list-style-type: none"> Determine external and internal issues of DILG using the Context Registry and the interested parties using the Interested Parties Matrix relevant to its purpose and strategic direction for the year, as follows: <ul style="list-style-type: none"> QMS Secretariat in coordination with the Planning Officer and concerned Division/Unit: Draft the overall Regional Context Registry; Concerned Division/s: Prepare the Context Registry for the PPAs under each Outcome Area; and QMS Secretariat in coordination with Financial and Administrative Division and concerned | <ul style="list-style-type: none"> Context Registry Interested Parties Matrix |

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| | | | <p>Offices: Prepare the internal issues relevant to the PPAs of the Region under the outcome area "Strengthened Internal Organizational Capacity".</p> <ul style="list-style-type: none"> • Submit to the Quality Management Representative for review and to the Regional Director for approval. | |
| 2 | QMS Secretariat and Quality Management Representative | Review the QMS Scope and update the Organizational Objectives | <ul style="list-style-type: none"> • Review current processes in the QMS in relation to the Region's Major Final Outputs (MFOs) and strategic direction for any possible inclusion/exclusion of other DILG Regional services/processes. • In case of additional inclusion or any exclusion of existing processes/services to the QMS, seek approval from the Regional Director. • Review and update as necessary the overall organizational objectives using the QO-Rxx-QMS form based from the performance targets set to the Region per the year's General Appropriations Act, cascaded targets from the Central Office and as required by national agencies, if any. • Secure approval of the Regional Director for the | <ul style="list-style-type: none"> • Quality Manual (Scope, Planning - Top Management Objectives) • List of QMS processes • QO-R02-QMS |

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| | | | overall Regional quality objectives. | |
| 3 | QMS Secretariat; Process Owners | Prepare for the conduct of QMS Planning | <p>QMS Secretariat:</p> <ul style="list-style-type: none"> • Prepare the necessary documents for the conduct of the QMS Planning Workshop inclusive of budgetary requirements, dates, participants and venue. • Secure approval of concerned signatories. • Upon approval of the activity, communicate with all concerned. • Provide all concerned the applicable forms and guidelines, if any, as basis for their preparation to the QMS planning workshops. <p>Process Owners:</p> <ul style="list-style-type: none"> • Prepare the following, as appropriate, duly signed by identified signatories: <ul style="list-style-type: none"> • Summary of previous year's performance results / accomplishment vs. quality objectives; • Proposed functional / process quality objectives and targets for the new calendar year. • Quality action plan (QAP) where necessary. • Supporting documents for the goals / objectives / targets. | <ul style="list-style-type: none"> • Activity Design, Memo, Department Order, as appropriate • QMS Planning forms (e.g Quality Objectives (QO), approved • Process Quality Monitoring and Evaluations (QMEs) • Quality Objectives (QO) • QAPs, if any • Supporting Documents |

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| 4 | QMS Secretariat; ALL Process Owners | <ul style="list-style-type: none"> Conduct the QMS Planning | <ul style="list-style-type: none"> QMS Secretariat: Facilitate the QMS Planning workshop under direct supervision of the Deputy QMR. ALL Process Owners: Present the quality objectives and targets for the ensuing year. Provide basis of targets using the previous year's performance results. Align with OPB, SPMS and other relevant documents showing performance targets of the DILG-CO. Note: Consider the top management objectives in the setting of functional / process objectives and targets. Secretariat: Collect all quality objectives and targets. | <ul style="list-style-type: none"> QO-QP Code QO-R02-QMS |
| 5 | QMS Secretariat | <ul style="list-style-type: none"> Consolidate the submitted QMS Planning outputs | <ul style="list-style-type: none"> Consolidate the proposed quality objectives and targets. Review linkage or consistency with the overall Regional Quality Objectives. Submit to QMR for review and to the Regional Director for approval. | <ul style="list-style-type: none"> QO-R02-QMS QO-QP Code |
| 6 | Deputy QMR; QMR; Regional Director | <ul style="list-style-type: none"> Review and sign the quality objectives / targets | <ul style="list-style-type: none"> Review and sign the Quality Objectives (QO), as appropriate. | <ul style="list-style-type: none"> QO-QP Code |

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| 7 | QMS Secretariat, Process Owners | <ul style="list-style-type: none"> Communicate the quality objectives | <ul style="list-style-type: none"> QMS Secretariat: Provide concerned Process Owners of each Office controlled copies of their approved QMS objectives in accordance with the Control of Maintained Internal Documented Information Procedure, Process Owners: Communicate the approved quality objectives/ targets and other agreements made in the planning workshop within their respective Offices. | <ul style="list-style-type: none"> Memo QO-QP Code Control of Maintained Internal Documented Information Procedure Minutes of the Meeting/Bulletin Posting/Memo |
| 8 | Designated Records Custodian | <ul style="list-style-type: none"> Retain Records | <ul style="list-style-type: none"> Retain records in accordance with Control of Retained Documented Information Procedure and Master List of Records. | <ul style="list-style-type: none"> Control of Retained Documented Information Procedure Masterlist of Records |

| Prepared By | Reviewed By | Approved By |
|--------------------------|--|---|
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| QMS Secretariat Head | Regional Quality Management Representative | Regional Director |

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DILG REGIONAL OFFICE 02

**QUALITY
OBJECTIVE (QO)**

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| | |
|-------------------------|--------------|
| OFFICE | All Offices |
| QUALITY PROCEDURE TITLE | QMS Planning |

| Function | Key Performance Indicators (KPI) | | | Frequency of Monitoring Results | Responsible for Monitoring | Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.) |
|----------|----------------------------------|--------|-----------------------------------|---------------------------------|----------------------------|--|
| | Objective | Target | Indicator/Formula (if applicable) | | | |
| | | | | | | |

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| OFFICE | |
| QUALITY PROCEDURE TITLE | |

| Function | Key Performance Indicators (KPI) | | | Frequency of Monitoring Results | Responsible for Monitoring | Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.) |
|----------|----------------------------------|--------|-----------------------------------|---------------------------------|----------------------------|--|
| | Objective | Target | Indicator/Formula (if applicable) | | | |
| | | | | | | |

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**QUALITY
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|---------------------|--|
| PROCESS | Type the name of your procedure title here |
| OBJECTIVE STATEMENT | |

| Activity | Responsibility | Timeline | Resources (Put "None" if there is resource requirement) |
|--------------------|----------------|----------|--|
| Area of Concern1 | | | |
| Strategy: | | | |
| 1 | | | |
| 2 | | | |
| XX | | | |
| Area of Concern 2: | | | |
| Strategy: | | | |
| 1 | | | |
| 2 | | | |
| XX | | | |

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DILG REGIONAL OFFICE 02
**INTERESTED
PARTIES MATRIX**

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| INTERESTED PARTIES | REQUIREMENTS, NEEDS OR EXPECTATIONS (RNEs) | ACTION PLAN HOW TO ADDRESS RNEs (REQUEST, NEEDS AND EXPECTATIONS) |
|---------------------|--|--|
| OUTCOME AREA: _____ | | |
| PPA: _____ | | |
| | | |
| | | |
| | | |
| | | |
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| Prepared By | | Reviewed By | Approved By |
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DILG REGIONAL OFFICE 02
**CONTEXT
REGISTRY (CR)**

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A. INTERNAL ISSUES

| PERSPECTIVE | INTERNAL ISSUES | PROCESS / AREA OF AFFECTED QMS | BASIS OF THE ISSUE | RISKS/ OPPORTUNITIES (RO) | RECOMMENDED ACTION |
|---------------------|-----------------|--------------------------------|--------------------|---------------------------|--------------------|
| OUTCOME AREA: _____ | | | | | |
| PPAs: _____ | | | | | |
| VALUES | | | | | |
| CULTURE | | | | | |
| KNOWLEDGE | | | | | |
| PERFORMANCE | | | | | |

B. EXTERNAL ISSUES

| PERSPECTIVE | EXTERNAL ISSUES | PROCESS / AREA OF AFFECTED QMS | BASIS OF THE ISSUE | RISKS/ OPPORTUNITIES (RO) | RECOMMENDED ACTION |
|---------------------|-----------------|--------------------------------|--------------------|---------------------------|--------------------|
| OUTCOME AREA: _____ | | | | | |
| PPAs: _____ | | | | | |
| POLITICAL | | | | | |
| ECONOMIC | | | | | |
| SOCIAL | | | | | |
| TECHNOLOGICAL | | | | | |
| CULTURE | | | | | |
| LEGAL | | | | | |
| ENVIRONMENTAL | | | | | |

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