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## **6. PLANNING**

### **6.1. Actions to address risks and opportunities**

**6.1.1** DILG considers its internal and external issues and the requirements, needs and expectations of its interested parties and determines the risks and opportunities that need to be addressed to: a) give assurance that the quality management system can achieve its intended result (s); b) enhance desirable effects; c) prevent, or reduce, undesired effects; and d) achieve improvement.

DILG implements Risk, Identification and Evaluation Control Procedure. Risk Control Plans and Opportunity Management Plans are prepared, implemented, and updated to address risks and opportunities. Effectiveness of the actions taken to address risks and opportunities are being discussed for appropriate action during the Management Review.

Relevant Documented Information:

SP: Risk Identification, Evaluation and Control Procedure  
Risk and Opportunity Assessment Register  
Risk Control Plan  
Opportunity Management Plan

### **6.2 Quality Objectives and planning to achieve them**

**6.2.1** The DILG's top management ensures that quality objectives are established at all relevant functions and levels within the organization that are consistent with the quality policy; measurable; take into account applicable requirements; relevant to conformity of products and services and to enhancement of customer satisfaction; monitored; communicated; and updated as appropriate. Performance targets for objectives that had been consistently met for three (3) consecutive years shall be mandatorily improved/increased.

**6.2.2** The DILG maintains the following documented information on quality objectives: Organizational Quality Objectives (QO-QMS), Quality Objectives (QO) for the process level objectives submitted by the different Operating Bureaus and Services and approved by the Deputy QMR; and Performance Commitment Reports for the PPA-based and functional objectives (Office PCR (OPCR), Division PCR (DPCR), and Individual PCR (IPCR). To achieve these objectives, the organization determines:

- What to do – OPB, PPAs, QAP;
- Who will do it – OPB, PPA, QAP, Activity Design;
- When will it be completed – OPB, PPA, QAP, Activity Design;
- What resources are needed – OPB, Activity Design; and
- How to evaluate results – OPB Monitoring Reports, QME, PSL, QAP status



### 6.2.2a Quality management system planning

The DILG's top management ensures that the planning of the QMS is carried out in order to meet the requirements as well as the quality objectives, and the integrity of the QMS is maintained when changes are planned and implemented.

The planning in DILG is done in a two-tiered process. First tier planning impacts the achievement of the strategic direction and Major Final Output (MFO) through strategic planning and operationalizing the strategic plan annually, with reference to the performance indicators set in the annual General Appropriations Act. Operations Plan and Budget (OPB) and Performance Commitment Reports (OPCR, DPCR, and IPCR) are prepared by the Operating Units. The DILG's QMS planning is carried out in the second tier planning which directly impacts the Quality Policy supported by the Quality Objectives for each relevant functions and processes of the QMS. Second tier QMS Planning is conducted *within the first quarter of the year*.

#### Relevant Documented Information:

QP: Operational Planning and Budgeting Procedure

Budget Preparation

QP: Monitoring the Implementation of the Performance Management (PM) Tool:  
Strategic Performance Management System (SPMS) - Performance Planning and  
Commitment Stage

SP: QMS Planning Procedure

### 6.3 Planning of changes

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For changes to the quality management system, the changes are carried out in a planned manner, such that DILG considers the:

- purpose of the changes and their potential consequences;
- integrity of the quality management system;
- availability of resources; and
- allocation or reallocation of responsibilities and authorities.

Planning of changes is considered during QMS Planning and Management Review.

#### Relevant Documented Information:

SP: QMS Planning Procedure

SP: Management Review

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