

**MANAGEMENT REVIEW MINUTES**

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**Date of Management Review: April 22, 2019****Venue: DILG RO2 Conference Hall**

**Present:** RD Jonathan Paul M. Leusen, Jr., CESO III  
PD Ruperto B. Maribbay, CESO V of DILG-Cagayan  
PD Salvacion Z. Baccay, CESE of DILG-Quirino  
LGMED Chief Digna R. Herrera  
LGMED ADC Maybelle E. Anog  
Program Manager Imelda Aquino  
Regional Internal Quality Audit Team Members  
Jo Ann C. Luis

ARD Elpidio A. Durwin, CESO V  
PD Elma M. Urbina, CESE of DILG-Nueva Vizcaya  
OIC PD Ma. Loida M. Urmata, CESE DILG-Batanes  
LGCDD DC Catherine Allam-Miranda  
LGCDD ADC Elsbeth T. Maralli  
OIC CAO Ive B. Saludez  
Process Owners  
COS Ruther Ford E. Binuluan

Item	Agenda Item	Issues / Highlights of Discussion / Management Action and Decisions	Action Plan
A.	<b>STATUS OF ACTIONS TAKEN</b>	<p>Management Review Status of Actions Taken as of April 12, 2019 was presented for the appreciation of the body.</p> <p>LGCDD Chief Miranda informed the body that a draft procedure for the "Lakbay Aral" and the Regional Memorandum Circular for the Guidelines on the Authorization to conduct Lakbay Aral have been made.</p> <p>LGCDD and RPMO presented the draft procedure for Design and Development for comments and inputs from the body.</p>	<p>Finalize the draft and forward to central office for their comments and inputs.</p> <p>Procedure will focused first on capacity development. Incorporate in the procedure the role of the provinces to the said procedures.</p>
B.	<b>CHANGES IN EXTERNAL AND INTERNAL ISSUES</b>	<p>Context Registry and Interested Parties Matrix were presented and reviewed.</p>	<p>Weaknesses in the Internal Issues must be clarified during the On-Site QMS Training-Workshop for presentation during the next management review.</p> <p>QMS Secretariat to include poor procurement planning as a weakness.</p> <p>Context Registry and Interested Parties Matrix must be enhanced.</p> <p>PDs to adopt the said practice in their AORs.</p>



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		<p>For turn-over/movement of personnel</p> <p>External Issues:</p> <p>The supplier must inform the office in case of non-availability of stocks. The supplier is also required to deliver the stocks 2 days prior to the PO.</p>	<p>QMR advised the Provincial Offices to adopt the practice of the Regional Office on sending representatives to trainings of the different programs of the department for them to be updated on the deliverables.</p> <p>All operating units to prepare standardize checklist for the turn-over of documents and responsibilities.</p> <p>BAC Secretariat/GSS to coordinate with supplier 2 days prior to delivery of PO re availability of stocks.</p>
C.	<b>CUSTOMER SATISFACTION AND FEEDBACK FROM INTERESTED PARTIES</b>	There were nineteen (19) feedback forms retrieved from the Suggestion Box for the period of January to March 2019. 18 out of 19 feedback forms revealed that DILG R02 delivered excellent service. Only 1 rated "4" on Service Quality and Timeliness, office concerned is Accounting Section.	Strengthen distribution and retrieval of customer satisfaction survey form through the Office-of-the-day (ODs). Division Chiefs to remind ODs RE this.
D.	<b>EXTENT TO WHICH QUALITY OBJECTIVES HAVE BEEN MET</b>	Attached is the power point presentation for Quality Objectives.	
E.	<b>SUMMARY OF AGREEMENTS DURING MANCOM</b>	Attached is the Summary of Agreements during MANCOM with status of compliance as of April 22, 2019.	
F.	<b>MONITORING AND MEASUREMENT RESULTS</b>	Per submitted QME at the QMS Secretariat, Quality Objectives have been met except for cashiering services.	Enrollment of fidelity bond of OIC CAO to avoid recurrence of finding/delay of documents
G.	<b>INTERNAL AUDIT REPORT</b>	<p>Attached is the Report of the audit of the Internal Quality Auditors and Audit Process. <b>(TAB I)</b></p> <p>All concerned are enjoined to comply with the Opportunities for Improvement Reports and Corrective Action Reports as soon as possible.</p> <p>One of the issues raised was the unavailability of auditee during the scheduled internal</p>	<p>Opportunities for Improvement Reports and Corrective Action Reports will be monitored regularly.</p> <p>RIQA to conduct audit on LGMED processes as soon as possible.</p>





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		<p>quality audit. RIQA team leader PD Salvacion Z. Baccay requested the Division Chiefs to ensure the presence of their process owners during scheduled audit.</p> <p>Absence of Observers for the Audit of Auditors.</p> <p>Recommendations of the body:</p> <ul style="list-style-type: none"> <li>- 22 out of 25 QPs are applicable to POs</li> <li>- Observers from POs</li> <li>- RIQA training for observers</li> </ul>	<p>Inclusion of ADC Maralli and LGOO IV Aresta in the Regional Order.</p> <p>This must be applied NLT the next audit:</p> <p>June 21, 2019- Opening Audit June 24-27, 2019- POs Audit July 8-9, 2019- RO Audit July 12, 2019- Closing Meeting</p> <p>To be conducted during the roll-out of RIQA Team Leader.</p>
H.	PERFORMANCE OF EXTERNAL PROVIDERS	<p>Catering services have negative feedbacks from end-users for the period of January-March 2019. For the month of April there were 5 negative reports especially on the timeliness of the caterer, quality and appearance of food and satisfactory service of the caterer.</p> <p>Mobility services have negative feedbacks from end-users for the period of January-April 2019.</p>	<p>GSS is enjoined to communicate said feedbacks to Catering Services and Van rental service provider.</p>
I.	ADEQUACY OF RESOURCES	<p>LGA fund for 2018 releases: 65.28%</p> <p>Regular MOOE (1<sup>st</sup> Quarter): 29 %</p> <p>- 4% excess was used for the salary of employees</p>	<p>Finance and LGCDD to closely monitor and fast track payment of conducted activities chargeable against LGA fund.</p>
J.	STATUS OF IDENTIFIED RISKS AND OPPORTUNITIES	<p>MANCOM Risk Register was reviewed.</p>	<p>All operating units are enjoined to update their risk register, updated opportunity management plan to be presented during the next Management Review.</p>
K.	OPPORTUNITIES FOR IMPROVEMENT/CONTINUAL IMPROVEMENT	<p>The QMS scope of DILG R2 was presented.</p>	<p>Additional scope to include:</p> <ul style="list-style-type: none"> <li>- Lakbay-Aral</li> <li>- Design and Development</li> </ul>



DILG R2

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<b>Other Matters</b>	<b>CONDUCT OF ON-SITE ENHANCED QMS AWARENESS TRAINING-WORKSHOP</b>	Nueva Vizcaya rescheduled to May 22-23, 2019 for the conduct of the Enhanced QMS Awareness Training-Workshop.	Enhanced QMS Awareness Training-Workshop schedules: May 14-15, 2019- Batanes May 20-21, 2019- Isabela May 22-23, 2019- N. Vizcaya May 28-29, 2019- Cagayan June 3-4, 2019- Regional Office June 13-14, 2019- Quirino
	<b>QMS MONTHLY MEETING</b>	The next scheduled monthly meeting is on May 3, 2019.	

<b>Prepared By:</b>	<b>Reviewed By</b>	<b>Approved By</b>
(sgd.) <b>IVE B. SALUDEZ</b> QMS Secretariat Head	(sgd.) <b>ELPIDIO A. DURWIN, CESO V</b> Regional Quality Management Representative	(sgd.) <b>JONATHAN PAUL M. LEUSEN, JR., CESO IV</b> Regional Director