



Republic of the Philippines
DEPARTMENT OF EDUCATION
CORDILLERA ADMINISTRATIVE REGION
Wangal, La Trinidad, Benguet, 2601
Website: www.depedcar.ph | Email: car@deped.gov.ph

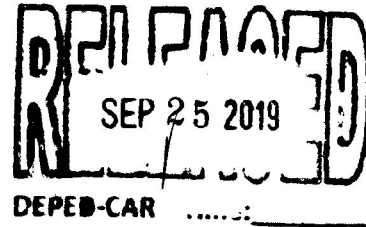


September 19, 2019

REGIONAL MEMORANDUM


No. 312.2019

To: Schools Division Superintendents
Schools Heads
All Others Concerned



Subject: **REQUEST FOR DATA ON FIELD OFFICES AND SCHOOLS THAT HAVE COMPLETED OR ARE PREPARING FOR ISO 9001 CERTIFICATION/ RECERTIFICATION**

1. Through the establishment of a National Quality Management System (QMS). All Schools Division Offices, (SDOs), and schools that have obtained ISO 9001 Certification/ Recertification or are preparing for such certification are requested to accomplish the herein attached templates as per DepEd Memorandum, **DM-PHRODFO-2019-00805**. (Annex1: ISO Certified Offices/ Schools Summary Form) and provide the following data/ documents).
2. The report will be submitted in hard copy on or before September 24, 2019 to the Regional Office through Quality Assurance Division (QAD). Soft copy can be sent before due date to quad.depedcar@gmail.com
3. For wide dissemination and immediate action.


MAY B. ECLAR, Ph.D., CESO V
Regional Director

QAD/ALP/abc

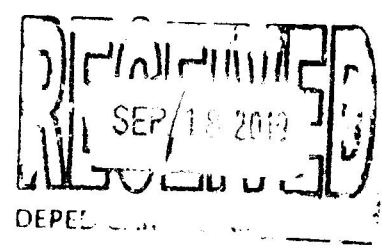
Telephone Numbers							
Office of the Director IV	-422-1318	Budget and Finance Division	-422-5155	Cash Section	309-3017	Record Section	309-3015
Fax Machine	-422-4074	Curriculum & Learning Mgmt	-422-7096	Physical Facilities Unit/ICT	309-3011	Payroll Services Unit	424-3993
Office of the Director III	-309-3013	Quality Assurance Division	-422-5187	Regional Planning Unit	309-1234	Special Services Div	424-5167
Administrative Division	-422-1804	Secondary Education System	-309-3014	Supply Unit	422-2198	Commission on Audit	422-7434



Republic of the Philippines Department of Education

Tanggapan ng Pangalawang Kalihim
Office of the Undersecretary

MEMORANDUM
DM-PHRODFO-2019-00805



TO: Regional Directors
Schools Division Superintendents
School Heads
All Others Concerned

FROM: 
JESUS L.R. MATEO
Undersecretary

SUBJECT: Request for data on field offices and schools that have completed or are preparing for ISO 9001 Certification/Recertification

DATE: 10 September 2019

The Department of Education (DepEd) has taken various steps to ensure that quality basic education and client-centered services are provided to all learners and stakeholders. In particular, a number of DepEd offices across all governance levels have adopted the ISO 9001 Quality Standards in order to standardize and align existing processes, as well as establish continuous improvement practices, toward the effective and efficient delivery of services. Through the establishment of a National Quality Management System (QMS), these process improvements shall be strengthened and aligned across governance levels in order to ensure consistency in the delivery of quality services.

As part of the preparatory documentation of the National QMS, all Regional Offices (ROs), Schools Division Offices (SDOs), and schools that have obtained ISO 9001 Certification/Recertification or are preparing for such certification are requested to accomplish the herein attached template (Annex 1: ISO Certified Offices/Schools Summary Form) and provide the following data/documents:

1. Duration of ISO Journey (from preparation to certification)
2. Total Amount Spent (on consultants, trainings, certification, certifying body, etc.)
3. Name of Third Party Certifying Body
4. List of Declared Processes and Improvements Made
5. Scanned Certified True Copy of ISO Certification/Recertification (certified by Records Section)

Please take note that the requested data/documents shall be submitted to the Government Quality Management Committee (GQMC) headed by the Department of Budget and Management (DBM). The submission shall be used in the validation of the ISO 9001:2015 certification requirement for the FY 2019 Performance-Based Bonus (PBB) to be conducted by the DBM-Systems and Productivity Improvement Bureau as validating entity. It shall also be used in updating the List of ISO 9001 Certified Agencies/Offices in the GQMC website and the DepEd website (accessed through the Transparency Seal). A summary list of offices with uploaded Certificates is herein attached as Annex 2. All offices concerned are requested to treat the herein request with utmost urgency.

Tracking Number:

BHROD-OED/Munas

Offices and schools undertaking certification preparations must submit an updated report and the scanned Certified True Copy of ISO Certification upon completing the certification process.

To facilitate submissions, ROs shall consolidate and submit all accomplished forms and Certifications/Recertifications from SDOs and schools under their supervision on or before the following deadlines:

Document	Deadline
Certifications/Recertifications	September 25, 2019
Forms accomplished by the RO	
Forms accomplished by SDOs	September 27, 2019
Forms accomplished by schools	

Consolidated submissions must be transmitted through email to the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) at bhrod.oed@deped.gov.ph.

Rest assured that all data collected shall be used solely for the aforementioned purposes, in compliance with the prevailing guidelines on data privacy.

For any questions or concerns, please contact BHROD-OED through telephone number (02) 633-5375 or through the aforementioned email.

For immediate action.

GUIDE TO ACCOMPLISHING THE ISO CERTIFIED OFFICES/SCHOOLS SUMMARY FORM

Instructions:

1. **All Regional Offices (ROs), Schools Division Offices (SDOs), and schools that have obtained ISO 9001 Certification/Recertification or are preparing for such certification are required to accomplish the form.**
2. **ROs shall consolidate all submissions.** Please take note of the submission schedule indicated in the memorandum.
3. Submit the scanned copy of the signed "ISO Certified Offices/Schools Summary Form" to the BHRD-OED through email at bhrod.oed@deped.gov.ph. Submissions **should not** include any other documents or attachments (e.g. receipts, procurement documents, contracts, Memorandum of Agreements, etc.). Provide all requested information on the form.

Part 1: Logistics

1. Provide the name of the RO, SDO, or school under the **OFFICE/SCHOOL** column.
2. Indicate the **DURATION** of your ISO journey, from initial preparations to actual date of certification/effectivity.
3. Indicate the company name of the **CONSULTANT/S** who provided the training on ISO 9001 Quality Management.
4. Indicate the **AMOUNT SPENT** on the following:
 - a. Consultancy services
 - b. Workshops, trainings, materials, supply, etc.
 - c. Procurement of Third Party Certifying Body/Certification
5. Indicate the **NAME OF THIRD PARTY AUDITING BODY** who conducted your external audit and certified your QMS.

Part 2: Declared Processes

1. Enumerate all **PROCESSES** declared and the respective **IMPROVEMENTS** made under your office (per division/section) or school. You may add a separate sheet, if necessary.
2. Follow the format prescribed below and ensure that all SDOs are able to accomplish the table.

Part 3: ISO Journey

1. Each RO, SDO, and school shall write a brief narrative of their experience **BEFORE** and **AFTER QMS implementation**. The table is divided into three (3) sections (People, Process, and Purpose) and there are corresponding guide questions for each section. You may add a separate sheet, if necessary.

ISO CERTIFIED OFFICES/SCHOOLS SUMMARY FORM

PART 1: Logistics

NAME OF OFFICE/SCHOOL	DURATION		NAME OF CONSULTANT/S (Company Name)	AMOUNT SPENT			NAME OF THIRD PARTY AUDITING BODY
	Start of Preparation (month/year)	Date of Certification/ Effectivity		Trainings/ Consultancy Services	Workshop/ Meeting Expenses (materials, supplies, etc)	Third Party Auditing Body/ Certification	

PART 2: Declared Processes

Name of Division or Section in RO/SDO, or Name of School	Process	Improvements
	<ul style="list-style-type: none"> • Process 1 • Process 2 • Process 3 	<ul style="list-style-type: none"> • Improvement 1 • Improvement 2 • Improvement 3
	<ul style="list-style-type: none"> • Process 1 • Process 2 • Process 3 	<ul style="list-style-type: none"> • Improvement 1 • Improvement 2 • Improvement 3
	<ul style="list-style-type: none"> • Process 1 • Process 2 • Process 3 	<ul style="list-style-type: none"> • Improvement 1 • Improvement 2 • Improvement 3

PART 3: ISO Journey

<p>1. People What was the general disposition of employees towards their work? towards the goals set by the Region/Division/School? Are employees and offices aware of their own roles and functions as well as the roles and functions of other employees and offices? What was their interaction like?</p>	<p><u>Before QMS</u></p>	<p><u>After QMS</u></p>
<p>2. Process How did employees and offices perform their functions? Were they guided through orientation/onboarding or by any other reference on office operations? How did your office measure the effectivity and efficiency of your programs, projects, and activities (PAPs) and other operations?</p>	<p><u>Before QMS</u></p>	<p><u>After QMS</u></p>

3. Purpose
 Are employees and offices aware of and knowledgeable on the directions and goals of the entire agency and of their respective RO, SDO or School? Are they aware of how their actions/work affect or contribute to the overall goal of the agency? Are they aware of their impact on all stakeholders?

<u>Before QMS</u>	<u>After QMS</u>

4. Indicate the *facilitating and hindering factors* as well as *challenges* that your office encountered throughout your ISO Journey.

FACILITATING	HINDERING	CHALLENGES

Prepared by:

Regional Quality Management Representative
 (Full Name and Signature)

Approved by:

Regional Director/Schools Division Superintendent
 (Full Name and Signature)

LIST OF DEPED ISO CERTIFIED OFFICES

The DepEd offices with ISO Certificates uploaded in the official DepEd website (<http://www.deped.gov.ph>) are as follows:

Cordillera Administrative Region (CAR)	National Capital Region (NCR)
Regional Office	SDO Las Piñas SDO Parañaque SDO San Juan City SDO Makati City
Region 1	Region 2
SDO Dagupan City SDO Laoag City SDO Ilocos Norte SDO San Carlos City and 75 schools	Regional Office SDO Qurino SDO Ilagan City SDO Tuguegarao City SDO Cagayan SDO Isabela SDO Cauayan SDO Santiago SDO Batanes SDO Nueva Vizcaya
Region 3	Region 4A
Regional Office SDO Aurora SDO Balanga SDO Bataan SDO Bulacan SDO Cabanatuan City SDO San Fernando City SDO San Jose City SDO Tarlac Province SDO Zambales	Region IV-A SDO Bacoor SDO Cavite SDO Quezon SDO Dasmariñas Tagaytay Science High School SDO Calamba City SDO Imus City SDO Laguna
Region 5	Region 8
Regional Office	Regional Office
Region 10	Region 11
Regional Office	Davao City National High School

[Urgent] Request for ISO Certification/Recertification Data

Undersecretary for Governance <usec.governance@deped.gov.ph>

Wed, Sep 18, 2019 at 10:38 AM

To: "RD IV-B Benjamin D. Paragas" <bdparagas@ymail.com>, "RD-CAR May B. Eclar" <mbeclar51060@gmail.com>, RD-I Malcolm Gamma <malcolm.gamma@deped.gov.ph>, RD-II Estela Cariño <estela_23@yahoo.com>, RD-III Nicolas Capulong <nicolas.capulong@deped.gov.ph>, RD-IVA Carlito Rocafort <carlito.rocafort@deped.gov.ph>, RD-IX Isabelita Borres <isabelita.borres@deped.gov.ph>, RD-NCR Wilfredo Cabral <wilfredo.cabral@deped.gov.ph>, RD-V Gilbert Sadsad <ord.depedro4b@gmail.com>, RD-VI Gemma Ledesma <sds_ledesma@yahoo.com>, RD-VII Salustiano Jimenez <zaldztian@yahoo.com>, RD-VIII Ramir Uytico <druytico@yahoo.com>, RD-X Allan Farnazo <allanfarnazo@yahoo.com>, RD-XI Evelyn Fetalvero <evelyn_fetalvero@yahoo.com>, RD-XII Arturo Bayocot <anglebar258@yahoo.com>, RD-XIII CARAGA <caraga@deped.gov.ph>

Cc: DepEd Cordillera Administrative Region <car@deped.gov.ph>, DepEd I Ilocos Region <region1@deped.gov.ph>, DepEd II Cagayan Valley Region <region2@deped.gov.ph>, DepEd III Central Luzon <region3@deped.gov.ph>, DepEd IVA CALABARZON <record.calabarzon@deped.gov.ph>, DepEd IVB CALABARZON <region4a@deped.gov.ph>, DepEd IVB MIMAROPA <mimaropa.region@deped.gov.ph>, DepEd IX Zamboanga Peninsula <region9@deped.gov.ph>, DepEd National Capital Region <depedncrph@gmail.com>, DepEd National Capital Region <region5@deped.gov.ph>, DepEd VI Western Visayas <region6@deped.gov.ph>, DepEd VII Central Visayas <region7@deped.gov.ph>, DepEd VIII Eastern Visayas <region8@deped.gov.ph>, DepEd X Northern Mindanao <region10@deped.gov.ph>, DepEd XI Davao Region <region11@deped.gov.ph>, DepEd XII Soccsksargen <region12@deped.gov.ph>

Dear RDs,

Good day!

Please see attached a formal request for **data on field offices/schools that have completed or are preparing for ISO 9001 certification/recertification**. Please take note that the requested data/documents shall also be submitted to the Government Quality Management Committee (GQMC) headed by the Department of Budget and Management for the **validation of the ISO 9001:2015 certification requirement for FY 2019 PBB** and updating of the List of ISO 9001 Certified Agencies/Offices in the GQMC website as well as the DepEd website.

The deadline set by the GQMC was on 16 September 2019. However, we have requested for an extension of the deadline to September 25, 2019 for the Regional Offices and September 27, 2019 for the SDOs and schools. In this regard, may we request that **the matter be treated with utmost urgency**.

Kind regards,

Sue Quirante
Executive Assistant

OFFICE OF THE UNDERSECRETARY FOR PLANNING, HUMAN RESOURCE & ORGANIZATIONAL DEVELOPMENT, AND FIELD OPERATIONS


Department of Education
Rizal Bldg., DepEd Complex, Meralco Ave., Pasig City
633-7206 / 631-8494

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3 attachments

 [DM] Request for ISO Certification Data.pdf
419K

 [DM] Request for Data on ISO certified field offices_Annex 1_final.docx
31K

 [DM] Request for Data on ISO certified field offices_Annex 2_final.docx
20K