



Republic of the Philippines
Department of Education
 REGION III - CENTRAL LUZON
 SCHOOLS DIVISION OFFICE - SCIENCE CITY OF MUÑOZ

March 15, 2021

DIVISION MEMORANDUM

No. 104, s. 2021

DIVISION QUALITY MANAGEMENT SYSTEM (QMS) STRUCTURE

To: Assistant Schools Division Superintendent
 SDO Unit Heads
 All Others Concerned

1. In compliance with DepEd Order No. 9, s.2021: Institutionalization of Quality Management System in DepEd, this division adopts the prescribed one QMS structure composed of the Top Management, a Quality Management Representative, a QMS Secretariat, Internal Quality Audit Team (IQAT), Risk Management Team (RMT), Knowledge Management Team (KMT), Training and Advocacy Team and Quality Workplace Team.
2. To ensure adherence to ISO 9001: 2015 standards and all other provisions of the aforementioned DepEd Order, the following personnel are designated as members of the QMS Structure including their respective Terms of Reference (TOR), to wit:

| <u>Top Management</u> | <u>Terms of Reference (TOR)</u> |
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| <p>DANTE G. PARUNGAO, CESO VI <i>Officer-in-Charge</i> <i>School Division Superintendent</i></p> <p>ZUREX T. BACAY, PhD <i>Asst. Schools Div. Superintendent</i></p> | <ol style="list-style-type: none"> i. Lead the establishment, implementation, and monitoring of QMS in the division; ii. Establish, communicate and embody the Quality Policy Statement; iii. Ensure effectiveness of the QMS using risk-based thinking and risk management; iv. Ensure that quality objectives set are aligned with DepEd's strategic direction, through RPMS; v. Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders; vi. Determine and provide necessary resources needed to implement and sustain QMS implementation vii. Lead and conduct Management Review (MR) at least once every quarter; viii. Ensure that constitutional mandates, statutory and regulatory requirements are met; and ix. Designate the Quality Management Representative (QMR). |

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| <p><u>Quality Management Representative (QMR)</u></p> <p>ZUREX T. BACAY, PhD <i>Asst. Schools Div. Superintendent</i></p> <p>Deputy QMR</p> <p>WINNIE W. POLI <i>EPS-CID</i></p> | <p><u>Terms of Reference (TOR)</u></p> <ol style="list-style-type: none"> i. Communicate the importance of having QMS in DepEd; ii. Oversee the implementation and take accountability for the effectiveness of the QMS; iii. Ensure the conformance of the QMS to the requirements of ISO 9001; iv. Ensure the integrity and effectiveness of the QMS; v. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management; vi. Reports audit results, identifies targets, opportunities for improvement and other QMS – related matters to the Top Management; vii. Ensure integration of QMS requirements into DepEd’s business processes; viii. Promote continuous improvement of the QMS and processes of the agency; and ix. Engage, direct and support QMS Teams and its members to contribute to the effectiveness of the QMS x. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management Team; and xi. Act as liason of the division with external parties on matters relating to QMS. |
| <p><u>Quality Management System (QMS) Secretariat</u></p> <p>JONNADEL S PATONONA <i>Project Development Officer I, SGOD</i></p> | <p><u>Terms of Reference (TOR)</u></p> <ol style="list-style-type: none"> i. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS; ii. Provide technical and administrative support to successfully implement the QMS; iii. Coordinate QMS-related activities in their respective offices; iv. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS; v. Facilitate the delivery of specific outputs in line with the QMS; vi. Assist the QMR in communicating with external parties on QMS-related matters; and vii. Provide feedback and updates on QMS-related matters to the QMR. |

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| QMS TEAMS | |
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| <p><u>Risk Management Team (RMT)</u></p> <p style="text-align: center;">Leader LARRY B. ESPIRITU, PhD <i>Chief ES – CID</i></p> <p style="text-align: center;">Co-Leader BERNARDO A. GARGABITE, EdD <i>Chief ES – SGOD</i></p> <p style="text-align: center;">Members FHRIESSY CRUZ S. BERMUDA, II <i>Administrative Officer V</i> JOMEL V. MANGAWANG <i>Accountant III</i> MINDA V. MNAGLINDAN <i>Admin. Officer V/Budget Officer III</i> ENGR. MARLON C. SIMINIG <i>Planning Officer III-SGOD</i> EMALYN R. MAGLANOC <i>Admin. Officer IV-Cash Unit</i> CYRIL S. TALUSAN <i>EPSp – SGOD</i> GENALYN B. TANGONAN, PhD <i>Principal IV</i></p> | <p style="text-align: center;">Terms of Reference (TOR)</p> <ol style="list-style-type: none"> i. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Clients Complaints Procedure in the PAWIM; ii. Ensure reporting, analysis, monitoring and evaluation of Clients Satisfaction results; iii. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per Office; iv. Provide feedback and update to the QMR on the status of risk assessment and action plans; v. Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and vi. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRf. |
| <p><u>Knowledge Management Team (KMT)</u></p> <p style="text-align: center;">Leader MARY QUEEN P. ORPILLA PhD <i>EPS – CID</i></p> <p style="text-align: center;">Co-Leader AUGUSTO A. MATEO <i>EPS – CID</i></p> <p style="text-align: center;">Members NELIE D. SACMAN, PhD <i>EPS – CID</i> MELODY E. GALINGAN <i>EPS – CID</i> JOHANN M. TABING <i>ITO</i> AARON SOBREVILLA <i>Administrative Assistant III</i> JHON F. DEL MUNDO <i>Principal III</i></p> | <p style="text-align: center;">Terms of Reference (TOR)</p> <ol style="list-style-type: none"> i. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM; ii. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented; iii. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents; iv. Oversee activities related to managing organizational knowledge and setting document management standards; and v. Provide feedback to the QMR on the status of the control documents and records. |

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| <p><u>Internal Quality Audit Team</u> (IQAT)</p> <p>Leader: WINNIE W. POLI <i>EPS – CID</i></p> <p>Co- Leader LAMBERTO P. CORPUZ <i>SEPS - SGOD</i></p> <p>Members MARIANNE C. CORONEL, MD <i>Medical Officer III- SGOD</i> JAYSON V. FLORES, DMD <i>Dentist II - SGOD</i> JOEL G. DIZON <i>SEPS - SGOD</i> CHARMAINE ELJIE R. RAYOS, RN EVANGELINE BAUTISTA, RN SYDORE I. ARIMBUYUTAN, RN <i>Nurse II</i> Engr. ALVIN D. TANGONAN <i>Senior Technical Assistant II</i> EMILY I. FERNANDEZ, PhD <i>Principal IV</i> EMMANUEL D. ALVAREZ <i>Principal IV</i> PEPITO D. DE GUZMAN <i>Principal IV</i> MICHELLE T. JAYME <i>Principal II</i> AILEEN G. MACTAL <i>Principal I</i> ROWENA D. ORDOÑEZ <i>Principal IV</i> MELANIE AQUINO <i>Principal I</i></p> | <p><u>Terms of Reference (TOR)</u></p> <ol style="list-style-type: none"> i. Implement and refer to the latest version of the Internal Quality Audit procedure in the PAWIM; ii. Undergo Training on ISO 19011 (Guidelines for Auditing Management System); iii. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001; iv. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit; v. Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities raised during the Internal Quality Audits; and vi. Provide the findings of the IQA through the audit summary report and status of Request for Action (RFA) to the QMR as an input to the Management Review. |
| <p><u>Training and Advocacy Team</u> (TAT)</p> <p>Leader MERCEDITA D. SALDERO <i>EPS – CID</i></p> <p>Co- Leader LEOVAL DG. DELA CRUZ <i>SEPS - SGOD</i></p> <p>Members RODOLFO A. DIZON, PhD <i>EPS – CID</i> ZORAIDA F. ESPINO, PhD</p> | <p><u>Terms of Reference (TOR)</u></p> <ol style="list-style-type: none"> i. Orient employees and disseminate information on QMS-related matters such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy; ii. Capacitate employees on the development of their Operations Manuals and Planning documents iii. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS for plan and coordinate effective |

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| <p><i>EPS – CID</i></p> <p>STELLA MARIE C. DUMALE <i>Administrative Officer IV</i></p> <p>ALVIN B. RAMIREZ <i>Administrative Assistant III</i></p> <p>MARICHELE M. MERCULIO <i>Principal IV</i></p> | <p>deployment and efficient use of QMS training and materials;</p> <p>iv. Plan and coordiante effective deployment and effective use of QMS training and materials;</p> <p>v. Develop and dissiminate IEC materials to strengthen awareness on QMS and weild a cultre of continuos improvement; and</p> <p>vi. Provide feedback and updates to the QMR on the status of QMS-related training and awareness.</p> |
| <p>Quality Workplace Team (QWT)</p> <p>Leader</p> <p>WINNIE S. VALDEZ <i>Administrative Officer II</i></p> <p>Co- Leader</p> <p>JERRY I. CARRIDO <i>Administrative Aide VI</i></p> <p>Members</p> <p>JENNIELLE ANNE B. NARCA <i>Administrative Assistant III</i></p> <p>NOVALYN C. RODOLFO, PhD <i>Principal II</i></p> | <p>Terms of Reference (TOR)</p> <p>xii. Ensure consistnt implementation of Quality Workplace Standards;</p> <p>xiii. Colaborate with concerned office/personnel to ensure a conducive and safe work/environement to improve productivity;</p> <p>xiv. Monitor and evaluate cleanliness, orderliness, and safety at the workplace in conformance to the Quality Workplace Standards to be issued separately; and</p> <p>xv. Provide feedbacks and updates to the QMR on the status of workplace management.</p> |

3. Immediate and wide dissemination of this Memorandum is enjoined.

DEP - ED
 SCIENCE CITY OF MUÑOZ

RELEASED
 MAR 16 2021

By:

DANTE G. PARUNGAO, CESO VI
 Officer – In - Charge
 Office of the Schools Division Superintendent



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