



Republic of the Philippines  
**Department of Education**  
REGION VIII - EASTERN VISAYAS

August 7, 2020

**REGIONAL MEMORANDUM**

No. **409**, s. 2020

**ACCOMPLISHMENT OF THE ONLINE SURVEY FORMS ON THE EFFECTS OF DEPED  
REGIONAL OFFICE VIII INTERNATIONAL ORGANIZATION FOR STANDARDIZATION  
(ISO) CERTIFICATION**

To: Schools Division Superintendents  
All Others Concerned

1. Keeping an environment of continuous improvement in the delivery of services even in this time of the pandemic, this Office, through the Field and Technical Assistance Division (FTAD), requests all the internal and external stakeholders to accomplish the Online Survey Forms on the Effects of DepEd Regional Office VIII being an International Organization for Standardization (ISO) certified agency by accessing the link: <http://deped.in/ISOeffectssurveyform> not later than August 12, 2020.
2. This initiative of the Quality Management System (QMS) - Capability Building Team (CBT) serves as an online feedback mechanism to align its efforts to the transactions and services which are virtually done and delivered to the customers during these challenging times.
3. For inquiries, Dr. Alejandrino L. Yman, Chief, FTAD, may be reached at **09171893151** or through email at [ftad.region8@deped.gov.ph](mailto:ftad.region8@deped.gov.ph).
4. Immediate dissemination of and compliance with this Memorandum are desired.

**RAMIR B. UYTICO EdD, CESO IV**

Director IV

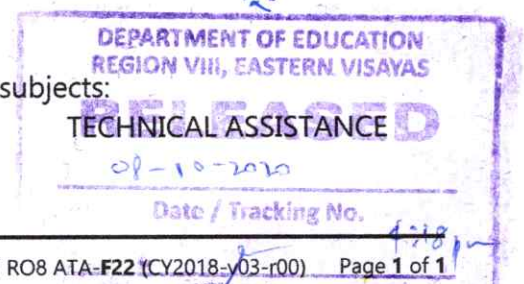
Enclosures: None

References: None

To be indicated in the Perpetual Index under the following subjects:

CUSTOMER SATISFACTION

ISO



# Effects on the Implementation of ISO 9001:2015 QMS of DepEd RO VIII

This a gathering tool relative to our services as ISO certified agency.

Kindly rate the following using the scale below:

5- Excellent

4-Very Satisfactory

3-Satisfactory

2-Needs Improvement

1-Poor

\* Required

1. Name of the Customer (Optional)

.....

2. Position \*

.....

3. Agency \*

.....

4. Date of Transaction

*Example: January 7, 2019*

5. RO Division/Section/Unit where transaction happened \*

.....

6. Are you aware that DepEd RO VIII is an International Organization for Standardization ( ISO) certified agency? \*

*Check all that apply.*

- Yes  
 No  
 Not sure of it

7. Have you heard positive and significant ISO experiences from our Regional Director, Asst. Regional Director, FD Chiefs, and other RO personnel during some events/activities ? \*

*Check all that apply.*

- Yes  
 No  
 Not sure of it

8. Are the experiences above encourage/motivate you to benchmark and eventually embark ISO certification in your own organization? \*

*Check all that apply.*

- Yes  
 No  
 Not sure of it

9. How satisfied are you in terms of the employee's courtesy /politeness, fairness, friendliness, and willingness to provide service? \*

*Check all that apply.*

- 5- Excellent  
 4-Very Satisfactory  
 3-Satisfactory  
 2-Needs Improvement  
 1-Poor

10. How satisfied are you in terms of the provision of culture-based, localized, and contextualized curricula? \*

*Check all that apply.*

- 5- Excellent  
 4-Very Satisfactory  
 3-Satisfactory  
 2-Needs Improvement  
 1-Poor  
 Not applicable

Other:

11. How satisfied are you in terms of the competence (empowerment and innovativeness) of the RO and SDO personnel ? \*

*Check all that apply.*

- 5- Excellent  
 4-Very Satisfactory  
 3-Satisfactory  
 2-Needs Improvement  
 1-Poor

12. How satisfied are you in terms of the response time to your transaction? \*

*Check all that apply.*

- 5- Excellent  
 4-Very Satisfactory  
 3-Satisfactory  
 2-Needs Improvement  
 1-Poor

13. How satisfied are you in terms of outcome of the services provided? \*

*Check all that apply.*

- 5- Excellent
- 4-Very Satisfactory
- 3-Satisfactory
- 2-Needs Improvement
- 1-Poor

14. How satisfied are you in terms of the information given? \*

*Check all that apply.*

- 5- Excellent
- 4-Very Satisfactory
- 3-Satisfactory
- 2-Needs Improvement
- 1-Poor

15. Overall, how satisfied are you in terms of the quality of services provided? \*

*Check all that apply.*

- 5- Excellent
- 4-Very Satisfactory
- 3-Satisfactory
- 2-Needs Improvement
- 1-Poor

16. What other comments/suggestions would you like to give? \*

---

---

---

---

---

---

---

---

---

---

17. Thank you so much!

.....

This content is neither created nor endorsed by Google.

Google Forms