



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

January 6, 2023

OFFICE MEMORANDUM

No. **015**, s. 2023

To: Assistant Regional Director
 Regional Office Division Chiefs
 Quality Management Representatives
 Chairperson and Co-Chairperson of QMS Teams
 QMS Secretariat Chairperson and Co-Chairperson
 Unit and Section Heads
 All Others Concerned

**PREPARATION AND SUBMISSION OF THE OPERATIONS MANUAL AND
 PLANNING DOCUMENTS PER REGIONAL FUNCTIONAL DIVISION**

1. With reference to DepEd Order No. 09, s. 2021 (Institutionalization of a Quality Management System in the Department of Education) and DepEd Memorandum No. 14, s. 2022 (The DepEd Quality Management System Manual and Procedures and Work Instructions Manual) and as an offshoot of the agreements firmed up during the Orientation on the National Quality Management System (NQMS) for the Regional Office's Personnel and Schools Division Offices' QMS Focal Persons held on December 19-21, 2022, this Office requires all Regional Functional Divisions (RFDs) to prepare and submit their respective Operations Manual (OM) on Quality Control Procedures and Planning Documents.
2. The aforementioned documents shall ensure continued suitability and adequacy of the implementation of the QMS and in preparation for the readiness assessment scheduled in March 2023. The said documents shall be submitted to Ms. Mercedes D. Sarmiento, Chairperson of Knowledge Management Team (KMT), on or before February 6, 2023.
3. Attached for reference in crafting or organizing the said documents are the following:
 - a) Guide in Crafting Operations Manual; and
 - b) Guide in Planning Documents.
4. All other materials can be accessed through the link: bit.ly/DepEdNQMS.



Government Center, Candahug, Palo, Leyte
 (053) 832-2997 | region8@deped.gov.ph
ISO 9001:2015 Certified

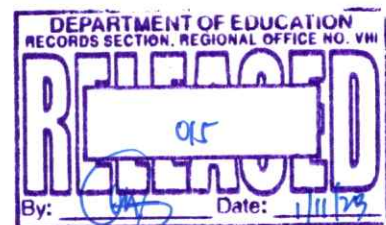
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5. Immediate dissemination of and strict compliance with this Memorandum are desired.


EVELYN R. FETALVERO, CESO IV
✓ Regional Director ✓

PPRD-TCPJ





DEPARTMENT OF EDUCATION

GUIDE IN CRAFTING OPERATIONS MANUAL

Integrated Operations Manual

- I. Introduction
- II. Organization Structure, Office Functions and Job Summary
- III. Legal Bases and References
- IV. Definition of Terms and List of Acronyms
- V. Quality Control Plans
- VI. Forms and Templates

I. Introduction

- covers brief description of the
Bureau/Service in general

I. Introduction (**SAMPLE ONLY**)

The Bureau of Curriculum Development shall primarily be responsible for the development and management of the national education policy framework on Curriculum Development and Management for the Department. It shall have two divisions focusing on Curriculum Standards and Special Curricular Programs.

The Curriculum Standards Division shall take the lead in formulating the national curriculum standards for basic education appropriate for all types of learners. The division shall conduct research on the basic education curriculum for the continuous improvement in education as the basis for policy development. It shall also be responsible for formulating the standards and guidelines on curriculum localization including time allotment per learning area. In relation to this, the Division shall also provide technical assistance to the field offices in designing and managing the curriculum localization process.

The Specialized Curricular Programs Division shall take charge of the design and development of special curriculum programs that address national and global thrusts appropriate for all types of learners (e.g. special science and math, arts, vocational-technical education, SPED, IPs, Madrasah, etc.). It shall be responsible for the formulation and implementation of enabling policies and standards for these programs that should be appropriate for all types of learners.

*Reference: RatPlan Document

II. Organization Structure, Office Functions and Job Summary

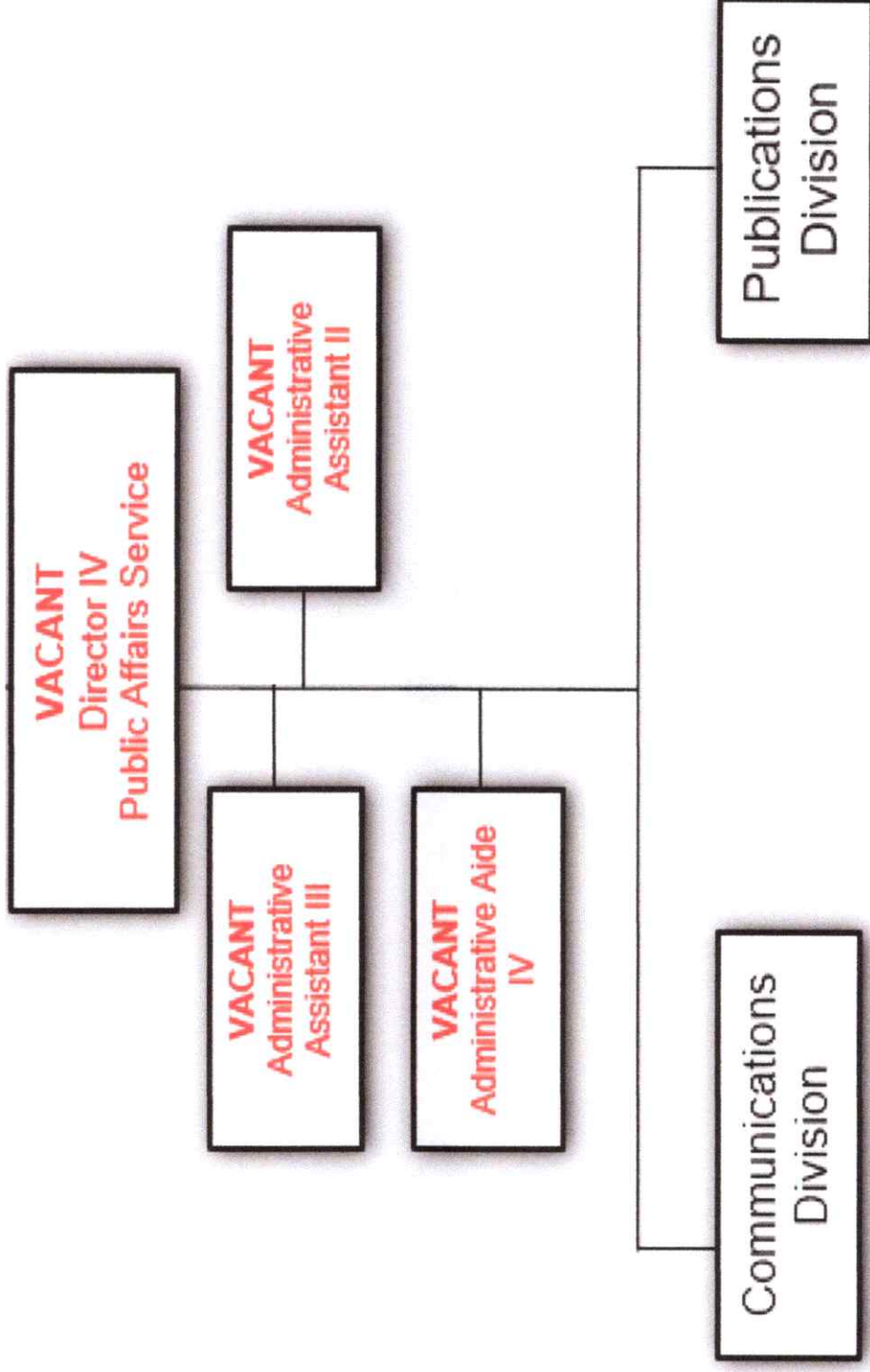
- Service level
- Division level

*Office functions should include job summary of personnel and TOR of COS

Bureau/Service Organizational Structure

Office of the Director

(SAMPLE ONLY)



Statement of Purpose
 The Public Affairs Service provides stakeholders with National Communications and Publications Framework containing policy standards on ensuring quality assurance or clearing house of all prints and multimedia (non-print) materials before public release with an end goal of projecting positive public image of the Department.

Outcomes
 1. Stakeholders are responsible and responsive recipients of information, media releases, and policy standards on educational reforms through the Department's programs, activities and projects.

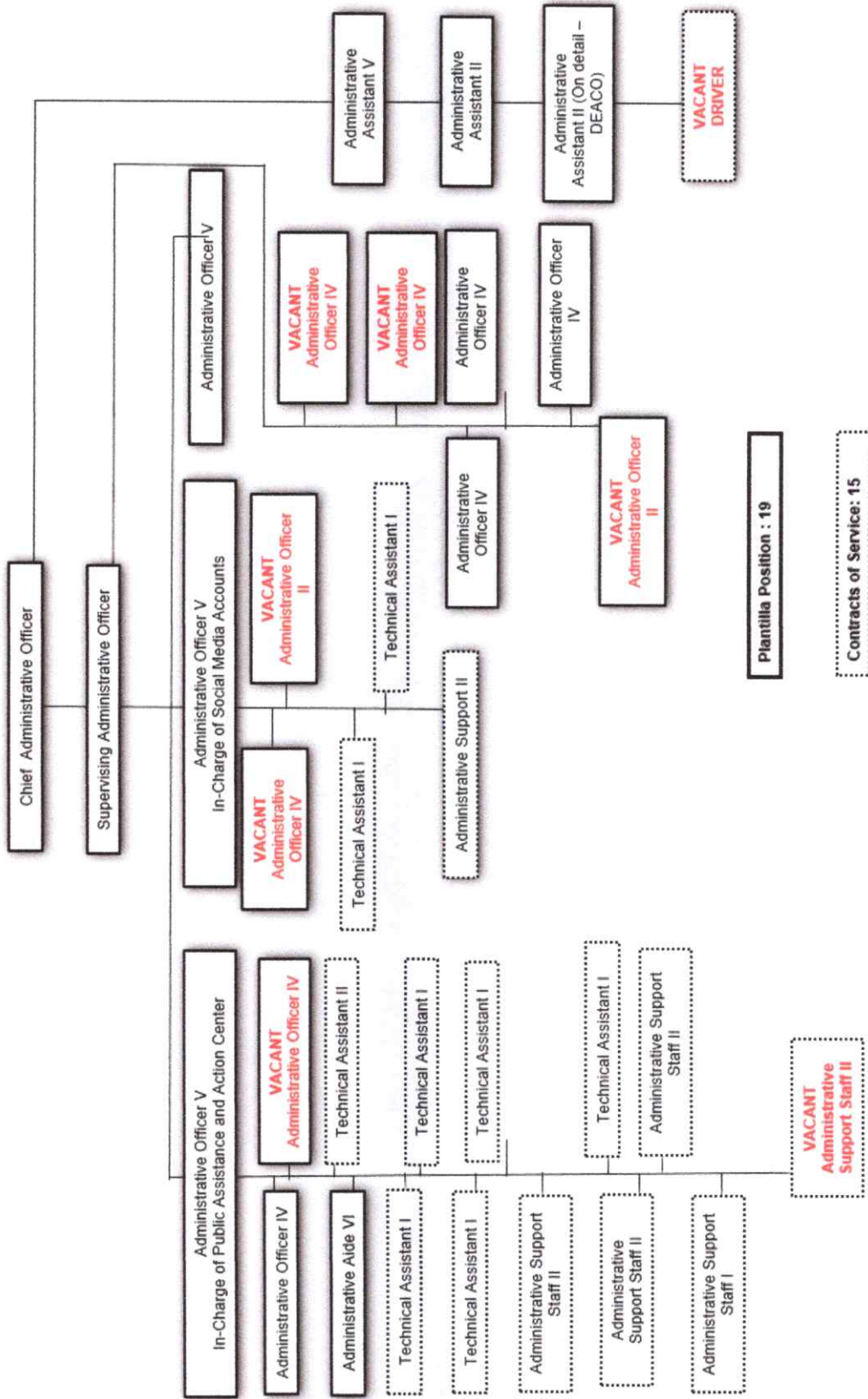
Outcome Indicators

Key Results Areas	Objectives	Key Performance Indicators	Outputs	Output Indicators
Performance Management	To ensure PAS personnel and staff have developed competencies to deliver their PAS functions	No. of personnel/staff oriented and re-oriented regarding PAS functions	Increased personnel/staff knowledge of their competencies	
	To ensure PAS staff have developed and further enhanced skills needed in delivering PAS function	No. of staff retooled and trained	Increased staff productivity and engagement	
Strategic Direction of PAS	To direct the of PAS personnel and staff on functions of the communications and publications divisions based on the DepEd Order No. 52, s. 2015	No. of PAS personnel and staff are effectively oriented on their respective functions	Effective management of PAS personnel and staff	

Bureau/Service		Public Affairs Service		Division/Unit	Office of the Director
Office Key Result Area					
1. Performance Management					
1. Strategic Direction of PAS					
1. Policy Formulation					
1. Office Management					
1. Public Assistance					
JD Number	Position	Job Summary	Key Result Area	Reports to	Position Supervised
	Director IV	The position is responsible for developing, implementing, and evolving integrated communications strategy that will allow DepEd to inform, engage, and retain its varied partners, increase awareness of the Department's work, and support fundraising efforts. The Director is responsible in managing all internal and external communications throughout the Department including digital and social media strategies, as well as public relations and media relations. The Director manages all communications staff, and community relations team members to ensure adequate and appropriate messaging. The Director works closely with the Assistant Secretary to ensure messaging is projected to organizational standards, throughout all possible resources.	<ul style="list-style-type: none"> Communications Division Public Assistance Action Center Publications Division Planning Performance Management People Management Management Reports Management of Finance and Administrative Matters Secondary Duties 	Assistant Secretary/As designated by the Department Secretary	Chief Administrative Officer – Communications Division, Chief Administrative Officer – Publication Division
	Administrative Assistant III	This position is responsible for providing assistance to the Director in the delivery of prompt and quality administrative and clerical support to the Office of the Director in accordance with the Department's policies and procedures.	<ul style="list-style-type: none"> Secretariat Reception Records Management Office Supplies and Inventory Timekeeping Monitoring Secondary Duties 	Director IV	

Division Organizational Structure

PUBLIC AFFAIRS SERVICE – COMMUNICATIONS DIVISION 2019 (OO-OSEC-2019-007)



Name of Office: Publications Division (SAMPLE ONLY)
 Bureau/Service: Public Affairs Service
 Strand: Strategic Management – Central Office

Statement of Purpose

The Public Affairs Service–Publications Division (PAS–PD) engages the Central, Regional, and Schools Division Offices, schools, and the general public to make informed decisions and take appropriate actions through quality, relevant, and timely release of official issuances, requested print materials and non-print (multimedia production and creative solutions) technical supports as aligned with the strategic directions and priorities of the Department.

Outcomes

Outcomes Indicators

1. All DepEd offices utilize quality assured and timely official issuances and print materials in support of implementing programs, projects, and activities	1. 100% of DepEd offices are consistently provided with quality assured and timely DepEd issuances and print materials
2. All DepEd offices avail and utilize quality assured, relevant, and timely non-print creative solutions to the programs, activities and projects in support of implementing programs, projects, and activities	1. 100% of DepEd offices are consistently availing and utilizing quality assured, relevant, and timely non-print creative solutions
3. The general public access quality, relevant, and timely education information that warrant transparency of data disseminated	1. Percent increase in website traffic on uploaded DepEd issuances; 100% of education information accessed by the general public meet the national standards and guidelines

Key Results Areas	Objectives	Outputs	Output Indicator
Publications Styling, Formatting, and Branding Standards	To formulate a national framework and masterplan that guides the operation of the Publication division on styling, formatting, and providing print and nonprint services, and dissemination of official issuances	National framework and masterplan	% of contents of the national framework master plan formulated
	To review existing policies on styling, formatting, and branding for possible updating	Updated DepEd Orders and Guidelines	No. of DepEd Orders and Guidelines reviewed and updated

Office Key Result Area

1. Publications Styling, Formatting, and Branding Standards
2. Quality Assurance of Official Issuances
3. Management of Work and Financial Funds
4. Publications and Multimedia Materials Management
5. Publication Materials and Multimedia Production
6. Technical Assistance in styling and formatting standards of official issuances, Branding and Service Manuals, and other related materials

JD Number	Position	Job Summary	Key Result Area	Reports to	Position Supervised
	Chief Administrative Officer	<p>The position is responsible for managing the team that will develop and implement the protocols and guidelines for styling, formatting of agency issuances, documentation and branding concerns for the department. The position manages the tracking and documentation of all issuances and materials and is responsible for ensuring the multimedia support to the department.</p> <p>It also includes the management of the day-to-day activities of the division as well as the supervision, development of team's skills in the performance of their roles. Leads and manages the work of the team that will help ensure that the Division has the resources, technical assistance and ability to implement programs and projects, and monitor and evaluate them.</p>	<ul style="list-style-type: none"> • Publications Planning Performance Management People Management Management Reports Management of Finance and Administrative Matters • Secondary Duties 	Director IV	Supervising Administrative Officer
	Supervising Administrative Officer	<p>The position is responsible for supervising the team that will develop and implement the protocols and guidelines for styling, formatting of agency issuances, documentation and branding concerns for the department. The position helps the Chief Administrative Officer manage the tracking and documentation of all issuances and materials and is responsible for ensuring</p>	<ul style="list-style-type: none"> • Publications Planning Performance Management People Management Management Reports Management of 	Chief Administrative Officer	Administrative Officer V

Legal Bases and References

III. Legal Bases and References (combined) (SAMPLE ONLY)

Recruitment, Selection, Placement, and Induction

- CSC Memorandum Circular (MC) No. 14, s. 2018, 2017 Omnibus Rules on Appointment and Other Human Resource Actions, Revised July 2018
- DO 19, s. 2016, Guidelines on the Organizational Structures and Staffing Patterns of Stand-Alone and Integrated Public Senior High Schools (SHS)
- DepEd Order (DO) No. 29, s. 2002, Merit Selection Plan of the Department of Education

Teachers

- DO 51, s. 2017, Amended Qualification Standards for Senior High School Teaching Positions in the Technical-Vocational-Livelihood Track and Other Clarifications on the Hiring Guidelines
- DO 42, s. 2017, National Adoption and Implementation of the Philippine Professional Standards for Teachers
- DO 50, s. 2016, Hiring Guidelines for Teacher I Positions in Schools Implementing Indigenous Peoples Education Effective School Year 2016-2017
- DO 49, s. 2016, Guidelines on Hiring Contractual (Full-Time and Part-Time) Teachers in Senior High School
- DO 32, s. 2016, Addendum to DepEd Order 3, s. 2016
- DO 27, s. 2016, Qualification Standards (QS) for Senior High School (SHS) Teaching Positions in the Department of Education (DepEd)
- DO 9, s. 2016, Reinforcement of DepEd Order Nos. 7 and 22, s. 2015 as the Hiring Guidelines for Kindergarten to Grade 10 Teaching Positions
- DO 3, s. 2016, Hiring Guidelines for Senior High School (SHS) Teaching Positions Effective School Year (SY) 2016-2017
- DO 22, s. 2015, Hiring Guidelines for the Remaining Teaching Positions Effective School Year (SY) 2015-2016
- DO 7, s. 2015, Hiring Guidelines for Teacher I Positions Effective School Year (SY) 2015-2016
- DO 14, s. 2014, Revised Guidelines on the Hiring of Teacher I positions Based on BESRA
- Unnumbered Memorandum dtd. 20 March 2014, Directive to Discontinue the Hiring of Teachers Using LGU/LSB Funds
- DO 37, s. 2012, Addendum to DO Nos. 12 & 25, s. 2012 (Contractual/Job Order)

III. Legal Bases and References (combined) (SAMPLE ONLY)

•Compensation and Benefits

- I. Fixed Compensation
 - a. Presidential Decree 851 (Basic Salary)
 - b. CSC-DBM Joint Circular No. 1, s. 2012 (Step Increment)
 - c. DepEd Memorandum No. 97, s. 2017 (Proportional Vacation Pay (PVP))
 - d. DBM-Budget Circular No. 2011-2, dated September 26, 2011 (PERA)
 - e. DBM- Budget Circular No. 2011-2, dated September 26, 2011; DBM-Budget Circular No. 2012-1 dated February 23, 2012 (Uniform/Clothing Allowance)
 - f. *DBM-Budget Circular No. 2017-2 dated May 8, 2017 (Mid-Year Bonus (13th month bonus))*
 - g. *DBM-Budget Circular No. 2016-4 dated April 28, 2016 (Year-End Bonus (14th month bonus))*
 - h. *Budget Circular No. 2017-4 December 4, 2017 (Productivity Enhancement Incentive (PEI))*
 - i. *Other related issuances on compensation and benefits*

•Personnel Records

- I. *CSC Omnibus Rules on Leave*
- II. CSC MC No. 8, s. 2007 (Management of 201/120 Files)
- III. CSC MC NO. 1, S. 2011 (Addendum to CSC MC No. 8, s. 2007 on Management of 201/120 Files)
- IV. DepED Records Management Operations
- V. NAP General Circular No. 1 (Rules and Regulations Governing the Management of Public

Definition of Terms and List of Acronyms

IV. Definition of Terms and List of Acronyms (combined) (SAMPLE ONLY)

- **201 Files** - This refers to noncurrent public records of a government office that has thirty (30) years or more retention periods including inactive personnel records.
- A process map is a planning and management tool that visually describes the flow of work. It is also called a flowchart, process flowchart, process chart, functional process chart, functional flowchart, process model, workflow diagram, business flow diagram or process flow diagram. It shows who and what is involved in a process and can be used in any business or organization and can reveal areas where a process should be improved.
- **AWARD** – recognition which may be monetary or non-monetary conferred on individual or group of individuals for ideas, suggestions, inventions, discoveries, superior accomplishments, exemplary behavior, heroic deeds, extraordinary acts or services in the public interest which contribute to the efficiency, economy, improvement in government operations which lead to organizational productivity.
- **Basic Pay** - Includes all remunerations and earnings paid by an employer to an employee for services rendered but does not include allowances and monetary benefits which are not integrated as part of the regular basic pay such as cash equivalent of unused vacation/sick leave credits, overtime pay, premium pay, night differential, holiday pay, cost of living allowance and profit-sharing payments.
- **Continuous Improvement (CI)** – a methodology to continually assess, analyze, and act on the performance improvement of key processes and service delivery, focusing on both stakeholder needs and the desired performance [DepED Order No. 44, s. 2015, Guidelines on the Enhanced School Improvement Planning (SIP) Process and the School Report Card (SRC)]
- **Contract of Service (CoS)** - Contract of Service refers to the engagement of the services of an individual, private firm, other government agency, non-governmental agency or international organization as consultant, learning service provider or technical expert to undertake special project or job within a specific period.

Definition of Terms and List of Acronyms

ADM	Alternative Delivery Mode
AIP	Annual Implementation Plan
ALIVE	Arabic Language and Islamic Values Education
ALS	Alternative Learning System
APP	Annual Procurement Plan
AR	Activity Request
ATC	Authority to Conduct
BDP	Barangay Development Plan
BEIS	Basic Education Information System
BERF	Basic Education Research Fund
BHROD	Bureau of Human Resource and Organizational Development
CBMS	Community-based Monitoring System
CCA	Climate Change Adaptation
CDAP	Career Developers Association of the Philippines
CFSS	Child-friendly School Survey
CGP	Career Guidance Program
CI	Continuous Improvement
CO	Central Office

Integrated Operations Manual

Integrated QCP : RSPI (SAMPLE ONLY)

Source of Inputs	Inputs	Activity	Responsibilities	Outputs	Customer	Controls
(Position Title, Office Name providing the inputs)	(Information, Documents, Materials, etc)	(Main and Sub-activities, Process Steps)	(Position Title/Office Name performing the activity)	(Title of Documents, Service, Products)	(Recipient of outputs)	(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)
CSC	CSC ORA OHRA and other HR policies	(HRD) RSPI Policy Review and Development	HRDD	DepEd-contextualized RSPI Policy (MSP)	HR Units	Approved DepEd-RSPI Policy
Offices	HRDD: RSPI Policy document requirements	(HRM) Recruitment, Selection, Placement, Induction (RSPI) Implementation	PD	Newly appointed employee	DepEd Offices	Approved DepEd RSPI forms
DepEd employees and officials	Appointment Requirements, DepEd HR policies	(HRM) Personnel Records Management	PD	201 Files, Service Cards,	DepEd Offices	DepEd HR Records Forms
DepEd employees and officials	Employee Records, Policies	(HRM) Compensation and Benefits Implementation	PD	Salary and Benefits	DepEd	
		(HRM) Employee Relations				
		(HRD) Performance Management System Implementation				

Specific QCP: OD Intervention Management

Source of Inputs (Position Title, Office Name providing the inputs)	Inputs (Information, Documents, Materials, etc)	Activity (Main and Sub-activities, Process Steps)	Responsibilities (Position Title/Office Name performing the activity)	Outputs (Title of Documents, Service, Products)	Customer (Recipient of outputs)	Controls (Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)
		1. Meeting with requesting office	Requesting Head of Office/ AO V/ PDO III	<ul style="list-style-type: none"> Initial org. assessment data gathered Needs Analysis (NA) Situational Analysis 		<ul style="list-style-type: none"> Minutes of the meeting Acknowledgement of NA Report
Requesting Bureaus/ Offices	<ul style="list-style-type: none"> Request letter for technical assistance on: <ul style="list-style-type: none"> a. Strategic planning b. Team development 	Program/Activity Designing & Simulation Conduct of the program/activity Facilitators assess the immediate effect of the program/activity Participants' feedback/evaluation Team Debriefing Follow-up on the effectiveness of the TA	Administrative Officer V/PDO III AO V/ PDO III AO V/ PDO III AO V/ PDO III PDO IV/V AO V/ PDO III	Schedule of Activities Program/Activity Result Behavioral change Summary of feedback Activity Completion Report FGD Report	Program Design Requesting Bureaus/ Service/ Offices Requesting Bureaus/ Service/ Offices	Program Design Memo to conduct the activity Evaluation Form Activity Completion Report Monitoring & Evaluation Report

Forms and Templates

DepEd Order
DepEd Memorandum
Official Secretary/Undersecretary Letter
Travel Authority
Notice of Meeting
Minutes of the Meeting
Official Business and Appointment Requests
Document Tracking System
Complete Staff Work
Acknowledgement Receipt
Referral Note/Slip



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

NAME OF STRAND/REGION/SDO/SCHOOL

TABLE OF CONTENTS

- A. Title Page
- B. Introduction (Purpose, coverage, process of development)
- C. Organizational Structure and Office Functions
- D. Legal Bases and References
- E. Definition of Terms and Acronyms
- F. Quality Control Plans (One Section per Process/Service)
- G. Forms/Templates

Prepared by:

Approved by:

NAME

CO/RO/SDO: Division Chief
School: Process Holder

NAME

CO: Bureau/Office/Service Director
RO: Regional Director
SDO: Schools Division Superintendent
School: School Head

REGION/
SDO/
SCHOOL
LOGO

Address:
Telephone Nos.:
Email Address:
Website:

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QMS
LOGO



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

NAME OF STRAND/BUREAU/SERVICE/REGION/SDO/SCHOOL

BUREAU/SERVICE/ REGION/SCHOOLS DIVISION/SCHOOL

OPERATIONS MANUAL

Instructions:

1. Download and Use Trajan Pro. 36 for the font of this Title Page
2. For Regions, use the formats below in this Title Page:
DepEd Region I – Ilocos Region
DepEd National Capital Region
3. For SDOs, use this format in this Title Page:
DepEd Schools Division of _____
4. For Schools, use the *full School Name* in this Title Page.
5. Start a new page for each part of the Operations Manual
6. QCPs use different template which can be accessed in the NQMS Portal
7. You may use a landscape orientation for the organizational structure and a portrait orientation for the office functions and job summary
8. Delete these instructions once you are ready to compile your operations manual



Address:
Telephone Nos.:
Email Address:
Website:

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

NAME OF STRAND/BUREAU/SERVICE/REGION/SDO/SCHOOL

INTRODUCTION

Effective as of: Month day, year (e.g. February 10, 2022)

<covers brief description of the Bureau/Service/Region/Schools Division/School in general>

Prepared by:

Approved by:

NAME

CO: Bureau/Service Director
RO/SDO: Division Chief
School: Process Holder

NAME

CO: ExeCom In-Charge
RO: Regional Director
SDO: Schools Division Superintendent
School: School Head

REGION/
SDO/
SCHOOL
LOGO

Address:
Telephone Nos.:
Email Address:
Website:

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

NAME OF STRAND/BUREAU/SERVICE/REGION/SDO/SCHOOL

ORGANIZATIONAL STRUCTURE, OFFICE FUNCTIONS, AND JOB SUMMARY

Effective as of: Month day, year (e.g. February 10, 2022)

<insert organizational chart here>

<insert office functions version3 after the organizational chart. Office functions should include job summary of personnel and TOR of COS >

Prepared by:

Approved by:

NAME

CO/RO/SDO: Division Chief
School: Process Holder

NAME

CO: Bureau/Office/Service Director
RO: Regional Director
SDO: Schools Division Superintendent
School: School Head

Address:

Telephone Nos.:

Email Address:

Website:



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Republic of the Philippines
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REGION VIII - EASTERN VISAYAS

NAME OF STRAND/BUREAU/SERVICE/REGION/SDO/SCHOOL

LEGAL BASES AND REFERENCES

Effective as of: Month day, year (e.g. February 10, 2022)

<list down all legal bases and references categorized by declared processes>

Declared Process A

1. Reference 1
2. Reference 2
3. Reference 3...

Declared Process B

1. Reference 1
2. Reference 2
3. Reference 3...

Declared Process C

1. Reference 1
2. Reference 2
3. Reference 3...

Prepared by:

Approved by:

NAME

CO/RO/SDO: Division Chief
School: Process Holder

NAME

CO: Bureau/Office/Service Director
RO: Regional Director
SDO: Schools Division Superintendent
School: School Head

REGION/
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SCHOOL
LOGO

Address:
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Website:

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Republic of the Philippines
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NAME OF STRAND/BUREAU/SERVICE/REGION/SDO/SCHOOL

DEFINITION OF TERMS AND ACRONYMS

Effective as of: Month day, year (e.g. February 10, 2022)

<insert list of terms and acronyms including their definitions>

Term	Definition
Term	Definition
Term	Definition
Term	Definition
ACRONYM	Definition
ACRONYM	Definition
ACRONYM	Definition
ACRONYM	Definition (press tab to add another term/acronym)

Prepared by:

Approved by:

NAME

CO/RO/SDO: Division Chief
School: Process Holder

NAME

CO: Bureau/Office/Service Director
RO: Regional Director
SDO: Schools Division Superintendent
School: School Head

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

NAME OF STRAND/BUREAU/SERVICE/REGION/SDO/SCHOOL

School: School Head

Address:
Telephone Nos.:
Email Address:
Website:



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DEPARTMENT OF EDUCATION

GUIDE IN PLANNING DOCUMENTS

PLANNING DOCUMENTS

- ❖ SWOT
- ❖ RISK REGISTRY
- ❖ OPPORTUNITY REGISTRY
- ❖ OPCRF
- ❖ LIST OF RELEVANT INTERESTED PARTIES

✓ Must be updated annually

PLANNING DOCUMENTS

SWOT

- Gives you the context of the organization
- **EXTERNAL CONTEXT:**
 - *legal, technological, competitive market, cultural, social and economic, environment, international, national, regional, or local*
- **INTERNAL CONTEXT:**
 - *values, culture, knowledge, and performance of the organization*

	STRENGTHS	WEAKNESSES
INTERNAL	<p>Advantages</p> <ul style="list-style-type: none"> •Accreditations •Qualifications •Certifications •Location and geography •Innovative aspects <p>Resources, Assets, People</p> <ul style="list-style-type: none"> •Processes, systems, IT, communications •Culture, attitudes, behaviors •Experience, knowledge, data •Patents 	<ul style="list-style-type: none"> • Gaps in capabilities <p>Financials</p> <ul style="list-style-type: none"> • Cash flow, start-up cash drain • High cost structure <p>Our vulnerabilities</p> <ul style="list-style-type: none"> • Timescales, deadlines and, pressures • Reliability of data • Plan predictability <p>Processes and systems</p> <ul style="list-style-type: none"> • Succession, morale, commitment, leadership
	OPPORTUNITIES	THREATS
EXTERNAL	<ul style="list-style-type: none"> • Partnerships • Unfulfilled customer needs • New technologies • Loosening of regulations • Industry 	<ul style="list-style-type: none"> • Seasonal, weather effects • Political effects • Legislative effects • New technologies, IT developments • Changing customer needs • New regulations

PLANNING DOCUMENTS

INTERNAL AND EXTERNAL ENVIRONMENT : DepEd Bureau/Service Context

Internal Environment

Involves anything within the Bureau/Service and the
Supervising ExeCom

External Environment

Involves anything outside the Bureau/Service and the
Supervising ExeCom
Involves anything outside of DepEd

Risk Registry

- Risk in the context of ISO 9001 relates to the **uncertainty** in achieving the following:
 - Providing confidence in the organization's ability to **consistently provide** customers with conforming & quality goods and services
 - Improving **customer confidence and satisfaction**
 - Establishing a **proactive culture** of prevention and improvement

PLANNING DOCUMENTS

	Department of Education Quality Management System RISK REGISTRY		Doc Ref No.:
			Effective Date:
			Revision No.: 0
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A. Name of Bureau/Service:

B. Risk Registry

No	Process/Risk Description	Risk Causes & Consequences	Current controls	Likelihood	Impact	Risk Rating	Treatment	Responsible	Target Date	Target Risk Assessment-after treatment
Sample/Definition	Define risk area and short description of risk event. What can go wrong?	Describe the risk event cause/s and consequence/s. What would cause it to go wrong? What are the impacts if it does go wrong?	Describe any existing policy, procedure, or practice, or mechanism that acts to minimize the risk. What is in place now that reduces the likelihood of this risk occurring or its impact if it does occur?	Current Risk Likelihood. How likely is this risk to occur?	Current Risk Consequence. How big would the impact of this risk be if it occurs	$L \times I = RR$	Describe the actions to be undertaken for those risks requiring further treatment	Bureau/Service Level	Month / Year	Risk Rating

OPPORTUNITY REGISTRY

- Enhances desired *effects*
- Helps achieve improvement/target
- Can lead to the adoption of new practices, launching new PAPs, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs

PLANNING DOCUMENTS

	Department of Education Quality Management System OPPORTUNITY REGISTRY		Doc Ref No.:
			Effective Date:
			Revision No.: 0
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A. Name of Bureau/Service:

B. Opportunity Registry

Opportunity Statement (include benefit once opportunity is encountered)	Likelihood	Impact	Opportunity Rating	Opportunity Pursuit Action Plan (may refer to other planning documents)	Responsible	Target

PLANNING DOCUMENTS: OPCRIF

OFFICE PERFORMANCE COMMITMENT AND REVIEW FORM (OPCRIF)

NAME OF EMPLOYEE:
POSITION:
OFFICEDIVISION:

NAME OF RATER:
POSITION:
DATE OF REVIEW:

TO BE FILLED DURING PLANNING

MFO	KRAs	OBJECTIVES	TIMELINE	WEIGHT	QUALITY	Performance Indicators EFFICIENCY	TIMELINESS	ACTUAL RESULTS	RATING			SCORE		
									Q	E	T			

*To get the score, the rating is multiplied by the weight assigned

- Adjectival Rating Scale
- Outstanding 4,500- 5,000
 - Very Satisfactory 3,500-4,499
 - Satisfactory 2,500-3,499
 - Unsatisfactory 1,500-2,499
 - Poor 1,000-1,499

OVERALL RATING FOR ACCOMPLISHMENT

RATER

RATEE

APPROVING AUTHORITY

PART III-SUMMARY OF RATINGS FOR DISCUSSION

Final Performance Results
Accomplishment of KRAs and Objectives

Rating

Employee-Supervisor Agreement

The signatures below confirm that the employee and his/her superior have agreed to the contents of the performance as captured in this form.

Name of Employee:
Signature:
Date:

PLANNING DOCUMENTS: OPCRF

PERFORMANCE MEASURES

- Effectiveness/ Quality - the extent to which actual performance compares with targeted performance
- Efficiency - the extent to which amount time and resources is used for the intended task or purpose
- Timeliness - measures whether the deliverable was done on time based on the requirements of the rules and regulations and/or clients/ stakeholders.

PLANNING DOCUMENTS

List of Relevant Interested Parties: DepEd

The Department of Education caters to numerous stakeholders both of which are internal and external. **Internal Interested Parties** are employees within the agency, whether regular or contract of service, that are responsible for the daily operations of the department and ensures the provision of quality basic education to all learners. On the other hand, **External Interested Parties** are the industry partners and those that receive the programs, projects, activities, and quality services of the agency.

List of Relevant Interested Parties: *Bureau/Service*

Internal Stakeholders

DepEd employees/divisions within the Bureau/
Service and the Supervising ExeCom

External Stakeholders

DepEd employees/divisions outside the
Bureau/Service
Clients or partners outside of DepEd Central Office

PLANNING DOCUMENTS: EXTERNAL

Interested Parties	Needs and Expectations
<p>Learners</p>	<ol style="list-style-type: none"> 1. Quality basic education 2. Competent teachers 3. Child-friendly schools 4. Inclusive environment 5. Differentiated instruction suited for diverse learners 6. Provide prompt resolutions and responses to education-related issues and concerns
<p>Oversight Agencies (e.g. COA, GPPB, CSC, DBM, OP, DOF, Congress, NEDA, among others)</p>	<ol style="list-style-type: none"> 1. Provide prompt resolutions and responses to education-related issues and concerns 2. Accurate and timely submission of required reports 3. Compliance to regulatory requirements 4. Compliance to data sharing agreements
<p>Line Agencies (e.g. DOH, DPWH, DSWD, NCCA)</p>	<ol style="list-style-type: none"> 1. Provide corresponding TOR/guidelines on the implementation of various programs/project 2. Request for the prompt release of corresponding funds for programs and projects 3. Accurate and timely submission of education data for the implementation of various programs and projects 4. Compliance to data sharing agreements
<p>Local Government Units (LGUs)</p>	<ol style="list-style-type: none"> 1. Optimum utilization and equitable distribution of the Special Education Fund (SEF) 2. Monitoring reports of programs and projects funded and initiated by the LGUs 3. Partnership to support community-based agenda of the barangay, city or town, and province

PLANNING DOCUMENTS: INTERNAL

Interested Parties

Needs and Expectations

1. Teaching assignment aligned to teachers' specialization
2. Quality trainings and seminars
3. Clear information dissemination of requirements and opportunities for professional development
4. Prompt approval of request to avail of opportunities for continuing professional development
5. Provide manpower for office admin work
6. Prompt processing of papers for promotion
7. Prompt resolution of cases involving teachers
8. Proper conduct of regular Technical assistance
9. Timely release of accurate salaries and benefits
10. Access to medical benefits; free annual physical and medical check-up

Teaching Personnel

1. Fast and efficient delivery of services relative to personnel's request for information and records
2. Strict implementation of the CNA provisions
3. Provision of corresponding appropriation in the GAA for CNA incentives
4. Competitive salaries and benefits for retention
5. Revisit and rationalize the organization, all levels to define manpower gaps (manpower needs vs actual) and filling up of gaps
6. Quality trainings and seminars
7. Clear information dissemination of requirements and opportunities for professional development

Non-Teaching and Teaching-related Personnel

PLANNING DOCUMENTS: INTERNAL

Consultants, contracts of service and job orders

1. Clear terms of reference and deliverables
2. Clear and fair performance management

Executive / Management Committee

1. Concept note/briefer
2. Progress report and feedback on policy implementation
3. Technical support/advice
4. Data-driven policy recommendation
5. Committed and supportive personnel
6. OSH-compliant work environment
7. Prompt approval of their recommendations from appropriate oversight committees

Field Offices (RO and SDO)

1. Clear and consistent directions and guidelines for programs, activities and projects focusing on the improvement of the basic education services
2. Efficient and timely implementation of policies and standards relevant to basic education services
3. Regular and appropriate technical assistance in the implementation of national policies and standards
4. Appropriate and on-time provision of funds, equipment, learning materials, and other support services