



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

June 29, 2023

OFFICE MEMORANDUM

PPRD-2023- 394

**SUGGESTIONS FOR IMPROVEMENT TO THE CONCERNED OFFICES
BASED ON THE FINDINGS DURING THE INTER-REGION AUDIT**

To: Director III
Quality Management System Teams
Functional Division Chiefs
Unit and Section Heads
All Others Concerned

1. With reference to Office Memorandum No. 332, s. 2023 *re* Conduct of the Inter-Region Internal Quality Audit conducted on June 21-23, 2023, as part of the Office's continual improvement, this Office reminds the concerned Divisions/Units/Sections on the necessary actions that shall be undertaken based on the enclosed suggestions for improvement.
2. All concerned Functional Divisions, Units, and Sections shall submit to the Top Management through Dr. Rita R. Dimakiling, Quality Management Representative, a report of their plan of actions on the suggestions and recommendations using the attached template on or before July 7, 2023.
3. Immediate dissemination of and compliance with this Memorandum are desired.


EVELYN R. FETALVERO, CESO IV
Regional Director ✓

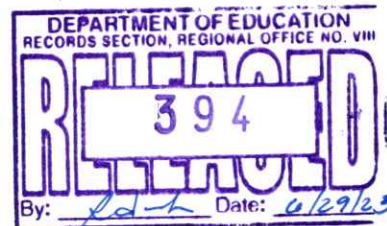
Enclosures: As stated

References: As stated

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

PERFORMANCE
QUALITY MANAGEMENT SYSTEM

PPRD-TCPJ



Enclosure to Office Memorandum PPRD-2023- 394

**Plan of Actions on the Suggestions for Improvement during the
Inter-Region Internal Quality Audit**
(Name of Functional Division)

Suggestions for Improvement	Plan of Action	Timeline

Prepared by:

Signature over printed name
Division Chief



SUGGESTIONS FOR IMPROVEMENT

HRDD

We respectfully recommend that the FD...

1. design a program for the physical and mental wellness of employees to maximize the available facilities in the office.
2. document plans for future improvement of systems, processes and services.

SUGGESTIONS FOR IMPROVEMENT

CLMD

We respectfully recommend that the FD...

1. revisit the QCP and ensure that the outputs expected in the compendium are reflected/incorporated in the QCP.
2. come up with the list or inventory of all available learning resources; update the LR situation report.

SUGGESTIONS FOR IMPROVEMENT

CLMD

3. conduct pre-inspection of procured materials using conformance checklist before the actual delivery.
4. evaluate external providers to ensure that externally provided services and products conform with the specified requirements.
5. establish a mechanism that ensures that only quality assured LRs are shared to the field.

SUGGESTIONS FOR IMPROVEMENT

FTAD

We respectfully recommend that the FD...

1. include other elements in the TA Plan and Agreement Reports such as time frame, resources needed, status, etc. to easily track progress of TA.
2. review the QCP to check that the Output of the previous process will be the source of input in the next/succeeding process/activity.
3. document plans for future improvement of systems, processes and services.

SUGGESTIONS FOR IMPROVEMENT

ESSD

We respectfully recommend that the FD.

1. revisit the List of Relevant Interested Parties and their needs and expectations from the Office.
2. include external parties for the Health and Nutrition Section like DOH, DOST, NNC, etc.
3. document the needs assessment mechanism in the prioritization of programs.
4. check alignment of the outputs reflected in the QCP and the expected outputs in the compendium.

SUGGESTIONS FOR IMPROVEMENT

Finance

We respectfully recommend that the FD...

1. check entries in the planning documents. If identified risks in the previous quarter are already addressed, these might not need to be included in the updated one.
2. document plans for future improvement of systems, processes and services.

RELEVANT INTERESTED PARTIES

When identifying customers' needs, it is crucial to include qualifiers (with indicators) like timely, relevant, responsive, accurate, efficient, effective) for (1) enhancing clarity and precision, (2) setting appropriate expectations, and (3) supporting continual improvement.

RISK REGISTRY (Declared Processes & Risk Description)

There should be clear distinction between the risk and the cause of the risk and the two should not be used interchangeably.

MATERIALS PRODUCTION

Having a checklist of what to observe when producing materials (learning, advocacy, information, etc.) is important for several reasons like (1) ensuring quality standards, (2) avoiding errors and omissions, (3) promoting sensitivity and inclusivity, (4) mitigating risks, (5) enhancing effectiveness and impact, and (6) facilitating consistency and collaboration.

ANALYSIS AND EVALUATION OF DATA

In analysis and evaluation, it is important not to stop at the result of using descriptive statistics alone. While descriptive statistics provide valuable quantitative measures and summaries of data, they may not provide a complete understanding of the situation or facilitate effective decision-making on their own. To gain deeper insights and make informed decisions, it is crucial to go beyond the numbers and provide a concrete description of the situation based on indicators and standards set for the specific context.

SYSTEM ACCESS

The importance of putting restrictions on who can access a system, both manual and automated (offline or online), cannot be overstated. Here are several key reasons: data security, privacy protection, preventing unauthorized activities, maintaining system integrity, accountability and auditability, and resource optimization.

DOCUMENTING CONTINUAL IMPROVEMENT (OR OTHER PROCESSES)

Continual improvement (as well as all processes) should be documented for several important reasons: clarity and consistency, knowledge preservation, communication and collaboration, accountability and responsibility, tracking and measurement, compliance and audit purposes, succession planning and knowledge transfer, and organizational learning.