



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

June 29, 2023

OFFICE MEMORANDUM

PPRD-2023- **395**

**DISCUSSION AND AGREEMENTS DURING THE
 FIRST QUARTER MANAGEMENT REVIEW**

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

1. With reference to Office Memorandum No. 265, s. 2023 *re* First Quarter Management Review (MR) conducted on May 24, 2023, at the RELC-NEAP Training Hall I, 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 Minutes of Meeting.
2. All concerned Functional Divisions, Units, and Sections shall report during the next MR the actions that have been undertaken based on the agreements and suggestions.
3. Immediate dissemination of and compliance with this Memorandum are desired.

EVELYN R. FETALVERO, CESO IV
 Regional Director *EF*

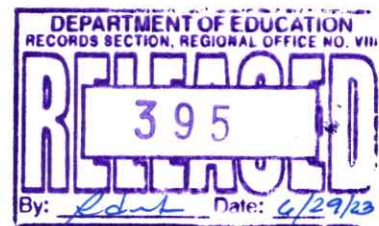
Enclosures: As stated

References: As stated

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

PERFORMANCE
 QUALITY MANAGEMENT SYSTEM

PPRD-TCPJ





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

MINUTES OF MEETING

May 24, 2023

RELC – NEAP, Training Hall I, DepEd Regional Office VIII

A. ATTENDANCE (Annex A)

No.	NAME	POSITION	No.	NAME	POSITION
1.	Ronelo Al K. Firmo, CESO V	Assistant Regional Director	19.	Teodorico C. Peiño, Jr.	EPS, PPRD
2.	Ariem V. Cinco	Head, Records Section	20.	Franco A. Villamor	AO IV, Procurement Unit
3.	Mercedes D. Sarmiento	Chief, FTAD	21.	Dina S. Superable	EPS, HRDD
4.	Atty. Eleanor C. Calumpiano	Head, Legal Unit	22.	Marlou D. Camposano	EPS, QAD
5.	Jasmin F. Calzita	Head, PAU	23.	Gerardo L. Adtoon	EPS, QAD
6.	Kathrine Rae A. Cromente	Accountant II, FD	24.	Melvin Chito M. Solis	EPS, QAD
7.	Ronafe A. Dolo	AO IV, FD	25.	Ryan Jay L. Bagon	Head, ESSD-PFS
8.	Jim Albert A. Lagado	Head, ICTU	26.	Floramay Q. Bacus	PDO II, PAU
9.	Apple T. Reyes	Head, GSU	27.	Penelope L. Solis	COS, ESSD
10.	Ma. Laura F. Paglinawan	Head, AMS	28.	Dandy G. Acuin	EPS, CLMD
11.	Wedlyn P. Abalorio	TCE II, AD PS	29.	Melchor A. Cordova	COS, OARD
12.	Alejandra B. Lagumbay	Chief, HRDD	30.	Gionel A. Avila	Intern, HRDD
13.	Harvie D. Villamor	Chief, CLMD	31.	Mariel A. Capanpan	COS, ESDD
14.	Alma E. Suyom	Chief, FD	32.	Rasheil R. Labita	Dormitory Manager – Designate
15.	Rita R. Dimakiling	Chief, PPRD	33.	Cris B. Palaría	COS, NEAP R
16.	Anna Lyn B. Lim	ADAS I, FTAD	34.	Conrada E. Algo	COS, NEAP R
17.	Cesar P. Verunque	Chief, QAD	35.	Kevin Joy P. Medina	COS, ORD
18.	Rachel R. Cuevas	EPS, QAD			



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B. MINUTES

I. Introduction

The Management Review (MR) is anchored on Office Memoranda Nos. PPRD-2023-228 and PPRD-2023-265, s. 2023 (Annex B). The MR started at 09:00 a.m. with preliminaries: Singing of the Philippine National Anthem, Prayer, DepEd VIII Hymn, and Recitation of the Quality Policy. Then, Dr. Rita R. Dimakiling, Quality Management Representative (QMR), did the Roll Call. After, Dr. Ronelo A.K. Firmo, Assistant Regional Director, did the Call to Order.

II. Review and approval of the previous minutes

The QMS Secretariat presented the Minutes of the Management Review on February 23, 2023. ARD Firmo, the Presiding Officer, facilitated the review of the Minutes. After going through the 27-page Minutes, Dr. Harvie D. Villamor raised a motion for its approval and was seconded by Ms. Alma E. Suyom. Hearing no objections, the said Minutes was approved and shall be included in the File of Minutes.

III. Approval of the proposed agenda

Dr. Villamor, Deputy QMR, presented the Agenda of the Meeting. Dr. Rosemarie M. Guino, moved for the approval of the proposed agenda, which was seconded by QMR Dimakiling. Hearing no objections, the Agenda of the Meeting was approved.

IV. Discussion Proper

AGENDA	DISCUSSION	AGREEMENTS
Status of actions from previous management committee meeting (9.3.2 a)	<p>QMR Dimakiling shared the status of actions from the previous MR (Annex C).</p> <p>The body raised the need for proper identification of projects, whether funded or not.</p> <p>Meanwhile, on the monitoring of private schools and on the issuance of permits, ARD Firmo emphasized that it would be better if one school is assigned to one EPS instead of having it as a team.</p> <p>Furthermore, he shared that based on the guidelines on validation and establishment of schools and issuance</p>	According to Ms. Apple Reyes, the report will be available soon since the QWT scheduled an assessment this June.



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AGENDA	DISCUSSION	AGREEMENTS
	<p>of permits, the said team is headed by the Assistant Regional Director. Such that, the KRA on validation, creation, integration, separation of schools and creation of additional strands, and opening of SHS is with the Office of the Regional Director (OARD).</p> <p>Also, he suggested that the list of schools to be monitored and visited be given to him as the basis for the deployment and review of the assignments of the EPSS.</p> <p>Lastly, he emphasized that the monitoring shall start the next month after the cutoff.</p>	
<p>Status of Planning Documents SWOT Risk Registry Opportunity Registry (9.3.2 b)</p>	<p>Dr. Villamor, RMT Chairperson, advised the body on the importance of proper risk identification and that the MoVs should be readily available.</p> <p>He also asked if it is possible to download the BERF to the SDOs.</p> <p>ARD Firmo said that it is not possible since the approval is with the Regional Office.</p>	
<p>Customer satisfaction and feedback (9.3.2 c1)</p>	<p>ARD asked about the feedback mechanism that the Office is using in terms of client satisfaction.</p> <p>Ms. Jasmin Calizita shared that QR codes are posted in the offices of the different RFDs; responses are automatically recorded. Likewise, an officer of the day is assigned as well at the Visitors' Lounge.</p>	<p>ARD suggested the development of a system that will generate a Certificate of Appearance after responding to the survey; this will be spearheaded by the ICTU. Also, he added that the survey. Likewise, the DOLE GIP interns may serve as permanent officers of the day.</p> <p>Mr. Verunque affirmed the suggestion since some RFDs have limited staff.</p>

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	<p>However, she noticed that there were days in which no officer of the day was assigned and only Mr. Bustamante was there to assist clients.</p> <p>Moreover, Ms. Calzita presented the consolidated client/customer satisfaction survey results for the months of March and April. The results were outstanding (Annex D).</p> <p>On client feedback: "Request for validation of records time must be shortened"</p> <p>According to Mr. Ariem Cinco, "We cannot just shorten the validation just because they need to have it the soonest. It takes time to check whether the documents are really valid and/or true. There are schools that instruct clients to personally hand-carry the document/s instead of the school facilitating the validation with the Records Section."</p> <p>In designing and delivery of Professional Development (PD) programs, ARD Firmo stressed the need to send appropriate participants despite the approval of the School Principal.</p> <p>Dr. Dimakiling shared that there will be a new template for the OPCR.</p> <p>ARD emphasized the need to include non-negotiable commitments, such as CSS and budget utilization.</p>	<p>ARD Firmo advised that body the need to reiterate the guidelines on the validation of documents during the RMANCOM. He also instructed Mr. Cinco to post the Records Section's official Facebook Page on RO's website.</p> <p>ARD advised Dr. Alejandra Lagumbay to partner with TESDA for Front Office Services NC II training of non-teaching personnel.</p> <p>The Office will request at least an orientation from the BHRD regarding the new OPCR template.</p> <p>These will be included in the recalibration in July.</p>
Status of OPCR (9.3.2 c2)		

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Status of Programs, Activities, and Projects (PAPs) (9.3.2 c3)	<p>An issue was raised regarding the inconsistencies of indicators.</p> <p>Mr. Verunque presented the issues and concerns of funded programs and projects implemented by the RO and SDOs (Annex E).</p> <p>ARD suggested removing the names of the SDOs in the PIR report since other SDOs do not have reported issues at all.</p> <p>***</p> <p>On non-attendance of other personnel to RO-scheduled activities, ARD Firmo emphasized the need to distribute the attendance of personnel, so that each RFD will be properly represented and/or with no duplication at all.</p> <p>***</p> <p>Mr. Cinco raised the need to increase the travel allowance for the liaison officer.</p> <p>***</p> <p>Another concern raised was about increasing the number of utility workers or Job Order (JO) employees.</p>	<p>According to ARD Firmo, indicators should be changed from "number of participants" to "number of activities conducted" instead.</p> <p>ARD Firmo instructed Mr. Cinco to verify with the Accounting Section re: on the ceiling set for travel allowance. Also, he advised him to request for the full reimbursement of travel expenses of the concerned liaison officer, giving emphasis the need to come up with the required attachments as well.</p> <p>According to ARD Firmo, if the budget will suffice, the JOs to be hired as much as possible should have NC II in Landscape Installation and Maintenance (Softscope) and</p>



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	<p>***</p> <p>Meanwhile, he advised AMS and GSU to write a letter to Tingog Party list for possible donation/s on the proposed construction of stockrooms for the said sections.</p> <p>***</p> <p>A proposal was raised regarding the transfer of SBM-Wins program implementation monitoring and evaluation to ESSD-SHS.</p> <p>Mr. Verunque shared that since SBM is with FTAD, the SMB-Wins is assigned to them as well.</p> <p>***</p> <p>Ms. Laura Paglinawan stressed that the inclusion of the proposed menu in the Purchase Request was advised by the State Auditor.</p> <p>Dr. Gerardo Adtoon presented the status of nonconformities and requests for actions based on the Readiness Assessment conducted on March 1, 2023 (Annex F).</p> <p>According to him, the sampled 2022 accomplishments reflected an unattained target. Since the required corrective action cannot be established, the concerned</p>	<p>Electrical Installation and Maintenance (EIM). He advised the body to coordinate with Dr. Ernani Fernandez on this matter.</p>
<p>Status of nonconformities and Request for Actions (9.3.2 c4)</p>		

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	<p>division, HRDD, should prepare a service realization instead.</p> <p>Mr. Adtoon also reiterated the scheduled Internal Quality Audit (IQA); details of the said audit can be found in OM No. 105, s. 2023.</p> <p>***</p> <p>On the PRAISE Awards, ARD Firmo emphasized that a memo be cascaded as soon as possible so that the SDOs will pattern after their award categories from that of the RO.</p>	
<p>Monitoring and measurement results - Updates on the improvement of Operations Manuals; MEA-PIR (9.3.2 c3 & 5)</p>	<p>ARD Firmo asked who is doing the QAME in the conduct of PD programs, etc.</p> <p>Mr. Verunque answered that QAME is with QAD; the focal person is Dr. Marlou Camposano. He also stressed that QAME should be included in the planning down to the delivery of the program.</p> <p>Dr. Lagumbay added that there QAME monitoring tools, such as the daily session evaluation, end-of-program evaluation, etc.</p> <p>According to ARD Firmo, HRDD is doing an internal QAME while QAD is independent. Then he asked who is doing the reporting to the Procurement Unit to ensure that results are properly communicated to the suppliers.</p>	<p>ARD Firmo suggested that RFDs (activities for less than 3 days) and QAD (activities for 5 days or more) should provide copies of the evaluation results to BAC and other concerned offices; an online copy will do.</p> <p>ARD Firmo instructed QAD to prepare a memo re: Conduct of QAME, specifying that for activities to be</p>

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	<p>QMR Dimakiling suggested that a memo be issued regarding the use of the QAME tools and that an orientation be conducted as well.</p>	<p>conducted in less than 3 days, the concerned RFD should do the QAME, whereas for activities to be held for 5 days or more, QAD should do it. Furthermore, a training on the use of the QAME tools will also be conducted for the focal persons per RFD.</p> <p>The following are the designated QAME focal persons of the different RFDs.</p> <table border="1" data-bbox="531 212 919 817"> <thead> <tr> <th>RFD/Unit</th> <th>QAME Focal Person</th> </tr> </thead> <tbody> <tr> <td>FD</td> <td>Ms. Esoy</td> </tr> <tr> <td>CLMD</td> <td>Dr. Fernandez</td> </tr> <tr> <td>PPRD</td> <td>Ms. Delopere</td> </tr> <tr> <td>FTAD</td> <td>Ms. Lim</td> </tr> <tr> <td>HRDD</td> <td>Mr. Ticoy</td> </tr> <tr> <td>ESSD</td> <td></td> </tr> <tr> <td>Legal Unit</td> <td>Ms. Tormis</td> </tr> <tr> <td>ICTU</td> <td>Mr. Villegas</td> </tr> <tr> <td>PAU</td> <td>Ms. Calzita</td> </tr> <tr> <td>ORD/OARD</td> <td>Ms. Bacus</td> </tr> </tbody> </table>	RFD/Unit	QAME Focal Person	FD	Ms. Esoy	CLMD	Dr. Fernandez	PPRD	Ms. Delopere	FTAD	Ms. Lim	HRDD	Mr. Ticoy	ESSD		Legal Unit	Ms. Tormis	ICTU	Mr. Villegas	PAU	Ms. Calzita	ORD/OARD	Ms. Bacus
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ORD/OARD	Ms. Bacus																							
<p>Internal Quality Audit results and COA Findings (if applicable) (9.3.2 c6)</p>	<p>Ms. Mercedes Sarmiento raised a concern about doing QAME for meetings and conferences. According to Ms. Alma Suyom, as of May 24, 2023, the Office has not received any AOM, NC, or ND yet.</p>	<p>ARD Firmo advised QAD to prepare a QAME tool specific for meetings and conferences only; the process owner is QAD.</p>																						

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Performance of external providers (9.3.2 c7)	Ms. Paglinawan said that they will just give copies of the report to the different RFDs.	
Adequacy of resources (9.3.2 d)	According to Ms. Reyes, there will be a Quality Workplace Assessment and Evaluation on June 15 – 16, 2023. Likewise, an Office Pintakasi will be held on June 14, 2023, per OM No. 253, s. 2023.	
Risk Monitoring & Review results (9.3.2 e)	The RMT Chairperson, Dr. Villamor, advised the body on the importance of proper risk identification and that the MoVs should be readily available.	
Opportunities for Improvement (9.3.2 f)	<p>ARD Firmo:</p> <ul style="list-style-type: none"> - suggested the development of a system that will generate a Certificate of Appearance after responding to the survey; this will be spearheaded by the ICTU. Also, he added that the survey. Likewise, the DOLE GIP interns may serve as permanent officers of the day; - advised Dr. Alejandra Lagumbay to partner with TESDA for Front Office Services NC II training of non-teaching personnel; - instructed Mr. Cinco to verify with the Accounting Section re: on the ceiling set for travel allowance. Also, he advised him to request for the full reimbursement of travel expenses of the concerned liaison officer, giving emphasis the need to come up with the required attachments as well; 	

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	<ul style="list-style-type: none"> - suggested that if the budget will suffice, the JOs to be hired as much as possible should have NC II in Landscape Installation and Maintenance (Softscape) and Electrical Installation and Maintenance (EIM). He advised the body to coordinate with Dr. Emani Fernandez on this matter. - instructed QAD to prepare a memo re: Conduct of QAME, specifying that for activities to be conducted in less than 3 days, the concerned RFD should do the QAME, whereas for activities to be held for 5 days or more, QAD should do it. Furthermore, a training on the use of the QAME tools will also be conducted for the focal persons per RFD. - advised QAD to prepare a QAME tool specific for meetings and conferences only; the process owner is QAD. 	

V. Agreements

Opportunities for improvement (9.3.3 a)	Any need for changes to DepEd QMS (9.3.3 b)	Resource needs (9.3.3 c)
None		



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VI. Other matters

Dr. Teodorico C. Peliño Jr., QMS Secretariat Chairperson, presented the accomplishments of the QMS Teams (Annex G).

C. CLOSING

ARD Firmo thanked the body for their active participation during the MR. The meeting was formally closed with a prayer; it was adjourned at 5:00 p.m.

Prepared by:



DINA S. SUPERABLE

Co-chairperson, QMS Secretariat

Reviewed by:



TEODORICO C. PELIÑO JR. EDD

Chairperson, QMS Secretariat

Recommending Approval:



RITA R. DIMAKILING PhD

Quality Management Representative

Approved:



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