3 JAN 2023

DIVISION MEMORANDUM
No. ___003___ s. 2023

RECONSTITUTION OF THE DIVISION QUALITY MANAGEMENT SYSTEM (QMS) TEAM

To: Chief Education Supervisors
        Education Program Supervisor/PSDS
        Heads, Public Elementary and Secondary Schools
        Heads, Unit/Section
        All Others Concerned

1.   In compliance to DepEd Order No. 9, s.2021, Institutionalization of Quality Management System in the Department of Education, this office announces the SDO Quality Management System (QMS) Team.

2.   The composition of QMS Team are as follows:

Top Management	Natividad P. Bayubay, CESO VI Schools Division Superintendent Antonio P. Faustino Jr. OIC – Assistant Schools Division Superintendent
QMR	Dr. Edwin R. Rodriguez CES- SGOD
QMS Secretariat	Dr. Maria Corazon A. Borbon Joan Kathleen T. Brizuela Arjoy C. Demandante
Internal Quality Audit Team	
Chairperson	Sancho C. Calatrava
Co-Chairperson	Agnes M. Luzadas
Members	Mildred Z. Galleno
	Louie L. Fulledo
	Dr. Jerome A. Chavez
	Edna Eclavea
	Diana Tan
Risk Management Team	
Chairperson	Adrian T. Maaño
Co-Chairperson	Marife R. Lagar
Members	Josefina Oabel
	Agnes M. Luzadas
	Generosa F. Zubieta
	Benjamin A. Millares

	Alelie A. Padillo
Quality Workplace Team	
Chairperson	Conrado C. Gabarda
Co-Chairperson	Joyce Anne Limbo
Members	Nathaniel Balbarosa
	Jaypee Escobar
Training and Advocacy Team	
Chairperson	Imelda C. Raymundo
Co-Chairperson	Dr. Luzviminda E. Saludares
Members	Dr. Jean Rose Rabano
	Adrian T. Maaño
	Grashiela Hernandez
	Nicole May R. Lagar
Knowledge Management Team	
Chairperson	Dr. Christian A. Bables
Co-Chairperson	Sherwin C. Quesea
Members	Dr. Joseph Jay Aureada
	Ma. Jobelle M. Malijan
	Marife R. Lagar
	Marvin Rosales
	Kendrick C. Cabriga

3.   The following are the Duties and Responsibilities:

QMS Team	Duties and Responsibilities
Top Management	✓ Lead the establishment, implementation, and monitoring of the QMS at their level; ✓ Establish, communicate, and embody the Quality Policy Statement ✓ Ensure effectiveness of the QMS using risk-based thinking and risk management; ✓ Ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS; ✓ Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders; ✓ Determine and provide necessary resources needed to implement and sustain QMS implementation; ✓ Lead and conduct the Management Review (MR) at least every quarter; ✓ Ensure that constitutional mandates, statutory, and regulatory requirements are met; and ✓ Designate the Quality Management Representative (QMR).
QMR	✓ Communicate the importance of having a QMS within DepEd. ✓ Oversee the implementation and take accountability for the effectiveness of the QMS. ✓ Ensure the conformance of the QMS to the requirements of ISO 9001; ✓ Ensure the integrity and effectiveness of the QMS. ✓ Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;

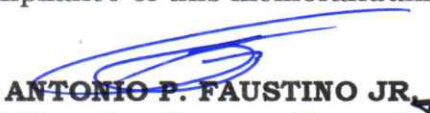|	
	✓ Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management; ✓ Ensure integration of the QMS requirements into DepEd's business processes; ✓ Promote continuous improvement of the QMS and processes of the agency; ✓ Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS; ✓ Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and ✓ Act as a liaison of the Department with external parties on matters relating to QMS.
QMS Secretariat	✓ Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS; ✓ Provide technical and administrative support to successfully implement the QMS; ✓ Coordinate QMS-related activities in their respective offices; ✓ Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS; ✓ Facilitate the delivery of specific outputs in line with the QMS; ✓ Assist the QMR in communicating with external parties on QMS-related matters; and ✓ Provide feedback and updates on QMS-related matters to the QMR.
Internal Quality Audit Team	✓ Implement and refer to the latest version of the internal Quality Audit Procedure in the PAWIM; ✓ Undergo training on ISO 19011 (Guidelines for Auditing Management System); ✓ Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001; ✓ Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit; ✓ Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and ✓ 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.
Risk Management Team	✓ Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM; ✓ Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results; ✓ Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office; ✓ Provide feedback and update to the QMR on the status of risk assessment and action plans; ✓ Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and

	✓ Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRF.
Quality Workplace Team	✓ Ensure consistent implementation of Quality Workplace Standards; ✓ Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity; ✓ Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and ✓ Provide feedback and updates to the QMR on the status of workplace management.
Training and Advocacy Team	✓ Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy; ✓ Capacitate employees on the development of their Operations Manuals and Planning Documents; ✓ Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS; ✓ Plan and coordinate effective deployment and efficient use of QMS training and materials; ✓ Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and ✓ Provide feedback and updates to the QMR on the status of QMS-related training and awareness.
Knowledge Management Team	✓ Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM; ✓ Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented; ✓ Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents; ✓ Oversee activities related to managing organizational knowledge and setting document management standards; and ✓ Provide feedback to the MR on the status of the control documents and records.

4. Immediate dissemination and compliance of this memorandum is desired.

ANTONIO P. FAUSTINO JR.
Education Program Supervisor
Officer-in-Charge
Office of the Schools Division Superintendent

Encl.:
    As stated

Reference:
    DepEd Order No.009,s.2021

To be indicated in the Perpetual Index under the following subjects:
    Quality Management System

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