21 APR 2021

DIVISION MEMORANDUM
No. ___152___ s. 2021

INSTITUTIONALIZATION OF A QUALITY MANAGEMENT SYSTEM IN THE DEPARTMENT OF EDUCATION

To: Assistant Schools Division Superintendent
        Chief Education Supervisors
        Public and Private Elementary and Secondary School Heads
        Heads, Unit/Section
        All Others Concerned

1.   This office disseminates to the field the enclosed DepEd Order No. 009, s. 2021 entitled **Institutionalization of a Quality Management System (QMS) in the Department of Education** for effective and efficient delivery of basic education services across all levels of governance.

2.   This Order aims to provide DepEd offices and schools/ community learning centers (CLCs) with guidelines and standards to integrate DepEd internal systems and process, upgrade people capacity, ensure consistency in the delivery of quality services, and foster continuous improvement that will result in enhanced and sustained client satisfaction. Private educational institutions are encouraged to adopt these guidelines and establish a QMS.

3.   Relative thereto, all public elementary and secondary schools within the division are highly encouraged to adopt DepEd QMS. Further, all schools are requested to post a copy of the Quality Policy Statement (QPS) within the respective premises. The QPS shall be posted through bulletin boards and/or at least three (3) conspicuous places and shall be uploaded on the official website. The QPS must be recited by teaching and non-teaching personnel during the conduct of Flag Ceremony.

4.   For the information and strict compliance of concerned.

ANIANO M. OGAYON, CESO V
Schools Division Superintendent

Encl.:
        As stated

2 4 FEB 2021

DepEd O R D E R
No. **009** s. 2021

INSTITUTIONALIZATION OF A QUALITY MANAGEMENT SYSTEM IN THE DEPARTMENT OF EDUCATION

To: Undersecretaries
Assistant Secretaries
Minister, Basic, Higher and Technical Education, BARMM
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public and Private Elementary and Secondary School Heads
Division Chiefs
All Others Concerned

1.   The Department of Education (DepEd) issues the enclosed Guidelines on the **Institutionalization of a Quality Management System (QMS)** certifiable to ISO 9001 standards toward consistent, effective and efficient delivery of basic education services across all levels of governance: central office, regional offices, schools division offices, and schools/community learning centers (CLCs).

2.   This is pursuant to Executive Order No. 605, s. 2007 titled *Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP),* which directs all departments and agencies of the Executive branch to adopt a QMS as part of the implementation of a government-wide quality management program.

3.   Furthermore, this is in line with the Department's thrust to deliver citizen-centric quality public service as evidenced by its consistent accomplishment of agency performance targets.

4.   This Order aims to provide DepEd offices and schools/CLCs with guidelines and standards to integrate DepEd internal systems and processes, upgrade people capacity, ensure consistency in the delivery of quality services, and foster continuous improvement that will result in enhanced and sustained client satisfaction. Private educational institutions are encouraged to adopt these guidelines and establish a QMS.

5.   All other QMS-related DepEd issuances, rules and regulations, as well as provisions, which are inconsistent with this policy are repealed, rescinded, or modified accordingly.

6.   For more information, please contact the **Bureau of Human Resource and Organizational Development**, 4th Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City through email at nqmssupport@deped.gov.ph or at telephone number (02) 8633-5375.

7.   Immediate dissemination of and strict compliance with this Order are directed.

                                        LEONOR MAGTOLIS BRIONES
                                                Secretary

Encl.:
        As stated

References:
        DepEd Order No. 43, s. 2010
        DepEd Memorandum No. 035, s. 2020

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

                BUREAUS AND OFFICES
                CERTIFICATION
                PERFORMANCE
                RULES AND REGULATIONS
                SCHOOLS
                SERVICE

DJP/SMMA/JD - DO Institutionalization of QMS
June 11/December 17, 2020

GUIDELINES ON THE INSTITUTIONALIZATION OF A QUALITY MANAGEMENT SYSTEM (QMS) IN THE DEPARTMENT OF EDUCATION

I. Rationale

1. Executive Order (EO) No. 605, s. 2007, otherwise known as *Institutionalizing the Structure and Standards to Implement the Government Quality Management Program (GQMP)*, directs all departments and agencies of the Executive branch to adopt the ISO 9001 Quality Management Systems (QMS) as part of the implementation of a government-wide quality management program.

2. The Department of Education (DepEd) endeavors to deliver citizen-centric quality public service across all levels of governance - Central Office (CO), Regional Offices (ROs), Schools Division Offices (SDOs), and Schools. There is non-uniform compliance with EO 605 with most offices establishing their own QMS in their respective governance levels with little to no vertical and horizontal alignment.

3. Pursuant to EO 605 and in consonance with the Department's thrust, DepEd has deemed it necessary to establish a Quality Management System (QMS) that will allow for the integration of its internal systems and alignment of processes within and across governance levels, upgrading of people capacity, consistency in its delivery of quality services, and promotion of continuous improvement toward enhanced and sustained client satisfaction.

4. Establishing a QMS certifiable to ISO standards shall provide the Department with the following benefits:
   a. improved quality of service through streamlining and standardization of processes and reduction of variability in implementation;
   b. increased productivity and efficiency through clarity in processes and process holders;
   c. strengthened accountability through transparent communication within and among offices and personnel in the organization and its external stakeholders;
   d. enhanced client satisfaction through improvement of the organization's ability to fully understand and consistently meet client requirements; and
   e. continued performance excellence through institutionalization of continuous improvement as a core value and practice of the Department.

5. On the contrary, the absence of a QMS may result in the following:
   a. lack of quality standards and variability in process implementation and improvement resulting in low client satisfaction;
   b. minimal engagement with external stakeholders;
   c. decreased productivity and efficiency due to redundancies in processes and unclear roles and responsibilities of process holders;
   d. greater cost incurred by the Department due to procurement of multiple third-party certifying bodies for different ISO; and
   e. higher likelihood of rework necessary to harmonize the different QMS.

II. Scope

These guidelines provide information on the requirements and procedures for institutionalizing the DepEd QMS which shall be applicable to all governance levels of the Department. Private educational institutions are encouraged to adopt these guidelines and establish a QMS.

III. Definition of Terms

For purposes of these guidelines, the following terms are defined/understood as follows:

Audit	A systematic, independent, and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled
Audit Summary Report	A report prepared by the Internal Quality Audit (IQA) team which contains the outcome of an audit
Continuous Improvement	A value and a practice of continually assessing, analyzing, and acting on the improvement of key processes focusing on both the clients' needs and the desired performance
Controlled Document	A digital or hard-copy document which is required by a standards organization to be managed within a tightly controlled process that maintains the integrity of the document's content through revisions.
Client	A person, group of people, or organization who is a recipient of the services or seek the services of the government
Client Satisfaction	A client or stakeholder's perception of whether an organization has met their requirements
DepEd QMS Manual	A manual that articulates DepEd's profile, its management, core, support and outsourced processes, the list of stakeholders and partners, and its commitment to provide quality basic education services
DepEd Procedures and Work Instructions Manual (PAWIM)	A document that provides the procedures on the conduct of QMS in DepEd
DepEd Process Map	A map that details the intended clients, outcomes, and four (4) major processes of

	DepEd – Management, Core, Support, and Outsourced processes
External Certification Audit	An audit of the QMS to verify conformance against ISO 9001 standards as part of the process of ISO Certification conducted every three (3) years by a third-party certifying body
Internal Control	An integral process that is affected by an agency's management and personnel, and is designed to address risk and provide reasonable assurance that in pursuit of the agency's mission, the general objectives are being achieved
Internal Quality Audit (IQA)	An audit of the QMS against ISO 9001 standards conducted by the DepEd IQA team as part of the process of ISO Certification
Internal Quality Audit Team (IQAT)	An audit team composed of employees from different offices in DepEd who are trained to perform audit based on ISO 19011 or the Guidelines for Auditing Management System
ISO 9001 Standards	The international standards for QMS that an organization must follow, which are used by organizations to demonstrate their ability to consistently provide products and services that meet customer (referred to as "Client" in the public sector) and regulatory requirements and to demonstrate continuous improvement
ISO 9001:2015 Standard	The current and latest ISO 9001 standard, which, unlike its previous versions, requires the application of a risk-based thinking approach and increases the leadership requirements of an organization
Management Review	A meeting conducted by the top management for evaluating the performance and effectiveness of the QMS, wherein audit results, identified targets, and other QMS-related matters are discussed to ensure that the QMS remains suitable, adequate, and effective
National Quality Management System (NQMS)	A system wherein the QMS of DepEd offices and schools are established, implemented, and aligned in accordance with standards in these guidelines aimed at integrating

	DepEd's internal processes within and across governance levels to ensure consistency in the delivery of quality services to achieve client satisfaction
Operations Manual	Details the standard operating procedures of an office
Process	A set of related and interacting activities that utilizes resources to transform inputs into outputs. A process must have defined and measurable objectives, inputs, outputs, activities, and resources
Process Holder	Office, unit, or personnel assigned by the top management to have responsibility for each process
Procedure	A uniform method that outlines how to perform a process, particularly the requirements needed, how to execute the process, what needs to be accomplished, the actors, and the inputs and outputs
Quality	The degree to which service delivery fulfills the agency and client requirements
Quality Management System (QMS)	A formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives in order for an organization to meet client and regulatory requirements and improve its effectiveness and efficiency through continuous improvement
QMS Planning Documents	A set of documents updated annually which contain the context, risks, opportunities, and quality objectives
Quality Policy Statement (QPS)	The articulation of DepEd's commitment to implement the National QMS in accordance with the agency's mandate, Vision, Mission, and Core Values
Relevant Interested Parties (RIPs)	Internal and external clients or stakeholders that can affect, be affected by, or perceive itself to be affected by a policy or program of DepEd (e.g. DepEd personnel, external partners)
Request for Action (RFA)	A form used by the IQA team or any DepEd personnel to record and/or report any detected or potential nonconformity/ies

	with set standards (e.g. ISO 9001, declared processes)
Risk	The effect of uncertainty on an expected result or problems that may or may not occur in the future and cause a negative impact on the delivery of services
Risk-based Thinking	A systematic approach that involves a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve its objectives
Surveillance Audit	An audit conducted by a third-party certifying body (must be the same as the one that conducted the External Certification Audit) to check and verify that DepEd continues to adhere to the QMS and ISO requirements after ISO Certification
Third-Party Certifying Body	An external and independent organization, accredited by the Philippine Accreditation Bureau (PAB) of the Department of Trade and Industry (DTI), which performs an audit to verify the agency's conformance to ISO 9001 standards

IV.   Policy Statement

Consistent with its vision of being a learner-centered public institution that continuously improves itself to better serve its stakeholders, DepEd hereby issues these guidelines to institutionalize QMS in the Department. At each governance level (CO, ROs, SDOs, and schools), QMS shall be established and implemented in accordance with standards set in these guidelines. It is a policy of the Department to ensure consistency in the delivery of quality services through the establishment of a National QMS that shall enable the alignment, streamlining, and standardization of processes within and across the different governance levels. A National QMS shall allow DepEd to better understand and fulfill client requirements thereby enhancing and sustaining client satisfaction.

V.   DepEd National Quality Management System (QMS)

1. The DepEd National QMS is a system wherein the respective QMS of DepEd offices and schools are established, implemented, and aligned in accordance with standards in these guidelines aimed at integrating DepEd's internal processes within and across governance levels to ensure consistency in the delivery of quality services to achieve client satisfaction.

   The establishment of the National QMS shall:

   a.   enable top management to optimize the use of resources considering the long- and short-term consequences of their actions;

b.   provide the mechanisms to identify actions that will address identified and unintended consequences in the provision of products and services;

c.   map out activities by which the organization identifies its objectives and determines the processes and resources required to achieve its desired results; and,

d.   manage the interacting processes and resources required to provide value and realize results for relevant interested parties

2. To ensure all materials on the National QMS are standardized, all reference documents, manuals, procedures, templates, Information, Education, and Communication (IEC) materials, and other NQMS-related materials shall be downloaded through these link **http://bit.ly/DepEdNQMS.**

Any alteration of the design of the National QMS IEC materials or any revision made on the documents, manuals, and/or templates is prohibited. Likewise, any form of illegal distribution is prohibited and shall be dealt with accordingly. Should there be a need to update/revise any of the materials provided in the aforementioned link, DepEd offices or personnel may course their feedback through email at **nqmssupport@deped.gov.ph**

VI.   DepEd Quality Policy Statement (QPS)

The QPS is the articulation of DepEd's commitment to implement the National QMS in accordance with the agency's mandate, Vision, Mission, and Core Values. In essence, the QPS is the embodiment of the overall intention and direction of DepEd's top management in relation to quality.

> "The Department of Education is committed to provide learners with quality basic education that is accessible, inclusive, and liberating through:
>
> - Proactive leadership
> - Shared governance
> - Evidence-based policies, standards, and programs
> - Responsive and relevant curricula
> - Highly competent and committed officials, and teaching and non-teaching personnel
> - An enabling learning environment
>
> The Department upholds the highest standards of conduct and performance to fulfill stakeholders' needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction though continuous improvement of the Quality Management System."

All ISO-certified DepEd Offices and public elementary, junior high, and senior high schools shall post a copy of the QPS within the respective premises. The QPS shall be posted through bulletin boards and/or at least three (3) conspicuous places and shall be uploaded on the official website of the office or school.

The QPS must be recited by teaching and non-teaching personnel during the conduct of the Flag Ceremony. It may also be included in the preliminary activities
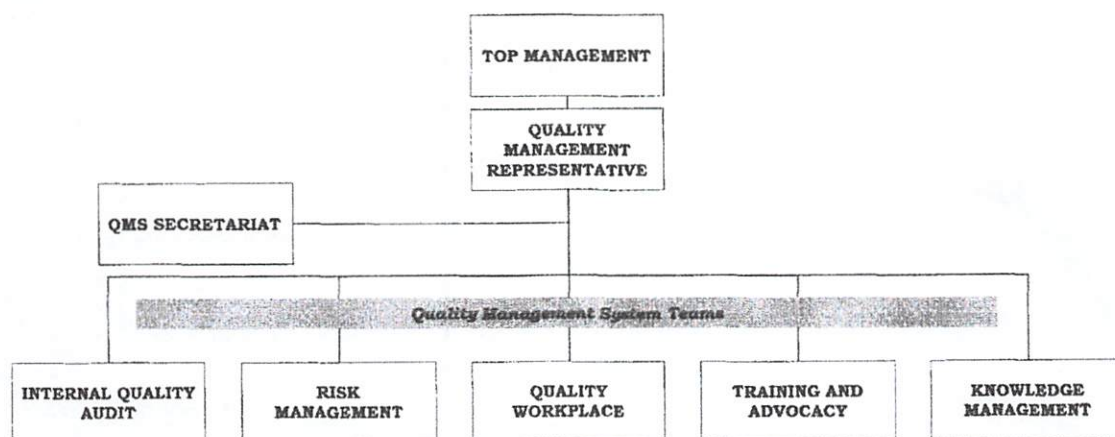
of CO, RO, and SDO programs. In the case of Schools, it may be included during the preliminary activities of Faculty Meetings, Learning Action Cell (LAC) Sessions, or any other similar activity. The purpose of the QPS is to build a culture of quality within the Department. It serves as a reminder for each DepEd employee to uphold their commitment to citizen-centric quality public service.

VII. The QMS Structure

The QMS Structure is designed to ensure that the quality goals and targets of DepEd are achieved. It is composed of the **Top Management**, a **Quality Management Representative (QMR)**, a **QMS Secretariat, Internal Quality Audit Team (IQAT), Risk Management Team (RMT), Quality Workplace Team (QWT), Training and Advocacy Team (TAT)**, and **Knowledge Management Team (KMT)**. There shall be only one QMS Structure at the CO, per RO, SDO, and school. DepEd offices and schools shall create QMS Teams to support its implementation. Below is the prescribed structure:

Quality Management System Structure

The number of members in a QMS Team may vary depending on the capacity of the office or school to appoint representatives, but there must be at least one representative per team.

Work done as a member of a QMS Team shall be included as one of the objectives in a Key Result Area (KRA) related to any of the following: continuous improvement, office management, or in their Plus Factor as provided in the latest Results-Based Performance Management System (RPMS) guidelines, the percentage of which should not exceed the weight assigned for the highest mandated KRA of the office. The RPMS shall put premium on KRAs towards the realization of organizational vision, mission, and strategic priorities supported by poofs of actual performance. (Item 36, DO 02, s. 2015).

To guide the process of designating representatives and/or members, below are the Terms of Reference (TOR) for each team and position indicated in the QMS structure:

VIII. The QMS Teams – Terms of Reference

A. Top Management

The Top Management is represented by the following:

Governance Level	Representatives
Central Office	Executive Committee (ExeCom): Secretary Undersecretaries Assistant Secretaries
Regional Office	Regional Director (RD) and Assistant Regional Director (ARD)
Schools Division Office	Schools Division Superintendent (SDS) and Assistant Schools Division Superintendent (ASDS)
School	School Principal Assistant School Principal

Officer-In-Charge (OIC) or Teacher-In-Charge (TIC) may serve as representative/s

The Top Management shall have the following responsibilities:
i. Lead the establishment, implementation, and monitoring of the QMS at their level;
ii. Establish, communicate, and embody the Quality Policy Statement
iii. Ensure effectiveness of the QMS using risk-based thinking and risk management;
iv. Ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS;
v. Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders;
vi. Determine and provide necessary resources needed to implement and sustain QMS implementation;
vii. Lead and conduct the Management Review (MR) at least every quarter;
viii. Ensure that constitutional mandates, statutory, and regulatory requirements are met; and
ix. Designate the Quality Management Representative (QMR).

B. Quality Management Representative (QMR)

The QMR shall be designated by the respective Top Management of each governance level. The QMR shall have the following responsibilities:
i. Communicate the importance of having a QMS within DepEd;
ii. Oversee the implementation and take accountability for the effectiveness of the QMS;
iii. Ensure the conformance of the QMS to the requirements of ISO 9001;
iv. Ensure the integrity and effectiveness of the QMS;
v. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;
vi. Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;
vii. Ensure integration of the QMS requirements into DepEd's business processes;
viii. Promote continuous improvement of the QMS and processes of the agency;
ix. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;

x. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and

xi. Act as liaison of the Department with external parties on matters relating to QMS.

C. QMS Secretariat

The members of the QMS Secretariat shall coordinate with and report to the QMR. The QMS Secretariat shall have the following responsibilities:

i. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;

ii. Provide technical and administrative support to successfully implement the QMS;

iii. Coordinate QMS-related activities in their respective offices;

iv. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;

v. Facilitate the delivery of specific outputs in line with the QMS;

vi. Assist the QMR in communicating with external parties on QMS-related matters; and

vii. Provide feedback and updates on QMS-related matters to the QMR.

D. QMS Teams

The composition of the QMS Teams is critical to ensure the operationalization of the QMS. Teams are expected to regularly communicate and collaborate within their respective offices/schools and across each governance level, as needed, to ensure seamless and effective implementation of the QMS. Capacity building for the members of each team shall be done through a National Training of Trainers, the guidelines of which shall be provided in a separate memorandum. Below are the five (5) QMS Teams and their respective responsibilities:

a. Knowledge Management Team (KMT)

i. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;

ii. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;

iii. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;

iv. Oversee activities related to managing organizational knowledge and setting document management standards; and

v. Provide feedback to the QMR on the status of the control documents and records.

b. Internal Quality Audit Team (IQAT)

i. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;

ii. Undergo training on ISO 19011 (Guidelines for Auditing Management System);

iii. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;

iv. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;

v. 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

vi. 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.

c. Risk Management Team (RMT)

i. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;

ii. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;

iii. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;

iv. Provide feedback and update to the QMR on the status of risk assessment and action plans;

v. Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and

vi. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRF.

d. Quality Workplace Team (QWT)

i. Ensure consistent implementation of Quality Workplace Standards;

ii. Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity;

iii. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and

iv. Provide feedback and updates to the QMR on the status of workplace management.

e. Training and Advocacy Team (TAT)

i. Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;

ii. Capacitate employees on the development of their Operations Manuals and Planning Documents;

iii. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;

iv. Plan and coordinate effective deployment and efficient use of QMS training and materials;

v. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and

vi. Provide feedback and updates to the QMR on the status of QMS-related training and awareness.

Based on the abovementioned TOR and taking into consideration the latest Office Functions and Job Descriptions of the Department, below are the **recommended**

offices that can form part of each team or role. In the case of the five (5) QMS Teams, representatives may be the Head of Office/School or any plantilla personnel provided that they can perform the functions and responsibilities expected from each QMS Team:

QMS Team	Central Office	Regional Office	Schools Division Office	School
Top Management	Offices of the Secretary (OSEC); Undersecretaries (OUSECs); and Assistant Secretaries (OASECs)	Office of the Regional Director (ORD)	Office of the Superintendent (OSDS)	Office of the School Head (OSH)
QMR	To be appointed by the Top Management			
QMS Secretariat	Bureau of Human Resource and Organizational Development (BHROD)	Quality Assurance Division (QAD)	School Governance and Operations Division (SGOD)	Designated Teacher/s or Non-Teaching Personnel
Risk Management Team	Bureau and Service Directors Chiefs/Head of Office from each functional division Finance Service Legal Service Planning Service – Planning and Programming Division (PS-PPD) Public Affairs Service – Communication Division (PAS-CD)	ORD Chiefs/Head of Office from each function Policy, Planning, and Research Division (PPRD) Finance Division Public Affairs Unit (PAU)	OSDS Chiefs/Head of Office from each function Planning and Research Section (PRS) Designated Information Officer	Office of the School Head Designated Teacher/s
Knowledge Management Team	Administrative Service (AS) – Records Division Bureau of Education Assessment (BEA) Bureau of Learning Resources (BLR)	Administrative Division (AD) - Records Section CLMD FTAD Information, Communication and Technology Unit (ICTU)	CID ICTU AS -Records Unit PRS Designated Information Officer	Designated Teacher/s or Non-Teaching Personnel

	Information and, Communications and Technology Service (ICTS) Planning Service - Education Management Information System Division (PS-EMISD) PAS - Publications Division (PD)	PPRD PAU		
Internal Quality Audit Team	BHROD Internal Audit Service (IAS)	QAD	SGOD	Designated Teacher/s or Non-Teaching Personnel
	Any personnel who underwent training on ISO 19011 (Guidelines for Auditing Management System)			
Training and Advocacy Team	Bureau of Curriculum and Development (BCD) Bureau of Learning and Delivery (BLD) BHROD Bureau of Learner Support Services (BLSS) National Educational Academy of the Philippines (NEAP) External Partnerships Service (EPS) Project Management Service (PMS)	CLMD Human Resource Development Division (HRDD) PAU	CID Human Resource Development Section (HRDS) SGOD Designated Information Officer	Designated Teacher/s or Non-Teaching Personnel
Quality Workplace Team	Administrative Service (AS) Disaster Risk Reduction and	Administrative Division (AD) – General Service Section	Administrative Section (AS)- Asset Management Section	Designated Teacher/s or Non-Teaching Personnel

Management Service (DRRMS)	AD –Asset Management Section		
Education Facilities Division (EFD)	Education Support Services Division – Education Facilities Section (ESSD-EFS)		
Finance Service			
Procurement Management Service (ProcMs)			

IX. Implementation Requirements

Part of establishing a QMS in DepEd is ensuring that all processes and standards are well-documented and operationalized by the respective process holders. Below are the implementation requirements in setting up a QMS in the office/school.

A. Documentary Requirements

An original, signed copy of the required documents shall be submitted to the KMT for safekeeping and archiving purposes. Each governance level shall be given a photocopy of the signed QMS Planning Documents and Operations Manuals.

All standard QMS templates shall have a provision at the bottom of each page stating the following:

> "The only controlled copy of this document is the online version maintained in the http://www.deped.gov.ph. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The original copy of this document shall be kept by the KMT for safekeeping and archiving. The user should secure the latest revision of this document from the http://www.deped.gov.ph. This document is UNCONTROLLED when downloaded and printed."

The following are the four (4) documentary requirements needed for the implementation of the QMS:

DepEd QMS Manual		
SCOPE	OUTLINE	DESCRIPTION
All governance levels	1.Introduction 2. Agency Profile 3. Organizational Structure 4. Scope & Coverage 5. Quality Policy 6. DepEd Process Map 7. Management Processes 8. Core Processes 9. Support Processes 10. List of Interested Parties' Needs and Expectations 11. Control of External Providers	A manual that articulates DepEd's profile, its management, core, support and outsourced processes, the list of stakeholders and partners, and its commitment to provide quality basic education services. There shall be only **one (1)** DepEd QMS Manual for the whole agency to be kept by the CO KMT

Procedures and Work Instructions Manual (PAWIM)

SCOPE	OUTLINE	DESCRIPTION
All governance levels	1. Management Review Procedure 2. Risk Planning Guidelines 3. Internal Quality Audit Procedure 4. Control of Nonconforming Outputs 5. Corrective Action 6. Documents Management Procedure 7. Client Feedback Management 8. Organizational Knowledge Procedure	A document that provides the procedures on the conduct of QMS in DepEd. There shall be only **one (1)** DepEd Procedures and Work Instructions Manual for the whole agency to be kept by the CO KMT

QMS Planning Documents

SCOPE	OUTLINE	DESCRIPTION
All governance levels	1. SWOT Analysis 2. Risk Registry 3. Opportunity Registry 4. Office Performance Commitment and Review Form (OPCRF) 5. List of Relevant Interested Parties	A set of documents updated annually which contain the context, risks, opportunities, and quality objectives These planning documents should be updated annually (i.e. during strategic plan/start of the year) The Central Office ExeCom, Bureaus, and Services shall each have their own integrated Planning Documents Each functional division at the RO and SDO levels shall have their own set of Planning Documents All Schools shall have their own set of Planning Documents

Operations Manual

SCOPE	OUTLINE	DESCRIPTION
All governance levels	1. Title Page 2. Introduction 3. Organizational Structure, Office Functions, and Job Summary 4. Flowcharts/Quality Control Plans (QCPs) 5. Definition of Terms and Acronyms 6. Legal Bases and References 7. Forms/Templates	Details the standard operating procedures of an office Details the standard operating procedures of an office The CO shall have **one (1)** Integrated Operations Manual **per Bureau/Service** and **one (1)** Operations Manual for the entire **ExeCom.**

		Each functional division at the RO and SDO levels shall have their own set of Operations Manual
		All Schools shall have their own set of Operations Manual

Hard copies of the manuals and documents shall be kept by the respective KMT
Soft copies of the manuals and documents shall be uploaded to the official DepEd website and/or this link: **https://deped.in/NQMS
***The use of a DepEd email is required to access the abovementioned link*

Any proposed improvements or changes in the DepEd QMS Manual and the PAWIM shall be requested through official communication by the concerned QMR addressed to the CO QMS Secretariat for consultation and validation.

The QMS Planning Documents and the Integrated Operations Manual will be crafted in accordance with these guidelines by the respective offices, bureaus, services, and schools. Any proposed improvements or changes shall be coursed through their respective QMRs.

The following actions should be taken upon finalization of the QMS Documentary Requirements:

1. **The Central Office**

   a. DepEd-wide Manuals
      i. The QMR shall endorse the DepEd QMS Manual and PAWIM to the Office of the Secretary
      ii. The Secretary shall approve and sign the DepEd QMS Manual and PAWIM
      iii. The Secretary shall issue separate DepEd Memoranda institutionalizing the DepEd QMS Manual and PAWIM

   b. QMS Planning Documents and Integrated Operations Manual
      i. Heads of Office shall secure approval of their Planning Documents and Integrated Operations Manual from their respective Bureau/Service Director
      ii. The Bureau/Service Director shall approve and sign the Planning Documents and Operations Manual
      iii. The Bureau/Service Director shall issue an Office Order institutionalizing the Planning Documents and Operations Manual/s

2. **The Regional Office**

   a. Heads of functional divisions shall secure approval of their Planning Documents and Operations Manual from the Regional Director
   b. The Regional Director shall approve and sign the Planning Documents and Operations Manual
   c. The Regional Director shall issue a Memorandum approving and institutionalizing the Planning Documents and Operations Manual

3. **The Schools Division Office**

   a. Heads of functional divisions shall secure approval of their Planning Documents and Operations Manual from the Schools Division Superintendent;
   b. The Schools Division Superintendent shall approve and sign the Planning Documents and Operations Manual;
   c. The Schools Division Superintendent shall issue a Memorandum approving and institutionalizing the Planning Documents and Operations Manual

4. **The School**

   a. The School QMR shall secure approval of their Planning Documents and Operations Manual from the School Head
   b. The School Head shall approve and sign the Planning Documents and Operations Manual
   c. School Head shall issue a School Memorandum approving and institutionalizing the Planning Documents and Operations Manual

B. Operational Requirements

The following are the steps/activities needed to be undertaken before undergoing an external audit:

1. **Third-Party Certifying Body**

   i. Procurement and timing of third-party certifying bodies shall be the responsibility of the CO following existing procurement guidelines
   ii. Procurement budget shall be charged against CO-GASS funds

2. **Documentation of Work Processes**

   Each governance level shall document all office processes in accordance with their office functions. The declared processes should:

   i. Align with the DepEd Process Map found in the DepEd QMS Manual
   ii. Interconnect with relevant offices
   iii. Take into consideration the provisions on the prescribed processing time in Republic Act 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"

3. **Conduct of Internal Quality Audit (IQA)**

   An IQA shall be conducted by an office/school at least once a year. In conformance to ISO 9001:2015 standards and the standards set by the Department; the internal audit is a critical requirement conducted by the respective IQA teams of each office prior to the external certification audit.

The procedures on how to conduct the internal audit is detailed in the "Internal Quality Audit Procedure" of the PAWIM.

4. **Conduct of Management Review**

A Management Review (MR) shall be conducted at least once every quarter at the office/school level to discuss QMS-related matters such as, **but not limited to**, findings in the audit summary report, attainment of set quality objectives, risks, action plan/s, next steps, etc.

To minimize duplication with similar activities, it is highly recommended that the MR shall be part of the agenda of other management meetings at each governance level, such as the following:

   i.   Central Office
          • Executive Committee (ExeCom) Meeting
          • Management Committee (ManCom) Meeting
   ii. Regional Office – Regional Executive Committee (RexeCom) Meeting
   iii. Schools Division Office – Division Executive Committee (DexeCom) Meeting
   iv. Schools – School Executive Committee Meeting

The procedure on how to conduct an MR per governance level is detailed in the "Management Review Procedure" of the PAWIM.

5. **External Certification Audit**

The external certification audit is conducted by a third-party certifying body which is accredited by Philippine Accreditation Bureau (PAB) of the Department of Trade and Industry (DTI) to verify the organization's conformance vis-à-vis the ISO 9001:2015 standards before they issue the official ISO 9001:2015 certificate. Audits are most often conducted in two stages. The Stage 1 audit covers document review to determine the organization's readiness for the Stage 2 audit. If the auditor determines that the minimum criteria for the Stage 1 audit is met, the organization will proceed with the Stage 2 audit.

The Stage 1 audit is the review of the organization's documented information vis-à-vis QMS requirements. The audit will focus on the organization's scope, processes, and operations. Documented information on IQA and MR will also be evaluated to check that the ISO 9001:2015 requirements are being performed along with the implementation of the management system. On the other hand, the Stage 2 audit will always be an on-site audit to evaluate the implementation and effectiveness of the organization's QMS. The auditor will interview the QMR and personnel on the documented information (procedures, records, etc.) to verify that the organization is meeting all the ISO 9001 requirements. Certification audits are usually conducted every three years.

After certification, the third-party certifying body shall conduct a periodical check-up using surveillance audits to verify if the

harmonization process for all Operations Manuals. The harmonization phase will cover the Regional Offices, Schools Division Offices, and Public Elementary, Junior, and Senior High Schools. Separate guidelines on the QMS Harmonization will be issued at a later date.

B. ISO Certified Offices and Schools for recertification

Recertification of field offices and schools with ISO Certification expiring in 2020 shall be held in abeyance until the issuance of the National Operations Manuals of the Regional Offices, Schools Division Offices and Elementary, Junior, and Senior High Schools.

C. Non-ISO Certified Offices and Schools

Field offices and schools that are not ISO certified or are currently undergoing ISO preparations are encouraged to review and streamline their processes and procedures to improve delivery of basic education services. However, procurement of a third-party certifying body shall be deferred until the issuance of the National Operations Manuals of the Regional Offices, Schools Division Offices and Elementary, Junior, and Senior High Schools.

Field offices shall no longer be allowed to initiate their own ISO preparations upon effectivity of this DepEd Order. Field offices are expected to coordinate with the DepEd CO, through the CO QMS Secretariat for the creation and harmonization of their QMS documents, processes, and procedures.

For more information contact the **CO QMS Secretariat** through email at **nqmssupport@deped.gov.ph**.

XII.   Effectivity

This DepEd Order shall amend or rescind any QMS-related document not in accordance with these guidelines. Immediate dissemination of and strict compliance with this Order is directed.

XIII.   References

1. Administrative Order no. 161, s. 2006, *Institutionalizing Quality Management System in Government*
2. DepEd Order No. 43, s. 2010, *Creation of the National Quality Management Team*
3. DepEd Memorandum No. 35, s. 2020, *Moratorium on ISO Preparation and Procurement of Third-Party Auditing Body*
4. Executive Order No. 605, s. 2007, *Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program*
5. Republic Act 11032, *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*