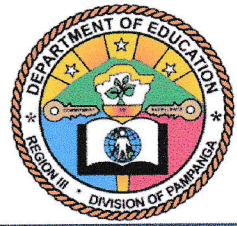




Department of Education
Region III

DIVISION OF PAMPANGA

High School Blvd., Brgy. Lourdes, City of San Fernando, Pampanga, 2000
Website: www.depedpampanga.com | Email: pampanga@deped.gov.ph
Tel.: (045) 435-7404 | Fax: (045) 435-2728



Division Memorandum

No. 194, S. 2018

To : Assistant Schools Division Superintendents
Chief Education Supervisors
Education Program Supervisors
Public Schools District Supervisors
Heads of Public and Private Elementary & Secondary Schools
All Others Concerned

From : Office of the Schools Division Superintendent

Subject : **ISO Certification of SDO Pampanga**

Date : May 2, 2018

1. The improvement of internal systems is inherent in any organization. With the increasing complexities of demands from direct clientele and other institutions, the responsiveness of the various internal systems of the organization cannot remain stagnated. This necessitates the conduct of assessment towards improvements resulting to high level of quality of services.
2. The parameters of on-standard systems implementation should not be solely claimed by the organization. It should be recognized by a prestigious accrediting body who can certify on-standard and undisputedly, the high quality of services. This, therefore necessitates an independent evaluation and subsequently, certification of standards and quality.
3. In consonance with the aforementioned stance, DepEd Division of Pampanga, in its clamor and commitment for on-standard and continuous upgrading of the quality of services, shall undergo evaluation of independent body from ISO. The ISO 9001:2015 is an aspiration to reality of DepEd Pampanga giving the highly premium on standards, quality and satisfaction of customers.
4. Mainly, the project aims to:
 - 4.1 review the internal systems of the Division;
 - 4.2 develop process standards and risk management standards based on the required standards of ISO 9001:2015; and
 - 4.3 obtain the ISO certification at the end of December 2018.
5. For information and wide dissemination.

LEONARDO D. ZAPANTA, Ed.D., CESO VI
Schools Division Superintendent