



Republic of the Philippines
 Department of Education
 Region III
 Schools Division Office of Pampanga



Document Code: SDO-GQF--012

Revision: 00

Effectivity date:

QUALITY MANAGEMENT PLAN 2018

Name of Office:
 SDO-Pampanga

| OBJECTIVES | STRATEGY/PROGRAM | TASK OWNER | TARGET DATE OF IMPLEMENTATION | STATUS OF IMPLEMENTATION |
|---|--|-----------------------------|------------------------------------|--------------------------|
| 1. To include all functions/units in the QMS under each Group such as OSDS Group, SGOD Group and CID Group) | 1.1 Establish quality plan/service pledge for each working unit | All units | April 20, 2018 (QMS Assess) | Completed |
| | 1.2 Drafting of procedure manual and work instruction manual for each unit | Overall Document Controller | May 5-8, 2018 (Stage 2) | Completed |
| | 1.3 Assess quality objectives/Key Performance Measure (KPM) | Unit Document Controllers | May 10-11, 2018 (Appointments 1.7) | Completed |
| | 1.4 QMS Awareness for all employees | QMR | | |
| | 1.5 Crafting of QMS Structure | MRC | | |
| | 1.6 Identification of Legal Compliances and other regulatory requirements | | | |
| | 1.7 Appointment of QMRs, Overall Doc Controller, Unit Doc Controllers | | | |
| 2. To streamline and simplify rules and procedures | 2.1 Review and analyze procedures/policies/guidelines and quality plans | All units | June 8-9, 2018 | Completed |
| | 2.2 Identify sources of complaints and nonconformities | QMR MRC | | |
| 3. Monitor and gather maximum number of customer feedback including complaints | 3.1 Submit/report to the QMR any feedback other than those in the Customer Feedback Form including actions taken for inclusion in the Customer Feedback Report | All units | June 6, 2018 | Completed |
| | 3.2 Procedure for Non-conformity and Corrective Action | QMR MRC | | |



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| <p>4. To add to the existing services all other services being provided to customers, government partners, community, suppliers, providers and other stakeholders</p> | <p>4.1 Procedure Manual and Work Instructional Manual 4.2 Procedure for Control of Documents 4.3 Internal Communication Plan 4.4 External Communication Plan 4.5 Procedure for Non-conformity and Corrective Action</p> | <p>All units Overall Document Controller Unit Document Controllers QMR</p> | <p>June 13-15, 2018</p> | <p>Completed</p> |
| <p>5. To conduct Management Review for QMS implementation</p> | <p>5.1 Procedure on Management Review 5.2 Management Inputs 5.3 Management Outputs 5.4 Appointment of technical working groups such as QMRs, DCs, IQA and CIG 5.5 Approval of Quality Policy 5.6 Approval of Quality Objectives 5.7 Crafting of QMS-based Process Model 5.8 Identification and approval of resources needed for QMS implementation</p> | <p>All units QMR MRC</p> | <p>June 27-29, 2018 (PM Review) June 4, 2018 (Approval of QMT 5.2 to 5.7) Approval resources</p> | <p>Completed Completed</p> |
| <p>6. To ensure that Risk and Opportunities will be addressed by OSDS, SGOD and CID</p> | <p>6.1 Procedure on Risk and Opportunity 6.2 Submission of Risk and Opportunity Register 6.3 Ranking of Risk according to high, medium and low 6.4 Ranking of Opportunities according to high, medium and low</p> | <p>All units Overall Document Controller QMR MRC</p> | <p>May 10-11, 2018</p> | <p>Completed</p> |
| <p>7. To revisit DEDP and other Annual Implementation Plans to include OPCRf</p> | <p>7.1 SWOT Analysis 7.2 GANTT Chart for monitoring performance of SDO-Pampanga</p> | <p>All units QMR MRC</p> | <p>May 22-24, 2018</p> | <p>Completed</p> |



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| 8. To conduct Internal Quality Auditing for SDO-Pampanga | 8.1 Creation of IQA Team 8.2 Procedure for Internal Auditing 8.3 Audit Program 8.4 Audit Plan and Schedules 8.5 Audit Itinerary 8.6 Audit Reporting | | June 6-8, 2018 | Completed |
| 9. To obtain ISO 9001:2015 Certification | 9.1 undergo Stage 1 Awareness 9.2 undergo Stage 2 Documentation 9.3 undergo Stage 3 Risk Assessment 9.4 undergo Stage 4 Internal Quality Auditing 9.5 undergo Stage 5 ISO-alignment 9.6 Pre-assessment by CB 9.7 Adequacy Audit by CB 9.8 Certification Audit by CB | All units Overall Document Controller Unit Document Controllers All process owners IQA team QMR | April 20, 2018 May 5-8, 2018 May 10-11, 2018 June 6-8, 2018 July 4-6, 2018 August 16-17, 2018 | Completed Completed Completed Completed Completed Completed |