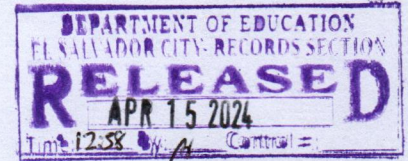




Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF EL SALVADOR CITY



15 April 2024

DIVISION MEMORANDUM
No. 161, s. 2024

**DEPED DIVISION OF EL SALVADOR CITY QUALITY MANAGEMENT SYSTEM
(QMS) STRUCTURE AND COMPOSITION OF THE QMS TEAMS**

To: **Asst. Schools Division Superintendent**
Chief CID, SGOD
Education Program Supervisors
Section Heads
All Public Elementary and Secondary School Heads
All Others Concerned
This Division

1. Pursuant to **DepEd Order No. 9, s. 2021** titled “**Institutionalization of a Quality Management System in the Department of Education**” which follows EO No. 605, s. 2007 titled *Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP)*, DepEd Division of El Salvador City issues the enclosed Quality Management Structure and Composition of QMS Teams.
2. The QMS structure is designed to ensure that the quality goals and targets of the Division Office are achieved. It is composed of the Top Management, Quality Management Representative (QMR), 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).
3. Consistent with the provision of DO 9, s. 2021, the responsibilities of the QMS teams are hereby specified. Work done as a member of the 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.

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Telephone No: (088) 882 6326
Website: www.depedelsalvadorcity.net
Email Address: elsalvador.city@deped.gov.ph


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4. This Office adheres to Equal Opportunity Principle (EOP). Hence, all decisions and actions shall be based solely on guidelines set forth, with no discrimination on the account of age, gender identity, sexual orientation, civil status, disability, religion, ethnicity, or political affiliation.
5. Immediate and wide dissemination of this memorandum is desired.


RANDOLPH B. TORTOLA
Schools Division Superintendent

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

NQMS

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SDO EL SALVADOR CITY
QUALITY MANAGEMENT SYSTEM (QMS) STRUCTURE

TOP MANAGEMENT
RANDOLPH B. TORTOLA
Schools Division Superintendent
Quality Management Head
CONNIEBEL C. NISTAL
Assistant Schools Division Superintendent
Quality Management Representative

QMS SECRETARIAT
Maricris P. Quismundo
Andrie Cris L. Saguing **Cheriemy D. General**
Rheamie C. Magrifa **Ricca Stephanie E. Oco**

QUALITY MANAGEMENT TEAMS

KNOWLEDGE MANAGEMENT TEAM
NINIAN A. ALCASID
LINA C. BEJIGA
LORNA H. ESTROSAS
ROQUE R. SABASAJE
GENEVIEVE E. LUSTERIO
ANABELLE M. MAMA CLAY
MARIEL B. UBAUB

Document Controllers:
EMELIE Y. YUBUCO
GLENN JOHN O. ISIDERIO

INTERNAL QUALITY AUDIT TEAM
ROLLY B. LABIS
CECILLE Z. KHOBUNTIN
LEAH MAE C. AKUT
ANALYN G. FABRIA
KENNETH ANGEL B. GUILLENA
RIZAN L. SARDANE

RISK MANAGEMENT TEAM
KEVIN B. ASEQUIA
JURICA ETHEL L. ESTRADA
GLADYS GRACE H. CABELTES
MARICEL B. JANGAO
STEPHANIE P. SALIGUMBA
JEFFREY M. MARTINEZ
SHERRIE R. DUNGOG
ALAN T. SACULINGAN

WORKPLACE MANAGEMENT TEAM
ELEONOR R. ISIDERIO
MELANIE M. LIGUTOM
FRANZ MAYBELLE M. GAID
ESMAEL V. MALACO, JR.
TONNIE MAE GONZALES

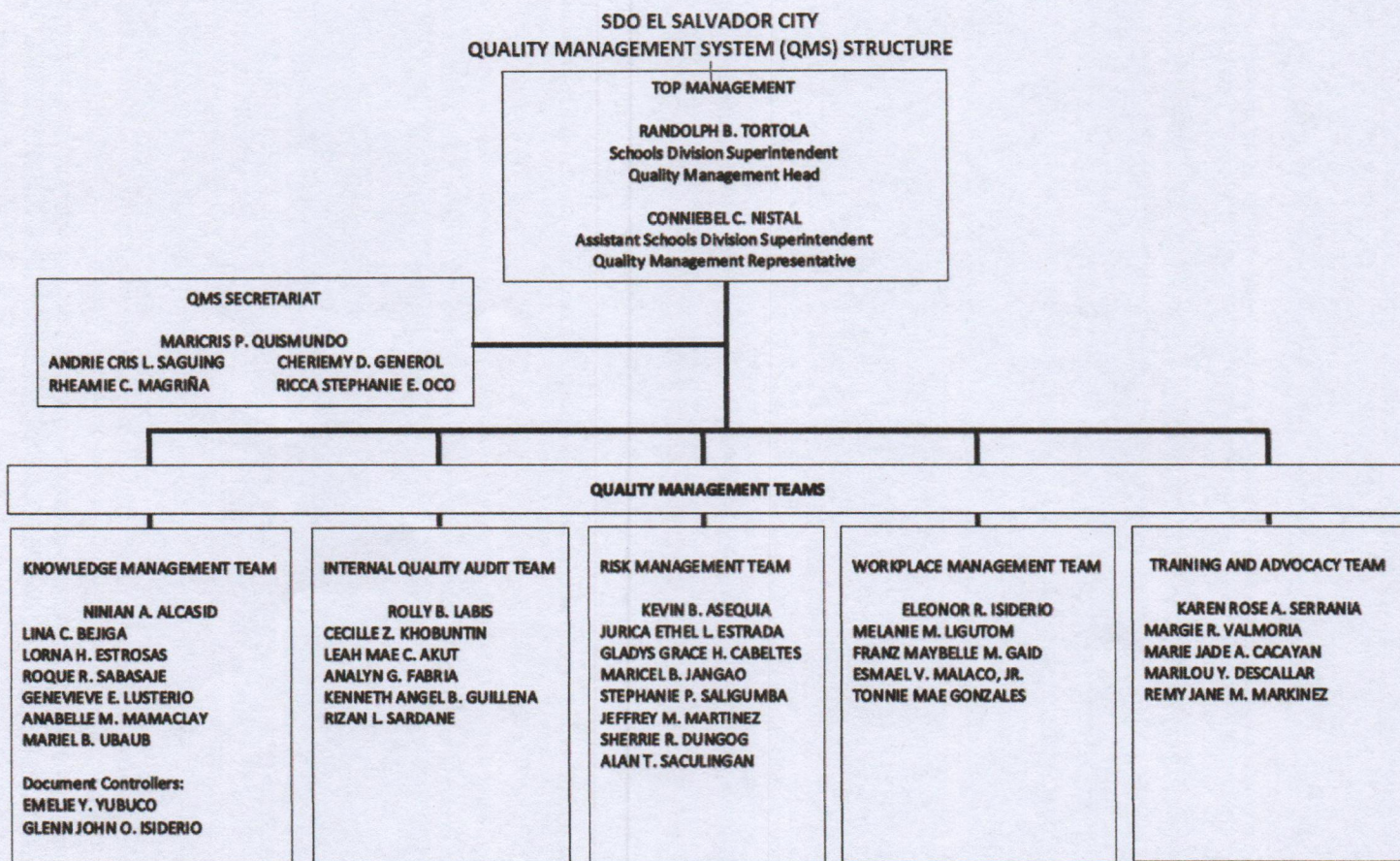
TRAINING AND ADVOCACY TEAM
KAREN ROSE A. SERRANIA
MARGIE R. VALMORIA
MARIE JADE A. CACAYAN
MARILOU Y. DESCALLAR
REMY JANE M. MARKINEZ



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Enclosure No. 1 to Division Memorandum No. _____, s. 2024

THE DIVISION QMS STRUCTURE
(per DO 9, s. 2021, Section VII. the QMS Structure)



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Enclosure No. 2 to Division Memorandum No. _____, s. 2024

COMPOSITION OF THE QUALITY MANAGEMENT SYSTEM (QMS) TEAMS

TOP MANAGEMENT

RANDOLPH B. TORTOLA, Schools Division Superintendent

QUALITY MANAGEMENT REPRESENTATIVE (QMR)

CONNIEBEL C. NISTAL, Assistant Schools Division Superintendent

QUALITY MANAGEMENT SYSTEM (QMS) SECRETARIAT

Team Leader: MARICRIS P. QUISMUNDO, Sr.EPS (M&E)

Members: ANDRIE CRIS L. SAGUING, ADAS III
RHEAMIE C. MAGRIÑA, ADA VI
CHERIEMY D. GENEROL, EPS II
RICCA STEPHANIE E. OCO, ADAS III

KNOWLEDGE MANAGEMENT TEAM (KMT)

Team Leader: NINIAN A. ALCASID, CID Chief

Members: LINA C. BEJIGA, EPSvr
LORNA H. ESTROSAS, EPSvr
ROQUE R. SABASAJE, EPSvr
GENEVIEVE E. LUSTERIO, EPSvr
ANABELLE M. MAMA CLAY, EPSvr
MARIEL B. UBAUB, EPSvr

Document Controllers:

EMELIE Y. YUBUCO, Librarian II
GLENN JOHN O. ISIDERIO, PDO I

INTERNAL QUALITY AUDIT TEAM (IQAT)

Team Leader: ROLLY B. LABIS, SGOD Chief

Members: CECILLE Z. KHOBUNTIN, Nurse II
LEAH MAE C. AKUT, ADAS III
ANALYN G. FABRIA, EPSvr
KENNETH ANGEL B. GUILLENA, AO II
RIZAN L. SARDANE, Cashier

RISK MANAGEMENT TEAM (RMT)

Team Leader: KEVIN B. ASEQUIA, PLO III

Members: JURICA ETHEL L. ESTRADA, PDO II
GLADYS GRACE H. CABELTES, Medical Officer II
MARICEL B. JANGAO, Accountant III
STEPHANIE P. SALIGUMBA, Budget Officer
JEFFREY M. MARTINEZ, AO V
SHERRIE R. DUNGOG, ITO
ALAN T. SACULINGAN, Supply Officer

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QUALITY WORKPLACE TEAM (QWT)

Team Leader: ELEONOR R. ISIDERIO, AO IV
Members: MELANIE M. LIGUTOM, EPSvr
FRANZ MAYBELLE M. GAID, Nurse II
ESMAEL V. MALACO JR, PDO I
TONNIE MAE GONZALES, DE

TRAINING AND ADVOCACY TEAM (TAT)

Team Leader: KAREN ROSE A. SERRANIA, Sr.EPS (HRD)
MARGIE R. VALMORIA, EPSvr
MARIE JADE A. CACAYAN, EPSvr
MARILOU Y. DESCALLAR, GC II
REMY JANE M. MARKINEZ, ADAS III

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Enclosure No. 2 to Division Memorandum No. _____ s. 2024

DUTIES AND RESPONSIBILITIES OF THE QMS TEAMS
(per DO 9, s. 2021, Section VIII. the QMS Team – 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).

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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.

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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.

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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.

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