



**QUALITY
PROCEDURE**

Document Code		
QP-R02-FAD-GSS-08		
Rev. No.	Eff. Date	Page
00	10-01-17	1 of 4

PROCEDURE TITLE	MANAGEMENT OF FACILITIES
SCOPE	This process starts from receipt of request for repair/installation work or request to use Function Room up to provision of needed action.
PURPOSE	To ensure the effective and safe provision of needed corrective maintenance and related services to enable the different services and offices to operate continuously.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Utility Workers/ Staff in-charge of Function Room/ Requesting Personnel	Submission of request	<p>Submit report/request to GSS Chief on needed work/services:</p> <ul style="list-style-type: none"> • Installation works • Repair works • Use of Function Room • Use of Dormitory <p>Minor repair/installation works:</p> <ul style="list-style-type: none"> • Doors, jambs, cabinets, chairs and office tables; • Water system (leaking piping system, damaged fitting and fixtures); and • Electrical works. <p>For request of function room:</p> <ul style="list-style-type: none"> • Check the availability of the function room in the Calendar of Activities to confirm. If no function room is available, inform the requesting office by indicating in the space provided in the form; else, assign the function room and update the Calendar of Activities. 	<ul style="list-style-type: none"> • Request for Repair and/or Installation Work • Request for the Use of Function Room • Calendar of Activities
2	GSS Chief/ RPMO	<p>Evaluation of needed repair/ installation works.</p> <p>Recommendation re use of Function Room.</p>	<p>For repair / installation works:</p> <ul style="list-style-type: none"> • Evaluate the extent of the work requested and recommend appropriate action as follows: 	<ul style="list-style-type: none"> • Request for Repair and/or Installation Work • Program of Work (POW), if necessary

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**QUALITY
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Document Code		
QP-R02-FAD-GSS-08		
Rev. No.	Eff. Date	Page
00	10-01-17	2 of 4

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> • Conduct in-house installation and/or repair; • Outsource installation and/or repair; • Other appropriate action. <ul style="list-style-type: none"> • If materials are available, proceed to step 8. • If materials are not available, determine the type, unit of measure, quantity and estimated cost of supplies, materials, equipment and/or tools, as applicable. • If repair requires the technical skills of an engineer, GSS Chief coordinates with ORD-RPMO for assistance. • RPMO Staff/ engineer prepares and forwards Program of Work (POW) to the GSS, if needed. • GSS Chief and RPMO Staff recommend/ sign the Request for Repair/ Installation Work. • GSS Chief refers to PPMP re inclusion of necessary procurement. • Prepare Purchase Request (PR) indicating specific materials/ work needed and attach the following: <ul style="list-style-type: none"> • Report/request 	<ul style="list-style-type: none"> • Purchase Request • Project Procurement Management Plan (PPMP) • Request for the Use of Function Room • Calendar of Activities

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> • Bill of Materials, if any • PPMF <ul style="list-style-type: none"> • Forward PR with attachments to CAO for review and recommendation. <p>For request of function room:</p> <ul style="list-style-type: none"> • Recommend/ Sign Request for Use of Function Room. 	
3	CAO	Review and recommendation of action on PR re request for repair/ installation work. Approval of request on the use of Function Room	<p>For repair / installation works:</p> <ul style="list-style-type: none"> • Review the recommended action including the POW, if any. • If found in order, sign/ recommend the PR for approval; else, discuss with the GSS Chief for other appropriate action. <p>For request of function room:</p> <ul style="list-style-type: none"> • Approve/ sign Request for Use of Function Room. 	<ul style="list-style-type: none"> • Request for Repair and/or Installation Work • Purchase Request • POW, if necessary • PPMF • Request for the Use of Function Room
4	Administrative Staff	Determination of the availability of funds for the request	<ul style="list-style-type: none"> • Forward the PR with attached complete documents to Budget Section for the determination of the availability of funds for the request. 	
	Budget Officer/ BS Staff		<ul style="list-style-type: none"> • Conform/ sign availability of fund an forward PR to ARD/authorized signatory for approval. If not, returns the PR to the GSS with appropriate 	<ul style="list-style-type: none"> • Request for Repair and/or Installation Work • Purchase Request • POW, if

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**QUALITY
PROCEDURE**

Document Code		
QP-R02-FAD-GSS-08		
Rev. No.	Eff. Date	Page
00	10-01-17	4 of 4

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			<p>information.</p> <ul style="list-style-type: none"> Budget personnel forwards the approved Purchase Request for Procurement to Procurement Section. 	<p>necessary</p> <ul style="list-style-type: none"> PPMP
5	ARD/ Authorized signatory/ Secretary	Approval/Disapproval of PR	<ul style="list-style-type: none"> Approve/disapprove the PR Route PR with complete documents to BAC Secretariat for procurement 	<ul style="list-style-type: none"> Request for Repair and/or Installation Work Purchase Request POW PPMP
6	Procurement Personnel	Procurement requirements for the repair/ installation works.	<ul style="list-style-type: none"> Procurement process 	
7	GSS/ Supply Section Staff	Delivery of materials	<ul style="list-style-type: none"> Issues the materials to requesting personnel/ UW 	<ul style="list-style-type: none"> Request and Issue Slip (RIS)
8	UW or Laborers	Execute repair/installation works or set-up function room	<ul style="list-style-type: none"> Carry out the needed repair/installation works on the facilities. Upon completion, indicate date completed. GSS Chief conform/accept work completed (for minor repair/ installation work) or Building Maintenance Committee for work that required civil/ technical skills. 	<ul style="list-style-type: none"> Request for Repair and/or Installation Work
9	GSS	Retention of documents for reference.	Retain copy each of the documents for file and reference .	Files

Definition of Terms:

- Minor Repair - refer to Details (Item No. 1)

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Legal References:



DILG REGIONAL OFFICE 02

QUALITY PROCEDURE

Document Code		
QP-R02-FAD-GSS-08		
Rev. No.	Eff. Date	Page
00	10-01-17	5 of 5

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Process Owner	Deputy QMR	Regional QMR		Top Management	

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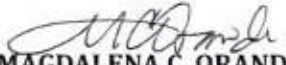
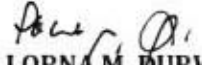
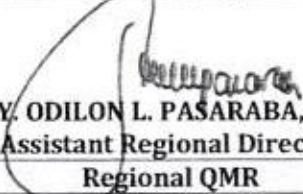
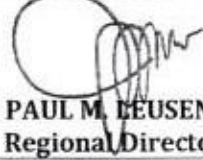
Document Code		
QO-QP-R02-FAD-GSS-08		
Rev. No.	Eff. Date	Page
00	10-01-17	1 of 2

OFFICE		FINANCE AND ADMINISTRATIVE DIVISION-GENERAL SERVICES SECTION				
QUALITY PROCEDURE TITLE		MANAGEMENT OF FACILITIES				
Function	Key Performance Indicator (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/ Formula (if applicable)			
Management of Facilities	<ul style="list-style-type: none"> Timely disposition (approval/disapproval) of requests within the standard time (2 working days for repair/installation or within 1 working day for use of function room). 	<ul style="list-style-type: none"> 90% of received requests 	<ul style="list-style-type: none"> Total number of requests approved/disapproved within the standard time / Total number of requests received 	<ul style="list-style-type: none"> Monthly 	<ul style="list-style-type: none"> Utility Workers GSS Staff 	<ul style="list-style-type: none"> Management of Facilities Log Sheet
	<ul style="list-style-type: none"> Acceptance of completed installation/repair works 	<ul style="list-style-type: none"> 90% of completed installation/repair works 	<ul style="list-style-type: none"> Total number of completed installation/repair works accepted/ Total number of completed installation/repair works 			



DILG REGIONAL OFFICE 02
**QUALITY
OBJECTIVES**

Document Code		
QO-QP-R02-FAD-GSS-08		
Rev. No.	Eff. Date	Page
00	10-01-17	2 of 2

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QUALITY MONITORING AND EVALUATION

OFFICE	FINANCE AND ADMINISTRATIVE DIVISION - GENERAL SERVICES SECTION
PROCEDURE TITLE	MANAGEMENT OF FACILITIES
OBJECTIVE STATEMENT	1. Timely disposition (approval/disapproval) of requests within the standard time (2 working days for repair/installation or within 1 working day for use of function room). 2. Acceptance of completed installation/repair works.
CURRENT PERIOD	October to December 2017

	INDICATORS/FORMULA	Oct	Nov	Dec	Total
Objective 1: Timely disposition (approval/disapproval) of requests within the standard time (2 working days for repair/installation or within 1 working day for use of function room).					
A	Total number of requests approved/disapproved within the standard time				
B	Total number of requests received				
C	Formula: (A/B)*90% Target Result : 90%				
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)				
Objective 2: Acceptance of completed installation/repair works.					
A	Total number of completed installation/repair works accepted				
B	Total number of completed installation/repair works				
C	Formula: (A/B)*90% Target Result : 90%				
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)				

Note: For unmet targets of two (2) consecutive periods, concerned Deputy QMR initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.

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DILG - REGION 02 (CAGAYAN VALLEY)

QUALITY MONITORING AND EVALUATION

Document Code		
QME-QP-R02-FAD-GSS-08		
Rev. No.	Eff. Date	Page
00	10-01-17	2 of 2

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Process Owner	Deputy QMR	Regional QMR	Top Management

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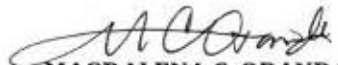
DILG-REGION 02 (CAGAYAN VALLEY)
MANAGEMENT OF FACILITIES
PROCESS SUMMARY LOGSHEET

Document Code		
FM-PSL-QP-R02-FAD-GSS-08-01		
ev. No	Eff. Date	Page
00	10.01.17	1 of 1


QUALITY	Timely acceptance of completed repair/ installation works and use of Function Hall provided on time.
FREQUENCY OF	Monthly
PERIOD COVERED	October to December 2017
LEGEND	ST = Standard Time (within 2 working days for repair or installation requests or within 1 working day for use of function room request)

No.	Date Received	OPR	Type of Request			Disposition			Objective 1		Remarks (indicate reason if not met)	Date Completed	Objective 2		Remarks (indicate reason if not met)
			Repair	Installation	Function Room	Approved	Disapproved	Date	Within ST	Beyond ST			Accepted	Not accepted	
al %															

Prepared by:


MAGDALENA C. ORANDA
 AO V/ GSS Chief
 Process Owner

Noted by:


LORNA M. DURWIN
 Chief Administrative Officer
 Division Chief

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