



**MANAGEMENT REVIEW MINUTES**

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**Date of Management Review: January 22, 2018**

**Venue: DILG RO2 Conference hall**

**Present:** RD Jonathan Paul M. Leusen, Jr., CESO IV  
 OIC-ARD Elpidio A. Durwin, CESO V  
 PD Corazon D. Toribio, CESO V of DILG- Isabela  
 LGOO V Joan Luis- QMS focal person  
 PD Ruperto B. Maribbay, CESO V of DILG-Cagayan  
 LGOO II Razel Ann Benitez-QMS focal person  
 PD Elma M. Urbina, CESE of DILG-Nueva Vizcaya  
 LGOO V Michael Villamin- QMs focal person  
 OIC-PD Salvacion Z. Baccay, CESE of DILG-Quirino  
 LGOO VI Imelda Aquino- QMs focal person  
 OIC-PD Ma. Loida M. Urmatam, CESE of DILG-Batanes  
 LGOO V Avonne D. Halago-QMS focal person  
 LGMED Chief Digna R. Herrera  
 LGMED ADC Catherine Allam-Miranda  
 LGCDD ADC Zenaida Z. Ricardo  
 CAO Lorna M. Durwin  
 OIC-SAO/LGOO V Ive B. Saludez  
 AO IV Jerlyn M. Garan- QMS Regional focal person

Item	Agenda Item	Issues / Highlights of Discussion / Management Action and Decisions	Action Plan
1	<b>Changes in external and internal issues that are relevant to the quality management system</b>	<p>Internal issue:            -Weak organizational knowledge base on how to strengthen implementation of QMS</p> <p>External issue:            -Fast transition of leaders/management</p>	<p>QMS Secretariat through the focal person AO IV Jerlyn Garan is directed to come up with an action plan for 2018, emphasizing the capacity development needs of all teams: Secretariat, Document Controller, Risk Review and Management with budgetary requirements and timeline to be submitted before end of January, 2018.</p> <p>Update newly assigned Provincial Directors and OIC ARD through conduct of regular knowledge sharing during Regional Management Committee Meetings, Provincial Team Conferences and Monday Convocations.</p>
2	<b>Customer satisfaction and feedback from relevant interested parties</b>	<p>On system procedures:            - Need for conduct of more focus group discussions on risk identification, evaluation and control</p> <p>On operating procedures:            - Deputy QMRs report were generally deemed satisfactory as revealed by the QMS processes performance reports, the customer feedback, and internal quality audit report.</p>	<p>- Risk Review Committee to undergo focus group discussions and meetings to mitigate the risks in implementing QMS processes;</p> <p>- Deputy QMRs are commended and enjoined to sustain the effectiveness and efficiency of QMS implementation.</p>



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3	<b>Quality objectives</b>	Initial findings revealed that quality objectives for last quarter, 2017 are met.	Process owners and deputy QMRs are enjoined to review and recommend if modification is needed.
4	<b>Process performance and conformity of products and services</b>	On Analysis and evaluation: - There was no analysis and evaluation of process performance for processes with monthly frequency of monitoring. (ISO Clause 9.1.3 – Analysis and evaluation)	-All process owners to strengthen every last two (2) Fridays of the month to be ISO/QMs days. -All Deputy QMRs to submit
5	<b>Nonconformities and corrective actions</b>	Internal Audit findings conducted last January 15-18, 2018 revealed the following non-conformities: 1. Composition of QMS Secretariat and Process Owner does not jibe with QMS Organizational structure Lack of awareness on DILG RO2's Quality Policy  2. The risks and opportunities per process level and functional quality objectives were not determined in accordance with the requirements of ISO Clause 6.1. in order to address the identified risks and opportunities.	-Reconstitution of the composition of the QMS team/structure.  Deputy QMRs and process owners are enjoined to conduct FGDs and meetings to determine risks and plan of actions to mitigate the identified risks.  -QMR/OIC ARD Elpidio A. Durwin enjoined the QMS secretariat to coordinate with national secretariat on the conduct of retooling/capacity enhancement to further strengthen QMS implementation.
6	<b>Monitoring and measurement results</b>	Per AOPB accomplishments, the region credited the very satisfactory performance to QMS implementation despite personnel constraint. The region has 18 vacant positions	-With the new RPSPB Chairman, the Management committed to fill up these vacant positions within the 1 <sup>st</sup> quarter.  -RPSPB activities were conducted on January 4-5 and 19, 2018.
7	<b>Audit results</b>	Internal Quality audit findings revealed that the environment for the operation of the processes and competence were fully conformed. Except for those items enumerated in item 5.	-Strengthen R2GETHER and ONE BEAT strategies to increase/sustain level of awareness on QMS implementation.
8	<b>Performance of external providers</b>	Comments and suggestions from end-users are welcomed by the General Services Section-Finance and Administrative Division	Consider comments and suggestions of end-users in looking for providers for the following quarter. Emphasis is given to catering services and van rental services.
9	<b>Adequacy of resources</b>	Funds for QMS have already lapsed; Central Office advised QMS focal person to charge QMS activities to Locally funded projects (LFPs)	-QMS focal person to prepare activity design and submit it to Central Office; copy furnish RPMO, the RPMO head, Engr. Imelda Rosales -Regional Management committed to mainstream strengthening of QMS implementation in all the activities of the region.
10	<b>Effectiveness of actions taken to address risks and opportunities</b>	On re-training and re-tooling of personnel to strengthen QMS implementation and mitigate the identified risks in continuing the implementation of the processes.	-inclusion of importance of QMS and enrolled processes of the region to during the retooling of technical and

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			administrative positions within the 1 <sup>st</sup> semester of 2018.
<b>11</b>	<b>Opportunities for improvement</b>	<ol style="list-style-type: none"> <li>On increasing level of awareness region's Quality Policy, relevant Quality Objectives, each personnel's contribution to the effectiveness of the QMS, and the implications of non conforming with the set requirements</li> <li>On 18 vacant positions</li> <li>On provision of vehicular support</li> </ol>	<p>-increase level of awareness of every personnel. Process owners may tap our designated information officers of different operating units; revisit the existing functional quality objectives of some processes in determining the indicators and formula on how to achieve targets</p> <p>- intensify the implementation of Recruitment, Selection and promotion for 1st and 2nd Level Personnel. As of audit date, there are eighteen (18) vacant positions in DILG Region 02.</p> <p>- FAD through GSS shall review the BLOWBAGETS form to include the sign-approval of the immediate supervisor to ensure its responsibility and accountability; BLOWBAGETS checklist to be applicable both for Pre and Post inspection trip to ensure conformance with Quality Procedure; need to formulate a Maintenance Program for the Repair and Maintenance of Motor Vehicles to ensure the availability and prolong the life of the vehicle and the safety of the passengers as well.</p>
<b>12.</b>	<b>Other Matters</b>	QMS Management Review will be part of the Regional Management Committee (RMC) Meeting conducted every two (2) months	RMC Secretariat shall work with QMS Secretariat to effectively deliver objectives of the meeting.

<b>Prepared By:</b>	<b>Reviewed By</b>	<b>Approved By</b>
 <b>IVE B. SALUDEZ</b> QMS Secretariat Head	 <b>ELPHIDIO A. DURWIN, CESO V</b> Regional Quality Management Representative	 <b>JONATHAN PAUL M. LEUSEN, JR., CESO IV</b> Regional Director