



# QUALITY PROCEDURE (QP)

<b>PROCEDURE TITLE</b>	<b>PROVISION OF VEHICULAR SUPPORT SERVICES</b>
<b>SCOPE</b>	<ul style="list-style-type: none"> <li>The procedure starts from receipt of Vehicle Service Request up to the signed/approved Trip Ticket</li> </ul>
<b>PURPOSE</b>	<ul style="list-style-type: none"> <li>To provide mobility services to DILG personnel/employees in the implementation of the PPAs of the department</li> </ul>

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Requesting Officer	Submission of duly accomplished Vehicle Service Request to General Service Section	Signed VSR for 2 days (within the Region) and 4 days (outside the Region) before the scheduled trip.	<ul style="list-style-type: none"> <li>Vehicle Service Request (VSR)</li> </ul>
2	Motorpool Staff	Evaluation of the request and preparation of Trip Ticket	Evaluate the request as to the following: <ul style="list-style-type: none"> <li>Travel Order/Purpose; when and where</li> <li>Number of Passenger/s to determine the vehicle to be assigned</li> <li>Prepare Trip Ticket (To be signed by the approving authority (if vehicle is available))</li> </ul>	<ul style="list-style-type: none"> <li>Signed VSR</li> </ul>
3	Approving Authorities	Approval of Trip Ticket	<ul style="list-style-type: none"> <li>Approved/Disapproved Trip Ticket return to GS Section</li> </ul>	<ul style="list-style-type: none"> <li>VSR and Trip Ticket</li> </ul>
4	Motorpool Staff	Verbal communication with requesting officer  Preparation of Fuel Withdrawal Slip	<ul style="list-style-type: none"> <li>Inform the requesting officer on the approval of the request</li> <li>For the approved request, inform the requesting officer of the vehicle and the assigned Driver</li> <li>Fuel withdrawal slip for approval by the authorized signatories</li> </ul>	<ul style="list-style-type: none"> <li>VSR and Trip Ticket</li> <li>Approved Trip Ticket.</li> </ul>
5	GSS Chief	Meeting and handling of the approved Trip Ticket to the assigned driver	<ul style="list-style-type: none"> <li>Remind the assigned driver check the BLOWBAGETS of the vehicle before the scheduled trip</li> </ul>	<ul style="list-style-type: none"> <li>BLOWBAGETS Checklist</li> </ul>
6	Driver	Carry-out the trip	<ul style="list-style-type: none"> <li>Accomplish the Trip Ticket and request passenger/s to signed in the Trip Ticket</li> </ul>	
7	Driver	Preparation after travel report	<ul style="list-style-type: none"> <li>Submit to GSS Chief the accomplished trip ticket and the status report of the service vehicle using the BLOWBAGETS form upon arrival to OS</li> </ul>	<ul style="list-style-type: none"> <li>Travel Documents</li> </ul>
8	Process Owner	Maintain Records	<ul style="list-style-type: none"> <li>Maintain Records in accordance with the Control of Records Procedure and the Master list of Records</li> </ul>	<ul style="list-style-type: none"> <li>Masterlist of Records</li> </ul>



DILG - REGION II (CAGAYAN VALLEY)

# QUALITY PROCEDURE (QP)

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DILG-REGION II-(CAGAYAN VALLEY)  
**PROCESS QUALITY MONITORING  
 AND EVALUATION (QME)**

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<b>BUREAU/SERVICE</b>	FINANCE AND ADMINISTRATIVE DIVISION, GENERAL SERVICES SECTION
<b>PROCEDURE TITLE</b>	PROVISION OF VEHICULAR SUPPORT SERVICE
<b>OBJECTIVE STATEMENT</b>	100% of the request for vehicular support service are acted upon within two (2) working days upon receipt. *Action may be preparation of Trip Ticket for approved request or disapproval of request
<b>CURRENT PERIOD</b>	OCTOBER – DECEMBER 2017

INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total number of requests acted upon within 2 working days upon receipt.										39	52	43	134
B	Total number of requests received										39	52	43	134
C	Formula: $\frac{A}{B} \times 100\%$ Target Result : 100%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													

**Note: For unmet targets, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly approved by DILG-RO Deputy QMR.**

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DILG –REGION II (CAGAYAN VALLEY)  
**QUALITY  
 OBJECTIVE**

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BUREAU/SERVICE	FINANCE AND ADMINISTRATIVE DIVISION, GENERAL SERVICES SECTION
QUALITY PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICE

Function	KPI			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Key Performance Indicator (Formula, if applicable)			
Process the request for Vehicular Support Service	<ul style="list-style-type: none"> <li>Timely action on request vehicular support service within (2) working days upon receipt of request</li> </ul> <p>*Action may be preparation of Trip Ticket for approved request or disapproval of request</p>	<ul style="list-style-type: none"> <li>100%</li> </ul>	<ul style="list-style-type: none"> <li>Total number of requests acted upon within 2 working days upon receipt/ Total No. Of requests received</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>Motorpool Section Staff</li> </ul>	<ul style="list-style-type: none"> <li>VSR Log Sheet</li> </ul>

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