



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY MANUAL

Document Code		
DILG-QM-02		
Document Title		
Definition of Terms		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 3

2. DEFINITION OF TERMS

For the purpose of providing a clear and common understanding of terms to be used in Quality Management System documentations, terms and definitions given in ISO 9000:2015 – Fundamentals and Vocabulary, shall be applied.

In addition to those given in ISO 9000:2015 – the following terms and definitions generally apply to DILG's QMS:

- a) DILG Central Office (DILG-CO) – refers to the main office of DILG which covers the Office of the Secretary, Office of the Undersecretaries, Office of the Assistant Secretaries, Internal Audit Service (IAS), Bureau of Local Government Supervision (BLGS), Bureau of Local Government Development (BLGD), Office of Project Development Services (OPDS), National Barangay Operations Office (NBOO), Planning Service (PS), Financial and Management Service (FMS), Administrative Service (AS), Public Affairs and Communications Service (PACS), Information Systems and Technology Management Service (ISTMS), and Legal and Legislative Liaison Service (LLLS).
- b) Regional Office – refers to DILG Office in each of the seventeen (17) Regions – CAR, NCR, Region I, Region II, Region III, Region IVA, Region IVB, Region V, Region VI, Region VII, Region VIII, Region IX, Region X, Region XI, Region XII, and Region XIII.
This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy
- c) Field Office – this refers to the DILG Office in each of the lower levels of the LGUs - Provincial Office, City Office and selected Municipal Office – under the supervision of the Regional Office.
- d) Clients/Customers – refer to persons or entities outside the DILG organizational structure who/which are the intended beneficiary of DILG Programs, Projects, Activities (PPAs) and services. In consideration of the QMS scope, this specifically refers to the Regional Offices, Field Offices, Local Government Units/Officials/Employees and the general public.
- e) Operations Processes – refer to core processes that are directly involved in the performance of the mandate of the DILG in the provision of LGU capacity development services, performance oversight and incentives and awards which are intended for its clients/customers.
- f) Support to Operations Processes – refer to processes needed to ensure the satisfactory performance of the core processes delivered by the different support service offices – PS, FMS, AS, PACS, ISTMS, and LLLS - which caters the officials, employees and/or operating units/offices of the DILG.
- g) External Documents/References – Documents of external origin - usually from Office of the President (OP), Civil Service Commission (CSC), Commission on Audit (COA), Department of Budget (DBM), Other National Government Agencies (NGAs), National Government Organizations (NGOs), Civil Society Organizations (CSOs), Government Financial Institutions (GFIs), Government-Owned and Controlled Corporations (GOCCs), and other Institutions - necessary for



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY MANUAL

Document Code		
DILG-QM-02		
Document Title		
Definition of Terms		
Rev. No.	Eff. Date	Page
00	06.15.21	2 of 3

planning and operations which include Circulars, Memorandums, Republic Acts, Executive Orders, Administrative Orders, Guidelines, Manuals, Resolutions, Orders, other Issuances, Reportorial and Compliance Forms, among others.

- h) Form – A document in a structured format with standardized data fields that gathers information as a requirement of a certain regulation or necessary in achieving desired process, procedure, and/or service outputs/objectives/results that when duly filled out, are considered records.
- i) Major Final Output (MFO) – the major deliverables of the DILG which are measured, evaluated, monitored and reported as performance results of the Department. Specifically, this refers to LGU capacity development, performance oversight, and rewards and incentives.
- j) Top Management – this refers to the high level management which includes the Secretary, Undersecretaries and Assistant Secretaries.
- k) Quality Management Representative (QMR) - is a designated member of the top management, an Undersecretary, who has the responsibility and authority to ensure that adequate resources and management support are provided for the effective implementation, sustainability, and continual improvement of the Quality Management System (QMS).
- l) Overall Deputy QMR - is a designated member of the top management, an Assistant Secretary, who oversees the overall affairs of the Quality Management System (QMS), reports its performance and any need for improvement, and performs the functions of the QMR in his absence.
- m) Bureau/Service/Office Deputy QMR – refers to the Bureau/Service Directors and PMO Manager. They are responsible for the effective implementation and continual improvement of the QMS in their respective Offices and ensure the timely reporting of QMS performance to the Overall Deputy QMR.
- n) Regional Deputy QMR – this refers to the Division Chiefs in the Regional Offices, including Provincial Directors and City/HUC Directors. They have the same responsibilities as the Bureau/Service/Office Deputy QMR in the Central Office.
- o) QMS Assessment – A systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine compliance to international standard requirements for QMS.
- p) Executive Order No 605, dated February 23, 2007 - Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161 S. 2006 – Directs all departments and agencies of the executive branch, including all government-owned and/or controlled corporations (GOCCs) and government financial institutions (GFIs) to adopt ISO 9001 Quality Management Systems as part of the implementation of a government-wide quality management program.



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY MANUAL

Document Code		
DILG-QM-02		
Document Title		
Definition of Terms		
Rev. No.	Eff. Date	Page
00	06.15.21	3 of 3

Other terms and definitions deemed applicable to a specific process or function are defined in the specific quality procedure (QP).

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Prepared By	Reviewed By	Approved By
(sgd.) ROMAR B. PANGANIBAN QMS Secretariat Head	(sgd.) ASEC. ESTER A. ALDANA, CESO II Overall Deputy Quality Management Representative	(sgd.) USEC. EPIMACO V. DENSI III Quality Management Representative