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## 4. CONTEXT OF ORGANIZATION

### 4.1 Internal and External Issues

DILG operates under internal and external environments that influence the fulfillment of its mandate and objectives. Resilient as it is, it is important for DILG to determine and validate its context to be able to consistently provide products and services that meet legal and customer requirements.

In this regard, DILG identifies the relevant internal and external issues, factors and conditions relevant to its purpose and strategic direction and can affect its ability to achieve planned results.

DILG regularly reviews and updates the issues relevant to its operations every year, or as needed, usually during Planning (Operational and QMS Planning) and Management Review.

The DILG's Context Registry contains the relevant key internal and external issues which presents a more detailed analysis of the identified list of DILG issues.

#### Relevant Documented Information:

DILG's Context Registry

### 4.2 Interested Parties/Stakeholders

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Due to their effect or potential effect on DILG's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, DILG determines:

- a) The interested parties/stakeholders that are relevant to the quality management system;
- b) The requirements of these interested parties/stakeholders that are relevant to the quality management system.

DILG monitors and reviews information about these interested parties/stakeholders and their relevant requirements once a year (during Planning and Management Review), and even during the review of risk registers, where necessary. DILG's interested parties are as follows:

- Customer / Client – LGUs, LGU Officials, Citizenry
- Office of the President, Senate, House of Representatives
- Regulatory Bodies (e.g. COA, CSC, BIR, DBM, NEDA, ARTA)
- Partners – Other Agencies (e.g. IATF, DOH, NAP, Privacy Commission, DAP)
- DILG Attached Agencies (e.g. BFP, BJMP)
- Media
- External Providers / Suppliers
- Employees – Senior Executives (Assistant Bureau/Service/Regional Directors, Bureau/Service/Regional Directors, Provincial/City Directors) Middle Managers (Assistant Division Chiefs, Division Chiefs, Cluster Heads, Senior Program Managers), Organic staff (technical and administrative staff), Job Orders and Contract of Service Personnel
- Top Management – Assistant Secretaries (Asec), Undersecretaries (Usec), Secretary of the Interior and Local Government (SILG)
- Certifying Body



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**Relevant Documented Information:**

DILG's Interested Parties Matrix

**4.3 DILG National QMS Scope**

DILG has determined the boundaries and applicability of the requirements of ISO 9001:2015, and considered the following:

- The external and internal issues relevant to its purpose and strategic direction
- The requirements of relevant interested parties
- The products and services that it provides.

All requirements of ISO 9001:2015 are deemed applicable and within the scope of DILG's National QMS as follows:

**“PUBLIC ADMINISTRATION covering POLICY FORMULATION AND  
PROVISION OF TECHNICAL AND ADMINISTRATIVE SERVICES AND  
PERFORMANCE OVERSIGHT AND REWARDS INCENTIVES”**

The following Technical and Administrative Assistance/Services, Oversight Function and Rewards and Incentives are covered by the DILG National QMS:

**Provision of Technical assistance:**

- Provision of Technical Assistance
- Rendition of Legal Opinion
- Preparation of Position Papers/ Comments on Congressional Measures
- Provision of Public Assistance and Handling of Complaints
- Evaluation of Citizen Satisfaction Index System (CSIS) Outputs
- Project Development/Conceptualization of Sectoral Projects

**Provision of Administrative Assistance:**

- Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees
- Issuance of Full Disclosure Policy (FDP) Compliance Certificate
- Processing of On-Line Regional Death Benefit Claims for Deceased Barangay Officials (DBCDBOs) for Fund Allocation by the Department of Budget and Management (DBM)
- Issuance of Certificate of No Pending Administrative Case
- Provision of Barangay Data
- Issuance of Certificate for Service Rendered by Local/Barangay official for Application for CSC Eligibility
- Issuance of Certificate of Incumbency of Local Officials
- Issuance of Certificate No Pending Administrative Case

**Oversight Function:**

- Issuance of Department Authority to LGUs for the Purchase of Motor Vehicles
- Implementation of Ombudsman, Sandiganbayan, COMELEC Decision/Order/Resolution
- Issuance of Department Authorization to Utilize Additional Confidential Funds of LGUs





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#### **Rewards and incentives:**

- Seal of Good Local Governance (SGLG) Assessment
- Processing of Regional Nomination Documents in the Implementation of Lupon Tagapamayapa Incentives and Awards (LTIA)
- Management and Operation of the Seal of Good Local Governance Incentive Funds (SGLGIF)

Aside from the core processes, the DILG National QMS also covers: Management; Support; Performance Evaluation and Improvement processes. These QMS processes are implemented and continually improved by the following Offices:

#### **Central Office**

- Administrative Service (AS)
- Financial and Management Service (FMS)
- Legal and Legislative Liaison Service (LLLS)
- Public Affairs and Communications Service (PACS)
- Planning Service (PS)
- Information Systems and Technology Management Service (ISTMS)
- Bureau of Local Government Development (BLGD)
- Bureau of Local Government Supervision (BLGS)
- National Barangay Operations Office (NBOO)
- Office of Project Development Services (OPDS)
- Internal Audit Service (IAS)
- Project Management Offices (PMOs)
- Office of Undersecretaries
- Office of Assistant Secretaries
- Office of the Secretary.

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#### **16 Regional Offices:**

- Office of the Regional Director/Assistant Regional Director (ORD)
- Local Government Capability Development Division (LGCDD)
- Local Government Monitoring and Evaluation Division (LGMED)
- Finance and Administrative Division (FAD)
- Field Offices (POs, City and Municipal Offices)

At the forefront of the implementation of DILG's services, functions and programs are the Regional Offices and their respective HUC, Provincial and Municipal Offices.

#### **4.3a. ISO 9001:2015 Non-applicability/Exclusion to DILG's National QMS**

Based on the scope and boundaries of its processes and practices, current products, services, programs, plans and activities, the DILG deems 7.1.5.2 (Measurement Traceability) not applicable because DILG does not require any equipment, especially anything that require calibration or verification, to fulfill and deliver its services.



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#### **4.4. DILG National Quality Management System and its processes**

**4.4.1** The DILG establishes and documents a National Quality Management System which it implements, maintains and continually improves in accordance with the requirements of ISO 9001:2015.

The DILG determines the processes needed for the quality management system and their application throughout the organization and DILG:

- a) determines the inputs required and the outputs expected from these processes;
- b) determines the sequence and interaction of these processes as shown in its business process map;
- c) determines and applies the criteria and methods needed (including monitoring, measurements, and related performance indicators) to ensure that both the operation and control of these processes are effective;
- d) ensures the availability of resources and information necessary to support the operation and monitoring of these processes;
- e) assigns the responsibilities and authorities for these processes;
- f) addresses the risks and opportunities relevant to these processes;
- g) evaluates these processes and implements any changes/actions to achieve planned results;
- h) implements actions necessary for the continual improvement of these processes and the quality management system.

Where DILG chooses to outsource any process that affects product conformity to requirements, it ensures control over such processes. The type and extent of control to be applied to these outsourced processes are defined within the quality management system.

NOTE: An “outsourced process” is a process that the organization needs for its quality management system and which the organization chooses to have performed by an external party, control of which is through the application of 8.4, as appropriate.

#### **Relevant Documented Information:**

QMS Planning Procedure  
Risk Identification, Evaluation and Control Procedure

#### **4.4.1a DILG’s Business Process Map**

Below is the outline of the overall business process map of DILG showing the interrelation and interaction of its many processes:





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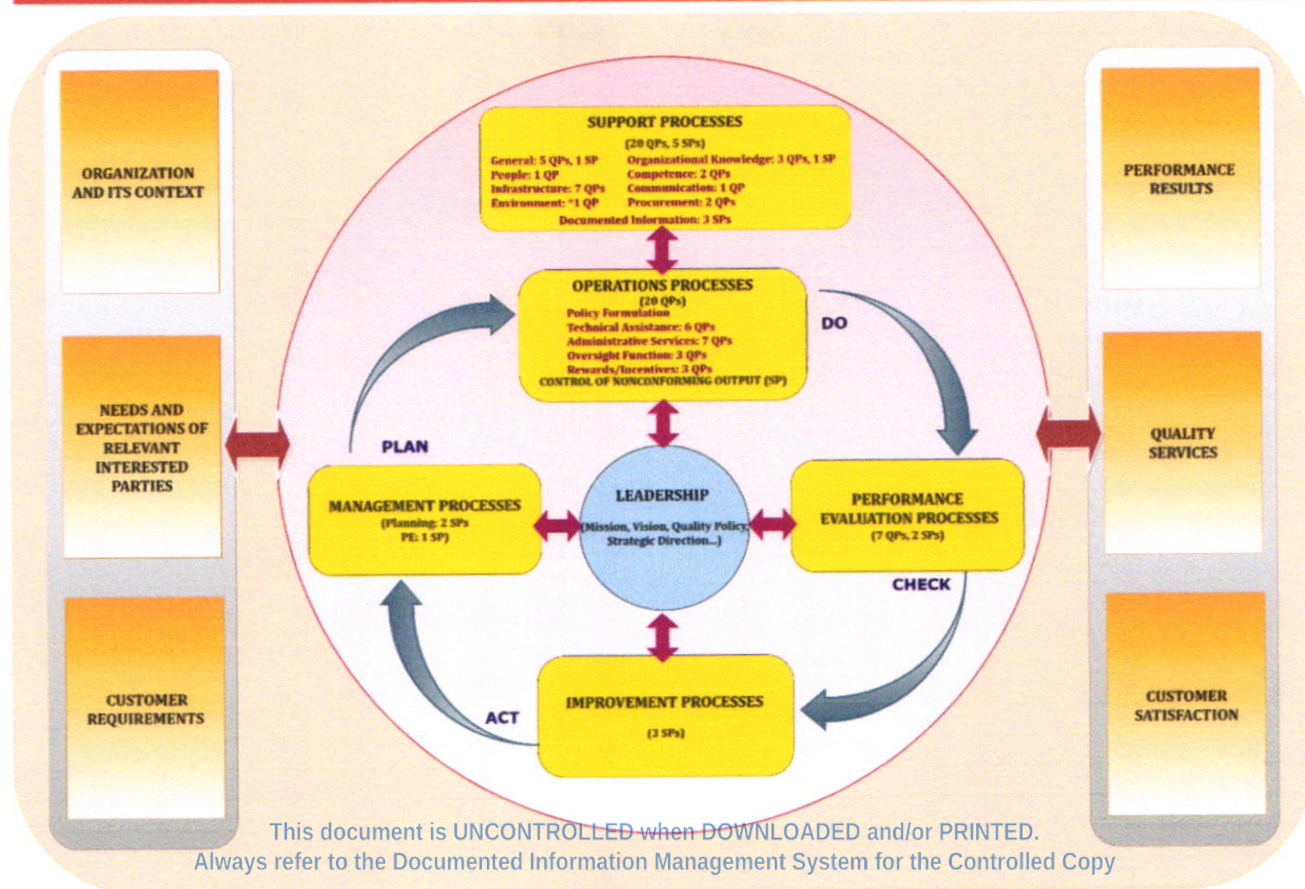


Figure 4. DILG Business Process Map

## Relevant Documented Information:

List of QMS Processes

### 4.4.1b Description of the DILG National QMS Processes

Based on the DILG business process map, each process within its National Quality Management System is described as follows:

- **Management Processes** - Refer to those activities of DILG Top Management relating to exercising leadership and accountability such as determining strategic direction, establishing the quality policy, organization's context and quality objectives through QMS planning, determining and managing risks and opportunities, conducting management reviews, and implementing communication within the QMS, among others.
- **Operations Processes** - There are two major services covered by DILG National QMS as follows:
  - 1) Policy Formulation carried out by the Bureaus and Services which covers implementation guidelines for projects/programs that are broad in scope and coverage, and/or high impact (in terms of size, cost, and benefits) to the Regional/Field Offices and to Local Government Units.



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- 2) Provision of (a) technical and administrative services, (b) technical and administrative services, (c) Oversight function, and (d) rewards and incentives, through the processes specified in Clause 4.3.

- **Support to Operations Processes** - Support processes are those that provide the needed enablers to ensure the satisfactory service delivery performance of the core processes. There are twenty seven (27) procedures (22 QPs and 5 SPs) covering the full range of support to operations processes of DILG in the following areas:

**General:**

- Operational Planning and Budgeting
- SP: Preparation of Activity Design
- Processing and Payment of Claims
- Transfer of Funds
- Document Review and Provision of Comments/Recommendations
- Preparation of Department Order

**People:**

- Recruitment, Selection and Promotion for 1st and 2nd Level Personnel

**Infrastructure:**

- Management of Facilities
- Provision of Vehicular Support Service
- Maintenance of Vehicles
- Provision of Technical Assistance on ICT Resources
- Backup and Restoration of DILG Database
- Network Administration and Maintenance
- Systems Development and Maintenance

**Environment**

- Monitoring the Implementation of the Performance Management (OM) Tool: Strategic Performance Management System (SPMS) - Performance Rewarding and Development Planning Stage

**Organizational Knowledge**

- SP: Preparation of Post Activity Report (PAR)
- Press Release Production
- Provision of Photo and/or Video Services
- Provision of Graphics and Layout Services

**Competence**

- Learning and Development
- Management of Scholarship/Training Grants

**Communication**

- Central Records Management





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**Procurement:**

- Procurement, Inspections, Acceptance and Issuance of Goods and Services
- Evaluation of Supplier/Service Provider's Performance

**Documented Information:**

- SP: Control of Maintained Internal Documented Information
  - SP: Control of Maintained External Documented Information
  - SP: Control of Retained Documented Information
- 
- **Performance Evaluation Processes** – The core and support processes are further supported by feedback from Monitoring, Measurement, Analysis and Evaluation Processes as follows:
    - SP: Process Performance Monitoring and Measurement
    - Progress Monitoring and Reporting of Locally Funded Projects
    - Provision of Status Reports to Requesting Oversight Agencies on Accomplishment of Major Deliverables of Priority Programs and Projects
    - Management and Operation of the Seal of Good Local Governance Incentive Funds (SGLGIF)
    - Monitoring the Implementation of the Performance Management (OM) Tool: Strategic Performance Management System (SPMS) - Performance Monitoring and Coaching and Performance Review and Evaluation Stages
    - **DILG PPA Implementation, Monitoring and Reporting**
    - **Project at Risk Management**
    - Provision of Internal Audit Services
    - SP: QMS Assessment
- 
- **Improvement Processes** – The improvement processes are both proactive and reactive. These are:
    - SP: Nonconformity and Corrective Action
    - SP: Services Complaints Handling
    - SP: Client Satisfaction Survey
- 
- **System Procedures:** These refers to the procedures of which there is no Office Primarily Responsible (OPR) because implementation is not limited to one bureau or service only, rather system-wide in coverage, which are deemed necessary to ensure compliance with a specific clause requirement in the ISO 9001:2015 standard. Some of these processes were already earlier classified as operations, support to operations, performance evaluation or improvement processes:
    - QMS Planning
    - Risk Identification, Evaluation and Control (Clause 6.1)
    - Control of Maintained Internal Documented Information (Clause 7.5.3)
    - Control of Maintained External Documented Information (Clause 7.5.3)
    - Control of Retained Documented Information (Clause 7.5.3)
    - Services Complaints Handling (8.2.1c)
    - Control of Nonconforming Output (Clause 8.7)
    - Process Performance Monitoring and Measurement (Clause 9.1)
    - Client Satisfaction Survey (Clause 9.1.2 and 9.1.3b)



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- Management Review (Clause 9.3)
- Nonconformity and Corrective Action (Clause 10.2)
- Preparation of Activity Design (Clause 6.2.2 and 8.1)
- Preparation of Post Activity Report (Clause 7.1.6)
- QMS Assessment (Clause 9.2)

#### 4.4.1c Responsibility for DILG's National QMS Processes

The responsibilities and authorities for each process, the application of appropriate controls and the management of risks and opportunities in the QMS follows the following hierarchy:

- Process Owner – due to their direct control over the processes;
- Section and/or Division Chief – due to their direct supervisory control and management over the process owners;
- Bureau or Service Director and Assistant Bureau Director / Regional Director and Assistant Regional Director– due to their management control over Division Chiefs and Provincial and City Directors;
- Assistant Secretary (Asec) or Undersecretary (Usec) – due to their supervision over Bureau or Service Directors;
- SILG – due to his overall accountability and control over Asecs and Usecs.

#### 4.4.2. To the extent necessary, DILG:

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- a) maintains documented information to support the operation of its processes; and
- b) retains documented information to have confidence that the processes are being carried out as planned.

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