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## 7. SUPPORT

### 7.1 Resources

#### 7.1.1. General

DILG's top management ensures that necessary resources are provided for the development, effective implementation, maintenance and continual improvement of the QMS processes. Operations Plan and Budget (OPB) are prepared to enable the implementation of plans and programs and the attainment of performance targets through the OPCR (Office Performance Commitment and Review), considering:

- a) the capabilities of, and constraints on, existing internal resources, in relation to the DILG's budget (Note 1); and
- b) what needs to be obtained from external providers as defined in the Annual Procurement Plan (APP) based upon the consolidated Project Procurement Management Plans (PPMP) (Note 2)

Sufficient planning through activity/training design is prepared and approved for specific activities that have budget requirements.

In the exigency of the service, a cash advance is allowed under certain situations to DILG personnel subject to liquidation policy under COA rules and regulations (Note 3)

**Relevant Documented Information:** This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.  
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Note 1: Budget Proposal Forms

Note 2: Annual Procurement Plan and Project Procurement Management Plan (PPMP)

Note 3: Liquidation Reports of Accountable Officer/Personnel

SP: Preparation of Activity Design Procedure

QP: Operational, Planning and Budgeting Procedure

Operations Plan and Budget (OPB)

QP: Monitoring the Implementation of the Performance Management (OM) Tool: Strategic Performance Management System (SPMS)

Performance Planning and Commitment Stage  
(OPCR, DPCR, IPCR)

QP: Processing of Claims/Processing and Payment of Claims

QP: Provision of Fund for Activity Designs, PPMPs, PRs and Contracts

QP: Transfer of Funds Procedure

QP: Preparation of Department Order Procedure

#### 7.1.2. People

DILG determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Personnel Division and concerned Selection Boards ensure that personnel performing work affecting conformity to service requirements are competent on the basis of appropriate qualifications standards i.e. education, training, experience, and eligibility, and competency i.e. knowledge, skills, and attributes as defined in the Position Description and Qualification (PDQ).





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The process for recruitment, selection and promotion is defined in a documented procedure compliant with Civil Service rules and regulations. Recruitment is done with the involvement of the concerned Bureau/Service/Regional Office coursed through sub-selection and central selection boards.

**Relevant Documented Information:**

- QP: Recruitment, Selection and Promotion for 1<sup>st</sup> and 2<sup>nd</sup> Level Positions Procedure
- Position Description and Qualification (PDQ)
- Personnel Data Sheet (PDS)
- Citizen's Charter: Request for Certification and Records on Personnel Matters

**7.1.3. Infrastructure**

DILG determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. Under Administrative Services (for CO) and Financial and Administrative Division (for ROs), suitable infrastructure is provided and maintained to address DILG's service requirements. This includes office facilities, workspaces, equipment, hardware and software, and service vehicles.

The maintenance of the building and common utilities such as central air-conditioning and elevators are jointly carried out by DILG and National Police Commission (NAPOLCOM). Janitorial and pest control services are outsourced through the General Services Division of the Administrative Service and Financial and Administrative Division of the Regional Offices. The Heads of the different operating units are responsible for identifying the need and requirements for their respective office spaces such as necessary repairs, installation, and/or any layout modifications of which requests are submitted to the Administrative Service, General Services Division and Financial and Administrative Division, General Services Section.

Preventive and corrective maintenance are carried out for service vehicles to ensure the safety of personnel. Shuttle service vehicles are available to DILG Personnel at the Central Office.

With regard to information and communication technology (ICT) infrastructure, the DILG implements an Agency-wide Information Systems Strategic Plan (ISSP) starting in 2016 to establish local area network, wide area network and IP telephony and enhance operational "housekeeping" application systems and roll-out to operating units, among others. At the moment, the DILG has an existing leased line connection managed by the Information Systems and Technology Management Service (ISTMS) and used for hosting DILG Website that caters to the web-posting requirements of the organization, in general, and the concerned Bureaus/Services/Offices, in particular. Under ISTMS, DILG's ICT provides the needed technical support services to all offices of DILG.

**Relevant Documented Information:**

- QP: Provision of Vehicular Support Service Procedure
- QP: Maintenance of Vehicles Procedure
- QP: Management of DILG Facilities Procedure
- QP: Provision of Technical Assistance on ICT Resources Procedure
- QP: Backup and Restoration of DILG Database Procedure
- QP: Network Administration and Maintenance Procedure
- QP: System Development and Maintenance
- DILG Information Systems Strategic Plan (ISSP)





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#### 7.1.4. Environment for the operation of processes

DILG determines, provides and maintains the suitable environment necessary for the operation of its processes and to achieve conformity of products and services. A suitable environment includes programs and activities dealing with the combination of human and physical factors (social, psychological and physical).

The DILG Offices manage the work environment needed to achieve conformity to service requirements by providing Programs/Projects/Activities (PPAs) which includes the following:

- a) Related to physical factors:
  - Implementation of a 5S Program led by the QMS Workplace Team
  - Auxiliary services
  - Security services
  - Janitorial services
  - Pest control services
  - Infection Control services (related to Covid-19)
- b) Related to psychosocial factors:
  - Employee Health and Welfare Program
    - Medical Clinic Services (CO)
  - Program on Awards and Incentives for Service Excellence (PRAISE)
  - Performance Rewarding and Development Planning (SPMS-Stage 4)
  - Leave Administration
  - Implementation of Gender and Development (GAD)
  - Program for the Senior Citizens and Differently-Abled Persons

#### Relevant Documented Information:

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

#### 7.1.5. Monitoring and measuring resources (exclusion)

This clause is excluded from the QMS because DILG does not require any monitoring and measuring resources (equipment) to fulfill and deliver its services.

#### 7.1.6. Organizational knowledge

DILG determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge include those gained from or enhanced through:

- a) Internal sources (e.g. training and capacity development; scholarship; experience through the implementation of programs/projects/activities (PPAs) including the lessons learned and best practices; results of process performance and/or improvements; and internal communication;
- b) External sources (e.g. standards; academia; conferences; knowledge or feedback from customers/external providers).





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Personnel who attended short (minimum of three days) and long training courses/conferences or scholarship grants prepare and submit Post Activity Report to capture the knowledge gained. Likewise, for every completion of Activity, Program or Project, the concerned Office Primarily Responsible (OPR) prepares a Post Activity Report to capture the lessons learned/accomplishments or Program/Project Completion Report to report the status/accomplishment of PPAs' implementation. Monitoring of Post Activity Reports for learning and development activities will be done by the HRMD and for the Program/Project Completion Report, the Office responsible for monitoring shall be the OPR of the program/project.

The Public Affairs and Communications Service (PACS) also provides Photo and Video services, Production of IEC Materials and Press Releases to capture organizational knowledge.

All the knowledge products are maintained, shared and made available to the extent necessary to concerned personnel through various means, including the provision of Library Services, Records Management Services, Posting in the DILG Intranet and through the use of electronic media.

For local governance, the Department through its Local Government Academy, maintains and operates knowledge management through the Local Governance Resource Center (LGRC). To date, there are now 18 LGRCs (1 National LGRC in LGA and 17 Regional LGRRCs) servicing all the LGUs and their multi-stakeholders.

When addressing changing needs and trends, DILG considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates from internal and external sources aforementioned.

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**Relevant Documented Information:**

- SP: Preparation of Post Activity Report Procedure
- QP: Press Release Production Procedure
- QP: Provision of Photo/Video Services Procedure
- QP: Provision of Graphics and Layout Services Procedure

## 7.2 Competence

To ensure the effective implementation and maintenance of its QMS and processes, the DILG:

- a) determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- b) ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) retains appropriate documented information as evidence of competence.

The DILG Competency Framework and Dictionary Manual serves as a reference tool for the competency requirements of DILG Personnel. Every plantilla position in DILG has a Position Description and Qualification (PDQ) which serves as the reference document for the description, qualification standards and competency requirements of the position.

The Human Resource Management Division (HRMD), Administrative Service, identifies learning and development intervention needs from the results of the Training Needs Analysis (TNA) and from the





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Individual Development Plan (IDP), Professional Development Plan (PDP), and IDP for Division Chiefs and Executive Managerial Position in the 2<sup>nd</sup> Level.

The 3-Year HRD Plan is prepared, implemented and monitored. Adjustments to the HRD Plan are made through the annual Learning and Development Plan.

Applicable actions to address the competency requirements/gaps include the provision of training to, the mentoring / coaching of, or the re-assignment of currently employed persons; or the hiring or contracting of competent persons.

The HRMD takes the lead in implementing the full cycle of the learning and development process to include conduct and management of Learning and Development Interventions that are generic in nature (those targeting generic core, leadership and function-based competencies) while function-based LDI will be conducted and managed by the concerned office/s.

DILG ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of its quality objectives.

Appropriate records of education, training, skills and experience are maintained by relevant personnel.

**Relevant Documented Information:**

QP: Learning and Development Procedure

TNA Results

HRD Plan

Learning and Development Plan

QP: Management of Scholarship/Training Grants Procedure

QP: Monitoring the Implementation of the Performance Management (OM) Tool: Strategic Performance Management System (SPMS)

Individual Development Plan (IDP)

Professional Development Plan (PDP)

IDP for Division Chiefs and Executive Managerial Positions in the 2<sup>nd</sup> Level

DILG Competency Framework and Dictionary Manual

Position Description and Qualification (PDQs)

**7.3 Awareness**

DILG ensures that persons doing work under the organization's control are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) the implications of not conforming with the quality management system requirements.

The different Bureau, Service, Regional, Provincial and City Directors, together with the Division and Section Chiefs, are responsible for ensuring that their respective personnel are aware of the above QMS information.

For new employees and personnel, including Job Order (JO) personnel, the HRMD ensures that appropriate orientation is given to these personnel.



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## 7.4 Communication

Communication is crucial in any organization. It's the glue that keeps everyone together. In this regard, DILG considers it as an important mechanism in ensuring effective and efficient delivery of its services to its clients such as in deploying policies for the guidance of all personnel, monitoring and feedback on performance against objectives, and other issues needing awareness across DILG. In this regard, DILG determines the internal and external communications relevant to its quality management system, including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate; and
- e) who communicates.

The Public Affairs and Communication Service (PACS) and the Administrative Service (AS) take the lead in developing, implementing and improving the external and internal communication of DILG.

DILG's top management and Bureau/Service/Regional Heads ensure that internal communication is implemented regarding the effectiveness of its QMS. This includes the appropriate communication of the quality policy, operating procedures and quality objectives. Concerned operating units carry out performance monitoring and measurement to monitor, evaluate and report their respective QMS performance results. [This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.](#)

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The DILG Quality Policy is posted on the DILG website and incorporated in the DILG Insider, a newsletter disseminated to all employees of Central and Regional Offices. The DILG Quality Policy is also included in the DILG Organizational Structure Manual. It is also posted in strategic places in the DILG Offices. Newly hired employees are provided orientation on DILG's Quality Management System. News/articles about Quality Management System are posted as Press Releases on the website, other social media accounts of the DILG, and on the premises of the offices.

### Relevant Documented Information:

DILG Internal Communication Plan  
DILG External Communication Plan  
QP: Central and Regional Records Management Procedure

## 7.5 Documented Information

### 7.5.1 General

DILG's quality management system include documented information required by ISO 9001:2015 and those determined by the organization as necessary for the effectiveness of the quality management system.

DILG establishes and documents its quality management system following a documentation structure to ensure effective planning, operations, and control of all its processes.





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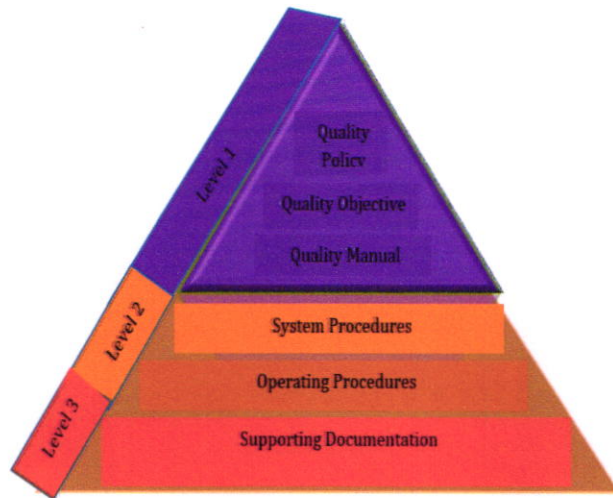


Figure 7:  
The DILG QMS Documentation Structure

This QMS documentation structure enables a cohesive and systematic functioning of the QMS guided with the description of the levels and types of documents as follows:

- **Level 1** – contains policy directions and goals of DILG. This includes the Quality Policy, quality objectives and Quality Manual.

**Quality Policy:** The overall direction of the organization in relation to Quality.

**Quality Objectives:** Something sought to be achieved in relation to the quality policy.

**Quality Manual:** A document specifying operating policies, scope and exclusions and other relevant information about the Quality Management System

- **Level 2** – contains the procedures to implement the various processes of the QMS which include the six mandatory procedures, operating procedures and systemic procedures.

**Procedure** – A document describing a specified way to implement a process. There are two types of procedures:

**System Procedures (SP):** refer to the procedures which do not have an Office Primarily Responsible (OPR) because implementation is not limited to one bureau/service only, rather, system-wide in coverage, and are deemed necessary to be documented because it supports compliance of a specific clause requirement in ISO 9001:2015 standards such as:

**Operating Procedures:** refer to the quality procedures (QP) of the different operating units (bureaus/Services) documented to ensure effectiveness and efficiency of operation. These procedures are classified as core or support.

- **Level 3** – refer to support documentations needed for the effective implementation of Levels 1 and 2 documents which include guidelines, work instructions, forms, job descriptions, plans, references and other types of documents. Quality records that provide evidences of implementation and effectiveness of the QMS also belong to level 3.



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QMS Operations Manuals are compiled for each division and bureau/service which includes relevant procedures, forms, references and other documents needed by the bureau or service.

### 7.5.2 Creating and updating

When creating and updating documented information, DILG ensures appropriate:

- Identification and description (e.g. a title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- Review and approval for suitability and adequacy.

Concerned process owner identifies the need for creating and updating documented information through the Document Control Request (DCR) Form, with attached document for creation or updating, both signed by the authorized signatories. DILG follows the following **QMS Documentation Responsibility Matrix**:

Type of Documents	Initiator / Prepared by	Reviewing Authority	Approving Authority
<b>Level 1</b>			
Quality Manual	Central QMS Secretariat	Overall Deputy QMR	QMR
Organizational Quality Objectives			SILG
Functional Quality Objectives	Process Owner/ Division Chief	Bureau/Service Director	Overall Deputy QMR
Quality Policy			SILG
<b>Level 2</b>			
Operating Procedures	Process Owner and Division Chief	Bureau/Service Director	Overall Deputy QMR
System Procedures (SP), including SP Forms	QMS Secretariat/*QMS Assessment Head	Overall Deputy QMR	QMR
<b>Level 3 - Supporting Documents</b>			
Forms	Process Owner	Division Chief	Bureau /Service Director
Other Supporting Documents	Process Owner	Division Chief	Bureau /Service Director
<b>* QMS Assessment Head as Initiator for the QMS Assessment Procedure</b>			
<b>Note:</b> Identified signatories as initiator, reviewing authority, and approving authority are as specified or any higher positions/designations).			

For Document Code, DILG follows the following DILG QMS Document Coding Scheme:

Document Type	Document Code Format	Sample Document Code
Quality Manual (QM)	QM-DILG-Section No.	QM-DILG-04 (Section 4 of the QM)
• Quality Procedures (QP)	For Processes implemented both in CO and ROs/Stand-alone process in ROs: QP-DILG-*Bureau/Service Acronym-RO-Series	QP-DILG-AS-RO-05





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Document Type	Document Code Format	Sample Document Code
	For Stand-alone Process in CO: <b>QP-DILG-*Bureau/Service Acronym-Series</b>	QP-DILG-AS-29
	For processes implemented by all Offices in CO: <b>QP-DILG-CO-Series</b>	QP-DILG-CO-52
	For processes implemented by all Offices in CO and ROs: <b>QP-DILG-CO-RO-Series</b>	QP-DILG-CO-RO-27
• Quality Objectives (QO)	<b>QO-QP Code</b>	QO-QP-DILG-AS-RO-05
• Quality Objectives Monitoring and Evaluation (QME)	<b>QME-QP Code</b>	QME-QP-DILG-AS-RO-05
• Consolidated Quality Objectives Monitoring and Evaluation (QME)	<b>CQME-Office</b>	CQME-FMS
Context Registry	<b>CR-DILG-Office Acronym</b>	CR-DILG-ISTMS
Interested Party Matrix	<b>IP-DILG-Office Acronym</b>	IP-DILG-ISTMS
Risk Registers	For Organizational Risk Assessment <b>RRO-DILG (Organizational Level)</b> <b>RRO-DILG-Office (Office Level)</b>	<b>RRO-DILG</b> <b>RRO-DILG-OPDS</b> or <b>RRO-DILG-RIVB</b>
• System Procedures (SP)	<b>SP-DILG-Series</b>	SP-DILG-01A
• Form (FM)	<b>FM-QP Code-Series</b> <b>FM-SP Code-Series</b>	<b>FM-QP-DILG-AS-RO-05-01</b> <b>FM-SP-DILG-08-01</b>
<p><b>Note:</b> Only Standard Forms internally generated by DILG shall be coded. Codes used for Standard Forms issued by NAP, DBM, COA, CSC, GPPB and other statutory and/or regulatory bodies shall be adopted.</p> <p>Series in the QP code and Operations Manual code refer to the assigned number in the list of the QMS documentations provided by the QMS Secretariat.</p>		

### 7.5.3 Control of documented information

DILG implements control both for its maintained and retained documented information.

**7.5.3.1** Documented information required by the DILG quality management system and by ISO 9001:2015 are controlled to ensure:

- it is available and suitable for use, where and when it is needed;
- it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

**7.5.3.2** For the control of documented information, DILG addresses the following activities, both for the internally and externally generated documented information, as applicable:

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control);
- Retention and disposition.





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The Control of Maintained Internal Documented Information Procedure manages and controls the creation, revision, access/distribution and deletion/removal of internal documents.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled. The Control of Maintained External Documented Information Procedure defines the controls for the acquisition, distribution and recall of obsolete external documents.

Records or documented information retained as evidence of conformity are protected from unintended alterations. The Control of Retained Documented Information Procedure ensures that QMS records are appropriately identified, managed, controlled and maintained.

NOTE: Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

**Relevant Documented Information:**

- Control of Maintained Internal Documented Information
  - Master List of Maintained Internal Documented Information
- Control of Maintained External Documented Information
  - Master List of Maintained External Documented Information
- Control of Retained Documented Information
  - Master List of Retained Documented Information

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