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| Document Title                |           |        |
| <b>PERFORMANCE EVALUATION</b> |           |        |
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## **9. PERFORMANCE EVALUATION**

### **9.1 Monitoring, measurement, analysis and evaluation**

#### **9.1.1 General**

DILG evaluates the performance and the effectiveness of the Quality Management System. It plans and implements the monitoring, measurement, analysis, and evaluation processes needed to demonstrate conformity to service requirements, ensure conformity of the QMS; and continually improve the effectiveness of the QMS. It determines:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring shall be performed; and
- d) when the results from monitoring and measurement shall be analyzed and evaluated.

Appropriate documented information is retained as evidence of the results. The different operating units undertake their respective performance evaluation processes to monitor, measure, analyze and evaluate the different aspects of the operations of the Department.

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

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SP: Process Performance Monitoring and Measurement Procedure

QP: Progress Monitoring and Reporting of Locally-Funded Projects Procedure

QP: Provision of Status Reports to Requesting Oversight Agencies on Accomplishment of Major Deliverables of Priority Programs and Projects Procedure

QP: Management and Operation of the Seal of Good Local Governance Incentive Funds (SGLGIF)

QP: Monitoring the Implementation of the Performance Management (OM) Tool: Strategic Performance Management System (SPMS) - Performance Review and Evaluation Stage

QP: Preparation of PPA Implementation Monitoring Report per OPB Procedure

QP: Project at Risk Management Procedure

QP: Provision of Internal Audit Services Procedure

#### **9.1.2 Customer satisfaction**

DILG monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. Methods for obtaining, monitoring and reviewing this information are established and implemented by the concerned Bureaus, Services, Regional and Field Offices using customer satisfaction survey to monitor the client's perception and satisfaction with the services it received.

#### **Relevant Procedures:**

SP: Client Satisfaction Survey Procedure



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### 9.1.3 Analysis and evaluation

DILG analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers; and
- g) the need for improvements to the quality management system.

## 9.2 Internal quality audit

**9.2.1** DILG plans and conducts annual QMS Assessment to provide information on whether the quality management system:

- a) conforms to:
  - 1) the organization's own requirements for its quality management system; and
  - 2) the requirements of ISO 9001:2015; and
- b) is effectively implemented and maintained.

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- a) plans, establishes, implements and maintains QMS Assessment program including the frequency, methods, responsibilities, planning requirements and reporting, which takes into consideration the importance of the processes concerned, changes affecting the organization, and the results of the previous QMS Assessment;
- b) defines the QMS Assessment criteria and scope for each assessment;
- c) select QMS Assessors and conduct assessment to ensure objectivity and the impartiality of the audit process;
- d) ensure that the results of the QMS Assessment are reported to the management;
- e) takes appropriate correction and corrective actions without undue delay;
- f) retains documented information as evidence of the implementation of the QMS Assessment program and the QMS Assessment results.

Specifically, DILG conducts the following activities relevant to QMS Assessment:

#### Planning and scheduling

QMS assessment program is prepared including the assessment criteria, scope for each audit, frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous QMS Assessment.





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY MANUAL**

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### QMS Assessment Team and preparation for QMS Assessment

To ensure objectivity and the impartiality of the assessment process, a composite team of Personnel from different Operating Units of DILG (CO and ROs) perform the assessment of the overall QMS. QMS Assessors shall not assess their own work. Likewise, one [1] QMS Assessment Team shall not perform the assessment of the other assessment areas except the QMS Assessment Process itself.

QMS Assessors prepare for the conduct of QMS Assessment by reviewing applicable standards and procedures, analyzing quality records, and preparing QMS Assessment checklists.

### Conducting the QMS Assessment

In conducting the QMS Assessment, QMS Assessors seek objective evidence indicating whether the subject areas of assessment comply with the requirements of the QMS, and whether effectively implemented and maintained. The evidence is collected through observation, interview of personnel, and examination of records and documents. Nonconformities and opportunities for improvement are reported through the issuance of Corrective Action Report (CAR).

The QMS Assessment findings and conclusions are reported to relevant management and presented to the auditees in the closing meeting. Records of the assessment and the results are maintained in accordance with the established procedure on control of records.

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### Verification of Action Plan Implementation and Effectiveness

The concerned office being assessed determines the necessary corrections and corrective/preventive actions detailing the activities, responsible person, and timeline duly accepted by the QMS Assessment Head and ensures that actions are taken without undue delay to eliminate detected non-conformities and their causes. Implementation and effectiveness of actions taken are verified in the next QMS Assessment. If non-recurrence of the root cause is verified, the CAR is closed out duly approved by the IQA Head. Verification can happen more than once if the initial verification does not provide evidence of recurrence of the root cause.

### Reporting

QMS Assessment Report is prepared with attachments of the issued Corrective Action Reports (CARs) and/or Opportunities for Improvement Reports (OFIRs) and submitted to the Overall Deputy Quality Management Representative for review and to the Quality Management Representative (QMR) for approval.

### **Relevant Documented Information:**

SP: QMS Assessment Procedure



## DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT QUALITY MANUAL

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### 9.3 Management Review

#### 9.3.1 General

DILG's Management Review Committee reviews the performance of the QMS every year or as deemed necessary to evaluate the continuing adequacy, suitability, effectiveness and alignment to the strategic direction of the organization. Records of Management Reviews are controlled by the QMS Secretariat. The SILG may participate during Management Reviews in accordance with his planned activities and availability. However, he will be furnished a copy of the Management Review Minutes for any further action and decision he will hand down to the DILG Management Review Committee.

#### 9.3.2 Management review inputs

The management review is planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
  - 1) customer satisfaction and feedback from relevant interested parties;
  - 2) the extent to which quality objectives have been met;
  - 3) process performance and conformity of products and services;
  - 4) nonconformities and corrective actions;
  - 5) monitoring and measurement results;
  - 6) audit results; and
  - 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities; and
- f) opportunities for improvement.

#### 9.3.2 Management Review Outputs

The outputs of management review include decisions and actions related to:

- a. Opportunities for improvement
- b. Changes in the QMS, policies and objectives
- c. Changes in resource requirements
- d. Other actions deemed necessary by Management

Documented information is retained (records) as evidence of the results of management reviews.

#### Relevant Documented Information:

SP: Management Review Procedure

| Prepared By                          | Reviewed By   | Approved By                                 |
|--------------------------------------|---|---|
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| <b>QMS Secretariat Head</b>          | <b>Overall Deputy Quality Management Representative</b> | <b>Quality Management Representative</b>    |