



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-AS-RO-13		
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13 MAINTENANCE OF VEHICLES

Scope:

- Preventive maintenance procedure starts from planning the Preventive Care and Maintenance (PCM) up to updating the Vehicle Individual Record to include the latest PCM done.
- Repair/Corrective Maintenance (R/CM) starts from request for inspection by the end user up to updating the Vehicle Individual Record to include the latest R/CM done.

Description of Service:

For the Central Office, the Motorpool Section (MS) of General Services Division-Administrative Service plans the Preventive Care and Maintenance (PCM) of the DILG vehicles for the year. The MS also prepares the Project Procurement Management Plan for the PCM form of the Department's vehicles (pooled vehicles only). For other vehicles that the Department owned, respective Operating Unit shall request for Preventive Care and Maintenance of their assigned vehicle using the Request for Check-Up/Inspection of Motor Vehicles Form. For the Regional Office, the Supply and General Services Section (SGSS) of Finance and Administration Division will be guided with a preventive and corrective maintenance and management plan to ensure serviceability of all vehicles.

In case of unforeseen poor condition of the vehicle, the requesting personnel/operating unit should ask for repair/corrective maintenance service from the MS/SGSS. MS/SGSS will review the request, inspect and evaluate the vehicle and will act and render appropriate services. Newly repaired vehicle is released to the End-user/Requesting Operating Unit upon inspection of its roadworthiness and update the Vehicle Individual Record accordingly.

Office: Administrative Service-General Services Division (AS-GSD),
Finance and Administration Division- Supply and General Services Section (FAD-SGSS)

No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
A. PREVENTIVE CARE MAINTENANCE				
1	Plan the preventive care and maintenance of vehicles for the year	<ul style="list-style-type: none">• Prepare the preventive care and maintenance for the year of vehicle/s using the appropriate	Concerned personnel of Operating Units	PPMP Form for Vehicles



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		<p>Project Procurement Management Plan (PPMP) Form for Vehicles based on:</p> <ul style="list-style-type: none"> Warranty Conditions of the Car Manufacturers for new cars up to 3 years old; or Kilometer reading for other vehicles. Secure signature of required signatories and submit to Property Accounts Section-GSD/SGSS. <p>Note: The Motorpool Section-GSD prepares the PPMP Form for vehicles for the DILG-CO pooled vehicles only.</p>		
2	Consolidate the submitted PPMP Forms for Vehicles	<ul style="list-style-type: none"> Receive and record the submitted PPMP Form for Vehicles from Operating Units. Consolidate the PPMP Forms for Vehicles. 	Procurement Section Staff/SGSS Staff	PPMP Form for Vehicles
3	Request for Preventive Care and Maintenance of assigned vehicle	<ul style="list-style-type: none"> Request for preventive <i>care and</i> maintenance of the vehicle using the Request for Check-Up/Inspection of Motor Vehicle Form. 	Concerned personnel of Operating Units	Request for Check-Up/ Inspection of Motor Vehicle
4	Receive the request and act	<ul style="list-style-type: none"> Receive the request, inspect and determine where the preventive care and maintenance will be undertaken as follows: <ul style="list-style-type: none"> Motorpool – for in house periodic maintenance of vehicles more than 3 	Motorpool Section Staff/SGSS Staff	<ul style="list-style-type: none"> Motorpool- Recommendation for in-house repair indicating nature and complexity of work required



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		<p>years old or more than 100,000 kilometers, whichever come first;</p> <ul style="list-style-type: none"> Service Center - for first 1,000 and 5,000 kilometer-periodic maintenance service (PMS) and thereafter, every 10,000 kilometers for basic check-up maintenance of vehicles that are within the warranty period; or Outsource for maintenance of vehicles with outsource provider, within the condition set by the provider (e.g Victory Liner conducts PCM every 10,000 kilometers or as per DILGROs Preventive Vehicle Maintenance Plan) 		<ul style="list-style-type: none"> Service Center- Warranty coverage documents <p>Outsource (e.g. Victory Liner - Report on the 10,000 kilometer mileage)</p>
		<ul style="list-style-type: none"> In-case of in-house preventive maintenance, proceed to B.Repair/Corrective Maintenance - Step 2 to Step 10. In case of Service Center, recommend accordingly and coordinate with end user or accountable officer for appropriate action. In case of outsource, coordinate with the service provider and act accordingly. 		
5	Update Vehicle individual record	<ul style="list-style-type: none"> Receive record/documents of completed maintenance activity and update the Vehicle individual record <i>on-file and/or in electronic folders saved in desktop and/or google drives.</i> 	Property Accounts Section Staff/ <i>Motorpool Section/</i> SGSS Staff	Vehicle Individual Record



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
6	Retain Records	<ul style="list-style-type: none"> Update the Maintenance of Vehicles Log Sheet. Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information. 	Motorpool Section Staff, Property Accounts Section Staff/SGSS Staff	<ul style="list-style-type: none"> Maintenance of Vehicles Log Sheet Control of Retained Documented Information Procedure Master list of Retained Documented Information
B. REPAIR / CORRECTIVE MAINTENANCE				
1	Request for inspection of vehicle	<ul style="list-style-type: none"> Accomplish the request for Check-up/Inspection of Motor Vehicle Form and submit to Motorpool Section/SGSS, FAD. 	End-user/ Accountable Officer	<ul style="list-style-type: none"> Request for Check-up/ Inspection of Motor Vehicle
2	Conduct Inspection, recommend action and approve request	<ul style="list-style-type: none"> Conduct inspection, recommend, sign correspondingly and secure approval in the Request for Check-up/Inspection of Motor Vehicle Form. Review the recommendation. If found in order, approve the request; else, return to AEI/Mechanic/Electrician/Welder/<i>Designated Inspection Committee (for ROs)</i> with instruction for appropriate action. 	Automotive Equipment Inspector (AIE); Mechanical Electrician ; <i>Designated Inspection Committee for vehicle maintenance (in case of ROs)</i> Chief, Motorpool Section/ Designated Authority	<ul style="list-style-type: none"> Request for Check-up/ Inspection of Motor Vehicle
3	Prepare Job Order	<ul style="list-style-type: none"> Accomplish the appropriate Motor Vehicle Job Order Form and sign. 	Automotive Equipment Inspector; <i>Designated</i>	<ul style="list-style-type: none"> Motor Vehicle Job Order Form



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		<ul style="list-style-type: none"> Review Motor Vehicle Job Order (J.O) Form. If found in order, approve the request; else, return to AEI/ Mechanic/ Electrician/ Welder/ <i>Designated Inspection Committee (for ROs)</i> with instruction for appropriate action. Sign in the Motor Vehicle Job Order Form to certify that the repair and replacement of parts thereof are necessary and all defects/damages were caused by ordinary wear and tear not due to fault or negligence of any other official or employee. 	<p><i>Inspection Committee for vehicle maintenance (in case of ROs)</i></p> <p>Chief, Motorpool Section/ Designated Authority</p> <p>End-user/ Accountable Officer</p>	
4	Certify property accountability	<ul style="list-style-type: none"> Sign in the Motor Vehicle Job Order Form to certify that the vehicle is a property of DILG. Indicate Date/Cost of Last Repair. 	Chief, Property Accounts Section/Designated Authority	<ul style="list-style-type: none"> Motor Vehicle Job Order Form
5	Conduct Pre-Repair Inspection	<ul style="list-style-type: none"> Conduct Pre-repair inspection and indicate findings, recommendations or repairs needed and estimated costs in the Motor Vehicle Job Order Form. Sign the "inspected by" section and forward to the Accountable Officer for signature. 	Technical Property Inspector (TPI) / <i>Inspection Committee</i>	<ul style="list-style-type: none"> Motor Vehicle Job Order Form
6	Prepare documentary requirements for procurement, if any	<ul style="list-style-type: none"> For procurement, if any, prepare Purchase Request duly signed and funded, attached quotations and approved PPMP and submit to 	End-user/ Accountable Officer	<ul style="list-style-type: none"> Motor Vehicle Job Order Form, Purchase Request, PPMP



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		Motorpool GSD/SGSS together with the signed Motor Vehicle Job Order Form.		
7	Submit the Certified True Copy of documentary requirements to COA	<ul style="list-style-type: none"> Photocopy in two sets the documentary requirements and submit to COA together with the original set. Retain one copy of stamped "received" by COA and forward the original copy to Procurement Section. <p><i>Note: Applicable only for DILG-CO.</i></p>	Motorpool Section Staff	<ul style="list-style-type: none"> Motor Vehicle Job Order Form, Purchase Request, PPMP
8	Process documents for procurement and carry out inspection, acceptance, and delivery	<ul style="list-style-type: none"> Refer to Procurement, Inspections, Acceptance and Issuance of Goods and Services Procedure. <p><small>This document is UNCONTROLLED when DOWNLOADED and/or Printed. Always refer to the Documented Information Management System for the Controlled Copy</small></p>	Procurement Section Staff, Property Accounts Section Staff/SGSS Staff	<ul style="list-style-type: none"> Procurement, Inspections, Acceptance and Issuance of Goods and Services Procedure (QP-DILG-AS-RO-10)
9	Receive procured items and conduct repair, replacement, and other maintenance activity	<ul style="list-style-type: none"> Receive procured items and conduct repair, replacement, and other maintenance per approved Job Order. Return the waste materials to End-user or PAS-GSD/SGSS for the preparation of report of waste materials (RWM). Forward copy of record/document of completed maintenance activity to PAS-GSD/SGSS. 	Motorpool Section/ SGSS	<ul style="list-style-type: none"> Motor Vehicle Job Order Form, Purchase Request, PPMP
10	Update Vehicle individual record	<ul style="list-style-type: none"> Receive record/documents of completed maintenance activity and update the Vehicle individual record on-file and/or in electronic folders saved in desktop and/or google drives. 	Property Accounts Section Staff/SGSS Staff	<ul style="list-style-type: none"> Vehicle Individual Record



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
11	Retain Records	<ul style="list-style-type: none">Update the Maintenance of Vehicle Log Sheet.Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information.	Motorpool Section Staff/SGSS Staff	<ul style="list-style-type: none">Maintenance of Vehicles Log SheetControl of Retained Documented Information ProcedureMaster list of Retained Documented Information
End of Transaction				

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Process Owner		Bureau/Service Deputy Quality Management Representative		Overall Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**QUALITY
OBJECTIVE (QO)**

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QO-QP-DILG-AS-RO-13		
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OFFICE	ADMINISTRATIVE SERVICE – GENERAL SERVICES DIVISION / REGIONAL OFFICE – FINANCE AND ADMINISTRATIVE DIVISION
QUALITY PROCEDURE TITLE	MAINTENANCE OF VEHICLES

Function	Key Performance Indicators (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 Check-Up/Inspection of Motor Vehicle	Timely preparation of Job Order within two (2) working days upon receipt of request for Check-Up/Inspection of Motor Vehicle	100%	(Total number of JOs prepared within 2 working days upon receipt of request for Check-Up/Inspection of Motor Vehicle/Total number of requests received) x 100	Monthly	Motorpool Section Staff	RVSS Log Sheet

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**QUALITY MONITORING AND
EVALUATION (QME)**

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OFFICE		ADMINISTRATIVE SERVICE – GENERAL SERVICES DIVISION / REGIONAL OFFICE – FINANCE AND ADMINISTRATIVE DIVISION														
QUALITY PROCEDURE		MAINTENANCE OF VEHICLES														
OBJECTIVE STATEMENT		100% of the Job Orders (JOs) are prepared within two (2) working days upon receipt of request for Check-Up/ Inspection of Motor Vehicle.														
CURRENT PERIOD																
		INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total number of JOs prepared within 2 working days upon receipt of request for Check-Up/Inspection of Motor Vehicle.															
B	Total number of requests received															
C	Formula: $\frac{A}{B} \times 100\%$	Target Result : 100%	This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Controlled Copy													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met															

Prepared By	Reviewed By	Noted By
Process Owner	Division Chief/Regional Deputy QMR	Bureau/Service Deputy QMR/ Regional QMR

Prepared By	Reviewed By	Approved By
(sgd.) ANDRE S. GUEVARA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENIA J. JAVAREZ
Process Owner	Division Chief	Bureau/Service Deputy Quality Management Representative
		(sgd.) ASEC. ESTER A. ALDANA, CESO II
		Overall Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**REQUEST FOR CHECK-UP/INSPECTION
OF MOTOR VEHICLE**

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Kind of Request: ☐ Emergency ☐ Preventive ☐ Troubleshooting
☐ *Repair/Corrective maintenance (replace of defective parts)*

Name of Vehicle: _____ Date and Time Stated: _____
Plate No.: _____ Date and Time Finished: _____
Year/Model: _____ Maintenance _____
Chassis No.: _____ Engine No.: _____

JOB DESCRIPTION (DEFECTS/FINDINGS)	PARTS TO BE REPLACED	REMARK AND RECOMMENDATION

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Requested By: _____
Accountable officer

Inspected By: _____

Checked/Inspected by: _____
Mechanical/Electrician/
Inspection Committee

Automotive Equipment Inspector/
Inspection Committee

APPROVED:

Chief, Motorpool Section/Designated Authority

Prepared By	Reviewed By	Approved By
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VEHICLE MAINTENANCE - REPAIR/CORRECTIVE MAINTENANCE LOG SHEET

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QUALITY OBJECTIVE: 100% of the Job Orders (JOs) are prepared within two (2) working days upon receipt of request for Check-Up/ Inspection of Motor Vehicle.
FREQUENCY OF MONITORING: Monthly
CURRENT PERIOD:

[illegible]

	Total
	Result

0
0%

Prepared By
Process Owner

Noted By
Division Chief

Prepared By

(sgd.)

ANDRE S. GUEVARA

Process Owner

Reviewed By

(sgd.)

ELNORA A. VELASCO

Division Chief

Approved By

(sgd.)

ATTY. JENA J. JAVAREZ

AS Deputy OMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**MOTOR VEHICLE JOB ORDER FORM
(FOR IN-HOUSE REPAIR)**

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J.O. NO.: _____
DATE: _____

MAKER/TYPE: _____
YEAR/MODEL: _____
CHASSIS NO.: _____
DEFECTS: _____

PLATE NO.: _____
OFFICE: _____
ENGINE NO.: _____

SCOPE OF WORK/PARTS TO BE SUPPLIED/ REPLACED:

**Request for pre-repair
inspection of the vehicle
described above is hereby
requested.**

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CHECKED BY: _____ Date: _____

**Chief, Motorpool Section/
Designated Authority**

CERTIFICATE OF PROPERTY ACCOUNTABILITY

VEHICLE RECORD AS OF: _____ DATE OF LAST REPAIR: _____
ACQUISITION DATE/COST: _____ COST REPAIR: _____

I HEREBY CERTIFICATE that the above mentioned vehicle is the property of DILG.

**Chief, PAS, GSD/
Designated Authority**

**MOTOR VEHICLE JOB ORDER FORM
(FOR IN-HOUSE REPAIR)****PRE-REPAIR INSPECTION REPORT**

FINDINGS: _____

RECOMMENDATION NEEDED: _____

ESTIMATED COST: _____

INSPECTED BY:		
SIGNATURE PRINTED NAME DESIGNATION DATE		
	Technical Property Inspector	Technical Property Inspector

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I HEREBY CERTIFY that the repair and replacement of parts thereof are necessary in the interest of public service and all defects/damages were caused by ordinary wear and tear and not due to the fault or negligence of any official or employee.

ACCOUNTABLE OFFICER

Prepared By	Reviewed By	Approved By
(sgd.) ANDRE S. GÜEVARA Process Owner	(sgd.) ELNORA A. VELASCO Division Chief	(sgd.) ATTY. JENA J. JAVAREZ AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**MOTOR VEHICLE JOB ORDER FORM
(FOR OUTSIDE REPAIR)**

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MAKER/TYPE: _____
YEAR/MODEL: _____
CHASSIS NO.: _____

J.O. NO.: _____
DATE: _____

PLATE NO.: _____
OFFICE: _____
ENGINE NO.: _____

DEFECTS:

SCOPE OF WORK/PARTS TO BE SUPPLIED/ REPLACED:

Date: _____ NOTED BY: _____
AEI/Inspection Committee Chief Motorpool Section/Designated Authority

I HEREBY CERTIFY that the repair and replacement of parts thereof are necessary in the interest of public service and all defect/damages were caused by ordinary wear and tear and not due to the fault of negligence of any official or employee.

ACCOUNTABLE OFFICER

CERTIFICATE OF PROPERTY ACCOUNTABILITY

VEHICLE RECORD AS OF: _____ DATE OF LAST REPAIR: _____
ACQUISITION DATE/COST: _____ COST OF LAST REPAIR: _____

I HEREBY CERTIFY that the above-mentioned vehicle is the property of DILG.

**Chief, PAS, GSD/
Designated Authority**



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**MOTOR VEHICLE JOB ORDER FORM
(FOR OUTSIDE REPAIR)**

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PRE-REPAIR INSPECTION REPORT

FINDINGS: _____

RECOMMENDATIONS OR REPAIRS NEEDED: _____

ESTIMATED COST:

MATERIALS

LABOR

TOTAL

INSPECTED BY:

SIGNATURE

PRINTED NAME

DESIGNATION

DATE

**Technical Property Inspector/
Inspection Committee**

**Technical Property Inspector/
Inspection Committee**

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AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

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Maintenance of Vehicles							
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QO-QP-DILG-AS-RO-13	Maintenance of Vehicles Quality Objectives	06.15.21					
QME-QP-DILG-AS-RO-13	Maintenance of Vehicles Quality Monitoring and Evaluation	06.15.21					
FM-QP-DILG-AS-RO-13-01	Request for Check-up/Inspection of Motor Vehicle	06.15.21	07.15.22				
FM-QP-DILG-AS-RO-13-02	Vehicle Maintenance Repair/Corrective Maintenance Log Sheet	06.15.21	07.15.22				
FM-QP-DILG-AS-RO-13-03A	Motor Vehicle Job Order Form (for in-house repair)	06.15.21					
FM-QP-DILG-AS-RO-13-03B	Motor Vehicle Job Order Form (for outside repair)	06.15.21	07.15.22				

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