



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

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QP-DILG-AS-RO-14		
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14 MANAGEMENT OF FACILITIES

Scope:

This process starts from receipt of request repair/installation of facilities or request to use function room up to provision of needed action.

Description of Service:

The Administrative Service-General Service Division, Auxiliary personnel/ Finance and Administration Division- Supply and General Services Section personnel will receive request from concerned office for repair/installation works or request of Function Room. Evaluate the extent of the work requested and recommend appropriate action. If materials are not available the Auxiliary/SGSS personnel will prepare Purchase Request and Market Analysis and forward to Procurement Section for the processing of procurement of materials. If materials are available the Auxiliary/SGSS Chief will recommend approval of the request to Director, Administrative Service/Chief, FAD/Designated Authority. Then the Auxiliary/SGSS personnel will execute the repair/installation works or set-up function room. The Auxiliary/SGSS personnel shall file and retain all records based on the Masterlist of Retained Documented Information.

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

No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Fill-up prescribe request form. The form can be download at DILG website or you can request a copy for Auxiliary Section, GSD	1.1	Receive request from concerned office	<ul style="list-style-type: none">• Receive the request and determine the appropriate action needed as follows:<ul style="list-style-type: none">- Installation works- Repair works- Use of Function Room	Auxiliary personnel/ End- user	<ul style="list-style-type: none">• Request for Installation and/or Repair Form• Request for the Use of Function Room Form
2	Letter request address to Director of Administrative Service					



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3	Letter request address to GSD Chief					
		1.2	Assess the request	<p>For installation/repair works:</p> <ul style="list-style-type: none"> Evaluate the extent of the work requested and recommend appropriate action as follows: <ul style="list-style-type: none"> ✓ Conduct in-house installation and/or repair; ✓ Outsource installation and/or repair; ✓ In case repair/installation is not feasible, decline request; or ✓ Other appropriate action. If materials are available proceed to step 3. If materials are not available determine the type, unit of measure, quantity and estimated cost of supplies, materials, equipment and/or tools, as applicable. For request of function room: Check the available function room in the Calendar of Activities to confirm. If no function room is available, inform the requesting office; else, assign the function room and update the Calendar of Activities 	Auxiliary personnel	<ul style="list-style-type: none"> Request for Installation and/or Repair Form Request for the Use of Function Form Calendar of Activities Form

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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		1.3	Recommend approval/ disapproval of the request	For installation/repair works: <ul style="list-style-type: none">Supervising Admin Officer, GSD review the recommended action including the bill of materials, if any.If found in order, sign the "Recommended for approval"; else; discuss with the auxiliary personnel for appropriate action.If materials are available proceed to step 4If the materials are not available inform the end-user to procure the materials. For request of function room: <ul style="list-style-type: none">Auxiliary Personnel sign the Recommended for Approval portion.	Supervising Admin Officer, GSD; Auxiliary Personnel	<ul style="list-style-type: none">Request for Installation and/or Repair FormRequest for the Use of Function Room Form
		2	Approve/Disapprove the request	For installation/repair works: <ul style="list-style-type: none">Chief, GSD approve the request else; discuss with the auxiliary personnel for appropriate action. For request of function room:	Chief, GSD; Supervising Admin Officer, GSD	<ul style="list-style-type: none">Request for Installation and/or Repair FormRequest for the Use of Function



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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
				<ul style="list-style-type: none"> Supervising Admin Officer, GSD approve the request else; discuss with the auxiliary personnel for appropriate action. 		Room Form
		3	Execute repair/installation works or set-up function room	<p>For repair/installation:</p> <ul style="list-style-type: none"> Inform the requesting office. Carry out the needed repair/installation works. Upon completion, indicate date completed and request acceptance of completed works by the concerned office. <p>For request for function room:</p> <ul style="list-style-type: none"> For request of function room, discuss set-up requirements. Set-up as to request of the concerned office. 	Auxiliary personnel	<ul style="list-style-type: none"> Request for Installation and/or Repair Form
		4	Administer <i>Client Satisfaction Survey</i>	<ul style="list-style-type: none"> Administer <i>Client Satisfaction Survey</i> to ther requisitioner/ requesting operating unit. 	Auxiliary personnel	<ul style="list-style-type: none"> <i>Client Satisfaction Survey</i> <i>CSS Data Sheet</i> <i>Client Satisfaction Report</i>

**QUALITY PROCEDURE**

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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
						<ul style="list-style-type: none">Client Satisfaction Measurement Procedure
		5	Retain records	<ul style="list-style-type: none">Update Process Summary Log Sheet.Retain records in compliance with Control of Retained Documented Information Procedure and Masterlist of Retained Documented Information. <p>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Controlled Copy</p>	Process Owner	<ul style="list-style-type: none">Process Summary Log SheetSP-02 Control of Retained Documented Information ProcedureMaster List of Retained Documented Information
End of Transaction						

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<p>(sgd.) MIA BELLA V. NANON</p>	<p>(sgd.) ELNORA A. VELASCO</p>	<p>(sgd.) ASEC. ESTER A. ALDANA, CESO II</p>
Process Owner/Next Higher Supervisor	AS Deputy Quality Management Representative	Overall Deputy Quality Management Representative

**QUALITY
OBJECTIVE (QO)**

OFFICE	ADMINISTRATIVE SERVICE – GENERAL SERVICES DIVISION / REGIONAL OFFICE – FINANCE AND ADMINISTRATIVE DIVISION
QUALITY PROCEDURE TITLE	MANAGEMENT OF FACILITIES

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	Indicator/ Formula (if applicable)			
Management of Facilities	<ul style="list-style-type: none">Timely disposition (approval/disapproval) of requests within the standard time (2 working days for repair/installation or within 1 working day for use of function room).	<ul style="list-style-type: none">100% of received requests	<ul style="list-style-type: none">(Total number of requests approved/disapproved within the standard time / Total number of requests received) x 100	<ul style="list-style-type: none">Monthly	<ul style="list-style-type: none">Assigned Auxiliary personnel	<ul style="list-style-type: none">Management of Facilities Log Sheet
	<ul style="list-style-type: none">Complete acceptance by the concerned office of the installation/repair works completed works.80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).	<ul style="list-style-type: none">100% of completed installation/repair works80%	<ul style="list-style-type: none">(Total number of completed installation/repair works accepted/ Total number of completed installation/repair works) x 100(Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs) / Total Number of responses received) x 100	<ul style="list-style-type: none">Monthly	<ul style="list-style-type: none">Assigned Auxiliary personnel	<ul style="list-style-type: none">CSS Data SheetClient Satisfaction Report



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QUALITY OBJECTIVE (QO)

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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	MANAGEMENT OF FACILITIES																	
OBJECTIVE STATEMENT	1. 100% of requests, approved/disapproved within the standard time (2 working days for repair/installation or within 1 working day for use of function room). 2. 100% completed installation/repair works, accepted by the concerned division. 3. 80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).																	
CURRENT PERIOD																		
INDICATORS				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total		
Objective 1- 100% of requests, approved/disapproved within the standard time (2 working days for repair/installation or within 1 working day for use of function room)																		
A	Total No. of request approved/disapproved within the standard time (2 working days for repair/installation or within 1 working day for use of function room).																	
B	Total No. of request received.																	
C	Formula: $\frac{A}{B} \times 100\%$	Target Result : 100%																
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met																	
Objective 2: 100% completed installation/repair works, accepted by the concerned division.																		
A	Total No. of all completed installation/repair works, accepted by the concerned division.																	
B	Total No. of completed installation/repair works																	
C	Formula: $\frac{A}{B} \times 100\%$	Target Result : 100%																



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

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D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												
Objective 3: 80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).													
A	Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs)												
B	Total number of responses received												
C	Formula: $\left(\frac{A}{B}\right) \times 100$	Target Result: 80%											
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												

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Process Owner	Division Chief/Regional Deputy QMR	Bureau/Service Deputy QMR/ Regional QMR

Prepared By	Reviewed By	Approved By
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Process Owner/Next Higher Supervisor	AS Deputy Quality Management Representative	Overall Deputy Quality Management Representative

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REQUEST FOR INSTALLATION/REPAIR

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REQUEST FOR INSTALLATION/REPAIR
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Type of Request:

☐ Installation

☐ Repair

Details of Request:

Date Needed: _____

Evaluation and Recommendation:

- ☐ In-house
☐ Outsource
☐ Decline Request
Due to: _____

Requested by:

Evaluated by:

Signature over name of Head of Office

Position:

Name of office:

Signature over name of Evaluator

Position:

Accepted by: [This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.](#)

Name: [Always refer to the Documented Information Management System for the Controlled Copy](#)

Date Completed: _____

Bill of Materials (For in-house repair/installation)

Particular	Unit of Measure	Quantity	Estimated Cost
TOTAL			

Assigned Personnel :

Recommended for Approval:

Approved:

Supervising Admin Officer
General Service Division, AS/FAD


Chief Admin Officer
General Service Division, AS /FAD

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(sgd.) LESLIE B. CAÑAFRANCA	(sgd.) ELNORA A. VELÁSICO	(sgd.) ATTY. JENAI JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REQUEST FOR USE OF FUNCTION ROOM

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 <div>DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT REQUEST FOR USE OF FUNCTION ROOM <i>FM-QP-DILG-AS-RO-14-01B/Rev.00/06.15.21</i></div>		
Date of Request:		
Activity:		
Date of Activity:	From:	To:
Time:	From:	To:
No. of Participants:		
Requested By:		
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Assigned Function Room:		
Recommended for Approval:		Approved:
<p>_____ <i>Signature over printed Name</i> Designation: General Service Division, AS/FAD</p>		<p>_____ <i>Signature over printed Name</i> Designation: General Service Division, AS/FAD</p>
<i>Note: This form shall be submitted to AS-GSD/FAD three (3) days prior to the date of activity.</i>		

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
CALENDAR OF ACTIVITIES

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(MONTH) CALENDAR OF ACTIVITIES

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY

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Notes: _____

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

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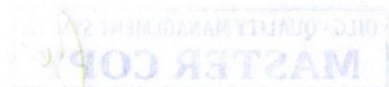
Name of Bureau/Service/Office/Procedure: NBOO, ROs, POs, Fos

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Management of Facilities							
QP-DILG-AS-RO-14	Management of Facilities	06.15.21	03.01.23				
QO-QP-DILG-AS-RO-14	Management of Facilities Quality Objectives	06.15.21	03.01.23				
QME-QP-DILG-AS-RO-14	Management of Facilities Quality Objectives	06.15.21	03.01.23				
FM-QP-DILG-AS-RO-14-01A	Request for Installation/Repair	06.15.21					
FM-QP-DILG-AS-RO-14-01B	Request for Use of Function Room	06.15.21					
FM-QP-DILG-AS-RO-14-02	Calendar of Activities	06.15.21					
FM-QP-DILG-AS-RO-14-03	Management of Facilities Monitoring Log Sheet	06.15.21					

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF EXTERNAL DOCUMENTED INFORMATION

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Name of Bureau/Service/Office/Procedure: NB00, ROs, POs, Fos

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
QP-DILG-AS-RO-14 (Management of Facilities)							
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