



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
SYSTEM PROCEDURE

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09	MANAGEMENT REVIEW
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Scope:
This process defines the process of conducting Management Review as per requirements of ISO 9001:2015 Quality Management System standard and its requirements to ensure the continuing suitability, adequacy, effectiveness and alignment to DILG's strategic direction.
Description of Service:
The process is triggered by setting the Management Review schedule. The QMS Secretariat then prepares for the conduct of the Management Review including communication of the schedule and requiring the submission of the Management Review Inputs by concerned offices and personnel. The QMR presides the meeting and reports together with all the Deputy QMRs. The Management Review Committee then agrees on actions and decisions for the required Management Review Outputs. Minutes of the Meeting are prepared by the QMS Secretariat. Agreements, decisions and actions are monitored and status report is prepared before the conduct of the QMS Assessment.

No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Prepare for the conduct of Management Review	<p>QMS Secretariat:</p> <ul style="list-style-type: none">Schedule the Management Review once a year or as often as necessary, upon completion of the internal quality audit, to determine the extent of compliance and effectiveness of the DILG National Quality Management System.Prepare the necessary documents for the conduct of the Management Review inclusive of budgetary requirements, dates, venue, participants, and agenda.Secure approval of concerned signatories.	Central QMS Secretariat	<ul style="list-style-type: none">Activity Design, Memo, Department Order, as appropriatePertinent Management Review Inputs



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		<ul style="list-style-type: none">Distribute the Memorandum to communicate the schedule and require concerned offices to prepare and submit the Management Review Inputs. <p>Members of the Management Review Committee:</p> <ul style="list-style-type: none">Prepare the following assigned topics:<ul style="list-style-type: none">Overall Deputy QMR through the QMS Secretariat - Follow-up Items from Previous Management Review, Results of External Audit Certification and QMS Performance; <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> <p>QMS Assessment Head - Results of QMS Assessment and status of CAR,</p> <ul style="list-style-type: none">All Bureau/Service/Office Deputy QMRs and Regional Top Management and Regional QMRs - Summary of previous year's performance results/ accomplishment vs. quality objectives, Client feedback/Satisfaction, changes that could affect the QMS and recommendations for QMS Improvement. <ul style="list-style-type: none">Submit the above reports to the QMS Secretariat for consolidation and reproduction as reference for the participants.	Management Review Committee (MRC)	



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		For Regional Offices: <ul style="list-style-type: none"> ROs may conduct Regional level Management Review (MR) to be facilitated by the Regional QMS Secretariat upon completion of the QMS Assessment or as necessary. The Regional Top Management (RD) thru the Regional QMR (ARD) designate members for the Regional Management Review Committee and conduct MR applying the succeeding steps of this procedure in their respective offices. 	Regional QMS Secretariat	
2	Conduct the Management Review with the QMR as the presiding officer.	<p>Discuss the following Management Review Inputs/agenda items:</p> <ul style="list-style-type: none"> Status of actions from previous MRs (except the 1st MR); Changes in external and internal issues that are relevant to the QMS including strategic direction of the Department; Information on the performance and effectiveness of the quality management system, including trends and indicators for: <ul style="list-style-type: none"> Customer satisfaction and feedback; Extent to which quality objectives have been met; 	Management Review Committee (MRC)	<ul style="list-style-type: none"> Management Review Minutes Context Registry Interested Parties Matrix Customer Satisfaction Survey Results Quality Objectives monitoring and measurement results (QME) Nonconforming outputs results CAR Monitoring Matrix Other Monitoring and Measurement reports QMS Assessment Report, Pre-Certification and



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No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		<ul style="list-style-type: none">- Process performance and service conformity;- Status of nonconformities and corrective actions;- Monitoring and measurement results:- QMS Assessment Reports;- <i>Performance of external providers</i>;- Effectiveness of actions taken to address risks and opportunities; and- Opportunities for improvement. <ul style="list-style-type: none">• Agree on needed actions and decisions for the following: <p>Opportunities for Improvement</p> <p>Any need for changes in the QMS</p> <ul style="list-style-type: none">- Resource needs		<p>Third Party Certification Reports</p> <ul style="list-style-type: none">• Action Plan
3	Prepare the Management Review (MR) Minutes of the Meeting	<p>Prepare the minutes of the MR and indicate the following:</p> <ul style="list-style-type: none">• Discussions on the Management Review Inputs; and• Actions, decisions, agreements, as Management Review outputs. <p>Submit to Overall Deputy QMR.</p>	Central QMS Secretariat	<ul style="list-style-type: none">• MR Minutes
4	Review and recommend approval of the minutes	<p>Review the MR Minutes as to accuracy and completeness of inputs and outputs;</p> <p>Recommend approval to the QMR.</p>	Overall Deputy QMR	<ul style="list-style-type: none">• MR Minutes



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5	Approve the Minutes	Approve the Minutes of the Management Review.	QMR	<ul style="list-style-type: none"> MR Minutes
6	Communicate the approved MR Minutes	Issue Memorandum to all members of the MRC to communicate the approved MR Minutes.	Central QMS Secretariat	<ul style="list-style-type: none"> Memo MR Minutes
7	Monitor the status of agreements, decisions and actions	<p>At least (1) month before the conduct of QMS Assessment, prepare a status report on the following:</p> <ul style="list-style-type: none"> Agreements in the discussion of the Management Review Inputs; and Implementation of Decisions and recommended actions. 	Central QMS Secretariat	<ul style="list-style-type: none"> MR Minutes
8	Retain Records	<p>Retain records in accordance with Control of Retained Documented Information Procedure and Master List of Retained Documented Information.</p> <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>	Central QMS Secretariat	<ul style="list-style-type: none"> Control of Retained Documented Information Procedure Master List of Records

End of Transaction

Definition of Terms:

- Management Review Committee** - the committee that reviews the performance of the QMS once a year or as deemed necessary to evaluate the continuing adequacy, suitability, effectiveness, and alignment to DILG's strategic direction. Records of Management Reviews are controlled by the QMS Secretariat. The DILG Management Review Committee is composed of the following:
 - Undersecretary for Operations - DILG representative to the Government Quality Management Committee (GQMC) and the DILG Quality Management Representative (QMR);
 - Undersecretaries and Assistant Secretaries;
 - Assistant Secretary for Administration, Finance and Comptrollership – Overall Deputy QMR;
 - Bureau/Service Directors – Bureau/Service Deputy QMRs of the following:
 - Bureau of Local Government Development (BLGD);
 - Bureau of Local Government Supervision (BLGS);
 - National Barangay Operations Office (NBOO);



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- Office of Project Development Services (OPDS);
- Administrative Service (AS);
- Financial and Management Service (FMS);
- Information Systems and Technology Management Service (ISTMS);
- Internal Audit Service (IAS);
- Legal and Legislative Liaison Service (LLLS);
- Planning Service (PS);
- Public Affairs and Communications Service (PACS); and
- Regional Directors (Regional Top Management)
 - Assistant Regional Directors (Regional QMR)
 - Regional Deputy QMRs

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QMS Secretariat Head	Overall Deputy Quality Management Representative	Quality Management Representative

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

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Date of Management Review: _____

Venue: _____

Present: _____

Absent: _____

Item	Agenda Item	Issues / Highlights of Discussion / Management Action and Decisions	Action Plan (What, Who, When to Do)
1	Status of actions from previous management reviews		
2	Changes in external and internal issues that are relevant to the quality management system		
3	Trends in customer satisfaction and feedback from relevant interested parties		
4	The extent to which quality objectives have been met		
5	Process performance and conformity of products and services		
6	Nonconformities and corrective actions		
7	Monitoring and measurement results		
8	QMS Assessment Results		
9	Performance of external providers		
10	Adequacy of resources		
11	Effectiveness of actions taken to address risks and opportunities		
12	Opportunities for improvement		
Other Matters			

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MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

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SYSTEM PROCEDURE							
SP-DILG-09	Management Review	06.15.21	06.01.22				
FM-SP-DILG-09-01	Management Review Minutes	06.15.21					

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