



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**SYSTEM PROCEDURE**

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<b>SP-DILG-10</b>		
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<b>10</b>	<b>QMS PLANNING</b>
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**Scope:**

This procedure covers the activities from the preparation for the conduct of QMS Planning up to the approval of all the QMS Planning Outputs.

**Description of Service:**

The procedure defines an effective QMS planning process for identifying external and internal issues, interested parties, setting QMS objectives and targets while taking into consideration the possible risks and opportunities, as basis for assessing the effectiveness of the Quality Management System.

No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Prepare for the conduct of QMS Planning	<ul style="list-style-type: none"><li>Review, update, and secure approval for the overall organizational objectives (using the QO-QMS form) based on the performance targets set per the year's General Appropriations Act, and as required by national agencies, if any.</li><li>Prepare the pre-activity requirements for the QMS Planning Workshop/Activity, secure necessary approvals, and communicate the details to all Offices.</li></ul>	<p>Central QMS Secretariat</p> <p>Central/Regional QMS Secretariat/Bureau/Service QMS Focal Persons</p>	<ul style="list-style-type: none"><li>DILG-QO-QMS</li><li>Approved GAA/NEP</li><li>Memorandum/Advisory, Activity Design and other Pre-activity requirements</li></ul>
2	Conduct the QMS Planning	<p><b>DILG-Wide QMS Planning</b></p> <ul style="list-style-type: none"><li>Facilitate the QMS Planning workshop under the direct supervision of the Overall Deputy QMR and discuss the following inputs/agenda:<ul style="list-style-type: none"><li>Changes in scope, objectives</li><li>Changes in internal and external issues, requirements, needs, and expectations of Interested Parties</li></ul></li></ul>	<p>Central QMS Secretariat; Overall Deputy QMR</p>	<ul style="list-style-type: none"><li>DILG-QO-QMS</li><li>Process Quality Objectives</li><li>Context Registry (Organizational Level)</li></ul>





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No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		<ul style="list-style-type: none"> <li>Risk and opportunity assessment</li> <li>Changes in the QMS implementation</li> <li>Other issues and concerns</li> </ul> <ul style="list-style-type: none"> <li>Determine/Review/Update the internal and external issues <b>(Organizational Level)</b> relevant to the planned results under the perspectives of Values, Culture, Knowledge or Performance and External Issues under the PESTLE approach (Political, Economic/Financial, Social, Technological, Legal, Environmental).</li> <li>Determine/Review/Update the Interested Parties Matrix <b>(Organizational Level)</b> relevant to the planned results.</li> <li>Prepare and accomplish the Organizational-Level and Process Level ROAR in accordance with the System Procedure on Risk Identification, Evaluation, and Control.</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Consider the top management objectives in the setting of functional /process objectives and targets.</li> <li>Provide basis of targets using the previous year's performance results.</li> <li>Align with OPB, SPMS and other relevant documents showing performance targets of the Office.</li> </ul>	<p>Central/Regional QMS Secretariat/Bureau/Service QMS Focal Persons</p>	<ul style="list-style-type: none"> <li>IP Matrix (Organizational Level)</li> <li>Quality Action Plan, if any</li> <li>Risk and Opportunity Assessment Register (ROAR)</li> <li>DILG-QO-QMS</li> <li>Process Objectives</li> <li>OPCR</li> </ul>





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No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		<p><b>Office-Level QMS Planning</b></p> <ul style="list-style-type: none"> <li>Facilitate the QMS Planning workshop under the direct supervision of the Bureau/Service Deputy QMR/Regional Director/ Regional QMR.</li> <li>Present the following documents to serve as reference during the workshop: <ul style="list-style-type: none"> <li>Outputs/Agreements during the organizational level QMS Planning</li> <li>Updated Quality objectives of all applicable QMS Processes</li> <li>Approved OPCR</li> <li>Current Organizational Level Context Registry</li> <li>Current Organizational Level IP Matrix</li> <li>Previous Year's Context Registry (Office Level)</li> <li>Previous Year's IP Matrix (Office Level)</li> <li>Previous Year's Risk and Opportunity Assessment Register (Office Level)</li> <li>Reassessed Risk and Opportunity Assessment Register.</li> <li>Result of Risk and Opportunity Analysis</li> </ul> </li> <li>Determine/Review/Update the internal and external issues (<b>Office Level</b>) relevant to the planned results under the perspectives of Values, Culture, Knowledge or Performance and External Issues under the PESTLE approach (Political, Economic/Financial, Social, Technological, Legal, Environmental). Refer to the Organizational Level Context Registry</li> </ul>	<p><b>CO:</b> Bureau/Service QMS Focal Persons, Bureau/Service Deputy QMRs and Process Owners</p> <p><b>ROs:</b> Regional QMS Secretariat, Regional QMR, Regional Deputy QMRs and Process Owners</p>	<ul style="list-style-type: none"> <li>DILG-QO-QMS</li> <li>Process Quality Objectives</li> <li>Context Registry (Organizational Level)</li> <li>IP Matrix (Organizational Level)</li> <li>Quality Action Plan, if any</li> </ul>





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No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		<ul style="list-style-type: none"><li>Offices may also input other issues not reflected in the Organizational Level Context Registry by assigning an office control code.  For example:  <b>CR-NBOO-I-E-001</b> <b>CR-R2-I-E-001</b></li><li>Determine/Review/Update the Interested Parties Matrix (<b>Office Level</b>) relevant to the planned results. Select interested parties and its needs and expectations indicated in the <b>Organizational Level</b> Interested Parties Matrix</li><li>Offices may also input other IPs and its needs and expectations not reflected in the <b>Organizational Level</b> IP Matrix by assigning an office control code.  For example:  <b>IP-BLGS-01</b> <b>IP-R1-01</b></li><li>Considering the issues and the requirements and needs/expectations of the Interested Parties, determine/review/re-assess the risks and opportunities in accordance with the Risk Identification, Evaluation and Control Procedure (SP-DILG-03). Consider the result of the reassessment of previously identified risks and opportunities (Prior Year ROAR).</li></ul>		<ul style="list-style-type: none"><li>SP-DILG-03 (Risk Identification, Evaluation, and Control)</li><li>Risk and Opportunity Assessment Register (ROAR) Reassessment</li><li>Risk and Opportunity Reassessment Analysis</li></ul>





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No.	Process/Steps	Activity Details	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
3	Submit the QMS Planning outputs	<ul style="list-style-type: none"><li>Upon finalization/approval of the QMS Planning outputs, submit to the Overall Deputy Quality Management Representative thru the Central QMS Secretariat on or before the set deadline for review and uploading in the Documented Information Management System.</li><li>Obtain re-approval if any modifications are made based on the review feedback provided by the Central QMS Secretariat.</li></ul>	Central QMS Secretariat/Regional QMS Secretariat/Bureau/Service QMS Focal Persons	<ul style="list-style-type: none"><li>QMS Planning Outputs (CR, IP, ROAR, and QAP, if any)</li></ul>
4	Retain Records	<ul style="list-style-type: none"><li>Retain records in accordance with the Control of Retained Documented Information procedure and the Master List of Retained Documented Information.</li></ul> <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>	Designated Records Custodian/Process Owners	<ul style="list-style-type: none"><li>Control of Retained Documented Information Procedure</li><li>Master List of Retained Documented Information</li></ul>
<b>End of Transaction</b>				

Prepared By:	Reviewed By:	Approved By:
(sgd.) ROMAR B. PANGANIBAN	(sgd.) ASEC. ESTER A. ALDANA, CESO II	(sgd.) ATTY. OMAR ALEXANDER V. ROMERO
QMS Secretariat Head	Overall Deputy Quality Management Representative	Quality Management Representative





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

Document Code		
<b>DILG-QO-QMS</b>		
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01	04.01.23	1 of 3

OFFICE		DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT (ALL OFFICES)				
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)			
Local Government Empowerment	% of assisted Local Government Unit (LGUs) are implementing relevant policies, plans, programs/ projects and/or systems on various governance projects	60%	(Total number of assisted PCMs implementing undertakings expected from them/ Total number of PCMs excluding BARMM) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
	% of LGUs provided with capacity-building/TA services on various governance areas	100%	(Total number of PCMs capacitated/ provided with pertinent capacity building or TA Services on various governance areas / Total number of PCMs excluding BARMM) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
Local Government Performance Oversight, and Recognition and Incentives	% of LGUs consistently receive awards/incentives for good local governance	5%	(Total number of PCMs that are consistently SGLG passers from the prior year to the current year / Total number of SGLG Passers from prior year) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
	% of LGUs passed the criteria for good governance	10%	(Total number of PCMs that passed the criteria for good governance / Total number of PCMs) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
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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)			
	% of SGLG passers or PCF qualifiers provided with recognition or incentives in accordance to set timelines	100%	(SGLG passers or PCF qualifiers provided with PCF in accordance to set timelines / Total number of SGLG passers or PCF qualifiers) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
	% of LGUs assessed on good local governance	100%	(Total number of PCMs assessed in local governance/ Total number of PCMs) x 100	Annual	QMR, concerned Planning Service and Bureau Personnel	DILG Accomplishment Report, DILG-QMS-QME
Strengthening Internal Organizational Capacity	% of QMS quality objectives are achieved	80% of all QMS objectives	(Total number of Quality Objectives met / Total number of Quality Objectives for the month) x 100	Monthly	QMS Secretariat	DILG-QMS-QME, DILG-SCQME
	% overall Client Satisfaction Score	80%	(Total of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs) / Total number of responses received) x 100	Monthly	QMS Secretariat/ CART Secretariat	DILG-QMS-QME, DILG-SCQME, Consolidated Client Satisfaction Report

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY  
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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)			
	Consistent eligibility for Performance-Based Bonus (PBB)	Eligible	PBB Eligibility Status			
				Annual (to be reported on the ensuing month upon receipt of validation report from AO 25 Secretariat)	QMS Secretariat	Letter of Eligibility/ Non-Eligibility from AO 25 Secretariat; DILG-QMS-QME;

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(sgd.)

**ATTY. BENJAMIN C. ABALOS, JR.**

Secretary





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

## QMS PLANNING

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<b>CR-OFFICE</b>		
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### CONTEXT REGISTRY

Updated As of \_\_\_\_\_

CR NO.	ISSUES	TYPE OF ISSUE (I/E)	PERSPECTIVE (Internal: Values, Culture, Knowledge, Performance External: P-E-S-T-L-E)	REMARKS

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Quality Management Representative





Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**

Document Code  
**IP-DILG-(OFFICE)**


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## INTERESTED PARTIES MATRIX


Updated As of \_\_\_\_\_

IP NO.	INTERESTED PARTIES (Internal/External)	REQUIREMENTS (NEEDS AND EXPECTATIONS )
IP-DILG-001		<ul style="list-style-type: none"><li></li><li></li><li></li></ul>
IP-DILG-002	<p>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Controlled Copy</p>	<ul style="list-style-type: none"><li></li><li></li><li></li></ul>
IP-DILG-nth		<ul style="list-style-type: none"><li></li><li></li><li></li></ul>


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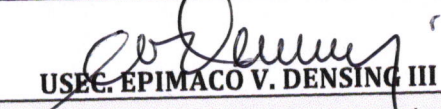
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY  
OBJECTIVE (QO)**

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<b>QO-QP code</b>		
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<b>BUREAU/SERVICE/OFFICE</b>						
<b>QUALITY PROCEDURE TITLE</b>						
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)			

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Prepared By		Reviewed By	Approved By
Process Owner	Division Chief/Next Higher Supervisor	Bureau/Service Deputy QMR	Overall Deputy QMR

Prepared By	Reviewed By	Approved By
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QMS Secretariat Head	Overall Deputy Quality Management Representative	Quality Management Representative





Office: \_\_\_\_\_  
Date Prepared: \_\_\_\_\_

1. **QMS SCOPE** (e.g. inclusion/exclusion of DILG Services)
2. **OBJECTIVES** (e.g. increase/decrease in objectives, addition/deletion of objectives)
3. **QMS IMPLEMENTATION** (e.g. issues and concerns on QMS implementation - process steps, signatories, timeline, integration of new statutory/ regulatory/organization/clients' requirements, clients' feedback, audit results, etc.)
4. **CONTEXT OF THE ORGANIZATION** (e.g. changes in the Context Registry and IP Matrix - new identified issues, RNEs of IPs, organizational changes - organizational structure, new delineation of roles and authorities)

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Approved by \_\_\_\_\_  
Bureau/Service Deputy QMR/Regional Director

Approved By: Markmen  
ATTY. OMAR ALEXANDER V. ROMERO  
DILG Quality Management Representative






DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**MASTER LIST OF MAINTAINED  
INTERNAL DOCUMENTED INFORMATION**

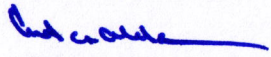
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Name of Bureau/Service/Office/Procedure: All Offices/QMS Planning System Procedure

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
QMS PLANNING							
SP-DILG-10	QMS Planning	06.15.21	02.01.22	02.16.23	04.15.25		
DILG-QO-QP Code	Quality Objective	06.15.21					
DILG-QO-QMS	QMS Quality Objective	06.15.21	04.01.23				
QAP-(QP-CODE/SP-CODE/OFFICE)	Quality Action Plan	06.15.21	04.15.25				
CR-DILG-OFFICE	Context Registry	06.15.21					
IP-DILG-OFFICE	Interested Parties Matrix	06.15.21	04.03.23	04.01.24			

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