



Republic of the Philippines  
**Department of Education**  
REGION II - CAGAYAN VALLEY  
SCHOOLS DIVISION OF BATANES

September 5, 2024

**DIVISION MEMORANDUM**

No: 230 s. 2024

**RECONSTITUTION OF SDO QUALITY MANAGEMENT SYTEM (QMS)**

To: Assistant Schools Division Superintendent  
Division Chiefs and Unit Heads  
Education Program Supervisors  
SEPSs and EPSA  
QMS Team  
All Others Concerned

1. In accordance with DepEd Order No. 9, s. 2021, establishing a Quality Management System in the Department of Education, this Office announces the reconstitution of the Division QMS Team.
2. As the Regional Office 02 commences the orientation process for all SDOs in the region, this Office requires reorganization to ensure consistency in the delivery of quality services to our clientele. To achieve this, we are reorganizing the Division QMS Team.
3. Attached is the reconstituted Division QMS Team and their Terms of Reference, outlining their duties and responsibilities.
4. Immediate dissemination of this Memorandum is highly desired.

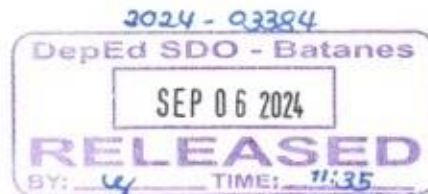
**ALFREDO B. GUMARU Jr., EdD, CESO V**  
Schools Division Superintendent

Encls: As stated  
Ref: DepEd Order 9, s. 2021

To be indicated in the Perpetual Index  
under the following subject/s:

ASSIGNMENT

OSDS/abg/njfv



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**PROPOSED RECONSTITUTION OF SDO BATANES  
QUALITY MANAGEMENT SYSTEM (QMS) STRUCTURE**

**TOP MANAGEMENT:**

ALFREDO B. GUMARU Jr., EdD, CESO V – Schools Division Superintendent  
DANTE J. MARCELO, PhD, CESO VI – Assistant Schools Division Superintendent

**QUALITY MANAGEMENT REPRESENTATIVE**

ARNULFO HORTIZ, PhD

**QMS SECRETARIAT**

JOHN CARLO F. TRILLANA – Lead  
GREG E. PADUA – QMS Sec. Member

**RISK MANAGEMENT TEAM (RMT)**

Lead: Oliver R. Cariaso  
Secretariat, RMT: Jay V. Gonzales  
Members: Raiza V. Beronque  
Mariline G. Roniño  
Schneider Elinore D. Acebes

**KNOWLEDGE MANAGEMENT TEAM (KMT)**

Lead: Daphne B. Buenafe  
Secretariat, RMT: Dencio G. Eriful  
Members: Elena A. Baldomar  
Maphe G. Poncio  
Sheila H. Ydel

**INTERNAL QUALITY AUDIT TEAM (IQAT)**

Lead: Walden G. Habana  
Secretariat, RMT: Oswaldo A. Valiente  
Members: Leslie Joy S. Merina  
Dennis B. Valdez  
Vilma C. Bongay  
Cristina B. Poncio  
Jemar Talosig  
Nathalie Joyce C. Balles  
Necita Jucelyn V. Ramos  
Sharon V. Gonzales  
Nona Myrah P. Cabizon  
Jennifer H. Moro  
Violeta H. Binalon

**TRAINING AND ADVOCACY TEAM (TAT)**

Lead: Ayrine C. Geronimo  
Secretariat, RMT: Kym Clyde H. Moro  
Members: Myrna H. Agudo  
Carmencita G. Adarmi  
Esperanza B. Ereful



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### **QUALITY WORKPLACE TEAM**

Lead: Virginia A. Vinalay  
Secretariat, RMT: Joel F. Camaya  
Members: Ermelyn S. Castillo  
Fred V. Gimenez  
All HNS (Nurses-SDO)

**OVER-ALL MONITORING TEAM:** SGOD Chief: Marcial Y. Noguera  
CID Chief: Violeta B. Gasilao



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## **QMS TEAMS -TERMS OF REFERENCE**

### **A. Top Management**

The Top Management shall have the following responsibilities:

- i. Lead the establishment, implementation and monitoring of the QMS at their level;
- ii. Establish, communicate, and embody the Quality Policy Statement;
- iii. Ensure effectiveness of the QMS using risk-based thinking and risk management;
- iv. Ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS;
- v. Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders;
- vi. Determine and provide necessary resources needed to implement and sustain QMS implementation;
- vii. Lead and conduct the Management Review (MR) at least every quarter;
- viii. Ensure that constitutional mandates, statutory, and regulatory requirements are met; and
- ix. Designate the Quality Management Representative (QMR)

### **B. Quality Management Representative (QMR)**

The QMR shall have the following responsibilities:

- i. Communicate the importance of having a QMS within DepEd;
- ii. Oversee the implementation and take accountability for the effectiveness of the QMS;
- iii. Ensure the conformance of the QMS to the requirements of ISO 9001;
- iv. Ensure the integrity and effectiveness of the QMS;
- v. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;
- vi. Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;
- vii. Ensure integration of the QMS requirements into DepEd's business processes;
- viii. Promote continuous improvement of the QMS and processes of the agency;
- ix. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;
- x. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and
- xi. Act as liaison of the Department with external parties on matters relating to QMS.

### C. QMS Secretariat

The members of the QMS Secretariat shall coordinate with and report to the QMR. The QMS Secretariat shall have the following responsibilities:

- i. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;
- ii. Provide technical and administrative support to successfully implement the QMS;
- iii. Coordinate QMS- related activities in their respective offices;
- iv. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
- v. Facilitate the delivery of specific outputs in line with the QMS;
- vi. Assist the QMR in communicating with external parties on QMS- related matters; and
- vii. Provide feedback and updates on QMS-related matters to the QMR.

### D. QMS Teams

The composition of the QMS Teams is critical to ensure the operationalization of the QMS. Teams are expected to regularly communicate and collaborate within their respective offices/schools and across each governance level, as needed, to ensure seamless and effective implementation of the QMS. Below are the five(5) QMS Teams and their respective responsibilities:

#### a. Risk Management Team (RMT)

- i. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;
- ii. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;
- iii. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;
- iv. Provide feedback and update to the QMR on the status of risk assessment and action plans;
- v. Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and
- vi. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRf.

#### b. Knowledge Management Team (KMT)

- i. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;
- ii. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;
- iii. Organize the operation and administrative records to ensure availability, completeness, consistent generation,



- protection, easy retrieval, and proper disposal of documents;
- iv. Oversee activities related to managing organizational knowledge and setting document management standards; and
- v. Provide feedback to the QMR on the status of the control documents and records.

**c. Internal Quality Audit Team (IQAT)**

- i. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;
- ii. Undergo training on ISO 19 011 (Guidelines for Auditing Management System);
- iii. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;
- iv. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;
- v. Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and
- vi. Provide the findings of the IQA through the audit summary report and status of Request for Action (RFA) to the QMR as input to the Management Review.

**d. Training and Advocacy Team (TAT)**

- i. Orient employees and disseminate information on QMS - related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;
- ii. Capacitate employees on the development of their Operations Manuals and Planning Documents;
- iii. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;
- iv. Plan and coordinate effective deployment and efficient use of QMS training and materials;
- v. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and
- vi. Provide feedback and updates to the QMR on the status of QMS-related training and awareness.

**e. Quality Workplace Team (QWT)**

- i. Ensure consistent implementation of Quality Workplace Standards;
- ii. Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity;
- iii. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and Provide



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feedback and updates to the QMR on the status of workplace management.



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