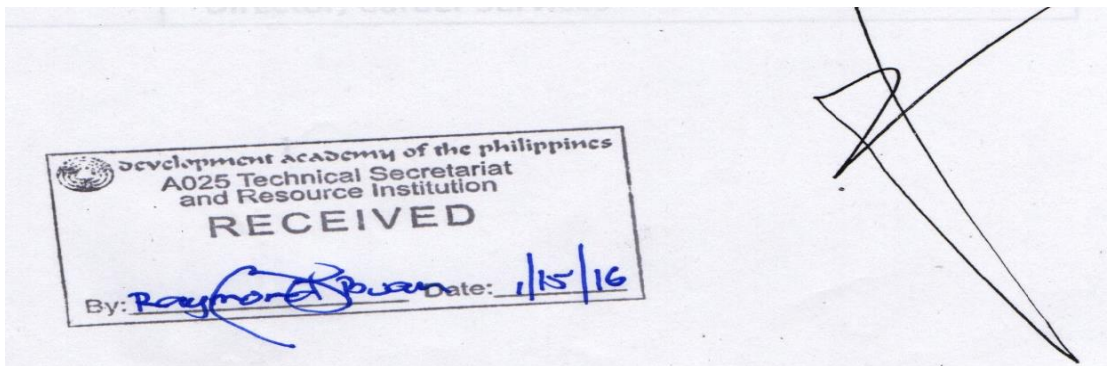


Republic of the Philippines
DON HONORIO VENTURA TECHNOLOGICAL STATE UNIVERSITY
Bacolor, Pampanga



QUALITY MANAGEMENT POLICY MANUAL

(ISO Aligned)



Title: Quality Manual – Introduction		
Version: 1	Document Code: QM1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 2

The **Quality Management Policy Manual (QMPPM)** seeks to articulate the processes and procedures that units of the Academic Affairs; Administrative, Finance and Auxiliary Services; and Research, Extension and Training Services follow towards efficient and client-centered service. Proposed on November 24, 2015, the QMPPM shall be finalized and shall be accepted for implementation starting SY 2016-2017 by the following offices upon approval of the Board of Regents:

Dr. Enrique G. Baking	University President
Engr. Rohel S. Serrano	Executive Vice President
Dr. Reynaldo C. Nicdao	Vice President for Administration, Finance and Auxiliary Services
Engr. Reden M. Hernandez	Vice President for Academic Affairs and concurrent Dean College of Engineering and Architecture
Dr. Enrique G. Baking	Vice President for Research and Extension Services
Dr. Dolores T. Quiambao	Dean, Graduate School
Mr. Luisito B. Reyes	Dean, College of Business Studies
Mr. Marlon Z. Regala	Dean, College of Industrial Technology
Mrs. Elena C. Tesoro	Dean, College of Social Sciences and Philosophy
Mr. Ranie B. Canlas	Dean, College of Computing Studies
Mr. Normando C. Simon	Dean College of Hospitality Management
Dr. Luis M. Lansang	Director, Finance Management Services
Mrs. Mirla C. Salonga	Director, Administrative Services
Mrs. Anita G. Sibug	Director, Office of International Affairs and concurrent Principal Laboratory High School
Dr. Irene N. Quizon	Director, Auxiliary Services
Dr. Arsenio M. Escalona	Director, Planning and Development
Dr. Benigno P. Legamia, Jr.	Director, Research and Development Services
Mr. Fernando C. Pamintuan	Director, Extension Services
Mrs. Anna C. Dayrit	Director, Sto. Tomas Campus
Dr. Nemesio Y. Tiongson	Director, Mexico Campus
Dr. Riza B. Lintag	Director, Porac Campus
Mr. Robin Dimla	Principal, Senior High School
Dr. Gloria B. Gigante	Director, Office of Student Affairs

Mr. Reynaldo P. Santos	Director, Office of Admissions
Arch. Alvin C. Abata	Director, Sports Development
Mr. Philip Rafael G. Malate	Director, Security and General Services
Engr. Renato C. David	Director, Office of Physical Plant and Facilities
Mr. Joel Canlas	Director, Management Information System
Mr. Dennis V. Dizon	Director, Career Services
Ms. Agnes V. Pelayo	Cashier
Mrs. Estrella M. Ford	University Registrar
Mr. Nestor R. Galura	Supply Officer
Mrs. Suzette B. Macaspac	Librarian
Mr. Joseph Ian Guintu	Accountant
Mrs. Maria D. Dimatulac	Guidance Counselor

Title: DHVTSU - Vision-Mission-Objectives		
Version: 1	Document Code: VMO1	Effectivity Date: January 1, 2016
Creator: ADCOM	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: DHVTSU MAIN CAMPUS	Approving Body: DHVTSU BOR	Number of Pages: 1

DHVTSU - VISION-MISSION-OBJECTIVES

Vision

DHVTSU envisions to be the lead university in producing quality individuals with competent capacities to generate knowledge and technology and enhance professional practices for sustainable national and global competitiveness through continuous innovation.

Mission

DHVTSU commits itself to provide an environment conducive to continuous creation of knowledge and technology towards the transformation of students into globally competitive professionals through the synergy of appropriate teaching, research, service and productivity functions.

Objectives

1. To lead in the human resource development in Region III through technical, technological, and business programs necessary in meeting and realizing current planned national, regional, local and urban development needs, thrusts, and priorities;
2. To give equal access to quality education;
3. To focus research projects towards the upliftment of the quality of the life of the rural and urban poor in the province and in other parts of Region III;
4. To develop foreign and local linkages;
5. To assists in realizing high productivity and better welfare of the poor through extension, manpower and skills development training and community outreach service;
6. To attain financial resources viability to meet education development investment requirements; and
7. To promote college organization efficiency and effectiveness.

Title: Contents		
Version: 1	Document Code: QM2	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

CONTENTS

- Objective of the manual
- Cluster Description
 - Appendix 1: DHVTSU - Organizational Structure
- Job Descriptions of University Officials
- Quality Policy
- Quality Objectives
- Scope and Exclusion
- Quality Management System
 - Appendix 2: Document Control Procedure
 - Appendix 3: Business Process Map
 - Appendix 4: Procedure for Control of Records Management Responsibility
- Management Responsibility
 - Appendix 5: Management Review Report Template (For current plans) Resource Management Service Realization
- Resource Management
- Service Realization
 - Appendix 6: Quality Plan Template (for new plans)
 - Appendix 7: Purchasing Checklist
 - Appendix 8: Template of Report of Deficiency in Service/Product Measurement Analysis, and Improvement
- Measurement, Analysis and Improvement
 - Appendix 9: Internal Audit Procedure
 - Appendix 10: Procedure for Control of Non-conformity
 - Appendix 11: Procedure for Corrective Action
 - Appendix 12: Procedure for Preventive Action

Major sections are in loose sheets to allow more flexible and timely updating of select information. However, to guide the users, the sequences of the documents are found in the content page of this manual and are signaled by the number assigned for each section.

Title: Objective of the Manual		
Version: 1	Document Code: QM3	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

OBJECTIVE OF THE MANUAL

The manual serves as the main reference document for quality assurance of the offices of the University President, Executive Vice President, Vice President for Academic Affairs, Vice President for Administration, Finance and Auxiliary Services and Vice President for Research, Extension and Training Services, including their respective units. It outlines general policies and procedures on management responsibility, general information about the agency and the selected area of operation, organization and responsibilities (indicates the structure, duties and responsibilities), operational control and supervision (describes the power of authority, supervisory and operational controls), operating procedures (describes the step-by-step procedures and work instructions in narrative or with the use of activity flow charts including the flow of forms), resource management, service realization, measurement, analysis, and improvement.

Title: Cluster Description		
Version: 1	Document Code: CD1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

CLUSTER DESCRIPTION

The Offices of the College Deans, Directors of Satellite Campuses, Director of the Institute of Physical Education, Office of the Laboratory High School Principal and the Director of the Office of International Affairs are one of the Clusters which will be known as Academic Group Clusters. It is managed by the Vice President for Academic Affairs whose main task is to ensure the efficient operations of offices under the academic services.

The Offices of the Admissions, Student Affairs, University Registrar, University Librarian, Career Services and Guidance Counseling are one of the clusters to be known as Support to Operations cluster (STO) also under the Office of the Vice President for Academic Affairs.

The Office of the Executive Vice President and the Office of the Vice President for Administration, Finance and Auxiliary Services will be known as Administrative Cluster which will include the following offices: Administrative Services, Finance Management, Auxiliary, Security and General Services, Planning and Development, Physical Plant and Facilities, Supply and Cashier.

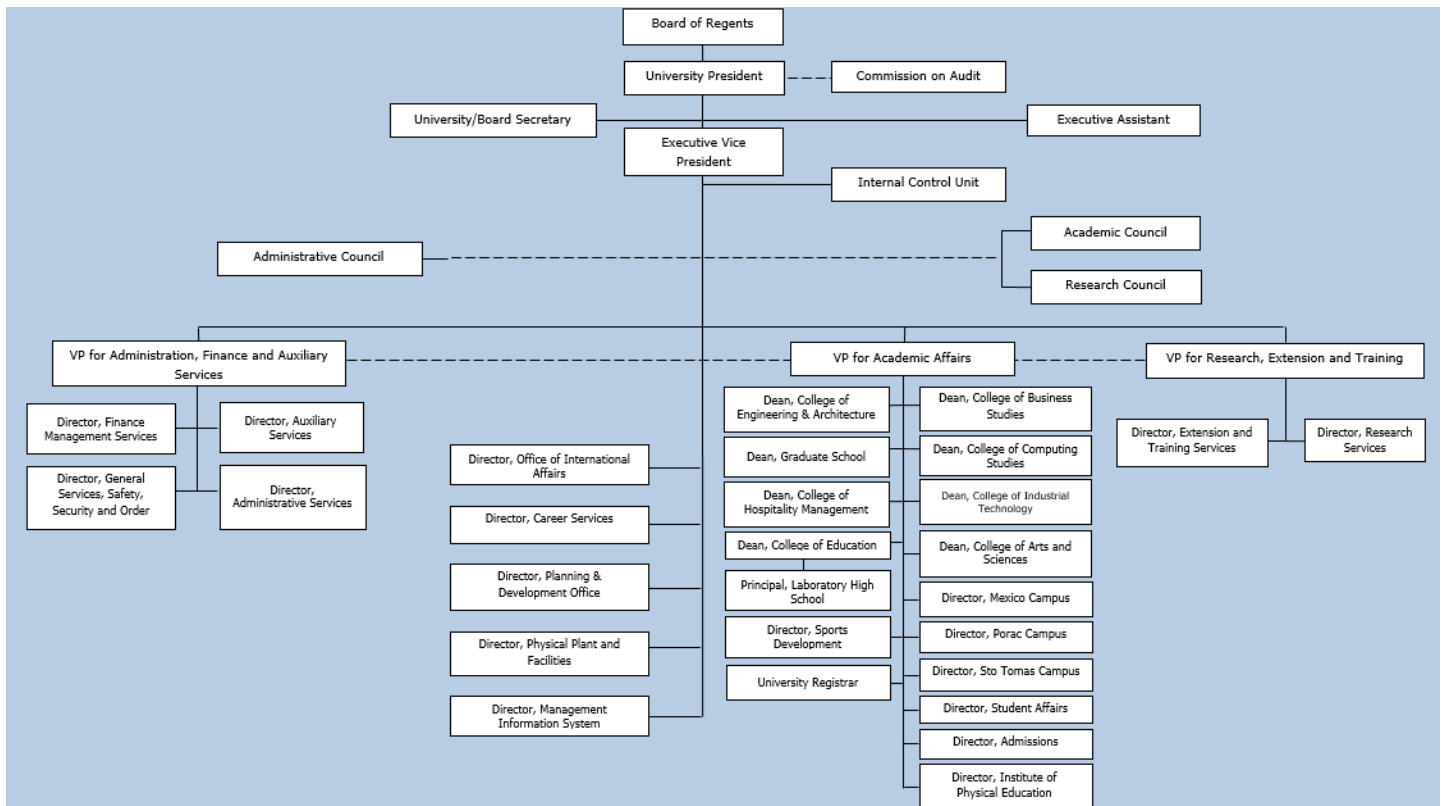
The Office of the Vice President for Research, Extension and Training services includes the following offices: Research and Development, Extension and Training

The DHVTSU Organizational Structure¹ and job descriptions^{2,3} of the heads are found in the succeeding pages. The format follows the one found in the DHVTSU Administrative Manual.

-
- 1 DHVTSU Organizational Structure
 - 2 Job Descriptions of University Officials
 - 3 Powers and Duties of University Officials

Title: Appendix 1: DHVTSU Organizational Structure		
Version: 1	Document Code: OS1	Effectivity Date: December 16, 2015
Creator: Office of the President	Creation Date: November 26, 2015	Approval Date: December 16, 2015
Location: Office of the President	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 1: DHVTSU ORGANIZATIONAL STRUCTURE



Title: Job Descriptions of University Officials		
Version: 1	Document Code: JD1	Effectivity Date: December 16, 2015
Creator: Office of the President	Creation Date: November 26, 2015	Approval Date: December 16, 2015
Location: Office of the President	Approving Body: DHVTSU BOR	Number of Pages: 14

JOB DESCRIPTIONS OF UNIVERSITY OFFICIALS

The officers of the Administration of DHVTSU shall be the President, the Vice President for Academic Affairs, Vice President for Administration Finance and Auxiliary Services, Vice President for Research, Extension and Training, and Directors of Student Affairs, Research Services, Extension Services, Administrative Services, Finance Management Services, Auxiliary Services, Planning and Development, Training and Manpower Development, Arts and Cultural Development, Sports Development, Physical Plant, International Programs, University Registrar.

University President

Leadership is vested upon the President who shall be the Chief Executive Officer of DHVTSU. He shall be appointed by the BOR upon the recommendation of a duly constituted Search Committee for the Presidency. His term of office shall extend President beyond the compulsory age of retirement but not later than the age of seventy (70), whose performance has been unanimously rated as outstanding and upon unanimous recommendation of the Search Committee concerned.

Powers and Duties of the University President

- a. As chief executive, he shall carry out the general policies laid down by the BOR and shall have the power to act within the lines of the said general policies.
- b. As administrative head, he shall have the power and duty to direct or assign the details of his executive actions. All officers shall be responsible to and under the direction of the President who shall hold them to the full discharge of their duties and responsibilities.
- c. As chief academic officer, he shall have the authority and responsibility of maintaining academic standards, professional competence of the faculty, and student discipline.
- d. He shall initiate the necessary disciplinary action against any erring personnel based on the findings and recommendations of the Grievance Committee of DHVTSU.
- e. He shall prepare an annual budget of DHVTSU through the Office of the Vice President for Administration, Finance and Auxiliary Services for presentation and approval of the BOR.
- f. He shall prepare an annual report of DHVTSU for presentation to the BOR.

- g. With the approval of the BOR, the President shall enter, sign and execute contracts, deeds, and other legal instruments, after due consultation with the concerned offices and the Office of Legal Affairs.
- h. He shall have the right to modify or disapprove any action or resolution of any college or school, faculty or administrative body, if the larger interests of DHVTSU will be prejudiced. Should he exercise such right, the President shall communicate his decision in writing to the body immediately affected, stating the reasons for his action.
- i. The President shall invite, from time to time, scholars of eminence and other prominent persons who have achieved distinction in some learned professions or career, to deliver a lecture or a series thereof and for this purpose, he shall authorize honoraria for such service at rates approved by the BOR.
- j. He shall designate any DHVTSU official as officer-in-charge during his absence.
- k. He shall exercise such other powers deemed necessary for the conduct of business of DHVTSU.

Vice President for Academic Affairs

The President shall be assisted by the Vice President for Academic Affairs. His designation shall be confirmed by the Board of Regents upon the recommendation of a duly constituted Search Committee, and after endorsement from the DHVTSU President, or until sooner revoked.

Powers and Duties of the Vice President for Academic Affairs

- a. Promulgates and implements rules and regulations to carry out DHVTSU objectives, policies, functions, plans, programs and projects under his jurisdiction;
- b. Supervises the offices of the Dean, Registrar, Sports and Cultural Affairs, and Student Affairs;
- c. Acts as Chairperson of the Selection and Promotion Board on Teaching Personnel;
- d. Institutes and reviews proposals and guidelines submitted by the Directors under his supervision;
- e. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs;
- f. Represents the President in all academic concerns.

Vice President for Administration, Finance and Auxiliary Services

The President shall be assisted by a Vice President for Administration, Finance and Auxiliary Services. His designation shall be confirmed by the Board of Regents upon the recommendation of a duly constituted Search Committee, and other endorsement from the DHVTSU President, or until sooner revoked.

Powers and Duties of the Vice President for Administration, Finance and Auxiliary Services

- a. Oversees the construction, infra-projects, repair and maintenance of buildings, utilities and grounds of DHVTSU based on the approved site development plan of the University;
- b. Assists the President in issuing order, regulations, and other issuances relative to administration and finance;
- c. Coordinates, monitors, and provides for a system of continuing evaluation of administrative, finance and auxiliary services;
- a. Exercises direct supervision over the offices of Finance Management Services, Administrative Services and Auxiliary Services;
- b. Institutes and reviews proposals and guidelines submitted by the Director of Auxiliary Services and the Director of Finance Management Services;
- c. Acts as Chairperson of the Human Resource Development Council, the Bids and Awards Committee and the Selection and Promotion Board for Non-Teaching Personnel;
- d. Prepares the budget for the operation of the office and suggests other plans and activities related to existing programs;
- e. Represents the President in all administrative and financial concerns; and
- f. Performs other tasks as maybe assigned by the President.

Vice-President for Research, Extension and Training

The President shall be assisted by a Vice President for Research, Extension and Training. His designation shall be confirmed by the Board of Regents upon the recommendation of a duly constituted Search Committee, and other endorsement from the DHVTSU President, or until sooner revoked.

Duties and Responsibilities of the Vice President for Research, Extension and Training

- a. Supports and encourages the Directors of Research and Extension Services in the achievement of their duties by:
 - i. Maintaining continuous communication with the Directors of Research and Extension;

- ii. Monitoring all reports and working with the Directors on all problems identified in the reports;
 - iii. Communicating directly with the other organizations and offices when necessary; and
 - iv. Functioning as additional resource to projects pertaining to research, extension and training.
- b. Acts as Chairperson of the Research Council and Community Extension Council;
 - c. Establishes campus-based and community-based extension programs, as well as strong linkages with the alumni;
 - d. Serves as member ex-officio of all extension units and sub-committees;
 - e. Works in coordination with the other Vice Presidents in carrying out the plans and programs for extension, research and training;
 - f. Coordinates, promotes, and maintains relationships with community, linkages and other stakeholders to strengthen institutional collaborations; and
 - g. Recommends for approval to the Office of the President, policies and extension programs and services as proposed by the Research and Extension Directors.

The University Registrar

The University Registrar shall be appointed by the President upon the recommendation of the Selection and Promotion Board, and confirmed by the Board of Regents.

Powers and Duties of the University Registrar

- a. Takes charge of registration and enrolment;
- b. Issues records on schedule of classes and major examinations;
- c. Keeps and signs student scholastic records;
- d. Prepares and signs diplomas, awards and certificates, catalogues, directories, and relevant announcements;
- e. Prepares the academic calendar in accordance with CHED memorandum;
- f. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs.

Director, Planning and Development

The Director of Planning and Development shall be confirmed by the Board of Regents upon the recommendation of the President of the University, unless otherwise the President is empowered by the Board to appoint. His term of office shall be for a period of four (4) years or until sooner terminated subject to reappointment for another term.

Powers and Duties of the Director of Planning and Development

- a. Assists the President in issuing orders, regulations and other issuances relative to matters under the jurisdiction of the Office of Operations, Planning and Development;
- b. Outlines the program of work on matters pertaining to the planning and programming of the operations of DHVTSU pursuant to the approved development plans and programs of the government;
- c. Monitors the activities and projects undertaken by other offices and colleges of DHVTSU as the President tasked them;
- d. Supervises and evaluates the operation of the Management Information System Office;
- e. Establishes data about organizations, programs, activities, linkages and other related operations vital to functional management;
- f. Reviews and conducts evaluation for periodic modification of goals/targets established in the strategic plan to conform with the changing times;
- g. Coordinates with all units heads of the University and causes the preparation of reports;
- h. Reviews and evaluates feasibility studies on proposed income generating projects and other University ventures prior to consideration for funding and implementation;
- i. Formulates, with other proper bodies, the medium-term and long-term development plan of DHVTSU in accordance with the DHVTSU Charter, regional and national development goals;
- j. Coordinates, directs, supervises and evaluates implementation of the development plans, programs and projects of DHVTSU;
- k. Exercises disciplinary powers over officers and employees under the Office of Operations, Planning and Development;
- l. Reviews and updates the approved Institutional Development Plan after four (4) years of implementation;

- m. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs; and
- n. Performs other tasks as may be assigned by the President.

Director, Student Affairs

The Director of Student Affairs shall be appointed by the University President, through the recommendation of a duly constituted Search Committee, and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated subject for reappointment for another term.

Powers and Duties of the Director of Student Affairs.

- a. Supervises and evaluates the operation of units in charge of guidance and counseling, students, admission, on-the-job training and placement services, student records, library, students support personnel, student publications and student organizations;
- b. Approves student plan activities;
- c. Recommends to the Office of Auxiliary Services improvements on the physical and resource facilities for student services;
- d. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs;
- e. Assists the President in issuing orders, regulations, and other issuances on matters under the jurisdiction of his office;
- f. Exercises disciplinary powers over officers and employees under the Office of Students Affairs;
- g. Performs other tasks as may be assigned by the President.

Director, Research and Development

The Director of Research and Development shall be appointed by the University President, through the recommendation of a duly constituted Search Committee, and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated subject for reappointment for another term. He administers and supervises all the research programs and activities of the college.

Powers and Duties of the Director of Research and Development

- a. Supervises and evaluates those in-charge of research and development in the fields of metals and engineering, energy and transportation, environmental management and protection,

business and industries, health and health related disciplines, food technology and security, information and communications technology, social and behavioral sciences;

- b. Prepares the annual and long-term plans of the Research Council;
- c. Readjusts and resets annual and long-term plans, if and when conditions warrant so;
- d. Defines the duties and responsibilities of the Research and Development Office personnel;
- e. Develops policies and procedures to facilitate the functions of the Research Council, subject to the approval of the Office of the President;
- f. Exercises disciplinary powers over officers and employees under the Office of Research and Development;
- g. Programs and implements various stages of all research projects;
- h. Prepares periodically updated indices of available information stored at the Research Council;
- i. Receives and reviews research project proposals submitted by the various colleges prior to referral to the Office of the Vice President for Research, Extension and Training;
- j. Prepares and submits to the Office of the Vice President for Research, Extension and Training dictionary reports pertinent to the findings of any given research project;
- k. Conducts consultation session with offices and colleges seeking assistance in research projects;
- l. Establishes contacts and negotiate for possible project funding;
- m. Coordinates the publication and dissemination of research materials through teaching materials, textbook and research forum;
- n. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs; and
- o. Performs other tasks as may be assigned by the President.

Director, Extension Services

The Director of Extension Services shall be appointed by the University President through the recommendation of a duly constituted Search Committee, and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated subject to reappointment for another term.

Powers and Duties of the Director of Extension Services

- a. Supervises and evaluates extension programs, community-based extension programs and alumni affairs;
- b. Plans, directs, coordinates, consolidates, operates and evaluates the extension programs and the performance of the extension staff;
- c. Recommends policies and extension programs and suggests other plans and activities related to existing programs;
- d. Makes periodic studies and survey of occupational sectors to ascertain the following:
 1. supply and demand for specific skills and knowledge;
 2. manpower projections, job evolution, obsolescence and retraining requirements;
 3. employer hiring requirements;
 4. technological developments, processes, materials, shop layouts, tools and equipment, etc.;
- e. Exercises disciplinary powers over officers and employees under the Office of Extension Services;
- f. Establishes and strengthens linkages with GOs and NGOs, industrial sectors, here and abroad;
- g. Performs other tasks as may be assigned by the President.

Director, Office of Administrative Services

The Director of Administrative Services shall be designated by the University President confirmed by the Board of Regents, or until sooner revoked.

Powers and Duties of the Director of Administrative Services

- a. Exercises direct supervision and control over administrative employees and those in-charge of the Human Resource Department Office, Legal Services, Security Unit and Property and Procurement Services, Physical Plant and Infrastructure and General Services;
- b. Executes/Implements policies and instructions governing the operations of the administrative sector of DHVTSU;
- c. Issues administrative memorandum necessary for the efficient administration of offices under his jurisdiction;
- d. Coordinates and provides a system of continuing evaluation of administrative programs of DHVTSU;

- e. Maintains an up-to-date profile of DHVTSU employees;
- f. Exercises disciplinary powers over officers and employees under the Office of Administrative Services;
- g. Prepares and submits appointment papers and plantilla of DHVTSU employees to the Civil Service Commission and Department of Budget Management, respectively, and other concerned government agencies;
- h. Takes charge and monitor the compensation, benefits and privileges that may be enjoyed by DHVTSU employees as provided by law;
- i. Promotes and ensures the welfare of DHVTSU employees pursuant to pertinent laws;
- j. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs;
- k. Performs other tasks as may be assigned by the President.

Director, Finance Management Services

The Director of Finance Management Services shall be designated by the University President, or until sooner revoked.

Powers and Duties of the Director of Finance Management Services

- a. Exercises direct supervision over those in-charges of, and those working in the units of Budgeting and Accounting Services, and Disbursement Services;
- b. Assists the Vice President for Administration and Finance in laying out policies for the effective improvement and direction of the overall financial service functions of DHVTSU;
- c. Directs and supervises the financial and budgetary programs of DHVTSU;
- d. Prepares the annual, special and supplementary budgets upon instruction of the University President for presentation and approval of the Board of Regents;
- e. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs;
- f. Exercises disciplinary powers over officers and employees under the Office of Finance Management Services;
- g. Reviews the different budgetary estimates submitted by the colleges and offices;

- h. Serves as liaison officer to DBM on budgetary matters in lieu of the Vice President for Administration and Finance; and
- i. Performs other tasks as may be assigned by the President.

Director, Auxiliary Services

The Director of Auxiliary Services shall be appointed by the University President through the recommendation of a duly constituted Search Committee, and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated.

Powers and Duties of the Director, Auxiliary Services

- a. Exercises direct supervision over those in-charges of, and those working in the following units: University Cafeteria, Dormitory, Production and Business Enterprise, Medical Dental Services;
- b. Supervises the financial aspect of income-generating projects such as cafeteria, dormitory, production and other business enterprises;
- c. Recommends to the Office of the University President through the Office of the Vice President for Administration and Finance possible business ventures for additional income of the University subject to the approval of the Board of Regents;
- d. Recommends policies to the Office of the University President through the Office of the Vice President for Administration and Finance for the proper identification of priority infra projects and repair;
- e. Exercises disciplinary powers over officers and employees under the Office of Auxiliary Services;
- f. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs; and
- g. Performs other tasks as may be assigned by the President.

Director, Sports and Physical Development

The Director of Sports and Physical Development shall be appointed by the University President through the recommendation of a duly constituted Search Committee, and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated.

Powers and Duties of the Director for Sports and Physical Development

- a. Recommends policies and programs on the promotion and appreciation of sports and physical development;
- b. Coordinates and oversees sports clinics for both employees and students;
- c. Designs a sports and physical development plan for both employees and students;
- d. Prepares the budget for the operation of the office and suggests other plans and activities related to existing programs;
- e. Recommends to the Office of the President through the Vice President for Academic Affairs the persons in-charge of various sports disciplines;
- f. Exercises disciplinary powers over officers and employees under the Office of Sports and Physical Development;
- g. Serves as liaison officer of the University to conferences, workshops and other activities related to sports and physical development; and
- h. Performs other tasks as may be assigned by the President.

Director, Arts and Cultural Development

The Director of Arts and Cultural Development shall be appointed by the University President and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated.

Powers and Duties of the Director for Arts and Cultural Development

- a. Recommends policies and programs on the promotion and appreciation of arts and culture;
- b. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs;
- c. Implements programs for the restoration, enhancement, and preservation of culture and arts in the University;
- d. Recommends to the Office of the University President through the Vice President for Academic Affairs the persons in-charge of various cultural activities;
- e. Serves as liaison officer of the University to conferences, workshops and other activities related to arts and culture;

- f. Exercises disciplinary powers over officers and employees under the Office of Arts and Cultural Development; and
- g. Performs other tasks as may be assigned by the President.

Director, Career Services

The Director of Career Services shall be appointed by the University President and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated.

Powers and Duties of the Director of Career Services

- a. Offers comprehensive career services including advising, and counselling;
- b. Establishes linkages with government agencies, companies and non-government organizations for employment opportunities and on-the-job training activities;
- c. Conducts pre-employment seminars and career orientation programs for graduating students;
- d. Monitors the whereabouts of graduates and assist them in their employment needs;
- e. Organizes job fairs and career days which will provide graduating students, fresh graduates and alumni with the opportunity to meet prospective employers;
- f. Disseminates the recruitment needs of companies by posting notices within the university premises and in the DHVTSU website;
- g. Oversees the on-the-job training program which aims to train and orient students about their chosen line of work;
- h. Conducts tracer studies to determine the employment profile as well as career development of alumni;
- i. Schedules dialogues between industry executives and university officials to obtain feedback needed for the creation and development of relevant, responsive and updated curricular offerings;
- j. Represents the university in meetings, seminars, workshops, conventions for updates on recent recruitment, staffing, and employment principles, techniques and issues; and
- k. Performs other relevant functions as may be directed by the University President.

Dean

The dean shall be appointed by the University President through the recommendation of a duly constituted Search Committee, and confirmed by the Board of Regents. He shall serve for a period of four (4) years or until terminated subject to reappointment for another term.

Duties and Powers of the Dean

- a. Exercises educational leadership among the faculty;
- b. Provides leadership in professional upgrading through the conduct of researches, community and extension services;
- c. Formulates University policies after due consultation with the Academic Council;
- d. Consolidates the budgetary requirements of the University under his supervision based on the projections submitted by the Area Heads;
- e. Plans a program of curriculum development with the assistance of the Area Heads;
- f. Assigns faculty who will direct and advise students in their program of study in academics or shop work;
- g. Institutes a definite program of supervision aimed at upgrading the quality of instruction by:
 1. exercising supervision over faculty attendance
 2. exercising supervision over classroom management and instruction improvement without jeopardizing the academic freedom of the faculty
- h. Coordinates the admission and classification of students and their assignments to classes by reviewing the curricular loads of the faculty and students;
- i. Takes responsibility for the orderly behavior and discipline of students, faculty members and employees within the respective college; supervise and administer the affairs of the students of his college;
- j. Submits to the Office of the President, through the Presidential Staff, pertinent reports on his college;
- k. Submits a written report to the Office of the Vice President for Academic Affairs at the beginning of each semester of the vacancies in the faculty, stating the positions to be filled up and the qualifications required;
- l. Makes a written report, in consultation with the Area Head concerned, on the performance of the members of the faculty on his college;
- m. Administers the evaluation of faculty and participate in the campus promotion and recruitment activities;

- n. Recommends the transfer of assignments of faculty members based on exigency of service, consultation with faculty concerned, student and peer evaluation;
- o. Transmits to the Office of the Vice President for Academic Affairs his comment or recommendation regarding all proposals affecting courses of study, instruction, scholarship, exchanges, others of aid, and similar matters received by his college from any source inside or outside DHVTSU;
- p. Prepares the budget for the operation of the office and suggest other plans and activities related to existing programs; and
- q. Performs other tasks as may be assigned by the President.

Title: Quality Policy		
Version: 1	Document Code: QM4	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

QUALITY POLICY

In support of the aim of the university to provide quality education, the academic services units shall continually find ways to improve the quality of its management system. It shall do so by conducting periodic management reviews and planning sessions based on the following:

- (a) Customer feedback
- (b) Compliance to statutory, regulatory, and other requirements
- (c) Preventive, corrective, and follow up actions
- (d) Needed resources

Personnel and work environment are recognized as keys in the implementation of quality service. That is why actions are undertaken to make sure that human resources are competent, trained and evaluated. They are informed about their contribution to the achievement of quality objectives. Their records are maintained.

On the other hand, efforts are being made to provide a work environment that is conducive in the effective delivery of service. The needed infrastructures are determined and maintained.

Title: Quality Objectives		
Version: 1	Document Code: QM5	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

QUALITY OBJECTIVES

The following quality objectives must be achieved at all times:

1. 100 percent of documented customer feedback are analyzed and acted on;
2. 90 percent of the requirements indicated in the Manual of Regulations for Higher Education Institution are met;
3. Preventive, corrective, and follow up actions are met in one week;
4. 75 percent of needed resources are addressed and;
5. 100 percent of needed resources are requested with justification.

Title: Scope and Exclusion		
Version: 1	Document Code: QM6	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

SCOPE AND EXCLUSION

The following scope and exclusion must be noted:

- (1) The Office of the University Registrar has expressed its intent to follow the provisions of the quality manual.
- (2) The university organizational structure identifies offices to which the Office of the Vice President for Academic Affairs, also known as the Academic Services Cluster (ASC) must closely coordinate.
- (3) The ASC personnel are also guided by the following university manuals:
 - a. Faculty manual (For faculty)
 - b. Administrative manual
 - c. Research Manual
 - d. Student handbook (For student assistants)
- (4) Exclusion: Control of Monitoring and Measuring Equipment

Title: Quality Management System (Section 4 of ISO 9001:2008)		
Version: 1	Document Code: QM7	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

QUALITY MANAGEMENT SYSTEM

This part addresses key items specified in clause 4 of ISO 9001: 2008

DHVTSU shall establish, document⁴, implement, and maintain a quality management system and continually improve its effectiveness in accordance with the requirements of ISO 9001:2008.

DHVTSU shall:

- (a) Determine the processes and procedures needed for the quality management system
- (b) Determine the sequence and interaction of these processes⁵
- (c) Determine criteria and methods needed to ensure that both the operations and control of these processes are effective
- (d) Ensure the availability of resources and information⁶ necessary to support the operations and monitoring of these processes
- (e) Monitor, measure where applicable, and analyze these processes, and
- (f) Implement actions necessary to achieved planned results and continual improvement of these processes

⁴ Document Control Procedure

⁵ Business process map adapted from ISO 9001: 2008

⁶ Procedure for Control of Records

Title: Appendix 2: Document Control Procedure		
Version: 1	Document Code: DCP1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 2

Appendix 2: DOCUMENT CONTROL PROCEDURE

The following are minimum requirements in the treatment of documents as defined in the ISO 9001: 2008.

1. The following are considered required elements in every document:

Title
Version
Creator⁷
Location⁸
Document Code
Creation Date⁹
Approving Body¹⁰
Effectivity Date¹¹
Approval Date¹²
Number of pages

2. For the format

- a. Documents released must be in a file that could not be edited (e.g. locked PDF, JPEG)
- b. Font size and style must adhere to standard size: 10-12 font size
- c. The required elements must be seen at the cover or the first page of the document.

3. Approval

- a. University policies must be approved by the Board of Regents.
- b. Implementing guidelines in relation to the approved university polices must be approved by the Administrative Council and Academic Council
- c. Rules and procedures based on the implementing guidelines must be approved by the head of the unit.

⁴ The office that drafted the document

⁵ The place where the document can be found

⁶ The date when the document was drafted

⁷ The authorized group or individual that approves the document

⁸ The date when the document can be implemented

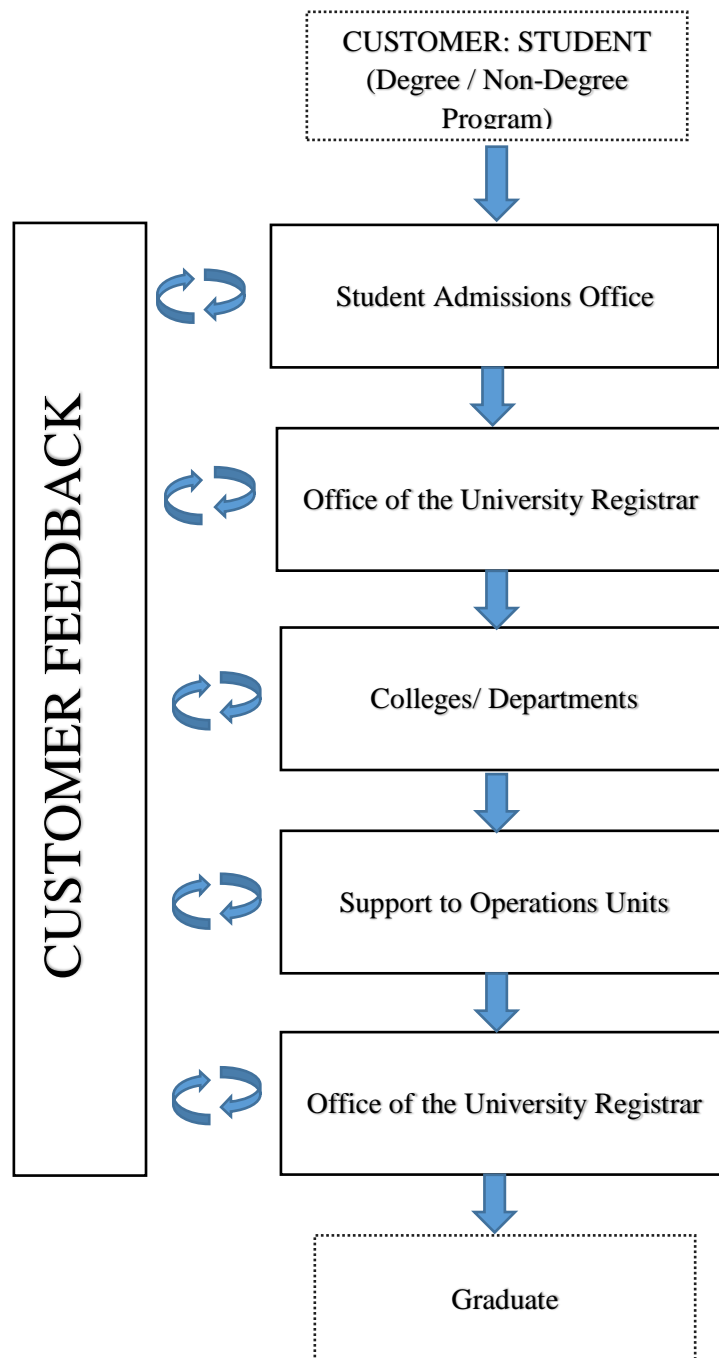
⁹ The date when the document was approved

4. For publication, release, and implementation of documents
 - a. Approved documents are those which have been found in the Quality Management Policy Manual. Should there be any discrepancy, the document found in the latter shall be followed.
 - b. A publication period of seven working days must be observed before any policy, implementing guidelines, rules, procedures, and the like are implemented.
 - c. Implementation of documents is prospective, unless otherwise indicated
 - d. Documents must be made readily available and accessible to the public, unless the nature of the documents requires confidentiality.
 - e. Documents that have been made obsolete or rendered ineffective because of the revisions shall be listed down, communicated, and be endorsed to the archives sections of the library for proper management.

5. Documents from external origin shall be registered following the elements mentioned in item 1, minus "approving body" and "creation date." Instead the date when the document became part of the cluster will be indicated.

Title: Appendix 3: Business Process Map		
Version: 1	Document Code: BPM1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 3: Business Process Map



Title: Appendix 4: Procedure for Control of Records		
Version: 1	Document Code: PCR1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 2

Appendix 4: PROCEDURE FOR CONTROL OF RECORDS

Samples of records are found in <http://www.iso-9001-checklist.co.uk/iso-9001-checklist.htm>

1. For the required elements:
 - a. The signature and name of the source of the record must be shown.
 - b. Title of the record, date and venue (if applicable) should also be reflected.
 - c. Records must be numbered.

2. For the format:
 - a. Records released must be in a file that could not be edited (e.g. PDF, JPEG).
 - b. Font size and style must adhere to standard size: 10-12 font size.

3. For publication and release:
 - a. Whenever applicable, records must be released within the prescribed period as best determined by the head of the office
 - b. Records must be made readily available and accessible to the public, unless the nature of the documents requires confidentiality.
 - c. The hard and softcopy must be kept by the Office of Planning and Development unit through its designated records controller, while another softcopy must be kept by the Office of the Executive Vice through the designated records controller. Individual folders must be made available for these records safekeeping.

4. Below are the mandatory records that must be kept and filed.
 - a. Management review minutes
 - b. Records of education, training, skills, and experience
 - c. Evidence of realization process and service fulfillment requirements
 - d. Records of sales activities, if there's any
 - e. Results of supplier evaluations and any actions arising
 - f. Internal audit results and follow up actions
 - g. Records of non-conformities and any subsequent actions
 - h. Records of corrective action
 - i. Records of preventive action

- j. Design and development inputs
- k. Design and development reviews and any related actions
- l. Design and development verification and any related actions
- m. Design and development validation and any related actions
- n. Design and development changes and any related actions

Where traceability is required, the unique identification of the product is recorded.

- o. Basis use for calibration of measuring equipment where no international or national standards exist.
- p. Validity of the previous measuring results when measuring equipment found to be out of calibration

- 5. Disposal of records shall follow the disposal management procedure of the archives section of the University Library.

Title: Management Responsibility (Section 5 of ISO 9001:2008)		
Version: 1	Document Code: QM8	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

MANAGEMENT RESPONSIBILITY

This part addresses key items specified in clause 5 of ISO 9001: 2008

The Executive Vice President shall commit to the sustainable development, implementation, efficiency, and communication (including promotion) of the quality management system. The following functions should be accomplished:

- (a) COMMUNICATE to the organization the importance of meeting customer (i.e. customer requirements are determined and are met with the aim of enhancing customer satisfaction) as well as statutory and regulatory requirements;
- (b) ESTABLISH the quality policy (including its development, review, and sustainability);
- (c) DETERMINE measurable quality objectives;
- (d) CONDUCT management reviews¹³ (input shall be based on internal audit, customer feedback, process performance and product /service conformity, status of preventive and corrective actions, follow up actions from previous management reviews, changes that could affect the quality management system (QMS), recommendations for improvement related to effectiveness of QMS; while output shall include decisions and actions leading to improvement of the effectiveness of the QMS and its processes, improvement of services related to customer requirements, and resource needs); and
- (e) ENSURE availability of resources.

¹³ Management Review Report Template

Title: Appendix 5: Management Review Report Template		
Version: 1	Document Code: MRRT1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 5: MANAGEMENT REVIEW REPORT TEMPLATE

To be filled out and submitted by the unit head. Attachments may be included.

Office: _____ Date: _____

- (a) Results of audit

- (b) Customer feedback

- (c) Process performance and conformity

- (d) Status of preventive and corrective actions

- (e) Follow up actions from previous management reviews

- (f) Changes that could affect the quality management system

- (g) Recommendation for improvement

Title: Resource Management (Section 6 of ISO 9001:2008)		
Version: 1	Document Code: QM9	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

RESOURCE MANAGEMENT

This part addresses key items specified in clause 6 of ISO 9001: 2008

The DHVTSU unit heads (directors and coordinators) shall determine and provide the resources needed:

- (a) To implement and maintain the quality management system and continually improve its effectiveness, and
- (b) To enhance customer satisfaction by meeting customer requirements

For human resources, the personnel performing work affecting conformity to service requirements shall be competent based on the approved job description.

For infrastructure, DHVTSU shall determine, provide, and maintain the infrastructure needed to achieve conformity to service requirements.

For work environment, the organization shall determine and manage work environment needed to achieve conformity to service requirements.

Title: Service Realization (Section 7 of ISO 9001:2008)		
Version: 1	Document Code: QM10	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 3

SERVICE REALIZATION

This part addresses key items specified in clause 7 of ISO 9001: 2008

Service realization covers the following: planning, customer-related processes, design and development, purchasing, production and service provision, and control of monitoring and measuring equipment.

Planning

The unit heads shall plan and develop the processes needed for service realization. This shall be consistent with the requirements of the other processes of QMS. Known as a quality plan¹⁴, the planning shall indicate the following in relation to the service:

- (a) Quality objectives and requirement;
- (b) Needed processes, documents, and resources;
- (c) Required verification, validation, monitoring, measurement, inspection, test activities, and criteria for service acceptance; and
- (d) Records needed to provide evidence that requirement are met

Customer-related processes

For customer- related processes, the DHVTSU unit heads shall

- (a) Determine the requirements specified by the customer, requirements necessary for intended implementation, applicable statues and regulations, and additional requirements considered necessary by the University.
- (b) Review the requirements related to the service prior to the implementation of the service by ensuring that service requirements are defined, different and conflicting requirements are resolved, and defined requirements can be met by. Records of the results of the review and corresponding actions shall be maintained.

¹⁴ Quality Plan Template

- (c) Amend documents to reflect any change in service requirements. Updated information on service, including status of customer feedback and complaints, shall be communicated to the concerned personnel and to the customers.

Design and development

For design and development, Office of Planning and Development shall:

- (a) Plan and control the design and development of the service by determining the relevant stages, setting appropriate review, verification, and validation, and clearly identifying and communicating authorities, responsibilities, and interfaces. The planning output shall be updated as the design and development progresses;
- (b) Determine, record, and maintain inputs relating the requirements;
- (c) Present outputs in forms suitable for verification against the input and submit them for approval before release and;
- (d) Conduct and maintain records for reviews on meeting requirements, identifying problems and proposing actions, verification on whether outputs are aligned with the inputs and validation on how the program can meet the specified application or intended use.

Purchasing

For purchasing (including outsourcing), the DHVTSU unit heads shall:

- (a) Ensure that purchased (including outsourced) services conform to the specified purchased requirements (including purchasing specifications)¹⁵;
- (b) Evaluate and select, in coordination with the Purchasing Office, suppliers (and outsourced service providers) based on their ability to deliver in accordance with the requirements of the University (including criteria for selection, evaluation, and re-evaluation). Records shall be maintained;
- (c) Establish and implement the inspection or other activities necessary for ensuring that the purchased items and outsourced services meet specified requirements.

¹⁵ Purchasing Checklist

Production and service provision

For production and service provision, the DHVTSU unit heads shall:

- (a) Plan and carry out service provision under controlled conditions (service information, instructions, use of equipment, monitoring and measurement);
- (b) Validate any service provision where the resulting output cannot be verified by subsequent monitoring or measurement, and as a consequence, deficiencies become apparent only after the service has been delivered and;
- (c) Maintain records and control identification and traceability of the service.

Control of monitoring and measuring equipment

For control of monitoring and measuring of equipment, the DHVTSU unit heads shall:

- (a) Determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of service to requirements;
- (b) Establish a process to ensure monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements;
- (c) Assess and record validity of the previous measuring results when found not to conform ¹⁶ and undertake appropriate action and;
- (d) Maintain results of calibration and verification.

¹⁶ Template for Report of Deficiency for Service or Product

Title: Appendix 6: Quality Plan Template (for new plans)		
Version: 1	Document Code: QPT1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 6: QUALITY PLAN TEMPLATE (for new plans)

To be filled out and submitted by the unit head during the year end workshop. Attachments may be included.

Office: _____ Date:

(a) Quality objectives and requirement:

(b) Needed processes, documents, and resources:

(c) Required verification, validation, monitoring, measurement, inspection, test activities, and criteria for service acceptance:

(d) Records needed to provide evidence that requirement are met:

Title: Appendix 7: Purchasing Checklist		
Version: 1	Document Code: PC1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 7: PURCHASING CHECKLIST

Please fill out the appropriate slot (To be attached in any service contract, request for personnel, or purchases amounting to more than Php50K.)

Office:

For human resources: _____

- Number needed:
- Education:
- Training:
- Experience:

For suppliers for products and services: _____

DHVTSU requirements

- Written proposal (applicable to new companies):
- SEC registration (or company registration):
- Evidence of quality (e.g. certification, accreditation, etc.):
- Customer feedback of products and services:
- Personnel feedback:
- Top management feedback:
- Financial Status:
- School requirements:
- Government requirements:

For infrastructure and work environments: _____

DHVTSU objectives:

- Customer feedback:
- Personnel feedback:
- Top management feedback:
- School requirements:
- Government requirements:

Title: Appendix 8: Template of Report of Deficiency in Service/Product		
Version: 1	Document Code: TRD1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 8: TEMPLATE OF REPORT OF DEFICIENCY IN SERVICE/PRODUCT

Date:

Time:

Office:

User:

Signature:

Responsibility:

Service/product concerned:

Date and time of incident:

Intended outcome:

Deficient outcome:

Cause of deficiency:

Frequency of deficiency:

Result of deficiency (choose one):

- Work is suspended
- Work is delayed
- Work is not affected

Customer feedback:

Recommended Action:

Title: Measurement, Analysis, and Improvement (section 8 of ISO 9001:2008)		
Version: 1	Document Code: QM11	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 2

MEASUREMENT, ANALYSIS, AND IMPROVEMENT

This part addresses key items specified in clause 8 of ISO 9001: 2008

The DHVTSU unit heads shall plan and implement the monitoring, measurement, analysis, and improvement processes needed to:

- (a) Demonstrate conformity to product/service requirements
- (b) Ensure conformity of the QMS
- (c) Continually improve the effectiveness of the QMS

For monitoring and measurement, the DHVTSU unit heads shall:

- (a) Monitor information related to customer perception
- (b) Conduct internal audit^{17 18} at planned intervals to determine conformity to and effective implementation of QMS plans
- (c) Apply methods for monitoring, and where applicable, measurement of the QMS
- (d) Monitor and measure the characteristics of the service to verify if requirements are met

For control of non-conformity, a documented procedure¹⁹ shall be established to define the controls and related responsibilities and authorities for dealing with non-conforming service. Where applicable, the DHVTSU unit head shall deal with the situation by one or more of the following ways:

- (a) By taking action to eliminate the detected non conformity
- (b) By authorizing the use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- (c) By taking action to preclude its original intended use of application
- (d) By taking action appropriate to the effects, or potential effects, of the non-conformity when it is detected after the use has started

¹⁷ Internal Audit Procedure

¹⁸ Internal Audit Template

¹⁹ Procedure for Control of Non-conformity

For analysis of data, the DHVTSU unit heads shall determine, collect, and analyze appropriate data to demonstrate the suitability and effectiveness of the QMS and to evaluate where the continual improvement of the QMS can be made. This shall include data relating the following:

- (a) Customer satisfaction
- (b) Conformity to requirements
- (c) Characteristics and trends of processes and products/services (including opportunities for preventive action)
- (d) Suppliers

For improvement, the DHVTSU unit heads shall continually improve the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review.

In order to prevent recurrence of non-conformities, a documented procedure²⁰ shall be established to define requirements for:

- (a) Reviewing nonconformities including customer complaints
- (b) Determining the causes of non-conformities
- (c) Evaluating the need for action to ensure that non conformities do not recur
- (d) Determining and implementing action needed
- (e) Records of the results of the action taken
- (f) Reviewing the effectiveness of the correction action taken

To eliminate causes of potential non-conformities, a documented procedure²¹ shall be established to define requirements for:

- (a) Determining potential non-conformities and their causes
- (b) Evaluating the need for action to prevent occurrence of nonconformities
- (c) Determining and implementing action needed
- (d) Records of results of action taken
- (e) Reviewing the effectiveness of the preventive action plan

²⁰ Procedure for Corrective Action

²¹ Procedure for Preventive Action

Title: Appendix 9: Internal Audit Procedure		
Version: 1	Document Code: IAP1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 9: INTERNAL AUDIT PROCEDURE

1. The audit shall be conducted towards the end of every semester with the purpose of reviewing alignment among and between the set objectives, resources, implementation and determining corrective and preventive actions, if needed.
2. The criteria, objectives, and scope shall be based on the declarations made in the quality manual.
3. The auditing shall be done in the most discreet way as possible without disturbing the normal or day-to-day operations of the office being audited. Interviews and document reviews shall be conducted. An audit plan showing schedule of the people, and the kind of involvement following shall also be prepared for this purpose.
4. The auditing team shall be given two days after the completion of the audit to submit to top management the accomplished auditing report (including findings and conclusions as explained in the ISO manual page 22).
5. A post conference shall be scheduled. The auditing team together with the director of the audited office shall attend. During this time, the results of the audit shall be presented to the audited office. Clarification and discussion shall be entertained.
6. The Audit team leader shall produce a summary of the discussion endorsed to the Office of the President.
7. The Unit head shall report the status (including the results of the root cause analysis) of the suggestions in the next round of the audit. Justifications must be included should the unit head decide to forego the suggestions.

Title: Appendix 10: Procedure for Control of Non-conformity		
Version: 1	Document Code: PCN1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 10: PROCEDURE FOR CONTROL OF NON-CONFORMITY

1. The office must take initial steps to address non-conformity, at the most, one week after its discovery. Initial actions include, but not limited to, personal verification from affected party, clarificatory meeting, and advisory to interested or affected parties that the non-conformity is being managed.
2. Once non-conformity has been confirmed, the unit head shall convene or form (whichever is applicable) the appropriate committee to determine the cause and come up with corrective action.
3. The decision of the committee must be based on current requirements of the circumstances (including personnel input and office conditions), customers, and pertinent government entities.
4. Once the decision has been made, it shall be communicated and implemented.
 - a. The communication shall supersede earlier documents while templates and forms shall be revised to conform to the revisions.
 - b. Period of implementation shall be based on publication guidelines for control of documents.
5. Documents and records that have been made obsolete or rendered ineffective because of the revisions shall be listed down, communicated, and be endorsed to the archives section of the library for proper management.

Title: Appendix 11: Procedure for Corrective Action		
Version: 1	Document Code: PCA1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 11: PROCEDURE FOR CORRECTIVE ACTION

1. The corrective action shall be based on pertinent sections in the procedure for control of non-conformity. These include section 2 on convening the appropriate committee, section 3 on basis for decision, section 4 and 5 for actions after decision is made.
2. The head shall convene the committee and explain the purpose of the meeting. Pertinent background information (including documents and records of initial actions) shall be presented.
3. The committee shall examine the information and may request for another meeting if additional information is needed to arrive at a justifiable decision.
4. The members of the committee shall review the cause of the non-conformity.
5. After a thorough review is made, the committee shall decide based on the most appropriate corrective action.
6. The decision shall be recorded based on current requirements of the circumstances (including personnel input and office conditions), customers, and pertinent government entities, as indicated in the procedure for control of non-conformity.
7. The record shall also include actions that need to be taken to prevent the non-conformity from happening again.
8. The section on communication and implementation in the procedure for control of non - conformity shall be followed.
9. The corrective action shall be reviewed during the midyear/year end workshop, whichever is applicable.

Title: Appendix 12: Procedure for Preventive Action		
Version: 1	Document Code: PPA1	Effectivity Date: January 1, 2016
Creator: Office of Planning and Development	Creation Date: November 26, 2015	Approval Date: January 1, 2017
Location: Office of Planning and Development	Approving Body: DHVTSU BOR	Number of Pages: 1

Appendix 12: PROCEDURE FOR PREVENTIVE ACTION

1. The potential non-conformities and their causes shall be presented for discussion during the midyear or year-end workshop, whichever is applicable.
2. A record of the discussion shall be prepared highlighting the following elements: possible cause, context in which the non-conformity will likely be committed, suggested course of action (including recommendation for further review, revision of guidelines, process, procedures, etc.)
3. The following shall also be taken up in the discussion of current requirements of the circumstances (including personnel input and office conditions), customers, and pertinent government entities, as indicated in the procedure for control of non-conformity.
4. The section on communication and implementation in the procedure for control of non-conformity shall be followed.
5. The preventive action shall be reviewed in the following midyear/year end workshop, whichever is applicable.