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REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM

MAINTENANCE OF DOCUMENTED INFORMATION PROCEDURE

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1.0 PURPOSE

This documented information defines the policies and procedures on the maintenance of all documented information to ensure that appropriate versions of documented information are identified and made available at point of use.

2.0 SCOPE

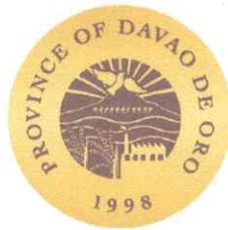
This procedure applies to all documented information needed for the Quality Management System of the Provincial Government of Davao de Oro (PLGU-DdO)

3.0 POLICY

It is the policy of the PLGU-DdO to establish procedures for the maintenance of documented information to ensure that pertinent documented information are properly identified, updated and approved and made available at points of use.

4.0 DEFINITION OF TERMS

- 4.1 **Documented Information-** as meaningful data that is required to be controlled and maintained by the organization and the medium on which it is contained. Note to this definition indicate that documented information can refer to the Quality Management System (QMS) and its processes, documentation, and "records".
- 4.2 **Maintained (Active) Documented Information-** refers to documented information within the action retention period. This covers procedures, policies, etc. that would have been referred to as "documented procedures" or just "documents" in ISO 9001:2015.
- 4.3 **Controlled Documented Information-** are documented information within the control of the Document Controller.
- 4.4 **Document Controller-** person designated to oversee, in coordination with Document Custodians, the implementation of the Maintenance and Retention of Documented Information procedures within the PLGU-DdO.
- 4.5 **Document Custodian-** person/s designated to help the Document Controller implement the Maintenance of Documented Information Procedures within one's office.



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- 4.6 **Documented information Request Form (DIRF)** – a form used to suggest a creation or any revision to an existing documented information.
- 4.7 **Documented Information Code** – a set of characters, serving as the registration code, assigned by the Document Controller to an approved QMS documented information.
- 4.8 **Documented Information Masterlist** – a listing of documented information being controlled by the Document Controller for QMS documented information and the Document Custodians.
- 4.9 **Document Originator** – any employee who initiates the creation or revision of any documented information.
- 4.10 **E-documented Information**- electronic documented information, are documented information that exist only in electronic form such as data stored on a computer, network, backup, archive or other storage media.
- 4.11 **Obsolete Documented Information** – a superseded document is indicated by red “Obsolete” stamp. The obsolete documented information in “Master Copy” is kept by the Document Controller to keep history of Knowledge within the 3-year Certification period.
- 4.12 **Process Owner** – the officer who has supervision of the mandate a particular office is tasked to perform.
- 4.13 **Revision History Record** – a record used to track and monitor all changes / revisions to the approved documented information.
- 4.14 **Uncontrolled Documented Information** – any documented information that was unofficially printed, reproduced and/or downloaded.

5.0 RESPONSIBILITIES

- 5.1 **Document Controller**- responsible for the maintenance and implementation of this Maintenance of Documented Information Procedures within the PLGU–DdO. The Document Controller maintains and keeps the master copy of QMS documented



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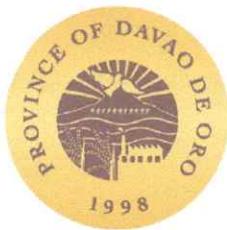
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information and is in charge of the finalization of approved revision, uploading, downloading and dissemination of QMS documented information.

- 5.2 **Document Custodians** – in coordination with the Document Controller, implement the Maintenance of Documented Information Procedures within their respective designated Office. Each Department shall have one Document Custodian who will be responsible in the maintenance and protection of controlled QMS Documented Information from loss or possibility of theft, damage, tampering or deterioration
- 5.3 **Document Originator/Process Owner**- prepares the DIRF to initiate the creation and revision of any documented information.
- 5.4 **Department Head** – reviews and approves the office/process related QMS documented information.
- 5.5 **Quality Management Representative** – acknowledges the duly approved office/process related QMS documented information. And, likewise approves all QMS related documented information of the PLGU-DdO.

6.0 PROCEDURE DETAILS

| Key Activities | Responsibilities |
|---|-------------------------------------|
| Creation, revision and update of documented information | Document Originator / Process Owner |
| Review and approval of documented information (office related QMS documented information) | Department Head Concerned |
| Acknowledge the duly approved office/process related documented information | Quality Management Representative |
| Review and approval of QMS related documented information of the PLGU-DdO | Quality Management Representative |
| Registration and uploading | Document Controller |



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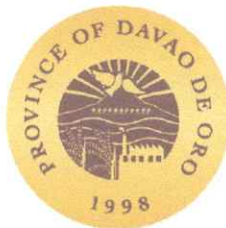
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|--|---|
| Dissemination and maintenance of controlled copies | Document Controller/Document Custodian |
| Control of externally-generated documented information | Document Controller/ Document Custodian |

6.1 Creation, Revision and Update of Documented Information

- 6.1.1 Quality Management System-related documented information, like Quality Procedures, and Work Instructions and Quality Manual shall be reviewed at least a year or as deemed necessary.
- 6.1.2 The Documented Information Request Form (DIRF) is the form used to suggest the creation or revision to an existing documented information, except for the provincial government policy issuances.
- 6.1.3 Any process owner may initiate a creation or revision of a process related documented information.
- 6.1.4 No personnel shall make unauthorized adjustments/revisions to QMS and process related Documented Information and records. For new/change of document a DIRF shall be filled out if there are discrepancies in documented information or there are existing forms that are no longer suitable for intended use.
- 6.1.5 All documented information that have been revised shall be considered obsolete. However, the Document Controller shall keep the master copy of obsolete documented information in hard copy within the three (3) year certification period.

6.2 Review and Approval of Document

- 6.2.1 All DIRFs shall be submitted and approved by the Document Controller for control and monitoring prior to the submission of the revised document. The document originator shall keep one (1) copy and the other copy shall be kept by the document controller.
- 6.2.2 New / revised and duly approved office/process related QMS documented information shall be endorsed by the Document



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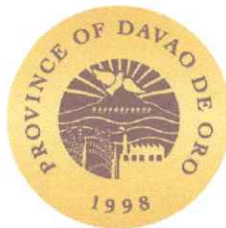
Controller to the Quality Management Representative (QMR) for acknowledgment and signature.

- 6.2.3 Office/process related QMS documented information shall be implemented upon approval by the Department Head concerned and duly acknowledged by the QMR.
- 6.2.4 Other QMS related documented information such as quality procedures shall be checked and reviewed by the concerned QMS Core Team Head and duly approved by the QMR.
- 6.2.5 Signatories shall use blue ink to sign documented information.

6.3 Registration of Documented Information

- 6.3.1 Upon approval of the documented information, the Document Controller shall assign a new Documented Identification Code according to the coding system prescribed for the following QMS documented information:

| | |
|---|------------|
| Quality Manual | =DdO-QM |
| Quality Procedures | =DdO-QP |
| • Maintenance of Documented Information | =DdO-QP-01 |
| • Retention of Documented Information | =DdO-QP-02 |
| • Control of Non-Conformity & Corrective Action | =DdO-QP-03 |
| • Internal Quality Audit | =DdO-QP-04 |
| • Management Review Procedure | =DdO-QP-05 |
| • Risk and Opportunity Assessment Procedure | =DdO-QP-06 |
| • Control and Monitoring of External Providers' /Suppliers' Procedure | =DdO-QP-07 |
| • Change Management | =DdO-QP-08 |
| • Control and Monitoring of External Providers To Conduct Outsource Internal Audits | =DdO-QP-09 |
| • Quality Workplace Standard | =DdO-QP-10 |
| • Guidelines in Monitoring and Measuring Customer Feedback | =DdO-QP-11 |



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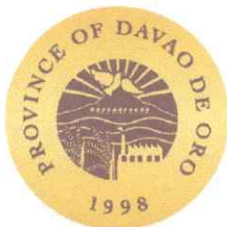
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Documented Information (per Department/Office)

- Background, Vision, Mission =DdO-Background
- Organizational Structure =DdO-OS
- Process Map =DdO-PM
- Relevant Interested Parties' Needs and Expectations =DdO-RIP
- Issues (Internal/External) =DdO-Issues
- Citizen's Charter =DdO-CC
- Quality Plan =DdO-QPlan
- Work Instruction =DdO-WI
- Risk Registry =DdO-RR
- Reference Matrix =DdO-RM
- Quality Objective and Plan =DdO-QOP
- Performance Monitoring and Measurement Result =DdO-PMMR
- Document Masterlist =DdO-DM
- Documented Information =DdO-Doc Info.
- Documented Information-Externally Generated =DdO-Doc Info. External
- Documented Information-Common Forms =DdO-Doc.Info-Common Form
- Records Retention Matrix =DdO-RRM
- Records Disposition Schedule =DdO-RDS
- Revision History =DdO-RH
- Document Control Log =DdO-DCL
- External Document Registry =DdO-EDR

Code for the QMS documented information shall be composed of the particular 2-letter abbreviation for the Quality Manual. However, for the Quality Procedures, coding shall be composed of the QP plus the corresponding number of the procedure. The assigned coding for the QMS Documented Information per Office shall be composed of the two-letter abbreviation or the first word of the document. For Quality Plan, the coding shall be QPlan. The coding of Background, Organizational Structure, Issues and List of Documented Information-Common Form, since its content reflect the office as a whole, the coding will bear the *name of the office* only then the *corresponding number of the document*. While the rest of the documented information, since it is process related, it shall be written



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with *name of the office*, the *major final output of the process* and the *corresponding number of the document*. Example of this is DdO-PM(*Process Map*)-PHRMDO(*Name of Office*)-LD (*Learning and Development-MFO*)-01(*corresponding number*). All assigned coding can be found in the Document Masterlist of every Office QMS Documented Information.

All coding shall be separated by a hyphen.

- 6.3.2 Coding system for the forms shall be composed of the following elements:

Common Form = DdO-Form-001

Office Form = DdO-Name of the Office-Form-01

Externally-Generated Form=DdO-Name of Office-FormExternal-01

All coding system shall be separated by a hyphen and shall be placed at the rightmost bottom part of the document.

Example:

Common Form

- Memorandum Order = DdO-Form-003
Office Form
- Certificate of Employment =DdO-PHRMDO-Form-01

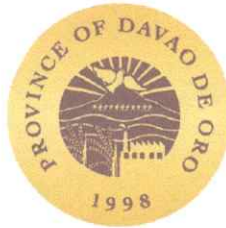
- 6.3.3 Records/Forms that are relevant to the quality management system shall be controlled. Checklist, logbooks, score cards and the like shall be included in the List of Documented Information-Forms.

- 6.3.4 All DdO Documented Information shall bear the official DdO Official Seal.

6.4 Distribution of Maintenance Documented Information

- 6.4.1 Only the Document Controller shall have the Quality Manual and Quality Procedures master copies and shall be stamped with "Master Copy" in black ink.

- 6.4.2 Controlled copies of QMS documented information whether



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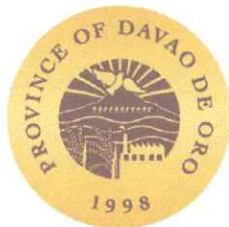
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printed or photocopied from master copies, shall be stamped "Controlled Copy" in black ink, prior to distribution to the Document Custodian. Document Custodian shall sign the Document Control Log upon receipt of their respective copies.

- 6.4.3 The document controller shall release the "Controlled copy" of current/updated version of the documented information upon the retrieval of the obsolete controlled copies (earliest obsolete controlled copy shall be retrieved by the document controller for disposal and the latest obsolete controlled copy shall be released back to the document custodian with "Obsolete" stamp in red ink). Only the current version and the latest obsolete controlled copies shall be kept by the document custodian.
- 6.4.4 Should there be discrepancies between documented information in Master Copy and Controlled Copy, the Master Copy on file will be considered the valid and official ones;
- 6.4.4 Electronic files of original copies of QMS documented information shall be uploaded, edited and updated only by the Document Controller to protect from unauthorized copy and use. Anybody attempts to alter any document shall be dealt with accordingly.
- 6.4.5 The Document Controller shall notify all concerned of new documented information or of changes in any documented information through the official group chat, *DdO QMS Core Team*.
- 6.4.6 Electronic files sent through group chat should be official and approved, and shall be made available through links directing to the Davao de Oro website.
- All QMS documented information, once uploaded onto the website shall be considered current and applicable for adoption.
- 6.4.7 Electronic files like audio and video recordings of the meetings shall be maintained and properly filed by the document controller and shall be retained until the approval of the minutes of meeting.



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6.4.8 Procedure details on the access of electronic documented information/files:

Access via DdO website:

- a. From the web browser type: www.davaodeoro.gov.ph
- b. Click Governance
- c. Click Quality Management System
 - Quality Policy
 - DdO QMS Manual
 - Quality Procedures
- d. Click selected file

All QMS files are for viewing purposes only. QMS documents shall be considered uncontrolled documented information if downloaded and printed.

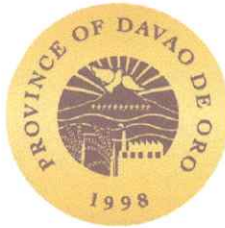
6.4.9 PLGU-DdO office policies rules and regulations shall be formally issued through Executive Order, Administrative Order, Memorandum Order and Office Order. The original copies shall be available at the Provincial Administrator's Office (PAO) - Administrative Division – Records Management Section for reference purposes. These policy issuances are deemed valid for application, adoption and enforcement.

6.5 Control of Externally-Generated Documented Information

6.5.1 Only documents from external sources used as references shall be identified and made available for use through the List of Externally Generated Documented Information. The Document Controller and Document Custodians shall ensure that only authorized and updated copies of these documents are reviewed and endorsed for use in their areas.

6.5.2 The copy distribution of a particular externally-generated documented shall be indicated in the External Document Log; otherwise, copies are considered unauthorized and shall not exist.

6.5.3 Externally-generated documented information received by either the Document Controller or the Document Custodians shall be registered in respective Lists of Externally-Generated



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Documented Information and External Document Log.

Coding system shall be composed of DdO-name of office-
MFO-Doc.Info.External-01.

- 6.5.4 Documented information received through e-mail shall be recorded using the prescribed form for externally-generated documented information.
- 6.5.5 No copies of obsolete external-generated documented information shall be allowed to continue in circulation and as such these shall be withdrawn immediately after being replaced by new versions or issuances. The original, obsolete copies of externally-generated documented information shall be filed by the Documented Controller or Documented Custodians, the retention and disposal of which shall be in accordance with the Retention of Documented Information Procedure [DdO-QP-02].
- 6.5.6 Control and monitoring of externally-generated documents that have direct relevance to one's office functions / mandates shall be the accountability of the office concerned.

7.0 REFERENCES:

- 7.1 ISO 9001:2015 Clause 7.5 Documented Information
7.2 Documented Information Masterlist
7.3 Documented Information Request Form
7.4 Revision History Form

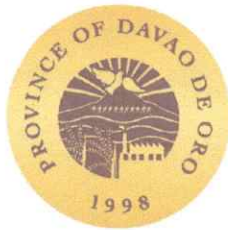
Prepared by:


CHERYL P. ESTOQUE
QMS Secretariat

Checked and Reviewed by:


JOY C. MADRID
Document Controller

Approved:



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