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REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM
QUALITY WORKPLACE STANDARD

Code : DdO-QP-10	Revision No. : 0	Effectivity: 11 October 2021	Page: 1 of 5
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1.0 PURPOSE

The purpose of this document is to provide a guideline on ensuring that the 5S program is implemented and in order to monitor and assess the workplace cleanliness, orderliness, and safety. This is to;

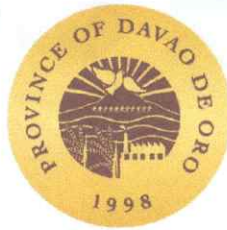
- a) build a culture of continuous improvement towards ensuring quality workplace;
- b) sustain workplace cleanliness, orderliness, and safety;
- c) ensure conformity to service requirements; and
- d) achieve improvement in the service delivery of the province.

2.0 SCOPE

This procedure shall apply to the PLGU-DdO-Quality Management System process on ensuring that the work environment is conducive and consistently implementing the 5S program.

3.0 DEFINITION OF TERMS

- 3.1 **Sort (Seiri)** – Remove unnecessary items and dispose them properly.
- 3.2 **Systematize (Seiton)** – Arrange necessary items in good order.
- 3.3 **Sweep (Seiso)** – Clean your workspace and equipment.
- 3.4 **Sanitize/Standardize (Seiketsu)** – Maintain a high standard of housekeeping and workplace organization at all times.
- 3.5 **Self-Dicipline (Shitsuke)** – Do things spontaneously without being told or ordered.
- 3.6 **Safety** – ensures that potentially hazardous situations are not overlooked while in the midst of excitement of implementing changes that have made our workplace more efficient and easier to operate
- 3.7 **Security** – identifies and addresses risks to key businesses categories including fixed assets, material, human capital, brand equity, intellectual property, information technology, assets-in-transit, and the extended supply chain.



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PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM
QUALITY WORKPLACE STANDARD

Code : DdO-QP-10	Revision No. : 0	Effectivity: 11 October 2021	Page: 2 of 5
------------------	------------------	------------------------------	--------------

- 3.8 **Satisfaction** – Employment satisfaction and engagement in continuous improvement activities ensure the improvements will be sustained and improve upon.
- 3.9 **Visual Control** – Communicates information in such a way that activities are performed according to standards.
- 3.10 **5S Committee** – Representatives of the departments who shall act as department 5S coordinators/focal persons
- 3.11 **5S Audit** – It is a regular activity within the 5S program that determines how well 5S is implemented in an organization with reference to a set of Quality Workplace Standards (QWS)
- 3.12 **Quality Workplace Standards** – A degree of quality, level of achievement, regarded as desirable and necessary for some purpose.
- 3.13 **5S Audit Checklist** – A 5S audit instrument used to evaluate the degree of conformance to a set of 5S standard applied in a given workplace.
- 3.14 **Quality Workplace Team**- The Quality Workplace Team oversee the monitoring of the workplace cleanliness, orderliness and safety.

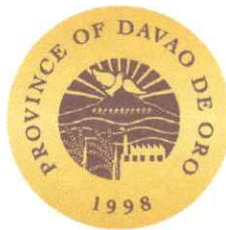
4.0 STANDARD

Components

1. File/Cabinet
2. Office Desk
3. Drawer
4. Office Chair
5. Visual Control/Visual Display
6. Garbage Disposal
7. Exhibits
8. Storage
9. Telephone Manners
10. Dress Code

1. Filing

- Folder /Envelope
 - Files/documents are neatly arranged and clearly labelled
 - Label: Font: Arial, Bold, Caps Lock



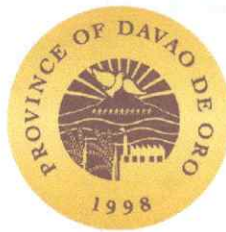
REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM

QUALITY WORKPLACE STANDARD

Code : DdO-QP-10	Revision No. : 0	Effectivity: 11 October 2021	Page: 3 of 5
------------------	------------------	------------------------------	--------------

- Size: 20, Bond Paper
- Cabinet
 - Closed properly at all times
 - Label: Font: Arial
 - Size: 14, Bond Paper
 - No personal effects on top of the cabinet
- 2. Office Desk
 - Thing to be found on top of the desk:
 - Active files
 - Computer monitor
 - Mouse and mouse pad
 - Keyboard
 - Printer
 - Logbook
 - Data file box
 - Under the desk
 - CPU/AVR/UPS
 - Bag
- 3. Drawer
 - 1st Side Drawer
 - Documents to be acted the following day
 - 2nd Side Drawer
 - Personal belongings
 - Front Drawer
 - Stapler, stamp, stamp pad, dater, ballpen
- 4. Office Chair
 - Tucked in at all times when not in use
 - No blazers will be placed on the backrest of the chair
- 5. Visual Control
 - Clear and readable
 - Font: Arial
 - Size:
 - Marked irrelevant/unnecessary items by tagging: Size: 3 1/8 x 6 1/4
 - Red – Not needed. Dispose it.
 - Green – We do need it. Keep It.
 - Yellow – We may need this. Keep it until _____.



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PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM
QUALITY WORKPLACE STANDARD

Code : DdO-QP-10	Revision No. : 0	Effectivity: 11 October 2021	Page: 4 of 5
------------------	------------------	------------------------------	--------------

Visual Display

- Clear and readable
- Font: Arial, Bold, Caps Lock
- Size: 52

6. Garbage Disposal

- Three (3) trash bins properly labelled
 - Biodegradable
 - Non-Biodegradable
 - Recyclable

7. Exhibits

- Displays are up-to-date, tidy and well-balanced

8. Storage

A. Labels

- Clear and properly labelled
- Font: Arial, Bold, Caps Lock
- Size: 20

B. Storage Room

- Orderly and organized
- Follow first in, first out rule

9. Documents and equipment

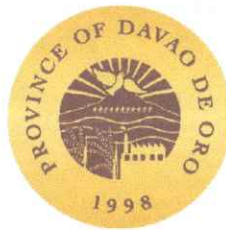
- Clearly and properly labelled

10. Telephone manners

- Phone is answered promptly within 2 rings
- Follow telephone etiquette

11. Dress Code

- Employee ID is worn at all times.
- All employee must wear the Type A office Uniform during Monday except for the drivers and utility workers.
- Only field worker employees are allowed to wear the type B uniform during Tuesdays to Thursdays.
- Female employees must wear black close shoes from Mondays to Thursdays.



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QUALITY WORKPLACE STANDARD

Code : DdO-QP-10	Revision No. : 0	Effectivity: 11 October 2021	Page: 5 of 5
------------------	------------------	------------------------------	--------------

- Female employee uniform (dress and skirt) should be knee level.
- Office base male employees are not allowed to wear denims and rubber shoes from Monday to Thursdays.
- No wearing of ripped jeans, vulgar dress, shorts, sleeveless, miniskirts, see through, revealing/plunging necklines during Friday.

12. Grooming

Hair is neatly cut and combed.

- Shoes are properly cleaned and shined.
- Men wear socks at all times.
- No wearing of earring's for male employees.

5.0 REFERENCES:

- PLGU-DdO Quality Manual
- EO.0011.2020

Prepared by:

Checked and Reviewed by

JEFRAMARIE E. LUNA
Quality Workplace Secretariat

EVANGELINE S. MANILA
Quality Workplace Head

Approved:

LARA ZAPHIRE KRISTY N. BERMEJO, MPA
Quality Management Representative