



REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANUAL

Approved by:

A handwritten signature in blue ink, appearing to read 'Dorothy P. Montejo-Gonzaga', is positioned above the printed name.

DOROTHY P. MONTEJO-GONZAGA
Governor



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1.0 INTRODUCTION

In accordance to the Executive Order No. 605, series of 2007, “Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program (GQMP), issued by former President Gloria Macapagal-Arroyo amending for the Purpose Administrative Order No. 161, S. 2006”, the Provincial Government of Davao de Oro with the directives of Governor Jayvee Tyron L. Uy, MPA and Vice Governor Maria Carmen S. Zamora, MNSA commences the development of ISO-QMS towards certification for ISO 9001:2015 through the issuance of Executive Order 0042-2019 and reconstituted by EO 0044-2022 issued by Governor Dorothy P. Montejo-Gonzaga on July 12, 2022.

The Provincial Local Government Unit of Davao de Oro (PLGU-DdO) Quality Manual (QM) defines and clarifies policies, systems and procedures adopted to implement and continuously improve the province’s Quality Management System (QMS).

It contains the basic policies, objectives and guidelines set by the provincial government as regards to the different elements which can be implemented as a tool for exceeding internal and external clienteles’ expectations.

The QM, together with associated documents mentioned hereto, aims to:

- 1.1 Describe the basic elements of the QMS of the Provincial Government of Davao de Oro and to serve as reference in its implementation and continual improvement;
- 1.2 Inform the province’s internal and external stakeholders and enable them to observe and implement the quality system that is being maintained at the Provincial Government of Davao de Oro; and,
- 1.3 Serve as reference and guide for all personnel and make them familiar with and appreciate the DdO QMS.

2.0 DDO HISTORY, MANDATES, POWERS AND FUNCTIONS

2.1 Brief History

Davao de Oro, the then Compostela Valley Province, was created by virtue of RA 8470, which was signed into law by then President Fidel V. Ramos on January 30, 1998. It was officially established as a new province on March 8, 1998, a day after the plebiscite that ratified the division of Davao del Norte into two provinces.

For the 21 years of existence since its creation, it carried the name Compostela Valley that made it the only province in Davao Region that did not bear the name “Davao.” National and local officials of the province, particularly Hon. Maria Carmen S. Zamora, Hon. Ruwel Peter S. Gonzaga,



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and Hon. Jayvee Tyron L. Uy took initiative for the renaming of the province. Their efforts paved way for the renaming of Compostela Valley to Davao de Oro through Republic Act No. 11297, signed into law by President Rodrigo Duterte on April 17, 2019 and ratified in a plebiscite held on December 7, 2019.

2.2 Mandate

Pursuant to Section 15, RA 7160, otherwise known as “The Local Government Code of 1991,” every local government unit is a body politic and corporate endowed with powers to be exercised by it in conformity with law. As such, it shall exercise powers as a political subdivision of the national government and as a corporate entity representing the inhabitants of its territory. As a political and corporate unit of government, Davao de Oro Province serves as a dynamic mechanism for developmental processes and effective governance of local government units within its territorial jurisdiction.

2.2.1 Promotion of General Welfare. Section 16 of the Local Government Code mandates that every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

2.2.2 Provision of Basic Services and Facilities. Section 17 of the Local Government Code likewise mandates that local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to the Local Government Code. Local government units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provisions of the basic services and facilities.



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For a province, such basic services and facilities include, but are not limited to, the following:

(i) Agricultural extension and on-site research services and facilities which include the prevention and control of plant and animal pests and diseases; dairy farms, livestock markets, animal breeding stations, and artificial insemination centers; and assistance in the organization of farmers and fishermen's cooperatives, and other collective organizations, as well as the transfer of appropriate technology;

(ii) Pursuant to national policies and subject to supervision, control and review of the DENR, enforcement of forestry laws limited to community-based forestry projects, pollution control law, small-scale mining law, and other laws on the protection of the environment; and mini-hydroelectric projects for local purposes;

(iii) Subject to the provisions of Title Five, Book I of the Local Government Code, health services which include hospitals and other tertiary health services;

(iv) Social welfare services which include programs and projects on rebel returnees and evacuees; relief operations; and population development services;

(v) Provincial buildings, provincial jail, and other public assembly areas and similar facilities;

(vi) Infrastructure facilities intended to service the needs of the residence of the province and which are funded out of provincial funds including, but not limited to, provincial roads and bridges; inter-municipal waterworks, drainage and sewerage, flood control, and irrigation systems; reclamation projects; and similar facilities;

(vii) Programs and projects for low-cost housing and other mass dwellings, except those funded by the Social Security System (SSS), Government Service Insurance System (GSIS), and the Home Development Mutual Fund (HDMF): Provided, That national funds for these programs and projects shall be equitably allocated among the regions in proportion to the ratio of the homeless to the population;

(viii) Investment support services, including access to credit financing;



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(x) Upgrading and modernization of tax information and collection services through the use of computer hardware and software and other means;

(xi) Inter-municipal telecommunications services, subject to national policy guidelines; and;

(xii) Tourism development and promotion programs.

2.3 Vision

By 2030, Davao de Oro is a top investment and tourism destination in Mindanao, with healthy, peaceful, safe and resilient communities.

2.4 Mission

Provide open, transparent and accessible governance and transform the province into a place where everyone can enjoy a better quality of life.

2.5 Core Values

The PLGU-DdO Officials and employees live on to the following core values:

- *God-centeredness*
- *Unity*
- *Competence*
- *Integrity*
- *Bayanihan-driven*

2.6 Quality Policy

We the officials and employees of the Provincial Government of Davao de Oro hereby commit to:

Dedicate ourselves to deliver accessible and equitable public service.

Adhere to existing laws, policies and standards.

Value the significant contribution of our clients and stakeholders.

Amplify a God-centered, goal-driven and competent workforce.

Optimize resources for tourism industry development and other potential investments towards a sustainable, self-reliant and vibrant local economy.

Deliver network of social protection and welfare services at the community level ensure healthy lives and promote well-being of all ages.



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Ensure ecological integrity, clean, healthy and safe environment; enhance capacities; and promote disaster resiliency among LGUs and communities.

Overcome the challenges that cause divisiveness to attain just, comprehensive and lasting peace.

Recognize the importance of Public-Private partnership and sustain the “bayanihan” spirit.

Offer services to enhance the lives of the people of Davao de Oro and continuously improve our quality management system.

2.7 Key Stakeholders and Clienteles

Davao de Oro’s key stakeholders include its constituents, clienteles, oversight agencies, the executive and legislative department of the provincial government, provincial development council, national agencies with functions devolved/support programs to local government units, agencies providing statutory benefits to employees, local governments hosting provincial buildings and facilities, external suppliers, and employees. Following is a brief and general description of each of these stakeholders.

2.7.1 **Agencies Providing Statutory Benefits to Employees** – This category of government agencies include the Government Service Insurance System (GSIS), the Home Development Mutual Fund/Pag-IBIG Fund (HDMF), and the Philippine Health Insurance Corporation (PhilHealth).

The provincial government pays its share of the monthly premium or contribution for each of its regular and casual employees to these agencies to enable them to enjoy their benefits. For this purpose, these provident and insurance agencies require and expect the province to inform employees of said benefits, the requirements for application and access to those benefits.

2.7.2 **Clienteles** – are the recipients or beneficiaries of the province’s programs, projects and services delivered by its various departments. They include municipal and barangay local government units (M/BLGUs), people’s organizations, non-government organizations, businesses, farmers, fisherfolk, and the provincial constituency especially the poor and marginalized, the indigenous peoples (IPs), elderly, persons with disability (PWDs), women and their children, men and women in crisis situation, among others.



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Clientele expect from the province a timely, effective and efficient delivery of quality services, programs and projects.

2.7.3 **Davao de Oro employees** – refer to all individuals employed by the province, whether permanent or nonpermanent. Employees are expected to abide by the province’s quality policy, as well as all other external and internal policies necessary in the operations of the province, in the performance of their duties. Employees expect to be governed on the basis of reasonable rules and guidelines, and to be compensated in a timely manner at a rate based on standard payscales.

2.7.4 **Executive Branch** – is composed of the various provincial government departments and offices and is headed by the Governor who exercises general supervision and control over all programs, projects, services, and activities of the provincial government. The various departments under the executive branch sustain the delivery of regular programs and the carrying out of new and priority development investments necessary in the delivery of basic services and facilities.

2.7.5 **Legislative Branch** – The Sangguniang Panlalawigan, as the legislative body of the province, enact ordinances and approve resolutions and appropriate funds for the general welfare of the province and its inhabitants and in the proper exercise of the corporate and political powers of the province.

2.7.6 **Local Governments hosting provincial buildings and facilities** – These include the municipalities of Monkayo where the provincial agricultural complex is located; the municipality of Nabunturan where the provincial fresh water hatchery, the newly constructed Provincial Rehabilitation Center, Bahay Pag-Asa, Oplan Pagbabago Center, and Oplan Liwanag Center are located; and the municipalities of Laak, Maragusan, Montevista, and Pantukan which host the provincial hospitals. Pantukan also hosts the provincial gymnasium.

These LGUs may have regulatory requirements pertaining to the operations of the province and its activities. Since the province is a corporate resident of these municipalities, these LGUs expect the province to comply with their applicable laws and local regulations.

2.7.7 **National Agencies with Devolved Functions/Support Programs** - National agencies with functions devolved to local governments or implementing socio-economic development



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programs include the Department of Public Works and Highways (DPWH), Department of Health (DOH), the Department of Environment and Natural Resources (DENR), the Department of Agriculture (DA), the Department of Tourism (DOT), Department of Trade and Industry (DTI), Department of Information and Communications Technology (DICT), the Department of Energy (DOE), Department of Labor and Employment (DOLE), National Housing Authority (NHA), Department of Social Welfare and Development (DSWD), Office of Civil Defense (OCD), among others.

These agencies expect for efficient and effective implementation of functions devolved to the local government as well as in the cascading of various national programs to support the socio-economic development of the province.

- 2.7.8 **Oversight Agencies (Statutory and Regulatory Agencies)** – include the Department of Interior and Local Government (DILG), the Department of Budget and Management (DBM), the Department of Finance (DOF), the Commission on Audit (COA), Bureau of Internal Revenue (BIR), the Government Procurement Policy Board (GPPB), the Civil Service Commission (CSC), the National Economic Development Authority (NEDA) which ensure the alignment of national and sub-national priorities, to which the province is a sub-national unit.

Oversight agencies have a variety of reporting requirements and they expect that accurate reports are submitted as scheduled.

- 2.7.9 **Provincial Development Council and its sectoral and functional committees** – Section 106 of the Local Government Code provides that each local government unit shall have a comprehensive multi-sectoral development plan to be initiated by its development council and approved by its sanggunian.

The Provincial Development Council is the highest policy making body in the executive department that assists the Sangguniang Panlalawigan in setting the direction of economic and social development, and coordinating development efforts within its territorial jurisdiction.

The executive and legislative department and the provincial development council expect for efficient, effective and economic governance the purpose of which is the general welfare of the province and its inhabitants.



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2.7.10 **Stakeholders** - are persons and organizations who have interest in the management, or who are impacted by the services, programs, projects, activities (PPAs), policies and processes of the province.

2.7.11 **Suppliers** –include individuals or institutions providing goods and services needed for the efficient management of the province’s facilities and operations.

Suppliers expect clear requirement specifications, terms and conditions and efficient processing of payments after delivery.

2.8 Programs: Kaangayan ug Kabag-ohan sa Katilingban (GOVERNMENT WORKS)

The provincial government’s flagship program is Kaangayan ug Kabag-ohan sa katilingban (GOVERNMENT WORKS). This aims to achieve the Provincial Government of Davao de Oro’s Development goals, objectives, and thrusts. Kaangayan ug Kabag-ohan sa Katilingban (GOVERNMENT WORKS) is anchored on a set of goals outlined in the Sustainable Development Goals 2030. The program aims to end poverty and hunger, illiteracy, realize all people’s human rights, achieve gender equality and empower both men and women, and ensure the long-term protection of the environment and its natural resources. These clustered goals, as well as their corresponding programs and strategies, will serve as a venue and mechanism for convergence, coordination, harmonization, and synergy, with the primary goals of achieving development goals, targets, and objectives in consonance with the different metrics and outcomes set by Ambisyon 2040 (Philippine Development Plan), Seal of Good Local Governance (SGLG) of the Department of Interior and Local Governance (DILG), the Sustainable Development Goals (SDGs) and the Provincial Physical Framework and Development Plan (PDFDP).

The core goals initially identified subjected for QMS under these clusters are the following:

- 2.8.1 to put an end to poverty in all of its forms everywhere;
- 2.8.2 to eradicate hunger, improve food security and nutrition and promote sustainable agriculture;
- 2.8.3 to promote health and well-being for all ages;
- 2.8.4 to ensure inclusive education and equitable quality education and to promote opportunities for lifelong learning for all.
- 2.8.5 to build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.



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2.9 Facilities

The Provincial Government establishes and maintains government structures and facilities that house or support its operations including the conduct and delivery of its various services. Most of these structures are located in the more or less 20-hectare capitol complex, which also host various provincial offices or program offices of various national agencies providing oversight, regulatory or support programs to local governments in the province. The province also operates four government hospitals situated in the strategic areas of the province. It also has facilities for social and economic interventions located in various parts of the province.

- 2.9.1 **The Provincial Capitol and Capitol Complex.** The Provincial Capitol is a four-storey main building in the sprawling 20-hectare capitol complex that houses most of the departments under the executive branch. Adjacent to it is a new two-storey legislative building that houses the offices under the legislative department. Some departments of the provincial government, namely the PEO, PAGRO, PGSO (warehouse), PVO, PHO, PDRRMO, are housed in separate buildings in the capitol grounds. Other buildings belong to the Provincial Council of Women, the Provincial Tribal Council, Senior Citizen and Employees' Cooperative.
- 2.9.2 **Provincial Hospitals.** The provincial government operates four hospitals located in the municipalities of Pantukan, Montevista, Maragusan and Laak. These hospitals provide easy access of hospital care to constituents of Davao de Oro and those catchment areas from the nearby provinces.
- 2.9.3 **Davao de Oro Farm.** This is an agriculture and tourism complex designed primarily to provide and showcase agricultural technology demonstration and extension services. The complex also features environment management and natural and man-made attractions and it is also packaged as one of the farm-tourism destinations in the province.
- 2.9.4 **Bahay Pag-asa and the Provincial Rehabilitation Center.** Bahay Pag-asa serves as a transition and rehabilitation facility for disadvantaged children located in Sta. Maria, a barangay adjacent to the location of the capitol grounds. Adjacent to it is the newly constructed Provincial Rehabilitation Center (PRC), that will house detained persons in the province. Presently, the provincial government is using a facility located in the provincial government compound in Tagum City, Davao del Norte.



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2.9.5 **Oplan Pagbabago and Oplan Liwanag Centers**-The Oplan Pagababago and Oplan Liwanag Centes are social reform facilities located in the Municipality of Nabunturan. The Oplan Pagbabago center is anchored on the implementation of Executive Order 70 or the Whole of Nation Approach in Ending Local Communist Armed Conflict. It caters the implementation of programs and activities that addresses the insurgency issues of the province. The Oplan Liwanag is a facility that provides hope and light for the lost, particularly those afflicted by drug abuse. The drug surrenderers undergo a journey that will lead to reformation. Various activities were undertaken in both centers preparing the returnees and the surrenderers, respectively, to be mainstreamed back to the society.

2.9.6 **National Government Buildings.** The development of the provincial capitol complex is based on a site development plan, which is formulated following the one-stop-shop concept of government service delivery. The development of the capitol complex include the establishment of regulatory and statutory agencies, such as the Commission on Audit, Department of Interior and Local Government, Bureau of Fire, Department of Education, etc. As reflected in the Provincial Capitol Site Development Plan, other national agencies may establish provincial or program offices in the area and expected to streamline government transactions.



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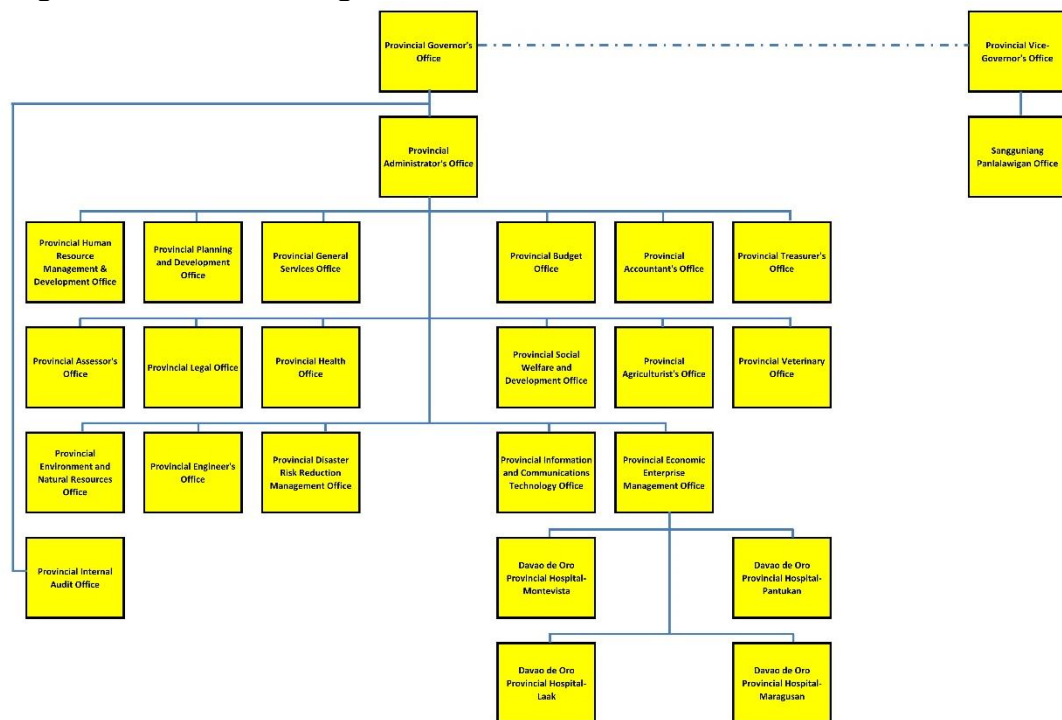
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3.0 DDO ORGANIZATIONAL STRUCTURE AND GENERAL DESCRIPTION

The functional structure of the provincial government is composed of the executive and legislative branches. Programs and projects implementation are lodged in the executive branch while the legislative branch takes charge enacting ordinance and pass resolutions for the general welfare of everyone.

3.1 Organizational Structure

Figure 1. PLGU-DdO Organizational Structure



3.2 General Description

Name of Office / Department	Tasks and Functions
3.2.1 Executive Department	
Provincial Governor's Office	Exercise general supervision and control over programs, projects, services and activities of the LGU; enforce all laws and ordinances relative to the governance of the LGU and the exercise of the appropriate corporate powers; and ensure the delivery of basic services and the provision of adequate facilities.
Provincial Administrator's Office	Develop management and administration-related plans and strategies upon approval of the LCE.
Provincial Accountant's Office	Take charge of both the accounting and internal audit services of the LGU; review supporting documents before preparation of vouchers to



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	determine completeness of requirements; and prepare and submit financial statements to the LCE and the sanggunian concerned.
Provincial Agriculturist's Office	Take charge of the agricultural services of the province; formulate measures for the approval of the Sanggunian and provide technical advice and support to the governor to ensure the delivery of basic agricultural services; develop sustainable and resilient plans and strategies and implements the same; and facilitate assistance and access to resources in the production, processing and marketing of agricultural, aquacultural and marine products that are extended to farmers, fisherfolk and local agricultural entrepreneurs.
Provincial Assessor's Office	Ensure all laws and policies governing the appraisal and assessment of real properties for taxation purposes are properly executed; exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties in the LGU concerned; and exercise technical supervision and visitorial functions to municipal LGUs.
Provincial Budget Office	Review and consolidate budget proposals of different departments and offices of the LGU; assist the LCE in the preparation of the annual and supplemental budgets; study and evaluate budgetary implications of proposed legislation and submit comments and recommendations thereon; and act as member of the Local Finance Committee.
Provincial Disaster Risk Reduction and Management Office	Manages Disaster Risk and Reduction, and delivery of administrative support services during and after man-made and natural disasters and calamities.
Provincial Economic Enterprise Management Office (Health Services)	Takes charge of the management and operation of the four (4) government hospitals of the province.
Provincial Engineer's Office	Administer, coordinate, supervise, and control the construction, maintenance, improvement, and repair of roads, bridges, and other engineering and public works projects of the LGU; provide engineering services to the LGU concerned, including investigation and survey, engineering designs, feasibility studies, and project management; and regulate and ensure compliance with existing policies in infrastructure development and public works.



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Provincial Environment and Natural Resources Office	Formulate measures for the consideration of the Sanggunian and provide technical assistance and support to the governor in carrying measures to ensure the delivery of basic services and provision of adequate facilities relative to environment and natural resources services.
Provincial General Services Office	Take charge of the general services and procurement of supplies and material for the use of the province in the discharge of services; take custody of and be accountable for all properties, real or personal, and supplies owned by the LGU and those granted to it in the form of donation, reparation, assistance and counterparts of joint projects; and maintain and supervise janitorial, security, landscaping and other related services in all local government public buildings and other real property, whether owned or leased by the LGU.
Provincial Health Office	Formulate and implement policies, plans, programs and projects to promote the health of the people of the province, and information campaign and render health intelligence services.
Provincial Human Resource Management and Development Office	Take charge of various human resource actions and interventions in accordance with the constitutional provisions on civil service pertinent laws, rules and regulations thereon, including such policies, guidelines and standards as the Civil Service Commission may establish.
Provincial Legal Office	Render opinion in writing on any question of law when requested to do so by the LCEs, Sanggunian and other department heads, and represent the LGU in all civil actions and special proceedings.
Provincial Planning and Development Office	Formulate integrated economic, social, physical and other development plans and policies for consideration of the local development council, and monitor and evaluate the implementation of the different programs, activities, and projects in the LGU concerned in accordance with the approved development plan.
Provincial Social Welfare and Development Office	Formulate and implement social welfare measures, plans and strategies, and be in the frontline of service delivery, particularly those which have to do with immediate relief during and assistance in the aftermath of man-made and natural disasters and calamities.
Provincial Treasurer's Office	Take charge of the treasury office, perform the duties provided under Book II of the LGC; take



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	custody and exercise proper management of the funds of the LGU concerned; and submit to the LCE certified statement of income and expenditures for budget preparation purposes.
Provincial Veterinary Office	Regulate the keeping of domestic animals; regulate and inspect poultry, milk and dairy products for public consumption; enforce all laws and regulations for the prevention of cruelty to animals; and take the necessary measures to eradicate, prevent or cure all forms of animal diseases.
Provincial Information and Communication Office	Establish, implement and maintain information and communication systems that will automate processing, support decision making, and promote transparency and participation.
Provincial Internal Audit Office	Advise the Local Chief Executive (LCE) or Sanggunian on all matters relating to management control and operations audit of the executive or legislative branches; Conduct management and operations audit of LGU functions, programs, projects, activities, and outputs and determine the degree of compliance with their mandate, policies, government regulations, established objectives, systems and procedures/processes, and contractual obligations; Review and appraise system and procedures, organizational structures, asset management practices, financial and management records, reports, and performance standards of the LGU; Analyze and evaluate management deficiencies and assist top management by recommending realistic courses of action; and, Perform such other related duties and responsibilities as may be assigned or delegated by the LCE or as may be required by law.
3.2.2 Legislative Department	
Sangguniang Panlalawigan including the Office of the Vice-Governor	Enact ordinances, approve resolutions and appropriate funds for the welfare of the LGUs and its inhabitants; approve ordinances and pass resolutions necessary for an efficient and effective local governance; and, approve Annual and Supplemental Budgets of the LGU.
Office of the Secretary to the Sanggunian	Keep journal of the proceedings of the Sanggunian; record all ordinances and resolutions enacted or adopted by the Sanggunian; and, take custody of the local archives.



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4.0 QUALITY MANAGEMENT SYSTEM

4.1 Quality Management System Model

As a provincial local government unit (PLGU), the province operates both as political and corporate entity. Its services and program interventions are results from the confluence of its mandate, its client requirements and other stakeholders' expectations.

PLGU-DdO develops and implements programs, projects and activities for the constituents in response to their needs and consistent with its legal mandate as well as its mission, vision and core values. The PLGU-DdO's mandate determines the scope of its QMS. This is carried out through delivering of basic services through the organization's core function identified in the scope of its QMS.

Figure 2. PLGU-DdO Quality Management System

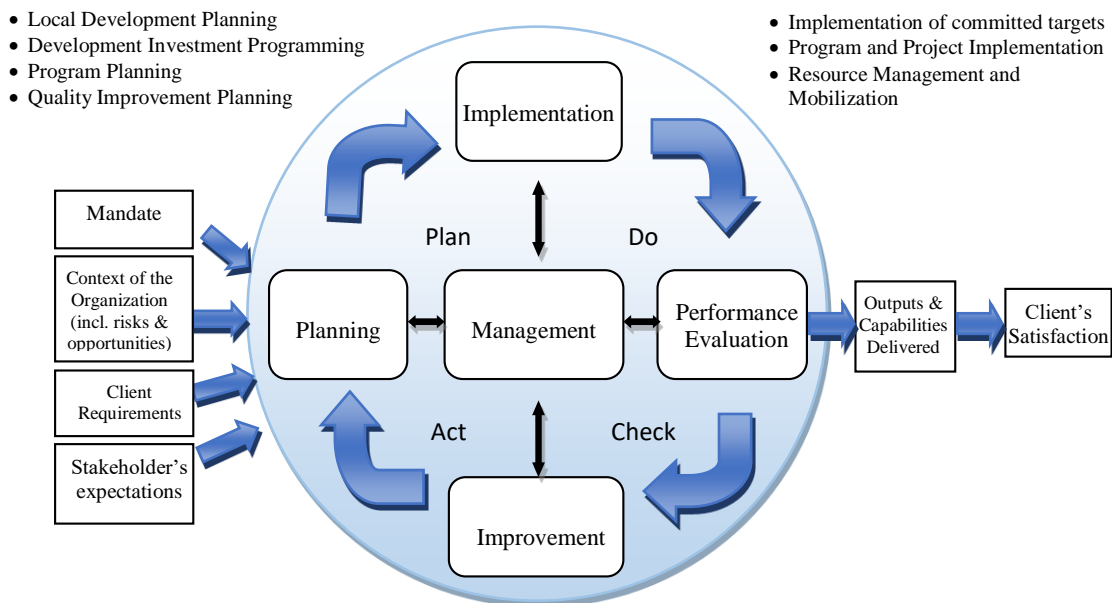


Figure 2 shows the interaction of the different elements in the PLGU-DdO's QMS. The system begins at the Planning Stage, with its mandate, clientele requirements, and stakeholder expectations as essential inputs to the process. Planning includes the different planning activities that the PLGU-DdO undertakes to set its directions and targets: Local Development Planning (*strategic*) and Development Investment Programming (*operations*) planning, program planning and quality improvement planning.



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The system goes through a cycle of planning, investment programming, budgeting, implementation, monitoring and evaluation, improvement and closure.

The Implementation Stage covers the activities within the PLGU-DdO's core and support systems. This includes the implementation of committed targets, program and project. Resource management and mobilization is embedded within these systems as part of ensuring the delivery of basic services and facilities and the attainment of desired outputs.

Following the Implementation Stage is Monitoring and Evaluation. The result of this stage is used for continual improvement of established processes, services and the PLGU-DdO QMS as a whole, thus Monitoring and Evaluation is followed by Improvement and Closure.

At the center of the system is the Management who ensures the efficient operation of the provincial government's QMS through seamless interface with support systems, the availability of necessary resources, and promoting adherence to the system's processes.

The effective implementation of the system results in the delivery of outputs and capabilities and ultimately, the satisfaction of the clientele.

4.2 Scope and Application

The scope of PLGU-DdO's Quality Management System covers the provision of Provincial Government Services consisting of Core and other related Management and Support Processes specifically stated hereunder:

SCOPE

Provision of Provincial Government Services of the following offices:

- Disaster Risk Reduction Management Office (Emergency Medical Response Operations)
- Social Welfare & Development Office (Financial Assistance to Individuals in Crisis Situations)
- Agriculturist's Office (Agricultural Inputs)
- Veterinary Office (Livestock Artificial Insemination)
- Environment & Natural Resources Office (Support to the Declaration of Barangay Watershed Protected Area)
- Assessor's Office (Appraisal and Assessment of Agricultural Lands)

LOCATION

Capitol Complex,
Cabidanan, Nabunturan
Davao de Oro



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- Sangguniang Panlalawigan Office
(Management of Local Legislation)

Site 1: Montevista, Davao de Oro
Davao de Oro Provincial Hospital-Montevista
(Provision of Billing Services of In-Patients
Availing Social Services)

Site 2: Santa Maria, Nabunturan
Davao de Oro
Administrator's Office-Provincial Rehabilitation
Center (Provision of Services for the Reception
of Detainees/Person's Deprived of Liberty
(PDL) for Rehabilitation)

Processes providing support to the above core processes are as follows:

- Annual Investment Programming, and Technical Review of Municipal Annual/ Supplemental Investment Program (PPDO)
- Recruitment, Selection and Placement for Permanent, Issuance of Certification and Service Record, Management of Learning and Development Intervention, Preparation of Salary and PERA Payroll for Permanent Employees, Administration of Leave, Monitoring and Evaluation of Employee's Individual Performance Commitment and Review and Recognition of Awardees and Achievers (PHRMDO)
- Procurement Services (Competitive Bidding for Goods, Civil Works & Consulting Services), Warehousing and Inventory Management (PGSO)
- Application Managed Services, ICT support for hardware, software and Communication Infrastructure, ICT Preventive Maintenance and Connectivity Management (PICTO)
- Repair and Maintenance of Provincial Motor Vehicles (PEO)
- Provision of Legal Opinion (PLO)
- Certification on Appropriation, Funds and Obligation of Allotment (CAFOA) as to existence and availability of appropriation for financial assistance (FA) to individuals in crisis situations, Review of Appropriation Ordinance embodying Annual and Supplemental budget of the municipalities and Preparation of Executive Budget (Annual and Supplemental Budget) (PBO)
- Certification of Vouchers for Financial Assistance to Individuals in Crisis Situations and Certification of commercial vouchers for payments (PACCO)
- Cash payment of Assistance to Persons in Crisis Situation, Check payment of Assistance to Persons in Crisis Situation and Payment of Commercial and Other Claims (PTO)
- Approval of Limited Financial Assistance (PAO-ADMIN)



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4.3 Product Design and Development

The PLGU-DdO does not establish, implement and maintain a design and developmental process. Since the PLGU does not have this as an applicable requirement, it is therefore excluded from this Quality Management System.

4.4 Documented Information Structure

The PLGU-DdO QMS is designed to assure consistency in meeting its clientele's needs and expectations through the actual performance of the documented processes, procedures, work instructions and support policies, systems and procedures.

Level 1: External Policies (National Laws). While the Quality Manual is the highest level of Quality Management System (QMS) documentation within the organization, it should necessarily comply with the laws of the land. The laws governing the organization include its charter, as well as all national laws and policies that may impact the governance and operation of the provincial government. It also includes Executive Orders and Memorandum Circulars issued by the Office of the President of the Philippines and/or particular oversight agencies which are relevant to the PLGU-DdO's operations and should be complied with.

Level 2: Quality Manual – The Quality Manual is the highest level of Quality Management System documentation within the organization. It contains the quality policy, organizational structure, resource management, and specific policies for various processes and quality control and improvement.

Level 3: Internal Policies and Guidelines –The Policies and Guidelines include records of PLGU-DdO issuances such as Executive Orders, Memorandum Circulars, Office Orders, Special Orders and Memoranda.

Level 4: Work Instruction – The Work Instruction is the operational guide on what the provincial government does and how it achieves stated policies. It also provides guidance on how to communicate and perform various activities. This will also describe the detailed series of steps in performing routine activities.

Level 5: Retained Documented Information- The documented information to be retained include records providing evidence of conformity to the established procedures and work instructions, as well as the PLGU-DdO's QMS.

4.4 Quality Manual Amendment

The introduction of new procedures or services may necessitate amendments to existing Quality Manual and relevant procedures.



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A re-issue of this Quality Manual shall be reflected only when there is:

- 4.4.1 Change in the scope of certification;
- 4.4.2 Change in the management and/or organizational structure; and,
- 4.4.3 Change in the core business process.

Requests for revision shall be made by the Knowledge Management Team Head using the Documented Information Request Form (DIRF) to the Document Controller for consideration to ensure that such changes are reflected in the manual.

4.5 Confidentiality and Distribution

The Quality Manual and its related documented information are treated as confidential and shall not be brought outside PLGU-DdO premises without prior authorization from the Document Controller.

All QMS documented information shall be in electronic copy and shall be made available to all personnel upon written requests. Details are provided in the Maintenance of Documented Information Procedure (QP-01).

Any unauthorized attempt to alter any documented information shall be dealt with accordingly.

5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The PLGU-DdO Management Committee is committed to achieve an effective and efficient QMS, conformed to all the requirements of the ISO 9001:2015, fully implement the PLGU-DdO QMS and continually improve its processes through the following:

1. Ensure that its quality policy and quality objectives are aligned with the provincial government's mandate and strategic directions;
2. Ensure the integration of the QMS requirements into the PLGU-DdO's management, core and support functions;
3. Promote the use of process approach and risk-based thinking in the conduct of its processes;
4. Ensure the availability of resources for its QMS;
5. Communicate the importance of effective quality management and conforming to the requirements of the QMS;
6. Ensure that the QMS achieves its intended results;
7. Engage, direct and support employees and other individuals to contribute to the effectiveness of its QMS;
8. Promote the use of knowledge-based learning and information in decision making;



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9. Create mechanisms for innovation and continual improvement;
10. Celebrate team and individual growth;
11. Ensure that the processes in auditing as presented in ISO 19011-2018 is being followed and implemented; and,
12. Provide an environment conducive to individuals to develop a sense of accountability and responsibility.

5.2 Quality Management System Planning

Following the PDCA Cycle, the PLGU –DDO’s QMS goes through a cycle of planning, investment programming, budgeting, implementation, monitoring and evaluation, improvement and closure.

The PLGU–DDO’s QMS Planning starts with its mandate, clientele requirements, and relevant interested parties (RIPs) needs and expectations as essential inputs to the process. Planning includes the different planning activities that the PLGU-DdO undertakes to set its directions and targets: Local Development Planning (*strategic*) and Development Investment Programming (*operations*) planning, program planning and quality improvement planning.

Quality objectives are established at the Offices and Departments within the scope of the QMS and at the strategic and operational levels and processes within the PLGU whilst ensuring that these objectives are consistent with the Strategic Plan and the Citizen’s Charters. For this purpose, Quality Objectives shall follow the “SMART” principle as indicated below:

- S - Specific
- M - Measurable
- A - Attainable
- R - Responsive
- T - Timebound

PLGU –DDO ensures that these quality objectives are:

- consistent with the quality policy
- measurable
- able to take into account requirements (i.e., requirements of relevant interested parties including statutory and regulatory requirements)
- relevant to conformity of products and services and to enhancement of customer satisfaction
- communicated throughout the organisation

The extent to which Quality Objectives were achieved shall be monitored and evaluated through Office Performance Commitment Rating (OPCR) Reports and Performance Monitoring and Measurement Reports (PMMR).

In planning to achieve these quality objectives, the following are determined through Quality Planning:



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- What will be done
- What resources will be required
- Who will be responsible

PLGU –DDO systematically plans, implements and controls the processes needed to meet requirements for the provision of products and services, and to implement the actions to address risks and opportunities.

Planning the Actions to Address Risks and Opportunities shall follow the Risk and Opportunity Assessment Procedure and these actions shall be integrated into the quality management system processes (e.g., integrated into documented Work Instructions).

Therefore, planning, implementation and control of processes shall be through the following:

- Quality Plans to relate requirements of the process and product to work methods and practices that support product realization to achieve established Quality Objectives. The quality plan shall contain the following:
 - Activity / Process - These are the high-level, sequential activities needed to achieve one or more of the quality objectives;
 - Items to be Controlled - Items that have to be controlled to ensure that the entire business process meets the standards and the requirements of the customers;
 - Attribute - Attribute / feature / characteristic of the Control Point that will be controlled
 - Standard - A standard of performance (an aimed-at target) toward which work is expended; Acceptance criteria;
 - Control Methodology - a strictly defined combination of logically related practices, methods and activities aimed at fulfilling the Standard resulting to operational control;
 - Person/s responsible - Person who shall perform the Control Methodology so as to meet the Standard;
 - Procedure - A referenced documented procedure that contains the set of control methodologies to ensure that the determined standard will be met resulting to operational control
 - Support documentation - Forms, log sheets, externally-generated documents and/or records needed in - or generated by - the implementation of the control methodology.

5.3 Quality Management Structure, Responsibility and Authority

The structure for the Province's quality management system and the specific roles and responsibilities of each unit in the Provincial Government quality management structure are as follows:



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5.3.1 Management Committee (MANCOM) - The Management Committee shall be composed of the Governor, Vice Governor and the Provincial Administrator. It shall be their duties and responsibilities to lead the establishment, implementation, and monitoring of the QMS; ensure effectiveness of the QMS through risk-based thinking; establish and communicate Quality Policy; ensure that Quality Plan and Objectives are established and communicate the importance of meeting customer requirements.

5.3.2 QMS Core Team - The PLGU-DdO organized QMS Core Team to ensure that the requirements for maintaining and retaining documented information are established and implemented. An Executive Order was issued expressing their respective duties and functions composed of Top Management, Quality Management Representative (QMR), Deputy QMR, the Knowledge Management Team, QMS Internal Audit Team, the Training and Advocacy Team, Risk Management Team, Quality Workplace Team. A QMS Secretariat is likewise created to provide technical and administrative support.

The QMS Core Team shall be members of the various sub-teams with corresponding functions:

5.3.2.1 Knowledge Management Team- Ensure that the requirements for maintaining and retaining documented information are established and Implemented; coordinate and oversees activities related to managing organizational knowledge; ensure proper documentation of changes and revisions in documents; ensure availability of relevant versions of applicable documents at points of use; ensure documents remain legible and readily identifiable and retrievable; prevents the unintended use of obsolete documents; and ensure controls are established for identification, storage, protection, retrieval, retention time and disposition of records

5.3.2.2 QMS Internal Audit Team- Determine the conformance of QMS to the planned arrangements and to the requirements of ISO 9001:2015; monitor whether the QMS is effectively implemented and maintained in accordance to ISO 19011:2018; provide input to management review regarding the results of audits; keep track of the implementation of the corrective and preventive actions for nonconformance raised during audits.



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5.3.2.3 Risk Management Team- Perform oversight function in ensuring that the established risk controls and related activities are consistently implemented; plans and coordinates effective and efficient use of risk control tools; and ensure that risk-related information are maintained and retained.

5.3.2.4 Training And Advocacy Team- Provide administrative support in terms of training and advocacy in the successful implementation and sustenance of the QMS; plan and coordinate effective deployment and efficient use of resources of the project, in-line with training and advocacy activities; and plan and coordinate echoing/cascading sessions on QMS related training.

5.3.2.5 Quality Workplace Team- Ensure a conducive work environment necessary in achieving conformity to service requirements; ensure consistent implementation of the 5S program (Sort, Systematize, Sweep, Standardize, and Self-discipline); and monitor and assess workplace cleanliness, orderliness, and safety.

5.3.3 Quality Management Representative (QMR)

5.3.3.1 Oversee the establishment, documentation, and effective implementation of the QMS;

5.3.3.2 Promote risk-based thinking in overseeing the effectiveness of the QMS;

5.3.3.3 Act as liaison with external parties on matters relating to QMS;

5.3.3.4 Ensure the establishment and proper implementation of procedures for IQA, Management Review, and Corrective Actions; and

5.3.3.5 Report QMS performance to Management Committee for review and continual improvement.

5.3.4 Deputy QMR

5.3.4.1 Assist the QMR in performing assigned duties and responsibilities; and

5.3.4.2 Assume the responsibilities of the QMR in his or her absence.



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5.3.5 QMS Secretariat

- 5.3.5.1 Provide administrative and technical support to successfully implement the QMS, from systems development to third party certification;
- 5.3.5.2 Facilitate the delivery of specific outputs in-line with the QMS; and
- 5.3.5.3 Plan and coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS.

6.0 RESOURCE MANAGEMENT

6.1 Human Resource Management

The PLGU-DdO considers human resources are its greatest assets. To ensure that staff is equipped with the necessary competencies required to effectively and efficiently perform their functions, the Provincial Human Resource Management and Development Office (PHRMDO) has established and maintained procedures to ensure that personnel performing their functions are competent on the basis of education, training and/or experience and competencies. As such, the PHRMDO maintains the documented information in undertaking the following functions:

- 6.1.1 Determines the competency requirements of the personnel performing work affecting services quality;
- 6.1.2 Maintains a roster of pre-qualified applicants and facilitate hiring and placement to ensure continuity of service delivery;
- 6.1.3 Orients the personnel on their roles and responsibilities as they affect achievement of objectives;
- 6.1.4 Provides relevant and appropriate learning and development interventions to address the gaps, enhance and/or update identified competencies through formal and informal means such as coaching, mentoring, facilitate attendance in local and international seminars, training and workshops, and other activities to promote wellbeing of the employees;
- 6.1.5 Establish and administer a continuing employee incentives and awards systems for the improvement of employee performance and productivity;
- 6.1.6 Determine organizational knowledge requirements to be able to achieve the PLGU's strategic objectives and committed targets. This can be done through the inventory of existing knowledge that supervisors and rank and file employees have and which will serve as inputs in enhancing the knowledge base and utilization for effective and efficient operation of the provincial government;
- 6.1.7 Ensure on-time and accurate processing of personnel salaries, benefits and other financial entitlements.



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6.2 Supply and Property Management

The promulgation of the rules and regulations on supply and property management per Commission on Audit (COA) Circular numbered 92-386 is pursuant to Section 383 of Republic Act (RA) No. 7160, otherwise known as the Local Government Code of 1991.

Supply and property management provides an improved system of procurement, warehousing, issuance and utilization, custodianship and disposal of supplies and property of the provincial government of Davao De Oro.

6.2.1 Procurement

The nature of the PLGU-DdO's operations may require use of goods or services to meet customer requirements. As such, the PLGU-DdO's has established and implements a policy and procedure to ensure that purchased goods and services conform to the QMS requirements and in accordance with the relevant regulations such as Republic Act 9184, otherwise known as the Government Procurement Reform Act (GPRA) and the Customized Provincial Procurement Operations Manual (CPPOM)

The purchasing information is provided through the prescribed Purchase Order (PO) form for the procurement of goods and services. The PO contains technical specification and the approve budget for the contract subject for the approval of the head of the procuring entity.

The Provincial General Services Office (PGSO) reviews the adequacy of specified purchasing/outsourcing requirements prior to the approval and processing of requests. Prior to acceptance, procurement personnel evaluate and inspect the purchased products against the technical specifications and when appropriate, secures acceptance by the end-user, or its authorized representative.

The Bids and Awards Committee (BAC) through the BAC-Technical Working Group performs the necessary evaluation, selection and re-evaluation of the performance of the supplier. The evaluation of purchased goods and services shall be done by the supply management division of the PGSO.



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6.2.2 Warehousing

This involves material handling, movement of supplies from one place to another without affecting their value.

Relatively, warehousing entails receipt of materials and equipment and other acquired properties/supplies, arrangement of materials, recording of receipts and deliveries, reconciliation of entries of bin cards with stock cards and with physical count of stocks on hand and care of materials.

6.2.3 Issuance and Utilization

6.2.3.1 **Issuance**- the act of transferring the custodianship of property from one person to another.

6.2.3.2 **Utilization**- the process of promoting greater services and economy in the use of supplies, materials and equipment of the government through efficient and honest procurement, systematic and coordinated transfer of control and recording; proper care, maintenance and repair and appropriate and timely disposal.

Activities of property utilization includes the preparation and issuance of documents, issuance and acknowledgment of items, accounting for the issuance and acknowledgment of the items, preparation of monthly reports and reconciliation of property and accounting records.

Issuance of documents refers to Supplies Availability Inquiry (SAI), Requisition and Issue Slip (RIS), Memorandum of Receipt (MR)/Acknowledgment Receipt of Equipment (ARE), Inventory Custodian Slip (ICS) and Waste Material Report (WMR).

6.2.4 Custodianship

The guardianship of government-owned property by the accountable person which refers to the receipt of supplies and materials and equipment, safekeeping, issuance and repair and maintenance.

Custodianship also means accountability, responsibility and liability of the accountable or responsible officers arising from loss, misuse, damage or deterioration of government property due to fault or negligence in the safekeeping of the materials.



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Accountability, responsibility and liability means an acts or decision, responsibility attached to the position and any consequences arising from illegal or improper act or the non-performance of what one is mandated to do, respectively.

6.3 Infrastructure Management

It is the policy of the PLGU-DdO to determine, provide and maintain the infrastructure needed to deliver services required by the customers. This infrastructure includes workstations, training/conference facilities and equipment, meeting rooms, customer receiving areas, transportation service, computer and internet/intranet facilities, project management and other software, storage facilities and areas for auxiliary services such as photocopying, parking, etc.

6.4 Work Environment

It is the policy of PLGU-DdO to promote the well-being, satisfaction and motivation of its officers and staff with the objective of establishing a quality work-life balance to enable them to work more effectively and efficiently. This is achieved by providing them a work environment that promotes teamwork and knowledge-based learning through sharing of project learning/technologies, inter-office collaboration, and is conducive for working and learning by defining workstations, and formulating and observing quality workplace standards.

The PLGU-DdO has established quality workplace standards patterned on 5S principles.

6.5 Organizational Knowledge Management

It is a policy of the PLGU-DDO to determine, acquire, access and manage the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

Knowledge from Internal sources (e.g., intellectual property, knowledge gained from experience, lessons learned from failures and successful projects, etc.) and External sources (e.g., standards, academia, conferences, etc.) that are deemed to be necessary for the operation of its processes and to achieve conformity of products and services are incorporated in this Quality Manual, the documented Quality Objectives, Needs and Expectations of Relevant Interested Parties, Internal and External Issues, Risk and Opportunity Registers, Quality Plans and Work Instructions ensuring that these are made available to the extent necessary.

Organisational Knowledge in the form of those indicated above shall be considered and updated to the extent necessary in terms of addressing



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needs and trends through a Document Review process done on a semi-annual basis.

6.6. Legal Services Management

DdO provides timely and accurate legal services, advice, and opinion to the DdO by reviewing contracts, agreements, and other legal documents. It also handles any legal proceeding or cases in which the DdO is involved.

6.7. Financial Management

DdO ensures financial resources and reports are completely provided in an accurate & timely manner, by strict adhering to the government's budgeting, accounting, and financial auditing rules and regulations.

6.8. Monitoring and Measuring Resources

Monitoring and measuring resources requiring calibration and/or verification shall be calibrated in accordance with an established Calibration Plan.

Calibration shall be performed against measurement standards traceable to international or national measurement standards by accredited suppliers in accordance with the PLGU - DDO's procurement procedures.

Records of such calibration (i.e., Calibration Certificates) shall be maintained as documented information as evidence of fitness-for-purpose of these monitoring and measurement resources.

Monitoring and measuring resources shall be identified using Control Numbers in order to determine its calibration status vis-a-vis corresponding records of such calibration (i.e., Calibration Certificates). A Masterlist of Inspection, Measuring and Test Equipment (IMTE) shall be implemented for this purpose.

Monitoring and measuring resources shall be stored in their designated locations so that they are safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement result.

In cases that measuring equipment is found to be unfit for use and has been used, JII shall determine if the validity of previous measurement results has been adversely affected and the extent of such. A Request for Action (RFA) shall be prepared for this purpose to facilitate appropriate correction and corrective action.



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7.0 OVERVIEW OF QMS PROCEDURES

7.1 Maintenance of Documented Information

PLGU-DdO has established and maintains a documented information procedure for creation/revision, approval, and issuance of the Quality Manual (QM) and Procedures and Work Instructions. The Maintenance of Documented Information Procedure (QP-01) provides an organized monitoring, distribution, control and updating of procedures and work instructions within the said documents.

All documented information included in the QMS are reviewed and approved for adequacy by concerned Department Head duly acknowledged by the Quality Management Representative (QMR) prior to use. A document that is revised for any reason shall include a revision history, which indicates that the current revision status of documented information is maintained by the Document Controller and shall be made available to all. This will prevent the use of incorrect, valid or obsolete documented information. Only the latest issues of documented information are available at locations where business process operations are performed. Obsolete documented information are identified, retrieved, and properly disposed of, retaining only the obsolete original copy documented information.

Any change in the QMS after its initial approval and issue are subjected to the documented information change procedure in QP-01 Maintenance of Documented Information.

Only documents from external sources used as references shall be identified and made available for use through the Registry of External Documents. Endorsement and maintenance, and updating of these documents shall be implemented in accordance with documented procedures and shall be the responsibility of the Document Controller. The Document Controller shall ensure that only authorized and updated copies of these documents are reviewed and endorsed for use in their area.

The copy distribution of a particular externally-generated document shall be indicated in the Registry of External Documents; otherwise, copies are considered unauthorized and shall not exist.

7.2 Retention and Disposition of Documented Information

The provincial government has established and maintains documented information procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. The procedures are incorporated in QP-02 Retention of Documented Information Procedure.



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All offices/divisions maintain relevant quality documented information to demonstrate achievement of the required quality and effective operation of the quality system.

QMS documented information are legible; stored and retained, in such a way that they are readily retrievable, in storage facilities that provide a suitable environment to prevent damage, deterioration, or loss. Retention periods of documented information are established, recorded and maintained in accordance with the National Archives of the Philippines (NAP) Records Disposition Schedule.

7.3 Operations Planning

The PLGU-Davao de Oro has established procedures and guidelines for the conduct of its annual operations planning. A planning for the implementation of strategies contained within the strategic plan of the province. This is a management tool that ensures current plans, programs and projects are consistently aligned with the province's mandate and strategic directions, as well as its quality policy.

The province's Operations Planning takes into consideration risks and opportunities, identified as to which would affect objectives and targets and serve as input for continuous improvement.

Relevant interested parties or the stakeholders are also identified and their requirements and expectations taken into consideration in operations planning. The responsibility for review and disposition on nonconforming product and/or service is indicated in the Control of Nonconformity Matrix.

Non-conforming services are reviewed in accordance with documented procedures and may be reworked. If a service does not conform to the Terms of Reference or to the agreed output as set forth during the contracting process, the Department Head together with the Project Coordinators should be able to make the necessary correction or corrective measures, as appropriate.

7.4 Control of Non-Conformity and Corrective Action

PLGU-DdO has established and maintains a documented procedure to ensure that the service which does not conform to specified requirements is prevented from delivery to the customer.

DdO QP-03 Control of Non-Conformity and Corrective Action procedure, provides to identify, control and prevent occurrence/recurrence of services that do not conform to specified requirements. Likewise, it is to implement corrective actions to continually improve the effectiveness of the established



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Quality Management System.

The responsibility for review and disposition on non-conforming service is indicated in the Control of Non-conformity Matrix.

Non-conforming services may be detected through or as a result of (but not limited to) the following:

1. Statutory and Regulatory Requirements
2. Customer Service Feedback and Complaint Form
3. Service Realization
4. Audit Activities
5. Management Reviews
6. Suppliers Performance

Non-conforming service is reviewed in accordance with documented procedures and may be reworked.

DdO-QP-03 Corrective Action procedure includes:

- 7.4.1 Effective handling of customer complaints;
- 7.4.2 Investigating the causes of non-conformities and recording the results of such investigations;
- 7.4.3 Determining the corrective actions needed to eliminate the causes of non-conformities;
- 7.4.4 Formulation, application, and implementation of controls to ensure the implementation of corrective actions and its effectivity;
- 7.4.5 Recording changes in procedures resulting from corrective actions;
- 7.4.6 Updating of risks and opportunities determined during planning, if necessary;
- 7.4.7 Use of appropriate information such as audit results, quality records, service reports and customer/client complaints to detect, analyze and eliminate potential causes of non-conformities; and,
- 7.4.8 Ensuring that relevant information on actions taken is submitted for management review.

7.5 Internal Quality Audit (IQA)

The Internal Quality Audit shall be conducted every six months or twice in a year at planned intervals to determine whether the Quality Management System:

- 7.5.1 Conforms with the requirements of the ISO 9001 standard and the quality management system requirements established by the Province of Davao de Oro and;
- 7.5.2 Effectively implemented, maintained and sustained;



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- 7.5.3 An audit plan is formulated, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, and methods are defined. The selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work;
- 7.5.4 A documented procedure is established to define the responsibilities and requirements for planning and conducting audits, establishing records, and reporting results;
- 7.5.5 Records of the audits and their results are maintained;
- 7.5.6 The top management and Heads of Offices ensure that corrective actions are taken without undue delay to eliminate detected nonconformities and their causes; and
- 7.5.7 Follow-up activities include the verification of actions taken and the reporting of verification results.

The documented information on the IQA process is established in DdO-QP-04.

An audit can only be performed by an auditor with formal training on ISO 9001:2015 and 19011:2018 and is independent from the process/activity being audited.

7.6 Management Review (MR)

To ensure continued system effectiveness and alignment with quality policy and objectives, a Management Review (MR) is conducted on an annual basis or as deemed necessary. The documented information on the MR process is established in DdO-QP-05.

The Management Review is conducted to ensure continual improvement and for the continuing suitability, adequacy and effectiveness of the Quality Management System.

The Quality Management Representative (QMR) is responsible for the effective implementation of the QMS and for conducting management review. During the management review meeting, the QMR facilitates reporting of the QMS performance to the top management and shall discuss the following management review inputs:

- The status of actions from previous management reviews;
- Changes in external and internal issues that are relevant to the QMS;
- Information on the performance and effectiveness of the QMS, including trends in:

- 1) Customer Satisfaction and feedback from relevant interested



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- parties;
- 2) The extent to which quality objectives have been met;
 - 3) Process performance and conformity of products and services;
 - 4) Nonconformities and corrective actions;
 - 5) Monitoring and measurement results;
 - 6) Audit Results;
 - 7) The effectiveness of actions taken to address risks and opportunities; and,
 - 8) Opportunities for improvement.

The Top Management shall arrive at a decision considering the following:

- Improvement of the effectiveness of the QMS and its processes
- Improvement of the quality of products and services based on the specific requirements
- Resources needed

7.7 Risk and Opportunity Assessment Procedure

The PLGU-DdO has established a procedure on how to address risks and opportunities that arise from the internal and external issues that can affect the ability of the QMS of the Provincial Local Government of Davao de Oro to meet the intended results defined in the documented Quality Objectives. Actions to address risks and opportunities shall be for the following purposes:

- a) give assurance that the quality management system can achieve its intended result(s);
- b) enhance desirable effects enhance desirable effects of internal and/or external issues on intended results (i.e., opportunities);
- c) prevent or reduce undesired effects of internal and/or external issues on intended results (i.e., risks); and
- d) achieve improvement in the service delivery of the province.

7.8 Control and Monitoring of External Providers'/Suppliers' Performance

Quality Management System (QMS) emphasizes the importance on the control and monitoring of external providers' process, products and services in order to conform to the organization's requirements as one of the vital aspects in the operation.

To determine the performance of the external providers/suppliers, the organization shall establish and apply the evaluation and monitoring criteria based on their ability to provide processes, products and services in accordance with the organization's requirements.



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Suppliers' Performance Management Scorecard is adapted by the agency as tool to be used for the purpose in compliance as to what the QMS standard required. Administering of this tool is conducted every end of the quarter in which the evaluation shall focus on:

- Account Management Efficacy;
- Customer Service, Quality & Delivery;
- Financial Responsiveness; and,
- Working Relationship.

7.9 Change Management

Changes to the quality management system shall be carried-out in a planned manner through the Change Management Procedure that considers the following:

- The purpose of the changes
- The potential consequences of these proposed changes
- The integrity of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities

7.10 Control and Monitoring of External Providers to Conduct Outsource Internal Audits

The organization identifies the need to apply outsourced process as a strategy in the conduct of its operations and Quality Management System (QMS). It will be carried out by external providers outside the managerial control of the provincial government.

This procedure shall apply to the PLGU-DdO Quality Management System and covers the outsourcing of internal audit to processes that cannot be audited by the Internal Quality Audit due to lack of material time or on circumstances that would warrant external help in order to comply with the evaluation and monitoring of development of the performance of the various organizational processes.

7.11 Quality Workplace Standard

The procedure is to provide 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:

- Build a culture of continuous improvement towards ensuring quality workplace;
- Sustain workplace cleanliness, orderliness, and safety;



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- Ensure conformity to service requirements; and,
- Achieve improvement in the service delivery of the province.

7.12 Guidelines in Monitoring and Measuring Customer Feedback

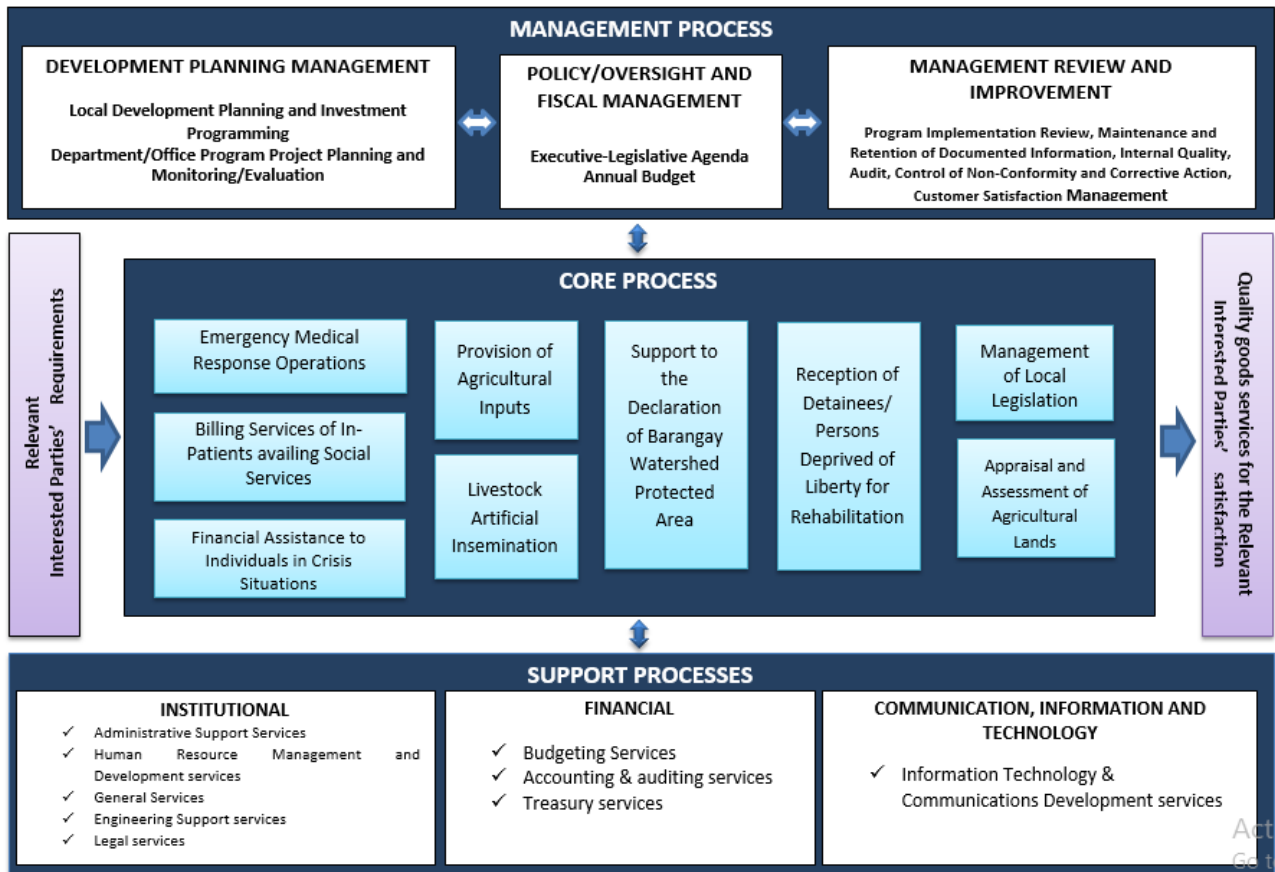
The purpose of the procedure is to provide guidelines in monitoring, gathering, and analysis on customer’s feedback.

The Anti-Red Tape Team will review, hear and decide issues and complaint that affects the efficient service delivery of the Province of Davao de Oro.

8.0 PLGU-DdO BUSINESS PROCESS AND PROJECT MANAGEMENT SYSTEM

The PLGU-DdO Service Process Model (Figure 3) revolves around the satisfaction of its relevant interested parties, who are the key consideration for its programs and services. PLGU-DdO derives inputs for its programs from its various clients and its major final outputs, in terms of programs and services, go back to its clients.

Figure 3. PLGU-DdO Service Process Model





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8.1 Management Processes

8.1.1 Development Planning and Investment Programming

The Provincial Government of Davao de Oro follows a planning cycle. Foremost are the Local Development and Physical Framework Planning. The output of this planning is the Provincial Development and Physical Framework Plan (PDPFP) - a document that identifies strategies and corresponding PPAs that serve as primary inputs to the provincial investment programming, budgeting and implementation. It is preceded by Local Development Investment Programming, the outputs of which are the Provincial Development Investment Program (PDIP) and the Annual Investment Program (AIP). PDIP is a basic document linking the development plan to the budget for provinces. It contains the prioritized list of PPAs which are derived from the PDPFP matched with financing resources, and to be implemented with a three to six-year period. AIP refers to the annual slice of the PDIP, which constitutes the total resource requirements for all Programs, Projects, and Activities (PPAs) consisting of the annual capital expenditure and regular operating requirements of the LGU.

Prior to the formulation of PDPFP, PDIP, AIP and other sectoral and thematic plans, the Province determines external and internal issues that may have an impact on its strategic directions and its ability to achieve its quality objectives and the intended results of its QMS. It also takes into consideration results of the monitoring of the effectiveness of the QMS, the evaluation of actions to address risks and opportunities and results of the customer satisfaction survey and feedback.

The various departments and offices conduct pre-planning activities to assess the environment in which it operates (including considering various risks, their possible effects or impact on the Province, its operations, and management options), evaluate performance, gather information on clientele and stakeholder requirements and expectations, and review and align future directions. These inputs are processed during the planning process to come up with the Province's strategic directions and objectives and target outputs.

Local development planning and investment programming also takes into consideration its various stakeholders and their needs and expectations of the Province. In order to streamline and harmonize the planning activities of the Province, its quality



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planning and setting of quality objectives is already incorporated in its corporate planning activities.

Outputs of the planning process include, among others, strategies for business and operational improvement, pursuit of Province mandates, service innovations, and enhancements for a more clientele-focused service.

8.1.1.1 **Local Development Planning and Investment Programming-**

The output of these planning activities are the Provincial Development and Physical Framework Plan (PDPFP), Provincial Development Investment Program (PDIP), and the Annual Investment Program (AIP). PDPFP is a document that identifies strategies and corresponding PPAs that serve as primary inputs to the provincial investment programming, budgeting and implementation. PDIP is a basic document linking the development plan to the budget for provinces. It contains the prioritized list of PPAs which are derived from the PDPFP matched with financing resources, and to be implemented with a three to six-year period. AIP refers to the annual slice of the PDIP, which constitutes the total resource requirements for all Programs, Projects, and Activities (PPAs) consisting of the annual capital expenditure and regular operating requirements of the LGU.

8.1.1.2 **Department/Office Planning and Monitoring & Evaluation-**

For a province, the delivery of basic services and facilities as enumerated in Section 17 of the Local Government Code is carried out by the various departments of the executive branch of the provincial government. These departments conduct project identification and development pertaining to their respective development sectors, namely: to the social, economic, infrastructure, environment, and institutional sectors, which will be subjected to prioritization process in the regular planning and investment programming of the provincial government. The submission of quarterly and annual physical and financial accomplishments, using a prescribed form, of all programs and projects are required from all offices and departments. These reports are utilized in measuring the effectiveness and efficiency of programs and project implementation.

Likewise, each department is required to submit an Office Performance Commitment Report stating the targets and



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accomplishments of the department with quality, efficiency and timeliness as performance dimensions.

8.1.2 Policy and Oversight

8.1.2.1 **Provincial Development and Physical Framework Plan (PDPFP)**- a planning document that identifies strategies and corresponding PPAs that serve as primary inputs to the provincial investment programming, budgeting and implementation. PDPFP also links development objectives with regional and national policies and priorities.

8.1.2.2 **Provincial Development Investment Plan (PDIP)**- a six-year planning document that ranks and prioritizes programs, projects and activities (PPAs) proposed in the PDPFP and matches the prioritized project list with the investment financing capacity of the province.

8.1.2.3 **Executive-Legislative Agenda (ELA)** - an integrated plan that contains the major development thrusts and priorities of both the executive and legislative branches towards a common vision for the locality. Formulated right after the assumption of office of the new set of elected local officials, ELA was conceived as a powerful vehicle for effective governance.

8.1.2.4 **Annual Investment Plan (AIP)**- AIP refers to the annual slice of the PDIP, which constitutes the total resource requirements for all Programs, Projects, and Activities (PPAs) consisting of the annual capital expenditure and regular operating requirements of the LGU.

8.1.2.5 **Annual Budget** - This refers to the financial plan embodying the estimates of income and expenditures for one (1) calendar year. Presently, the definitive guide for LGUs on the entire budget process, including preparation of annual and supplemental budgets is the 2016 Edition Budget Operations Manual (BOM) for LGUs and Local Budget Memorandum (LBM) No. 78.

8.1.2.6 **Covid-19 Health Protocols**- This refers to the Memorandum Order No. 00591, Series of 2020, entitled "Employees Covid-19 Health Protocols" to prevent and control the transmission of the virus in the workplace. Government transactions and services of the Provincial Government continued, but with strict observance of the



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required precautionary measures together with the implementation of the Alternative Work Arrangements as per guidelines set by the Civil Service Commission.

Moreover, the Department of the Interior and Local Government issued MC 2021-053 which outlines the guidelines of the Safety Seal to increase compliance with the minimum public health standards set by the government in relation to the threat brought by COVID-19.

8.1.3 Management Review and Improvement

8.1.3.1 Program Implementation Review- structured review conducted to determine whether objectives were met at a specified time frame for the conduct of various activities; to determine the facilitating factors contributing to a successful implementation, determine the deterring factors why an activity was not conducted and what are the emerging concern that arose during the project implementation process.

8.1.3.2 Maintenance and Retention of Documented Information- it is the policy of PLGU-DdO to ensure that pertinent documented information are properly identified, updated, approved and made available at points of use and to ensure that documented information of external origin are identified and controlled during distribution.

A Quality Procedure for this process is prepared to provide guide on how to carry on the task of maintaining all documented information to ensure that appropriate versions of documented information are identified and made available at point of use. It also aims to ensure that documented information of external origin is identified and their distribution controlled.

8.1.3.3 Internal Quality Audit – shall be conducted at planned intervals to provide information on whether the DdO-QMS conforms to its own organizational requirements and to the requirements of ISO 9001:2015 and 19011-2018 and whether it is effectively implemented and maintained. The IQA Procedure shall serve as a guide of the audit Team in the conduct of the audit.

8.1.3.4 Control of Nonconformity and Corrective Action - This process shall cover all corrective actions that can be done



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to address a nonconformity which can affect the DdO Quality Management System. This procedure shall establish the requirements for reviewing nonconformities (including customer complaints); determining the causes of the detected and potential nonconformities; evaluating the need for action to prevent the occurrence and recurrence of a nonconformity; determining and implementing action needed; recording of the results of action/s taken; reviewing the effectiveness of the corrective actions taken; defining the controls and related responsibilities and authorities for dealing with nonconforming services.

8.2 Core Processes

8.2.1 Emergency Medical Response Operations - This service aims to attend to the needs of the constituents of Davao de Oro during an emergency medical situation to save lives in all man-made and natural hazard emergency within the Provincial Disaster and Risk Reduction Management catchment area.

8.2.2 Financial Assistance to Individuals in Crisis Situations- the provision of integrated services to individuals and families in Crisis or difficult situation such hospitalization/medical needs, funeral/burial needs and victims of fire or calamity. Further, financial assistance is the provision of monetary support in the form of outright cash and/or referral letter to augment and defray the resources of the client in order to address immediate need during such condition.

8.2.3 Billing Services of In-patients availing Social Services-The process involves timely and accurate computation of hospital charges pertaining to medical procedures and services provided patients within their hospital stay.

8.2.4 Provision of Agricultural inputs- The distribution or release of high yielding, superior quality and disease – free laboratory and farm produced such as fingerlings, seeds, seedlings, bio fertilizer and pesticide which is affordable and available to smallholder farmers and individual fisher folk, association and cooperative in the province which aims to increase productivity of farmers and fisher folk clients.

8.2.5 Livestock Artificial Insemination-The service aims to inseminate potential female ruminant animals using frozen high quality processed semen to improve the genetic characteristics of local



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breeds thus producing an upgraded high performance offspring(in terms of meat and milk production).

8.2.6 Support to the Declaration of Barangay Watershed Protected

Area- Critical watershed area refers to micro watershed area in the barangay which is the source of potable water in one or more puroks in the barangay. The Declaration of Barangay Watershed Protected Area is intended to ensure that critical watershed areas of barangays are protected from illegal activities like timber poaching, mining and unsustainable farming practices. This will be made possible with enabling instruments that will be crafted specifically, a Barangay Ordinance, Site Management Agreement entered into between the occupants and the BLGU and the Memorandum of agreement entered into by partner institutional implementers.

8.2.7 Reception Of Detainees/Persons Deprived of Liberty for Rehabilitation - a laid down step by step services in receiving detainee/s for rehabilitation, reforming and helping them go back to the mainstream of society .

8.2.8 Management of Local Legislation - A participatory process and interaction of the Sangguniang Panlalawigan with the Executive Department, Local Government Units, National Government Agencies, and Civil Society resulting in legislative actions through resolutions and ordinances that promote the general welfare of the province and its inhabitants pursuant to section 16 of Republic Act 7160 otherwise known as the Local Government Code of 1991 and in the proper exercise of its corporate powers as provided for under section 22 of the same code.

8.2.9 Appraisal and Assessment of Agricultural Lands- Appraisal and assessment of all agricultural lands are in accordance with the approved or duly enacted Schedule of Fair Market Values pursuant to Section 212 of R.A. No. 7160 and Section 219 of the same code in the conduct of frequent ocular inspection to determine if all agricultural lands are properly assessed and listed.

8.3 Support Processes

8.3.1 Institutional

8.3.1.1 Administrative Support Services- the Provincial Administrator's Office is the lead department in the provincial government in promoting quality management



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and high standards to all public services and uplifting reform in the bureaucracy. The office strengthens and upholds synergy support services to all offices. It ensures that all systems, policies, plans, and programs are aligned with, and in accordance with PLGU's core values, principles of transparency and accountability, vision, mission, goals and objectives. This is through a regular monitoring and evaluation of actual services and performance, developing new systems and initiatives or "better ways of doing things" of the various provincial government offices.

- 8.3.1.2 Human Resource Management and Development Services-** the PHRMD services assist in the achievement of the province's strategic thrusts, performance goals and objectives by ensuring adequacy of human resource with the right competencies to deliver development products and services. It also administers personnel-concerns to ascertain well-being while at work. The PHRMDO is responsible for recruitment, selection and placement; Learning and development; performance management; rewards and recognition; employee's payroll, leave administration and benefits; career pathing and succession planning; employee welfare/wellness; HR records management and maintenance; HR policy-formulation, design and implementation; and implementation of HR-related government initiatives, policies, laws, rules and regulations.
- 8.3.1.3 General Services-** Takes charge of the general services and procurement of supplies and material for the use of the province in the discharge of services.
- 8.3.1.4 Engineering Support Services-** Provides the repair and maintenance of motor vehicles and equipment of the provincial government of Davao de Oro.
- 8.3.1.5 Legal Services-** Render legal opinion in writing on any question of law when requested to do so by the LCEs, Sanggunian and other department heads; Represent the LGU in all civil actions and special proceedings.

8.3.2 Financial

- 8.3.2.1 Budgeting Services-** Takes charge in maintaining the Registry of Appropriation, Allotment and Obligation (RAAO) and certifies as to existence of Appropriation; Assists the



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Sanggunian in reviewing the approved budget of component local government units.

8.3.2.2 Accounting & Auditing Services- Takes charge of the installation and maintenance of financial internal audit system which ensures that Government expenditures are in accordance with auditing rules and regulations through examination and verification of the correctness and completeness of supporting documents and computations.

8.3.2.3 Treasury Services- Takes charge in the disbursement of all Local Government funds and such other funds, the custody of which may be intercede by law or other competent activity.

8.3.3 Communication, Information and Technology

8.3.3.1 Information Technology and Communications Development Services- Provides support to different core offices in ensuring efficient functionality of IT equipment to achieve quality service to client as stipulated in the quality management system.

9.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

9.1 Monitoring and Measurement

As a mechanism to measure the performance of the established Quality Management System, the PLGU monitors the implementation of programs, projects and activities pertaining to its management, core and support processes through the periodic conduct of Internal Quality Audits (as defined under QP-04).

The PLGU also monitors actions taken to manage risks and opportunities and the effectiveness of those actions.

Likewise, to monitor the product / service outcomes in terms of meeting the clientele requirements and expectations at different stages of its service delivery or program/project implementation, periodic gathering of customer feedback and perception are conducted through any of the following approaches:

9.1.1 Establishment of Front Desk Officer

The provincial government of Davao de Oro, issued an Executive Order EO.0010.2020 for the establishment of front desk officer in every offices, to ensure that needs and expectation of internal and



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external stakeholders conducting official business and undertaking shall be attended, facilitated and assisted.

9.1.2 Client Feedback and Complaint

The determination of clientele satisfaction is designed to measure and monitor performance of the province's services in terms of meeting the clientele requirements and expectations.

9.1.2.1 Client Feedback Form

The Province establishes a feedback mechanism, by requiring its clienteles to fill-up the feedback and complaint form designed to measure satisfaction rating on service delivered and in determining various concerns, inquiries, requests or complaints from internal and external stakeholders of the province. And with the onset of the pandemic, an enhanced online feedback and complaints mechanism is established.

9.1.2.2 Review of Feedback and Complaints

All offices on a monthly basis shall provide summary report including comments. The result of the survey will be transmitted to the Anti-Red Tape Team Secretariat, for information and appropriate action. In accordance with Executive Order No. 53-2019, issued by the Governor, the Anti-Red Tape Team shall receive, review, hear and decide any issues and concern that affect the efficient Government service Delivery. Results of evaluations are used to improve/enhance the delivery of services and program and project implementation in the future. The gathering of clientele feedback during project implementation and evaluation are used to ensure that clientele's acceptance of project outputs or service delivery is satisfactory.

9.1.4 Performance Monitoring

The Performance Monitoring Results matrix shall be used as a tool for monitoring whether the objectives and targets are vis-à-vis the results are accomplished. Remarks shall also be indicated if there are significant information that enable, hinder or deter the accomplishment of such goal.

9.2 Data Analysis and Improvement

The Province uses applicable statistical techniques and tools to establish, control and verify process capability and characteristics. Data on clientele feedback and complaint survey, conformity to product and process requirements and supplier performance are analyzed on a regular basis.



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Graphs, diagrams, and trend analysis are the most common tools used for data analysis depending on the information needs of management.

Continual improvement is a permanent objective of the province. As such, various inputs are considered for continual improvement such as quality policy, objectives, audit findings, analysis of performance data, corrective actions and performance review meetings.

Actions taken on risks and opportunities are likewise assessed for effectiveness and suitability and the results of such assessment are taken as inputs to continuous improvement and planning.