MEMORANDUM
DM-OUHROD-2023-0110

TO	:	**REGIONAL DIRECTORS** *(Regions II, III, IV-A, IV-B, V, VI, VII, VIII, IX, X, XII, CARAGA, and CAR)*
FROM	:	**GLORIA JUMAMIL-MERCADO**

Undersecretary for Human Resource and Organizational Development,
National Educators Academy of the Philippines, and
Teacher Education Council Secretariat

SUBJECT	:	**Conduct of Technical Guidance on QMS Implementation and Readiness Assessment**
DATE	:	20 January 2023

To ensure the effective implementation of the Quality Management System (QMS) in conformance with the requirements of ISO 9001:2015 and the National QMS (NQMS) Standards at the Regional Offices (ROs) and its operating units, the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) with the assistance of the Development Academy of the Philippines (DAP) will **conduct Technical Guidance on QMS Implementation and Readiness Assessment to the following Regional Offices**:

Activity	Regional Office	Date of visit
QMS Technical Guidance Implementation	1. RO VII – Central Visayas	January 31 – February 2, 2023
	2. RO X – Northern Mindanao	February 2-4, 2023
	3. RO VI – Western Visayas	February 7-9, 2023
	4. RO XII – SOCCKSKARGEN	February 9-11, 2023
	5. Cordillera Administrative Region (CAR)	February 13-15, 2023
	6. RO IV – B MIMAROPA	February 21, 2023

Activity	Regional Office	Date of visit
	7. Region III – Central Luzon	February 22-24, 2023
	8. RO IV-A CALABARZON	April 3, 2023
Readiness Assessment	9. RO VIII – Eastern Visayas	February 27 – March 1, 2023
	10. CARAGA	March 2-4, 2023
	11. RO IX – Zamboanga Peninsula	March 6-8, 2023
	12. RO V – Bicol Region	March 9-11, 2023
	13. RO II – Cagayan Valley	March 13-15,2023

The technical guidance aims to determine the adequacy of QMS implementation vis-à-vis the established documentation and address gaps, if any, while the readiness assessment aims to determine the extent and correctness of conformance of the NQMS documentation and implementation against the applicable requirement of the ISO 9001:2015 Standards. The activity will be conducted by **two (2) representatives each from the DAP and NQMS Secretariat**.

With this, we would like to request the *ROs to prepare the Planning Documents and Operations Manual of each functional division*, and the attendance of the following personnel on the aforementioned schedule:
1. RO Top Management
2. Heads of the Functional Divisions and Units
3. QMS Teams
4. All others concerned

Attached for your reference is the Program Design (Annex A).

For questions or clarification, please contact Ms. Mary Lisette P. Villas or Ms. Krizia D. Rodriguez of BHROD-OED through telephone at (02) 8633-5375 or email at nqmssupport@deped.gov.ph.

[BHROD-OED/ Villas]

Annex A: Program Design for Technical Guidance and Readiness Assessment

For ROs II, III, V, VI, VII, VIII, IX, X, XII, CARAGA, and CAR

TIME	DAY 0	Day 1	Day 2
8:00 – 9:00	*Travel going to venue*	**Management Processes:** • Quality Management Representative (QMR) • QMS Teams • Office of the Regional Director (ORD) • Policy Planning and Research Division (PPRD)	*Travel back home*
9:00 – 9:30			
9:30 – 10:30			
10:30 – 10:45		**HEALTH BREAK**	
10:45 – 12:00		**Core Processes:** • Curriculum and Learning Management Division (CLMD) • Human Resource and Development Division (HRDD)	
12:00 – 1:00		**LUNCH BREAK**	
1:00 – 2:00		**Support Processes:** • Field Technical Assistance Division (FTAD) • Public Affairs Unit (PAU) • Finance Division (FD)	
2:00-3:00	Courtesy Call to RO Officials		
3:00 – 3:15	Opening Program	**HEALTH BREAK**	
3:15 – 4:15		**Support Processes:** • Quality Assurance Division (QAD) • Education Support Services Division (ESSD) • Administrative Service Division (ASD)	
4:15 – 5:00			

For ROs IV-A CALABARZON and IV-B MIMAROPA

TIME	Day 1
8:30 – 9:00	**Management Processes:** • Quality Management Representative (QMR) • QMS Teams • Office of the Regional Director (ORD) • Policy Planning and Research Division (PPRD)
9:00 – 9:30	
9:30 – 10:30	
10:30 – 11:15	**Core Processes:** • Curriculum and Learning Management Division (CLMD) • Human Resource and Development Division (HRDD)
11:15-12:00	

TIME	Day 1
12:00 – 1:00	**LUNCH BREAK**
1:00 – 2:00	**Support Processes:** • Field Technical Assistance Division (FTAD) • Public Affairs Unit (PAU) • Finance Division (FD) • Quality Assurance Division (QAD) • Education Support Services Division (ESSD) • Administrative Service Division (ASD)
2:00-3:00	
3:00 – 4:00	
4:00 – 5:00	