



QUALITY MANUAL

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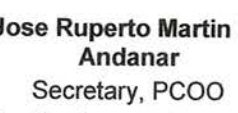
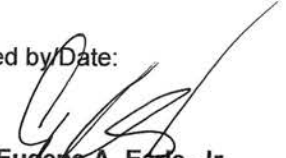
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ISO 9001:2015

QUALITY MANUAL ISSUANCE NO.: 1

PCOO-Administration & Finance	Quality Manual		
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PCOO Administration & Finance	Quality Manual		
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The Presidential Communications Operations Office (PCOO), then called the Office of the Press Secretary, was created on 1 September 1986 under Memorandum Order No. 32. PCOO is the lead communications arm of the Government and a vehicle of understanding for a well-informed and enlightened citizenry, proud of its heritage and attuned to global realities.


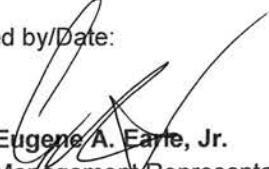
PCOO's mission is to:

1. To serve as the primary vehicle for consciousness-raising, constituency building, and social mobilization in support of the policies, programs and projects of the Presidency.
2. To serve as a tool for informing, educating, enlightening the citizenry about matters of national importance for inspiring the citizenry to deepen their civic engagement.

To serve as the premier arm of the Executive Branch in engaging and involving the citizenry and the mass media in order to enrich the quality of public discourse in all matters of governance and build a national consensus thereon.

The function of the Office of the Undersecretary for Administration and Finance is the coordination of programs and projects of the Office and is responsible for the economical, efficient and effective administration. Specifically, the Office of Administration and Finance of PCOO shall monitor and control capital, human and financial resources of the Office to ensure optimum utilization in support of the operational activities of the different units. It shall have two (2) services each headed by a Director III: (1) Financial and Management Service and (2) Administrative Service.

1. Financial and Management Service – advises and assists the Undersecretary for Administration and Finance on budgetary and financial matters. It has the following divisions: Accounting, Budget and Cash.
2. Administrative Services – shall be responsible for the General Services Division and Human Resources Division.



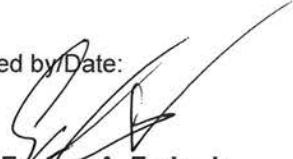
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3. General Services Division - shall be responsible for the provision of services relating to maintenance, motor pool, records management, and custodial and general utility services for the Office.
4. Human Resources Division – shall primarily be responsible in managing the organizational function and issues that deal with people such as hiring, compensation, training and development, and employee discipline, separation and retirement. It shall be responsible for ensuring the efficiency of the organization in terms of its structure, manpower, methods, procedures and systems. It shall facilitate in implementing effective ways of organizing the workforce by the adoption of a specific strategy in the areas of leadership, career planning, performance management, job satisfaction and motivation, employee engagement and retention. The HR Division shall have three (3) sections:
 - a. Personnel – administrative management of employee requirements concerning attendance, leaves of absence, appointments, promotions, transfers, hiring, selection, personnel records, compensation and benefits.;
 - b. Training and Development - involves the acquisition of knowledge, sharpening of skills, concepts, rules, or changing of attitudes and behaviors' to enhance the performance of employees. Moreover, the section shall be responsible for coordinating with the Civil Service Commission for employee-related updates; and
 - c. Employee Relations – concerned with maintaining employer-employee relationships that contribute to satisfactory productivity, motivation, and morale. Essentially, Employee Relations is concerned with preventing and resolving problems involving individuals who arise out of or affect work situations. This section is responsible for employee welfare services, GAD and employee communications.

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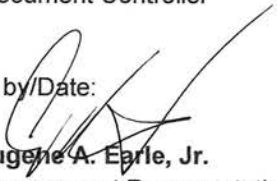
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This Quality Manual describes PCOO's Quality Management System (QMS) and demonstrates the Agency's conformance to the requirements contained in ISO 9001:2015. This manual also demonstrates the Agency's compliance with relevant statutory and regulatory requirements.

The objectives of this Quality Manual are the following:

- To serve as reference for all regular and project-based employees on the Agency's implementation and maintenance of its Quality Management System standards;
- To enable management to monitor the implementation and effectiveness of the policies and procedures of the Agency; and
- To establish methods for improving the Agency's Quality Management System in order to meet customer needs and exceed customer expectations.

This Quality Manual shall be updated whenever there are changes in the ISO 9001 standards or the Quality Management System of PCOO. Upgrading of the Quality Manual issuance number is done when there is a major change in the ISO 9001 standards or PCOO's QMS.

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| Copy No. 3 | - Quality Management Representative (QMR) |
| Copy No. 4 | - General Services Division (GSD) |
| Copy No. 5 | - Budget Division (BD) |
| Copy No. 6 | - Accounting Division (AD) |

Staff shall ensure that the contents of this Quality Manual are known, understood and internalized by all employees of their respective division/regions/offices; and that all policies stated are implemented.

This Quality Manual is available for inspection by PCOO's existing and potential clients, third party auditors and regulatory agencies.

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PCOO-Administration & Finance	Quality Manual		
Clause 1: Scope	1.1 Scope of Audit		
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The scope Presidential Communications Operations Office Quality Management System and ISO 9001:2015 external and internal audit cover the Administration and Finance Division is included in this scope.

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Clause 1: Scope	1.2 Permissible Exclusions		
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All clauses of ISO 9001:2015 are applicable to the Quality Management System of the Presidential Communications Operations Office (PCOO).

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Clause 2:	Normative References		
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The succeeding normative references are used in the establishment, implementation and improvement of PCOO's Quality Management System; and in the development and maintenance of this Quality Manual:

- Executive Order No. 4 (s. 2010)
- ISO 9000:2005
 - *Quality management systems – Fundamentals and vocabulary*
- ISO 9001:2008
 - *Quality management systems – Requirements*
- ISO 9004:2010
 - *Managing for the Sustained Success of An Organization: A Quality Management Approach*
- ISO 19011:2011
 - *Guidelines for Auditing Management Systems – Requirements*
- Ads Standards Council for Responsible Advertising -Guidebook
- Broadcast Code of the Philippines
 - *Kapisanan ng mga Brodkaster sa Pilipinas (KBP)*
- Civil Service Commission (CSC)
 - Qualification Standards
 - Strategic Performance Management System (SPMS)
 - Revised Rules on Administrative Cases in the Civil Services (RRACCS)

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- Journalists' Code of Ethics – Philippine Press Institute (PPI)
- New Government Accounting System (NGAS)
- Philippine Association of National Advertisers (PANA)
- Republic Act No. 9184
 - *The Government Procurement Act*
- Republic Act No. 9470
 - *The National Archives of the Philippines Act 2007*
- Republic Act No. 9485 and its Implementing Rules and Regulations
 - *Anti-Red Tape Act of 2007*
- Inter-agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems Memorandum Circular No. 2017-1 (9 March 2017)
- Government Quality Management Committee (GQMC) Memorandum Circular No. 2017-1 (23 June 2017) and Memorandum Circular No. 2016-1 (7 December 2017)

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Clause 3:	Terms and Definitions		
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List and define abbreviations and important terms used in the Quality Manual.

IEC Information, Education and Communication;

Refers to strategies, approaches and methods that empower the target audience with information to make decisions, modify behaviors and change social conditions concerning a specific problem and within a predefined period of time.

IEC Materials Information strategies and tools in support of the IEC such as

- o Mass Media e.g. TVC and RC
- o Printed Materials
- o Collaterals (give-aways)
- o Community and Mass Media Events
- o Innovative Ideas (New Media)

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Clause 4: Quality Management System	4.1 General Requirements		
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As part of its commitment to continuously improve its organization and consistently deliver client satisfaction towards the ultimate goal of national development, the Presidential Communications Operations Office (PCOO) has established, documented, implemented and maintained a Quality Management System (QMS) in accordance with the requirements of the International standard ISO 9001:2015.

The QMS consists of the key processes for PCOO Administration & Finance...

Criteria and methods are determined to ensure the effective operation and control of these processes as set and provided by the Agency.

The business process is monitored, measured where applicable and analyzed using the results of the Management Review, Customer Satisfaction Feedback and Internal Quality Audit. Actions necessary to achieve planned results and continual improvements of these processes are implemented.

When PCOO chooses to outsource any process that affects product conformity to requirements, the Agency shall ensure control over such processes. The type and extent of control to be applied to these outsourced processes are defined under clause 7.4

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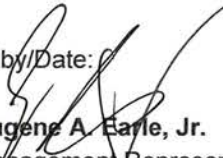
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PCOO Core Functions/Service Functions

Media Operations Services

- Admin
 - Personnel
 - Training
 - Motorpool
 - Maintenance
 - Records
 - Property
 - Cash
- Finance
 - Budget
 - Accounting

Based on the agency mandate the thrust of agency head and upon receipt of client requirements, the PCOO management implements the planned sequence and arrangements of both core and support processes.

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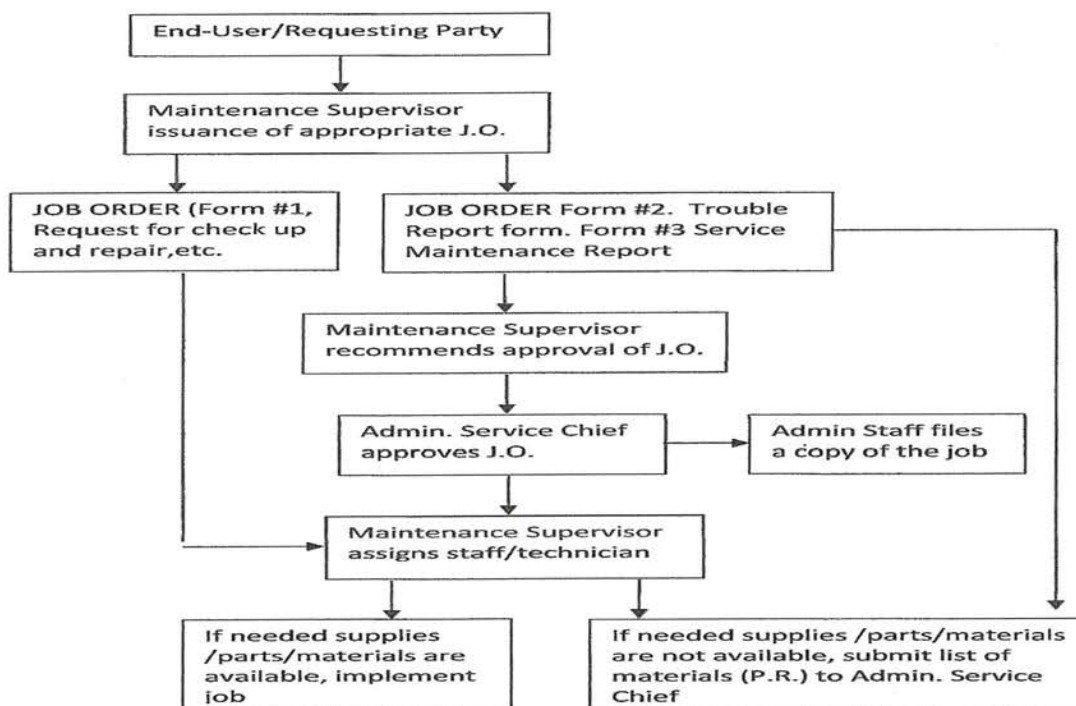
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PCOO BUSINESS PROCESS DIAGRAM

ADMINISTRATIVE DIVISION – MAINTENANCE SECTION

**Flow chart
For check up and repair**



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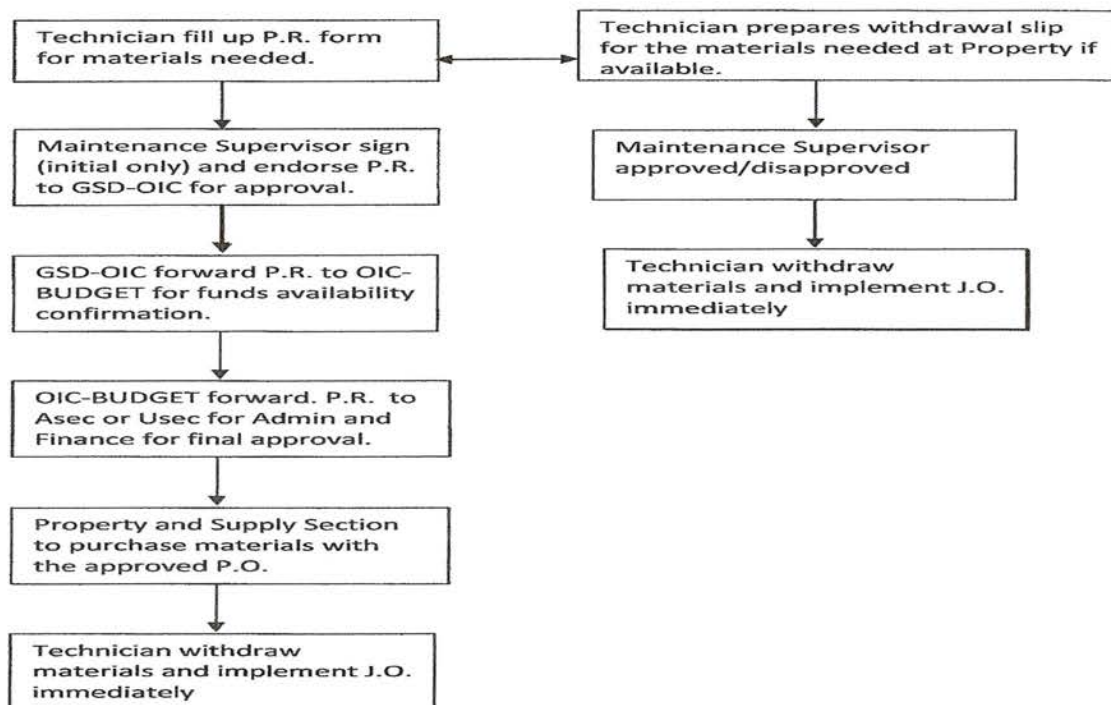
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ADMINISTRATIVE DIVISION – MAINTENANCE SECTION

**Flow chart
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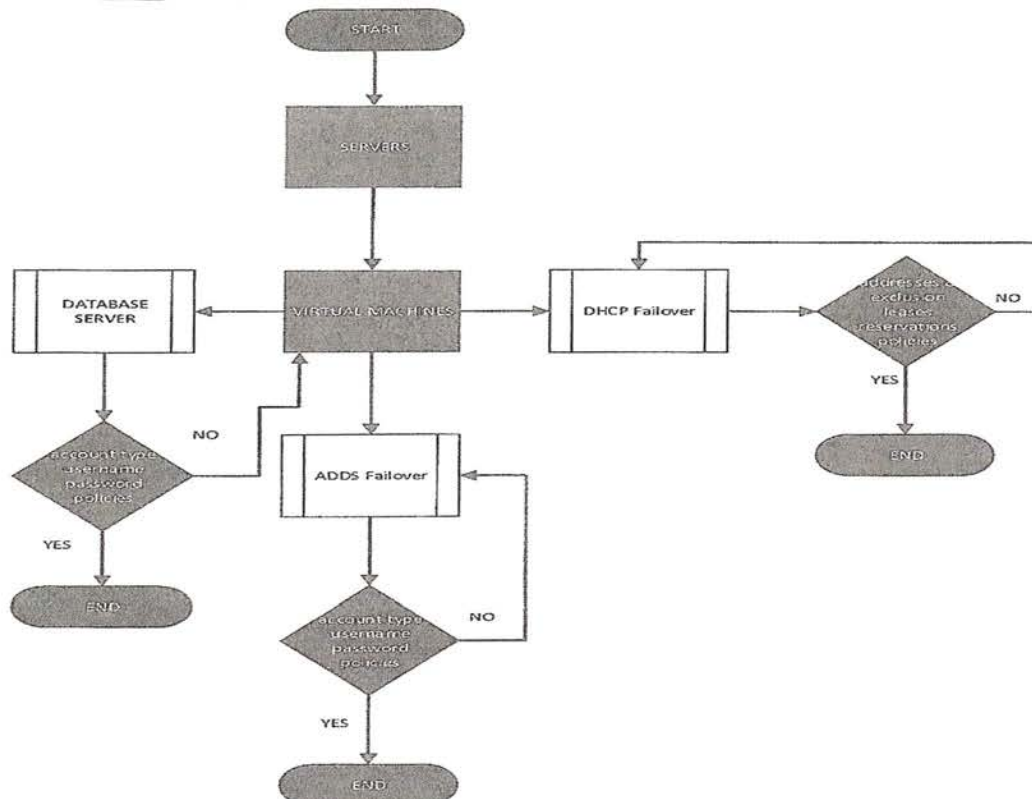
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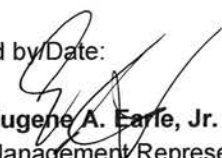
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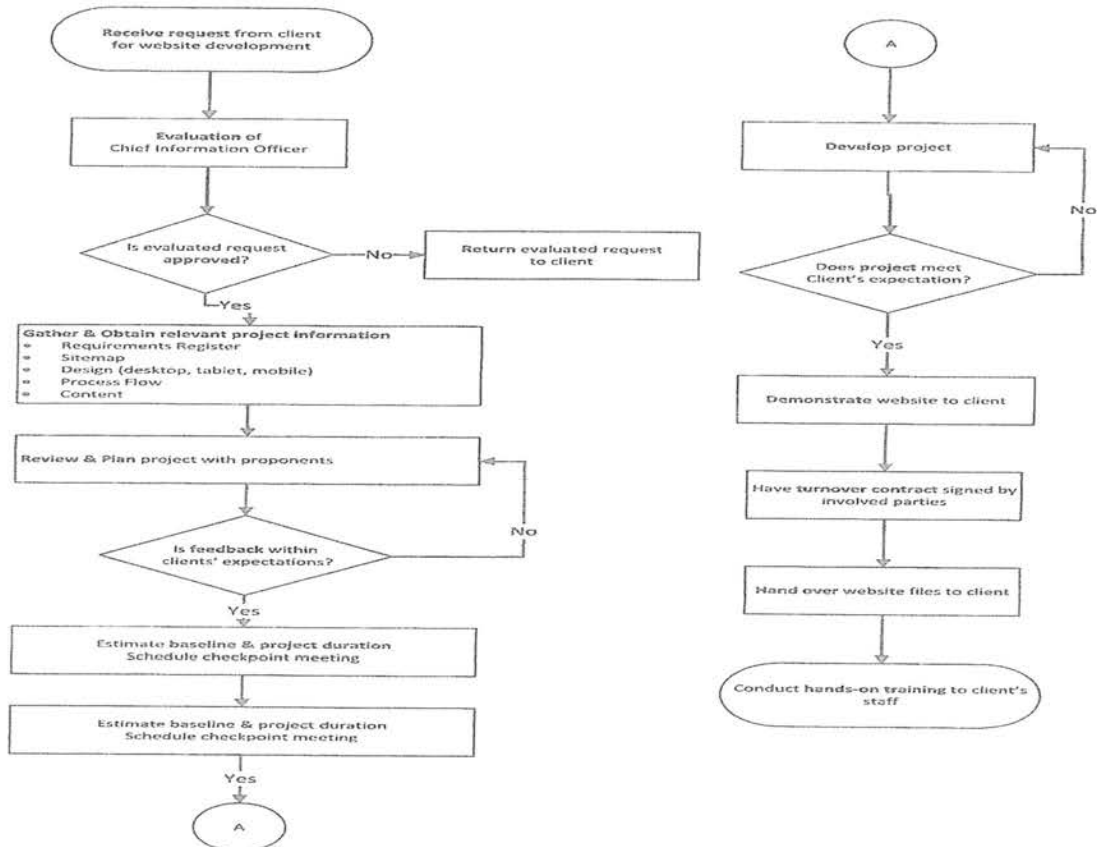
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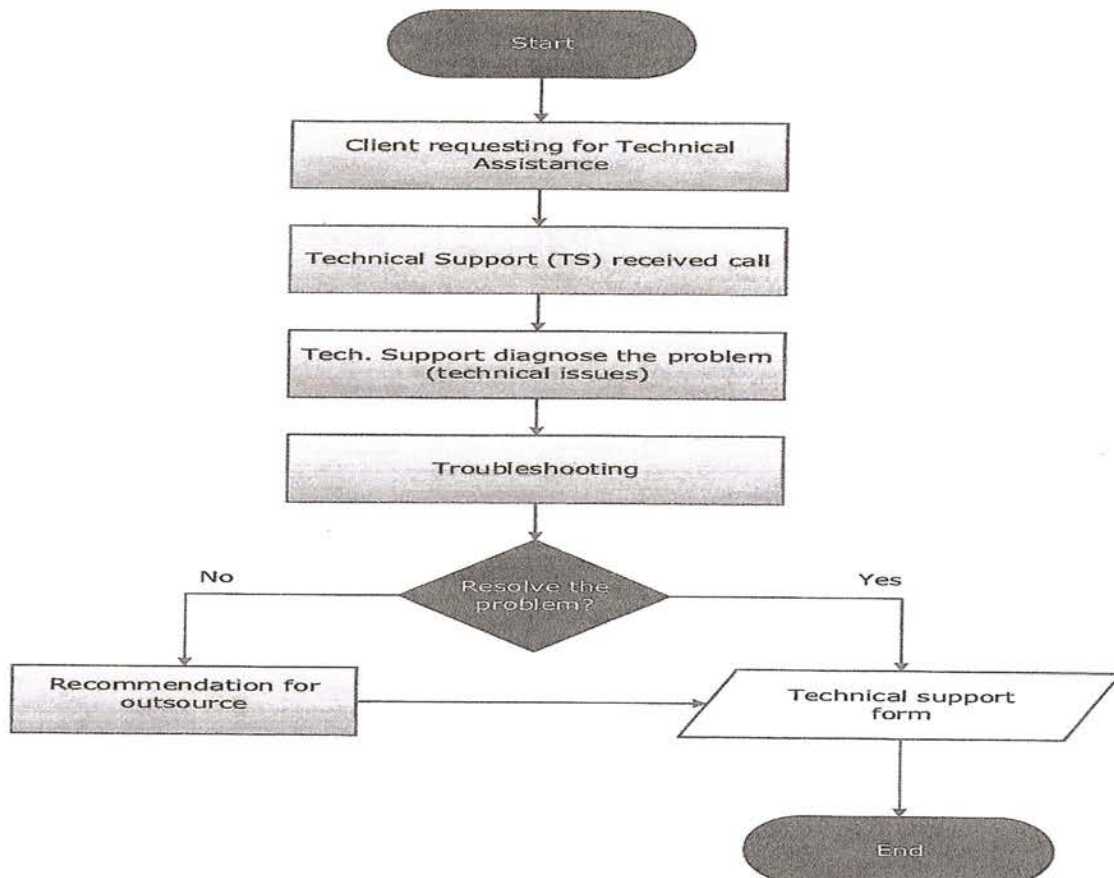
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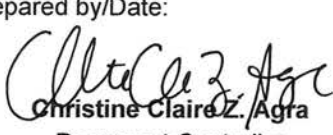

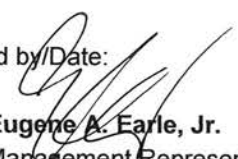
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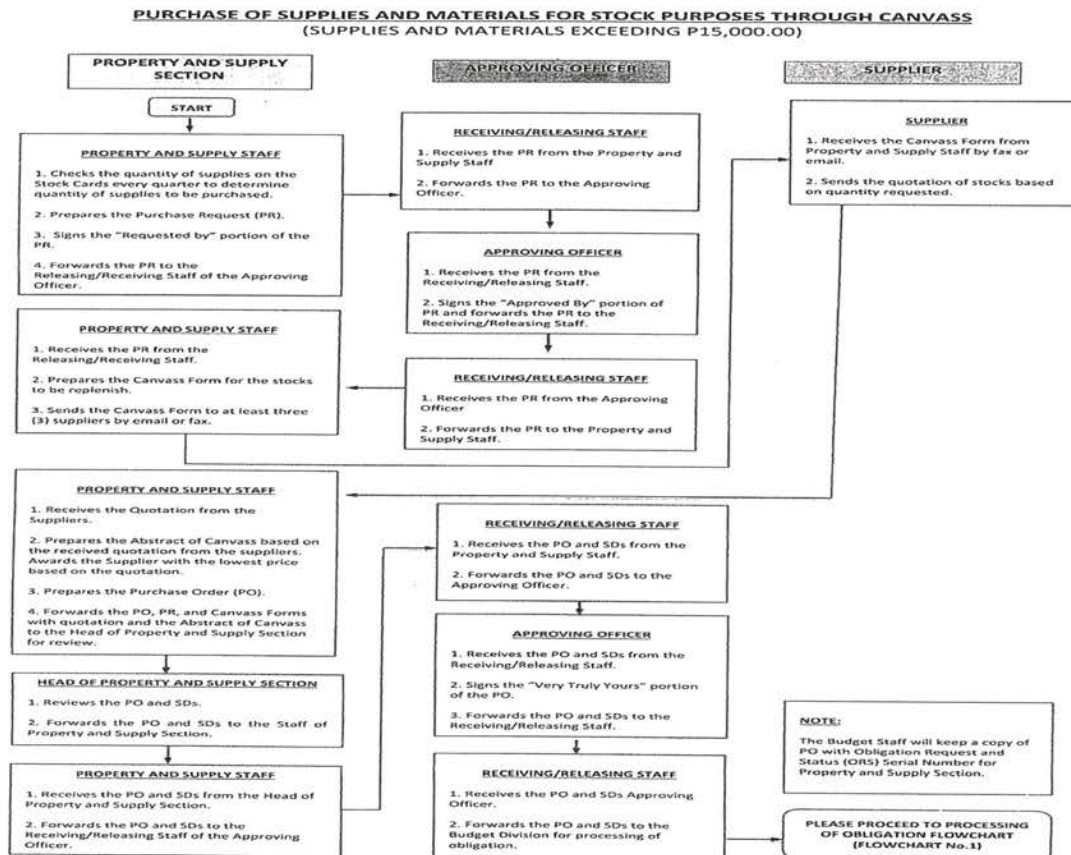
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ADMINISTRATIVE DIVISION – PROPERTY SECTION



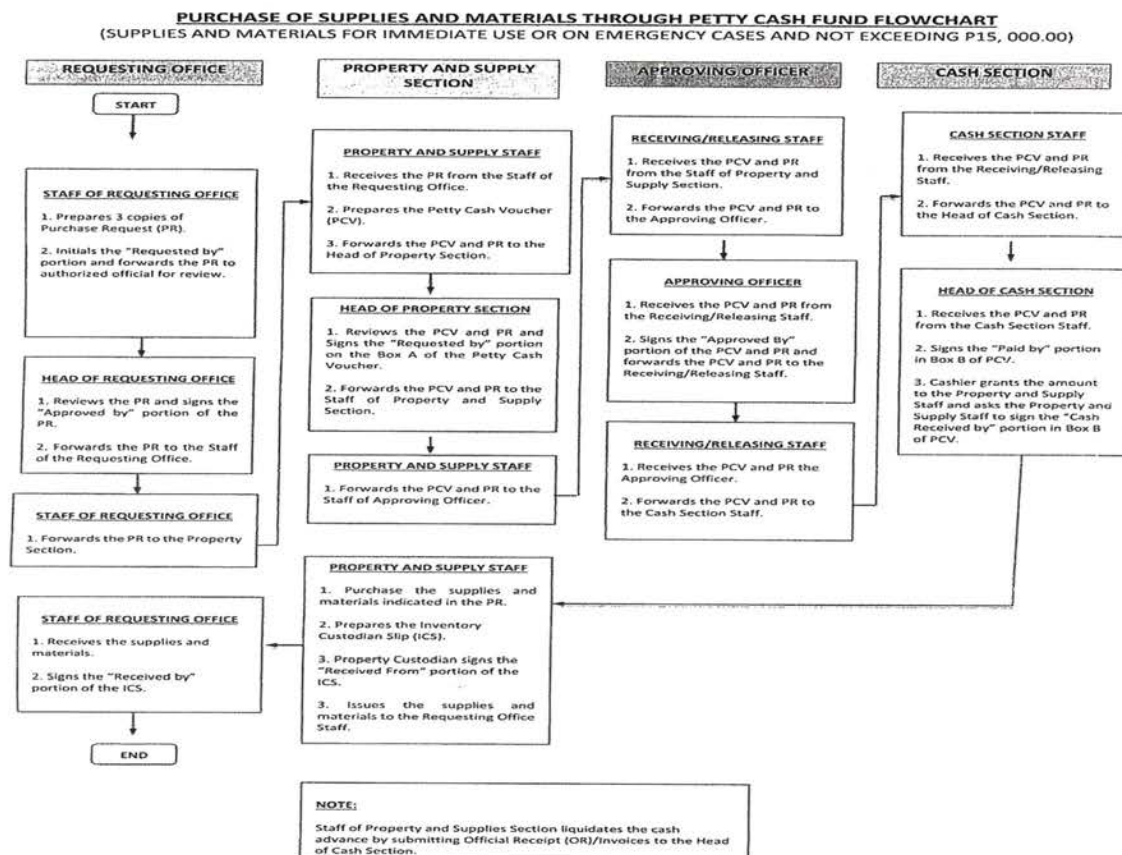
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PCOO-Administration & Finance	Quality Manual		
Clause 4: Quality Management System	4.1 General Requirements		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 4.1-1/1

ADMINISTRATIVE DIVISION – PROPERTY SECTION



Prepared by/Date: Christine Claire Z. Abra Document Controller	Approval recommended by/Date: Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date: Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
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ADMINISTRATIVE DIVISION – PROPERTY SECTION

PROPERTY & SUPPLY SECTION:

PROCUREMENT:

PROPERTY ACQUISITION:

PROCUREMENT:

PROPERTY ACQUISITION:

PROCUREMENT:

PROPERTY ACQUISITION:

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PROPERTY ACQUISITION:

For transactions P15,000 & above:
Print to the Property Management Electronic Procurement Services

OUTSIDE SUPPLIERS:
A.) Below P15,000.00

B.) P15,000+

1. Petty Cash Voucher

2. Abstract of Canvas

3. Purchase Order

4. Obligation Request

5. Liquidation of Cash Advance

6. Safeguarding/Insurance

7. By Property & Supply Section

8. Chief Accountant - for cert. of funds availability

9. Assoc. For Admin & Finance - for review & initial

10. To Budget Officer for obligation of expenditure

11. To Chief Accountant for certification of availability of funds

12. Approved P.O. to be served by PMS to Supplier

13. To Budget Officer for obligation of expenditure

14. To Chief Accountant for certification of availability of funds

15. Approved P.O. to be served by PMS to Supplier

16. To Budget Officer for obligation of expenditure

17. To Chief Accountant for certification of availability of funds

18. Approved P.O. to be served by PMS to Supplier

19. To Budget Officer for obligation of expenditure

20. To Chief Accountant for certification of availability of funds

21. Approved P.O. to be served by PMS to Supplier

22. To Budget Officer for obligation of expenditure

23. To Chief Accountant for certification of availability of funds

24. Approved P.O. to be served by PMS to Supplier

25. To Budget Officer for obligation of expenditure

26. To Chief Accountant for certification of availability of funds

27. Approved P.O. to be served by PMS to Supplier

28. To Budget Officer for obligation of expenditure

29. To Chief Accountant for certification of availability of funds

30. Approved P.O. to be served by PMS to Supplier

PROCUREMENT SERVICE

APP

PROCUREMENT SERVICE

By Property & Supply Section
Chief Accountant - for cert. of funds availability
Assoc. For Admin & Finance - for review & initial

To Budget Officer for obligation of expenditure

PROCUREMENT SERVICE
*ASD - for APR No.
*Cashier - for payment
*Assoc. For Admin & Finance - for review & initial
*Warehouse

→ safeguarding & insurance

Prepared by/Date: Christine Claire Z. Agra Document Controller	Reviewed by/Date: Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date: Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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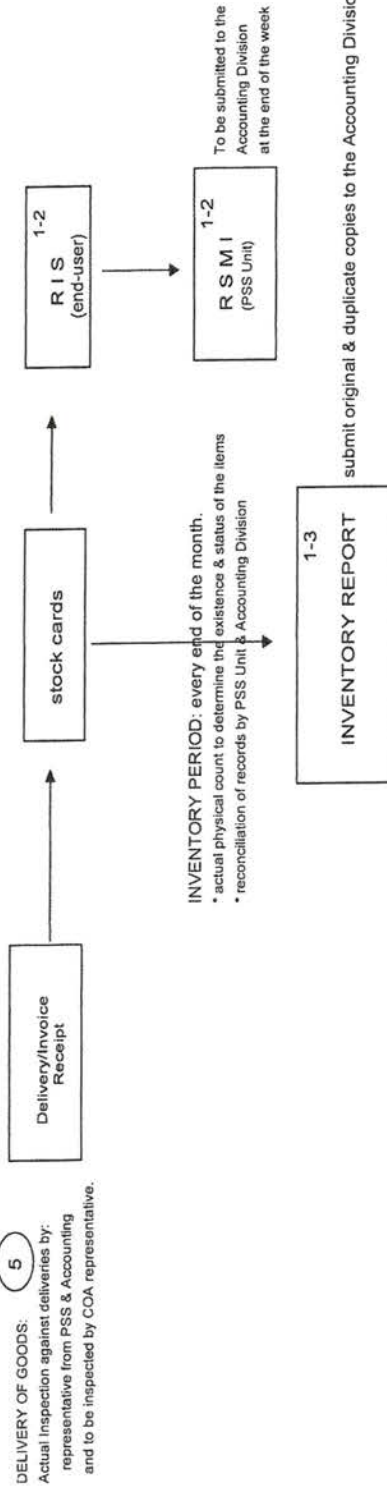
PCOO-Administration & Finance	Quality Manual
Clause 4: Quality Management System	4.1 General Requirements
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017
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	Page No.: 4.1-1/1




ADMINISTRATIVE DIVISION – PROPERTY SECTION

a.) SUPPLIES & MATERIALS:

SAFEKEEPING/STOCKING

ISSUANCE



Prepared by/Date:  Christine Claire Z. Agre Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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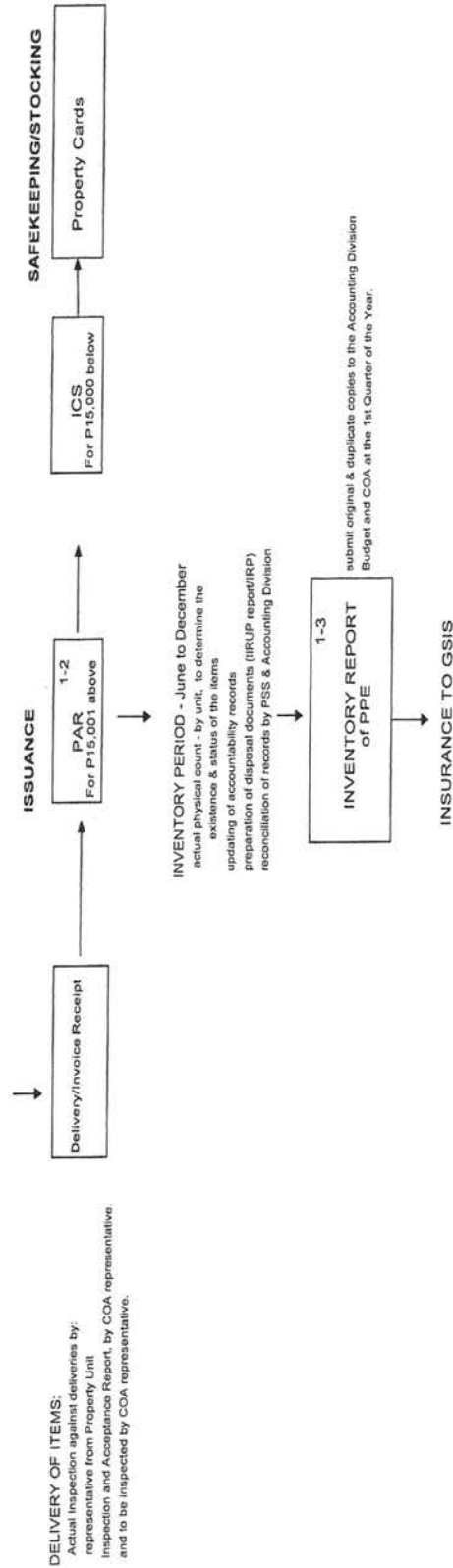
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ADMINISTRATIVE DIVISION – PROPERTY SECTION

b. PROPERTY, PLANT & EQUIPMENT (PPE):



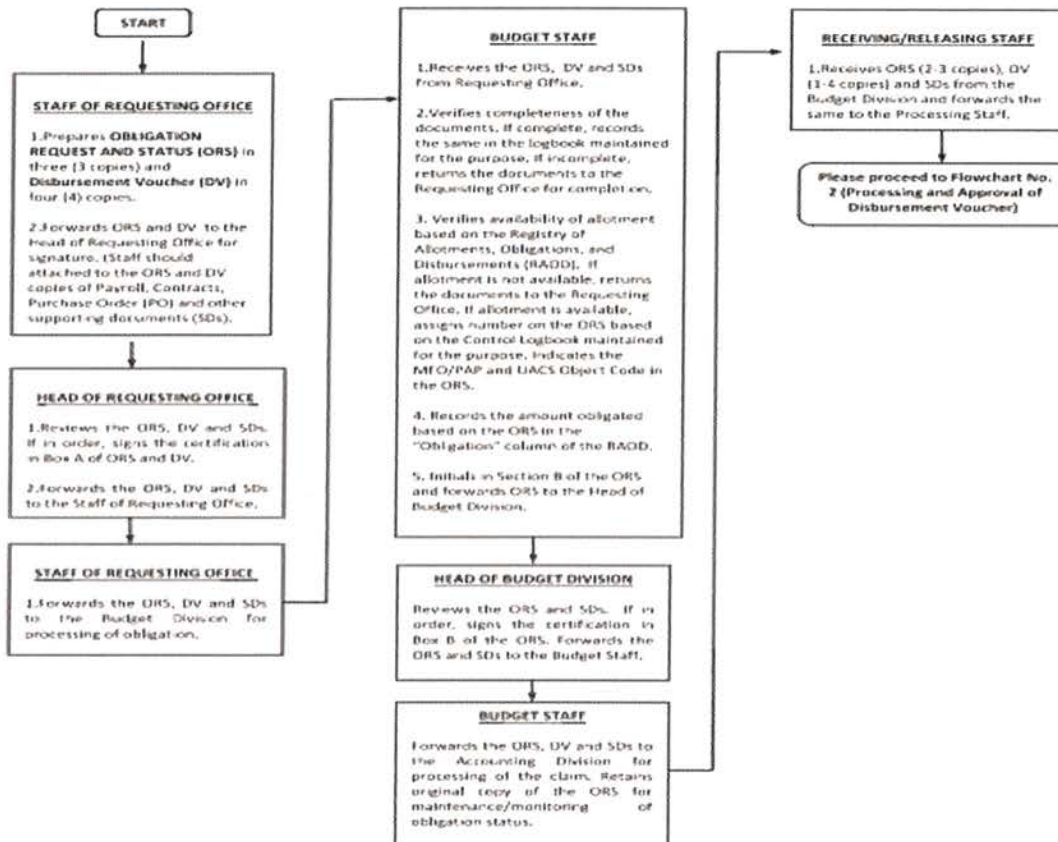
Prepared by/Date:  Christine Claire Z. Ojeda Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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PCOO-Administration & Finance	Quality Manual		
Clause 4: Quality Management System	4.1 General Requirements		
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FINANCE – BUDGET DIVISION



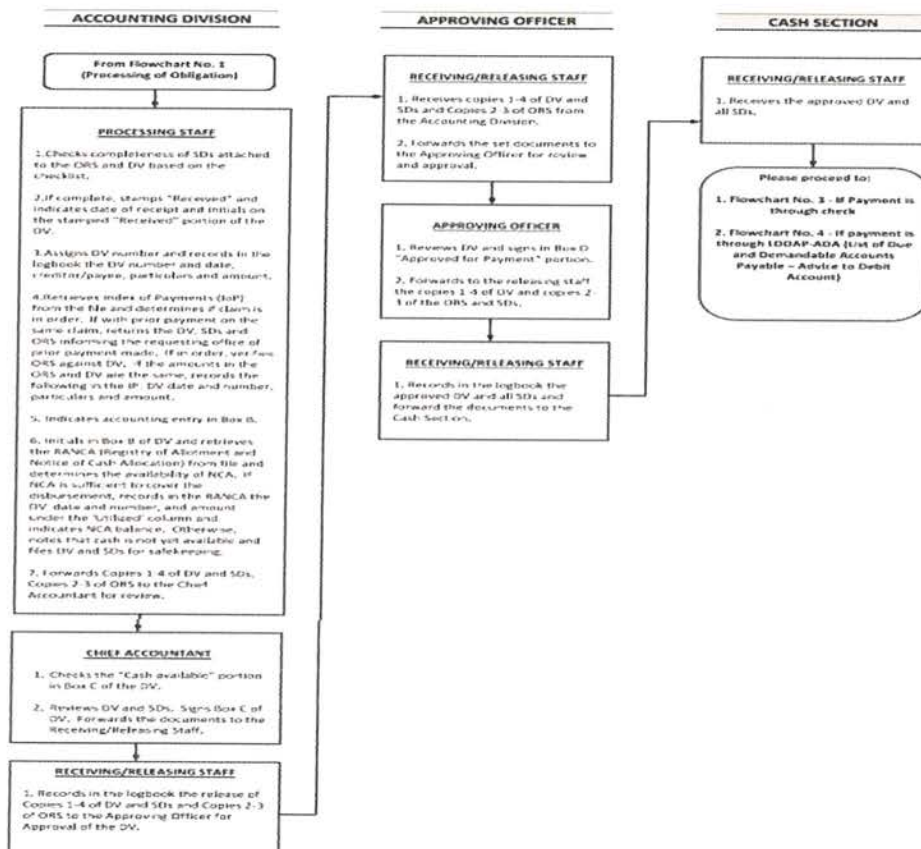
Prepared by/Date:  Christine Claire Z. Agra Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 4: Quality Management System	4.1 General Requirements		
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FINANCE – BUDGET DIVISION



Prepared by/Date:  Christine Claire Z. Agra Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date:  Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
4.2 Documentation Requirements	4.2.1 General		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.:0	Page No.: 4.2.1-1/1

To ensure consistency in meeting clients' needs and expectations as well as legal requirements, the Agency has established documents, implemented and maintained its quality policy, objectives, procedures and records. It has also determined other documents that are necessary to ensure effective planning, operation and control of its processes.

The Agency's QMS documentation consists of the following:

- Quality Manual (QM) – defines PCOO's general policies and deployment of the clauses of ISO 9001:2015 standards;
- Procedures and Work Instructions Manual (PAWIM) – describes how activities specific to particular divisions/regions are performed, including the documented procedures required by ISO 9001:2015 standards;
- Guidelines- documents stating recommendations or suggestions;
- Records – documents that provide objective evidence of activities performed or results achieved, particularly those required by the standards;
- Other supporting quality documents such as Organizational Charts, Job Description, Records Management Manual, Forms and Externally Generated Documents.

Prepared by/Date:  Christine Claire Z. Asra Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
4.2 Documentation Requirements	4.2.2 Quality Manual		
Document No.: PCOO-QM-1.	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 4.2.2-1/1

This Quality Manual includes

- a) The scope of the Agency's QMS including details of and justification for any exclusions as described in sections 1.1 and 1.2;
- b) References to documented procedures established for the QMS as stated in the appropriate sections of this manual;
- c) A description of the interaction between the processes covered by the scope of the QMS as illustrated in the Business Process in section 4.1.

Prepared by/Date:  Christine Claire Z. Agre Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earte, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
4.2 Documentation Requirements	4.2.3 Control of Documents		
Document No.: PCOO-QM-1.	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 4.2.3-1/1

The Presidential Communications Operations Office maintains controlled documents and records required by the QMS. It Has established a documented procedure on **Document Control (DCC-P-001)** defining the controls needed for the creation, review, approval, registration, issuance, revision, updating, retrieval, deletion and disposition of controlled documents.

Controlled documents shall be prepared, reviewed, approved and signed by designated authorized employees prior to issue and use as indicated in **Appendix A-Authorized Signatories** of this Quality Manual.

Changes and current revision status of documents are identified according to the formats stated in the *Document Control* procedure.

The QMS Manuals shall be made available to all users and these shall be updated by the Document Controller when there are creations, modifications or deletions. All changes are identified and recorded in the **Revision History**.

The Document Controller (DC) has the overall responsibility and authority for the implementation, maintenance and improvement of the Document Control System (DCS) of PCOO. The DC shall ensure that documents remain legible and readily identifiable.

Documents of external origin determined by PCOO to be necessary for the planning and operation of its QMS are identified and their distribution controlled in accordance with the documented procedure on **Control of External Documents (DCC-P-002)**.

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PCOO-Administration & Finance	Quality Manual		
4.2 Documentation Requirements	4.2.3 Control of Documents		
Document No.: PCOO-QM-1.	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 4.2.3-1/1

No obsolete documents shall be allowed to continue in circulation. Suitable identification shall be applied to obsolete documents that are retained for any purpose.

All document control stamps shall be kept under lock and key. Only the Document Controller and Deputy Document Controller shall have access to these stamps.

Prepared by/Date:  Christine Claire Z. Aguirre Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
4.2 Documentation Requirements	4.2.4 Control of Records		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 4.2.4-1/1

The Presidential Communications Operations Office controls records providing evidence of conformity to requirements and of the effective operation of the QMS.

The Agency has established documented procedures defining the controls needed for the identification, storage, protection, retrieval, retention and disposition of records. The retention and disposition of these quality records shall follow the **Records Disposition Schedule (RDS)** and other rules and regulations prescribed by the National Archives of the Philippines.

The Administration & Finance Division of PCOO has the main authority and responsibility for the implementation, maintenance and improvement of the Records and Archives Management System (RAMS) of the Agency.

Procedures for records control are contained in the PCOO **Records Management Manual**.

Records Management audit shall be conducted twice a year to verify adherence with the Rules and Regulations of **Republic Act 9470** or the **National Archives of the Philippines Act 2007** and the PCOO Records and Archives Management System.

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PCOO-Administration & Finance	Quality Manual		
Clause 5: Management Responsibility	5.1 Management Commitment		
Document No.: PCOO-QM-1.	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 5.1-1/1

The top management of the Presidential Communications Operations Office (PCOO) is committed to the development, implementation and improvement of the Quality Management System toward organizational excellence. This commitment is demonstrated through the following:

- a) Division Heads communicate with their staff about the importance of meeting customer as well as statutory and regulatory requirements. Items regarding said topics, discussed in the Management Committee Meetings, relevant to their respective jobs are also communicated with the concerned staff;
- b) Management ensures that the established Quality Policy of the Agency and quality objectives of the different divisions are understood by the employees, and implemented throughout the organization by discussing them during the divisional meetings;
- c) Management conducts Management Reviews twice a year; and
- d) Management provides the needed resource essential to the implementation and improvement of the QMS.

Prepared by/Date:  Christine Claire Z. Agra Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 5: Management Responsibility	5.2 Customer Focus		
Document No.: PCOO-QM-1.	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 5.2-1/1

The top management of PCOO recognizes the importance of its customers; and therefore, ensures that customer requirements are determined and met with the aim of enhancing customer satisfaction.

This is done by keeping lines of communication available and by soliciting customer satisfaction feedback annually, semi-annually, and/or after project completion. Moreover, employees' performance in delivering and satisfying customer needs is assessed during the semestral performance evaluation.

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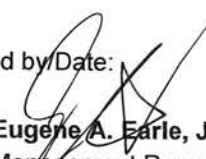
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PCOO-Administration & Finance	Quality Manual		
Clause 5: Management Responsibility	5.3 Quality Policy		
Document No.: PCOO-QM-1.	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 5.3-1/1

The Quality Policy of PCOO is anchored on the mandate of the Agency and includes the Agency's commitment for meeting customer requirements, enhancing their satisfaction and to continual improvement.

Top Management ensures that the Quality Policy is communicated to and understood by all employees within the Agency through orientation and continuing dialogue and by displaying the Quality Policy in areas in the workplace where it is clearly visible and readable.

The Quality Policy is reviewed for continuing relevance and applicability during the Management Review.

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PCOO-Administration & Finance	Quality Manual		
Clause 5.4: Planning	5.4.1 Quality Objectives		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 5.4.1a-1/3

The Top Management of PCOO established quality objectives at relevant functions and levels within the organization. The quality objectives are measurable and consistent with the Quality Policy. Following are the quality objectives for the PCOO

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PCOO-Administration & Finance	Quality Manual		
Clause 5.4: Planning	5.4.1 Quality Objectives		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 5.4.1a-1/3

ADMINISTRATIVE DIVISION

1. To meet customer expectations at all times by getting a minimum rating of Satisfactory or 3 out of 4.

Procurement

2. To submit to the Department of Budget and Management (DBM) the PCOO Annual Procurement Plan at least 3 working days before the DBM deadline.
3. To deliver at least 90 % of all approved POs/Los within the specified delivery time frame

Property Management

4. To submit the following reports at least 5 working days before deadline

Prepared by/Date:  Christine Claire Z. Agra Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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PCOO-Administration & Finance	Quality Manual		
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ADMINISTRATIVE DIVISION – MOTORPOOL SECTION

5. To ensure that all vehicles undergo change-oil every 4 months or every 5,000km, whichever comes first;
6. To do necessary vehicle repairs within five working days after being reported by the driver depending on the availability of spare parts;
7. To ensure that all vehicles undergo Battery, Lights, Oil, Water, Brakes, Air, Gas (BLOWBAG) check at least once a day before use;
8. To ensure that each vehicle is registered within the LTO deadline;
9. To serve all vehicle requests on time as specified in the approved request;
10. To conduct general vehicle check-up every 6 months per vehicle.

ADMINISTRATIVE DIVISION – MAINTENANCE SECTION

11. To ensure the cleanliness, orderliness and sanitation of the PCOO premises and its surroundings.
 - Cleaning of all offices and its surroundings.
 - Sanitations of all comfort rooms.
 - Watering of indoor & outdoor plants and garden if any.
12. To minimize downtime for all equipment (rented or otherwise).
 - Regular check-up of air-con units.
 - Cleaning of air-con units.
 - Major and minor repair of air-con units.
13. Maintenance of electrical system, wirings and control panels.
 - Regular check-up of electrical fixtures and wirings.
 - Regular check-up of electrical control panel boards.
 - Repair or replacements of busted/damaged fixtures & wirings.

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PCOO-Administration & Finance	Quality Manual		
Clause 5.4: Planning	5.4.1 Quality Objectives		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 5.4.1a-1/3

14. Maintenance and care of all comfort room plumbing fixtures and system
 - Daily check up of water leaks
 - Repair/troubleshoot/replace defective plumbing fixtures, water supply & sewer system.
15. Carpentry and Painting works
 - Repair and repaint of offices and re-varnish of fixtures and furniture.
16. Telephones, Fax & Intercom works
 - Transfer/relocations/repair of lines and equipment as needed
17. Major projects: Renovations of the Offices and building
18. Others that may be assigned from time to time.

Equipment Repair, Maintenance and Assistance

19. To do necessary minor air-con repairs within the day and major air-con repairs within two days depending on the availability of the necessary materials needed. Excluding the days for related repairs/works to be done by external service provider.
20. To conduct quarterly preventive maintenance of PCOO telephone lines and annual preventive maintenance (cleaning/removing of unnecessary jumper wires) of the telephone Main Distribution Panel (MDF).
21. To ensure cleanliness, orderliness and sanitation of the PCOO premises and its surroundings at all times.

<p>Prepared by/Date:</p>  <p>Christine Claire Z. Agra Document Controller</p> <p>Reviewed by/Date:</p>  <p>Eugene A. Earle, Jr. Quality Management Representative</p>	<p>Approval recommended by/Date:</p>  <p>Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman</p>	<p>Approved by/Date:</p> <p>Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman</p>
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PCOO-Administration & Finance	Quality Manual		
Clause 5.4: Planning	5.4.1 Quality Objectives		
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Building Maintenance

22. To provide the following services in accordance with the timeframe: as shown below, subject to an approved job-order request and availability of supplies and materials.
- Electrical Service – 1 to 3 working days;
 - Plumbing Service – 1 to 5 working days;
 - Civil Works – within 14 working days;
 - Air-con Service – 1 to 5 working days;
 - Painting Service – 1 to 5 working days;
23. To provide the following preventive maintenance services: in accordance with the frequency shown below, subject to availability of supplies and materials:
- Electrical Room – monthly
 - Comfort Rooms (Plumbing only) – weekly
 - Air-conditioning units – monthly cleaning of filters and semi-annual cleaning of units
24. To ensure that pest control service is done monthly.

Records Management

25. To release within the day certified true copies of Issuances (applicable to all documents received on or before 3:30pm)
26. To provide courier service within 24 hours upon receipt of request
27. To retrieve from file, certify, and release records within 2 hours from the time of request for records from 2010 to the present and within the day for records before 2010.

Prepared by/Date:  Christine Claire Z. Agta Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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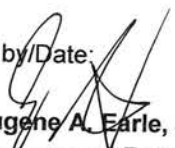
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ADMINISTRATIVE DIVISION – TRAINING SECTION

Training and Development

28. To conduct training needs analysis every third quarter of the year;
29. To develop a yearly training plan every last quarter of the year based on Training Needs Analysis report;
30. To implement all in-house training programs based on the approved annual training plan;
31. To conduct training effectiveness assessment to all skills enhancement training activities six to nine months after every training;
32. To provide training assistance in the field of communication based on client requirements as specified in the letter request or Memorandum of Agreement;

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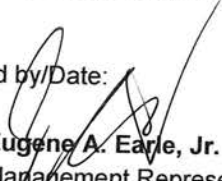
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ADMINISTRATIVE DIVISION – PERSONNEL SECTION

Personnel Management

33. To fill up vacant positions within nine months upon approval of memo request to hire;
34. To ensure that all new employees for the quarter are oriented;
35. To ensure submission of the following performance and feedback reports within the specified schedule below:
 - Coaching/Mentoring Session – Last working day of August and January
 - SPMS Summary Report – Last working day of September and February
36. To submit employees' payroll to Finance and Management Division three (3) days before payday;
37. To process or respond to the following requests within the specified schedule below:
 - Special Order – within the day for request received before 2pm
 - Service Record/Certifications – 3pm of the following working day
 - Benefits-Related Requests – Every Thursday upon receipt of completed documents

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ADMINISTRATIVE DIVISION - PERSONNEL SECTION

38. To comply with the following regulatory and statutory requirements:
- Sworn Statement of Assets, Liabilities and Net Worth (SALN) – Submitted to the Office of the Ombudsman on or before 30 May and to CSC on or before 30 June
 - Report on Appointment Issued (RAI) – Submitted to CSC not later than 30th day of the succeeding month.
 - Agency Remittance Advice (ARA) – Submitted to GSIS within the month upon receipt of revised relevant information
39. To monitor adherence to personnel policies and prepare corresponding reports within the specified frequency below:
- ID and Dress code – monthly
 - Weekly Flag Ceremony and General Assembly – monthly
 - PMIS Attendance Report – monthly

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FINANCE - BUDGET DIVISION

1. To certify the availability of allotment in the Obligation Request and Status (ORS):
 - a. Within the day for the requests received by Budget Division on or before 5:00pm.
 - b. On the next working day for requests received by Budget Division beyond 5:00pm.
2. To prepare and submit to DBM, Senate and Congress the annual budget proposal/budgetary requirements of the Agency on or before the deadline specified by the concerned agencies.
3. To ensure that the yearly expenditures of PCOO are within the budget.
4. To submit to COA and DBM the following financial reports:
 - a. Monthly – on or before the 30th day of the following month
 - b. Quarterly – within thirty (30) days after the end of quarter
 - c. Annual – on or before 14 February of the following year.

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FINANCE – ACCOUNTING DIVISION

1. To check the completeness and accuracy of supporting documents for Disbursement Vouchers (DVs) received for processing by Accounting Section for the following nature of payment:
 - a. Petty Cash Fund Replenishment, Landline and Postpaid Plans, Reimbursements
 - Within 3 working days for DVs received on or before 12:00 noon
 - Within 4 working days for DVs received beyond 12:00 noon
 - b. Suppliers, Regional Fund Transfers
 - Within 2 working days for DVs and Purchase Orders received on or before 12:00 noon
 - Within 3 working days for DVs and Purchased Orders received beyond 12:00 noon
 - c. Cash Advances and Payroll
 - Within 1 working day for DVs received on or before 12:00 noon
 - Within 2 working days for DVs received beyond 12:00 noon;
2. To prepare checks or Advice/Authority to Debit Account (ADA), within the day, for all the disbursement vouchers received by Cash Sections at or before 1:30 pm (subject to availability of Cash Allocation);
3. To remit all the loan payments and premiums of GSIS, Philhealth, and PAG-IBIG on or before the 10th day of the following month; To submit to BIR the following alphalist of payees:
 - a. Monthly – on or before the 10th day of the following month
 - b. Annual – on or before 31 January of the following year;

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FINANCE – ACCOUNTING DIVISION

4. To prepare and submit to DBM, Senate and Congress the annual budget proposal/budgetary requirements of the Agency on or before the deadline specified the concerned agencies'
5. To ensure that the yearly expenditures of PCOO are within budget;
6. To submit to COA and DBM the following financial reports:
 - a. Monthly – on or before the 30th day of the following month
 - b. Quarterly – within thirty (30) days after the end of the quarter
 - c. Annual – on or before 14 February of the following year;
7. To prepare Disbursement Reports for projects on a monthly basis.

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EDP/IT

1. To meet customer expectations at all times by getting a minimum Rating of Satisfactory (or 3 out of 4);
2. To provide Information and Communications Technology (ICT) Systems Development services within the specified timeframe;
 - In-house – 3 months to 1 year or as scheduled;
 - Project-based – 3 to 6 months or as scheduled and within the approved budget.
3. To respond within 1 hour after dispatch to ICT technical requests for telephony, network, computer hardware and applications;
4. To resolve ICT technical problems within 8 hours not requiring parts replacement and/or data recovery;
5. To provide reports (website analytics, utilization, data sourcing, CCTV) requested by internal clients within 24 hours;
6. To provide ICT Systems maintenance services for the following:
 - In-house(e.g. database, network and file servers, CCTV recorder, routers, UPS, etc.) according to schedule;
 - Preventive Maintenance – annually as planned;

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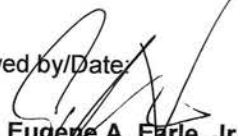
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EDP/IT

7. To resolve ICT facilities downtime problem within 24 hours and within 4-hour resolution time for EDP/IT's developed systems.
8. To ensure ICT facilities interruption does not exceed 2 service downtime per semester excluding beyond EDP/IT's control.



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Integrated with the PCRD Quality Objectives

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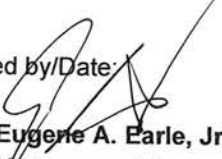
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OFFICE OF THE UNDERSECRETARY FOR ADMINISTRATION & FINANCE

1. To meet customer expectations at all times by getting a minimum Rating of Satisfactory (or 3 out of 4).
2. To approve within the day requests/documents received by 2pm or the following working day for requests/documents received after 2pm, except for the following:
 - a. Funding of unprogrammed activities – within three (3) working days after receipt
 - b. Liquidation Report – within three (3) working days after receipt;
3. To respond to or act on external requests or communication within two (2) working days after receipt;
4. To convene the Management Committee of the Agency at least once a month for proper coordination of work and adherence to plans/standards;
To separately meet with all divisions at least once a quarter for activity/project updates;

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OFFICE OF THE ASSISTANT SECRETARY FOR ADMINISTRATION & FINANCE

To attain 100% accuracy on all documents both incoming and outgoing.

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The top management of PCOO ensures that the planning of the Quality Management System (QMS) is carried out in order to meet the quality objectives and the requirements given in section 4.1 of this Quality Manual. This is accomplished by including the QMS in the annual Work and Financial Planning (WFP) of the Agency.

The integrity of the QMS is also maintained by ensuring that changes to the QMS are planned and implemented.

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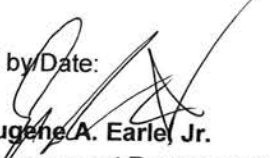
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The Presidential Communications Operations Office is headed by the Secretary as Chief Executive and the OICs. The PCOO comprises of different divisions as shown in the Table of Organization below.

A Quality System Organization, led by the Quality Council Chairman, is also created for the Agency with the roles and responsibilities described in the succeeding pages. Both the PCOO Table of Organization and Quality System Organization are communicated within the organization through orientation and/or PCOO Circular.

The responsibility and authority of employees, who manage, perform and verify work affecting quality, are defined in the job description. The job descriptions are read and understood by the employees before they assume their roles.

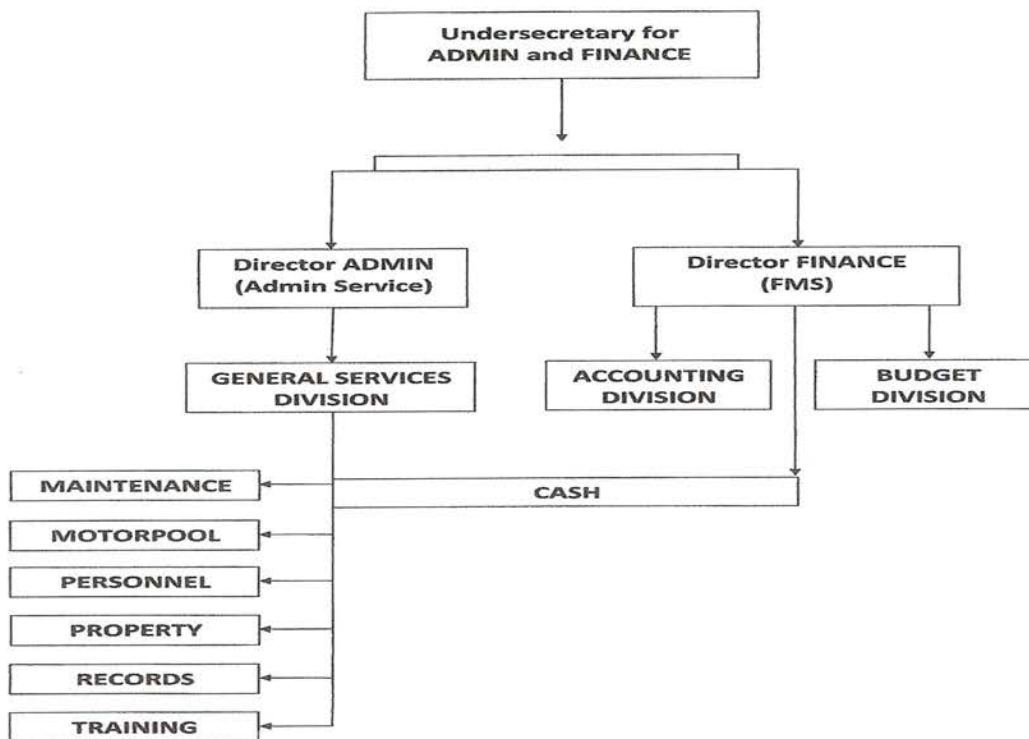
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PCOO Administration and Finance Working Table of Organization



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The roles and responsibilities of the PCOO Quality System Organization are as follows:

Quality Council Chairman (QCC)

- Ensures that the responsibilities and authorities for the QMS are defined and communicated within the organization.
- Ensures the development of quality-conscious and productive employees
- Ensures quality work life for the employees
- Leads in quality related activities
- Approves all quality related policies
- Presides over the Management Reviews of the QMS

Deputy Quality Council Chairman (DQCC)

- Assists the Quality Council Chairman
- Acts as the Quality Council Chairman in case the QCC is absent or not available

Quality Management Representative

- Ensures that processes needed for the QMS are established, implemented and maintained
- Reports to top management on the performance of the QMS and any need for improvement
- Ensures promotion of awareness of customer requirements throughout the Agency
- Ensures that the QMS is regularly reviewed by the Quality Council for effectiveness, suitability and conformance to ISO 9001 Standards
- Solicits corrective and preventive actions and ensures their effective implementation/execution
- Presents the organization during the ISO 9001 audit performed by third parties

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Deputy QMR (DQMR)

- Assists the Quality Management Representative
- Acts as the Quality Management Representative in case of the QMR is absent or not available

Quality Council


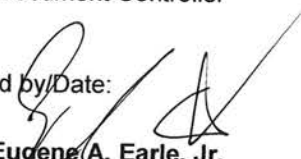
- Provides the overall direction, full commitment and support in ensuring that the organization has an effective QMS
- Ensures that the Quality Policy is known, understood, implemented and maintained at all levels in the organization
- Conducts regular review of the QMS and ensures effectiveness and suitability

Internal Quality Audit (IQA) Team

- Conducts internal quality audits of the organization to determine the effectiveness of the QMS
- Assesses the QMS compliance to the requirements of ISO 9001 Standards
- Reports the results of the IQA to the Quality Council
- Ensures that results of audits, corrective and preventive actions, and follow-up actions are documented and records maintained
- Monitors the implementation and effectiveness of corrective preventive actions

Document Controller

- Maintains the original copy of the QMS Manuals and issues controlled copies
- Keeps track and record of all creations/revisions/deletions of controlled documents
- Ensures only current documents are in circulation
- Prevents unintended use of obsolete documents
- Registers externally generated documents used in the planning and operation of the QMS

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Deputy Document Controller

- Assists the Document Controller
- Acts as the Document Controller in case the incumbent is absent or not available

Overall Records Coordinator

- Oversees overall implementation of the Records and Archives Management System (RAMS) of the Agency.
- Conducts Records Management training
- Leads the Records Management audit
- Coordinates with all divisions/regions/offices on matters concerning RAMS
- Liaises with the National Archives of the Philippines (NAP) regarding the Rules and Regulations of Republic Act 9470

Records Coordinators

- Establishes the retention periods of all records of their respective division/region/office in coordination with the records owners and subject to the approval of the chief of the division/region/office
- Oversees overall implementation of the RAMS in their respective division/region/office
- Ensures proper labelling of files and filing equipment in their respective division/region/office in accordance with the Records Disposition Schedule and Files Management System

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- Requests transfer of inactive files and disposal of valueless records in their respective division/region/office subject to the approval of the Head of Agency and NAP Executive Director
- Receives and registers with the Document Controller all externally generated documents used in the implementation of the QMS.

Overall Workplace Coordinator

- Oversees the overall implementation of the Quality Workplace standards
- Monitors and assesses the effectiveness of the Quality Workplace programs
- Leads the Quality Workplace audit
- Conducts briefing training on Quality Workplace to concerned employees
- Coordinates closely with the divisions/regions/offices on matters concerning the Quality Workplace program of the Agency

Workplace Coordinators

- Ensures consistent implementation of the Quality Workplace Standards using 5S in his/her respective division/region/office
- Conducts Quality Workplace audit

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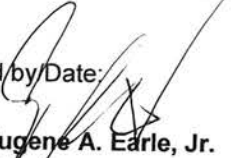
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Clause 5.5: Responsibility, Authority and Communication	5.5.2 Management Representative		
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The top management of PCOO has appointed the Director for Good Governance and GOCCs as its Quality Management Representative (QMR), who shall have the responsibility and authority over and above his regular functions that includes:

- Ensuring the establishment, implementation, maintenance and improvement of the Agency's Quality Management System,
- Reporting to top management on the status of the implementation of the QMS and any need for improvement, and
- Ensuring the promotion of awareness of customer requirements throughout the organization.

The Management Representative shall also act as liaison with external parties on matter relating to the QMS.

The Staff Director of the Program Management Division (PMD) is appointed as the Deputy Quality Management Representative (DQMR) and shall assist the QMR and act as the QMR in case the latter is absent or unavailable.

Prepared by/Date:  Christine Claire Z. Agra Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		



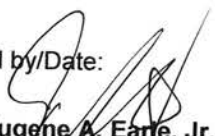
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PCOO-Administration & Finance		Quality Manual	
Clause 5.5: Responsibility, Authority and Communication		5.5.3 Internal Communication	
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The top management of PCOO ensures that appropriate communication processes are established within the Agency and that communication takes place regarding the effectiveness of the QMS through the following:

COMMUNICATION PROCESS	PURPOSE	FREQUENCY	ATTENDEES	PERSON RESPONSIBLE	RECORDS USED
1. Management Review	To review the continuing suitability and effectiveness of the Quality Management System (QMS) in satisfying the requirements of the ISO 9001:2015 standards and the quality policy and objectives of the agency	Twice a year	Quality Council Chairman (QCC), Quality Management Representative (QMR), Deputy QMR, Quality Council, IQA Team Leader, Overall Quality Workplace and Records Coordinators, Document Controller	QMR and Deputy QMR	Management Review Minutes Attendance Sheet
2. General Assembly	Communication of new and developments policies/talks/lectures/ activities	Weekly after the Flag raising ceremony	All Employees	HRDD Admin Officer II	Attendance Sheet
3. Management Coordination Meeting	Reinforcement of operational directions; communications of new programs/policies	At least once a month	Agency head, Staff Directors, OICs, Regional Directors	ODG Executive Assistant III	Minutes of the Meeting Attendance Sheet

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PCOO-Administration & Finance		Quality Manual	
Clause 5.5: Responsibility, Authority and Communication		5.5.3 Internal Communication	
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COMMUNICATION PROCESS	PURPOSE	FREQUENCY	ATTENDEES	PERSON RESPONSIBLE	RECORDS USED
4. Work and Financial Planning	Planning of activities and corresponding budgets for the ensuing year	Every 4 th quarter	Head of Agency, Organizational Planning Committee, Staff Directors and Regional Directors	Chari of the organizational Planning Committee	Work and Financial Plan (WFP)
5. General Orientation of New Employees	To orient new employees on the PCOO organization, policies, benefits and QMS	Quarterly	New Employees	HRDD and concerned Staff/Regional Directors	New Employees Orientation PowerPoint, Attendance Sheet
6. Divisional/ Regional Orientation of New Employees	To orient new employees on their duties and responsibilities, the PCOO Quality Policy, the divisional Quality Objectives, Plans and Corrective Actions that impact on the work of the new employees	Within 3 days upon assumption of duty	New employee(s)	Staff/Regional Directors or their representatives	Attendance Sheet/Minutes of Meeting/Concurrence of Undertaking

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PCOO-Administration & Finance	Quality Manual		
Clause 5: Management Responsibility	5.6 Management Review		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.:0	Page No.: 5.6-1/1

5.6.1 General

The Presidential Communications Operations Office (PCOO) conducts Management Review twice a year to ensure the continuing suitability, adequacy and effectiveness of the QMS. The review includes assessing opportunities for improvement and the need for changes to the QMS, including the quality policy and objectives.

5.6.2 Review Input

The following items are being discussed during the Management Review:



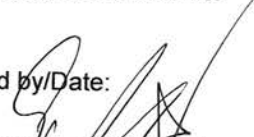
- Quality policy
- Quality objectives
- Results of audits
- Customer feedback
- Process performance and product conformity
- Status of preventive and corrective actions
- Follow-up actions from previous management system
- Recommendation for improvement

5.6.2 Review output

The output from the review includes any decisions and actions related to:

- Improvement of the effectiveness of the QMS and its processes
- Improvement of the product/service related to customer requirements
- Resources needed to attain quality objectives and maintain the effectiveness of the QMS.

Records of the Management Review are kept and maintained by the QMR.

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PCOO-Administration & Finance	Quality Manual		
Clause 6: Resource Management	6.1 Provision of Resources		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 6.1-1/1

The top management of PCOO determines and provides the resources, such as manpower, infrastructure and work environment, needed by the Agency to implement and maintain the QMS, to continually improve its effectiveness and to enhance customer satisfaction by meeting customer requirements.

These resources are assessed during the annual Work and Financial Planning.

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PCOO-Administration & Finance	Quality Manual		
Clause 6: Resource Management	6.2 Human Resources		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 6.2-1/1

The Presidential Communications Operations Office ensures that employees performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience. Recruitment is based on the qualifications and requirements set by the **Civil Service Commission (CSC)**. Further processing of application for employment is determined by the applicant's assessment results. A documented procedure on **Recruitment and Selection (HRDD-P-006)** has been established to ensure that the abovementioned processes are followed.

Moreover, the Agency conducts **Competency Mapping (HRDD-P-001)** of the workforce vis-à-vis the PCOO functions and thrusts every five years. Possible gaps in the competency level (desired vs. actual) are addressed through appropriate developmental measures, which may include courses conducted by external organizations/institutions, internal training programs, on-the-job training, coaching and mentoring.

The competency assessment, training effectiveness assessment and performance evaluation are used as primary tools for assessing the effectiveness of the developmental measures taken.

Where applicable, employees are provided with the required resources or other actions that will enable them to perform their specific functions responsibility, efficiently and effectively; and will enhance their competence, knowledge, experience, skills and motivation. The Staff ensure that members of their divisions/regions are aware of the relevance and importance of their tasks and activities; and how they contribute to the achievement of the Agency's quality objectives by discussing their respective position descriptions as well as the PCOO's Vision, Missions and Quality Policy.

Appropriate records of education, training, skills and experience are maintained by the Personnel Division for all employees.

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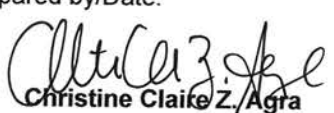

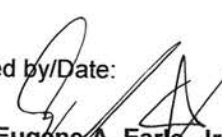
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PCOO-Administration & Finance	Quality Manual		
Clause 6: Resource Management	6.3 Infrastructure		
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Infrastructure needs in the forms of computers, printers, communication equipment, information systems and other office furniture and fixtures are provided by the PCOO Management to its employees in order to enable them to achieve conformity to the service/product requirements of customers.

Key or designated personnel of the Agency are also provided with transport service and telecommunication equipment like mobile phones to ensure better and faster communication and coordination.

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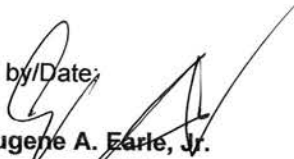
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PCOO-Administration & Finance	Quality Manual		
Clause 6: Resource Management	6.4 Work Environment		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 6.4-1/1

The top management of PCOO determines and manages the work environment needed to achieve conformity to product requirements.

A **Quality Workplace Standards** has been established to ensure that employees are provided with clean, orderly, safe and conducive work environment that will optimize efficiency and productivity.

Quality workplace audits are conducted quarterly to check the implementation and to verify the effectiveness of the said standards.

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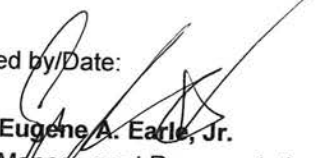
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PCOO-Administration & Finance	Quality Manual		
Clause 7: Product Realization	7.1 Planning of Product Realization		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.1-1/1

The Presidential Communications Operations Office systematically plans and develops the activities and processes needed to obtain desired results that conform to customer requirements and consistent with the Business Process illustrated in section 4.1.

Quality Plans are established, implemented, and maintained to ensure that the quality objectives and product/service requirements are realized. The Quality Plan contains the Process Name, Item to be controlled, Dimension, Standard, Person Responsible, Control Methodology and Documentation/Records used. The Agency's Quality Plans are shown on the succeeding pages

Records used to provide evidence that the realization processes and resulting product meet requirements are maintained.

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Clause 7: Product Realization		7.1 Planning of Product Realization	
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.:	Page No.: 7.1a-1/1

ADMINISTRATIVE DIVISION – MAINTENANCE SECTION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Major Air-con repair	Major repair works	Timeliness Quality Cost	1 to 5 days depending on the condition of the units Functioning like brand new units Within budget	Maintenance head & technicians	Inspection and accomplishment report, log-book	Accomplished job order report form confirmed
Building Maintenance Service	Repair works	Timeliness	Electrical Service 1-3 working days Plumbing Service 1-5 working days Civil Works within 14 working days Air-con Service 1-5 working days Painting Service 1-5 working days	Chief, Maintenance Section Electricians, Plumber, Carpenter, Painter	Job-order, Accomplishment Reports, Program of work Quality control by the Chief of Maintenance section	Daily accomplishment records on logbook Contract Canvass Inspection and acceptance report

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ADMINISTRATIVE DIVISION – MAINTENANCE SECTION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Maintenance of PCOO telephone lines/system	Preventive Maintenance Clearing/cleaning of MDF Safekeeping	Quality Cost Frequency Timeliness	Defect is removed/solved Within budget Quarterly check-up of the MDF (Main Distribution Frame) connections Once a year removal or cleaning/clearing of the MDF from unused jumper wires and connections Daily safekeeping, no unauthorized technician/personnel are allowed to access telephone/MDF room	Telephone technician PCU-staff and PCOO-in-house telephone technician	Job-order or service report form duly confirmed by the maintenance head Key & padlock are controlled by PCU staff and in-house technician for security purposes	Monthly accomplishment report Service report form certificate Security logbook

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ADMINISTRATIVE DIVISION – PERSONNEL SECTION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Competency Mapping	Competency Framework and Tables	Completeness	All Functional positions with competency map		Competency Mapping Schedule/Activity Plan	Competency Mapping
	Competency-Based Job Descriptions	Accuracy	100% Accurate		Checklist of functional positions	PCOO mission/vision/thrusts/Quality Policy
	Proposed Interventions	Alignment	PCOO mission/vision/thrusts/quality policy		Reviewed by Personnel Staff Director and Section Supervisors	Qualification Standard Individual Performance Commitment Review Form Job Descriptions Personnel Records

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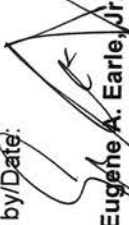

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ADMINISTRATIVE DIVISION – TRAINING SECTION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Training Needs Analysis	Training Needs Analysis Form	Timeliness	Within 3 rd quarter of the year	Head, Training Section, In coordination with the Head of the Admin.	Divisional Quarterly Action/Plan	Accomplished TNA Questionnaires TNA Report
Training Plan Development	Training Plan	Timeliness Completeness Alignment	Every first quarter of the year Divisional functions/objectives/targets	Head, Training Section, In coordination with the Head of the Admin.	Divisional Quarterly Action/Plan	Training Plan Developments Work and Financial Plan Training Report

Prepared by/Date:  Christine Claire Z. Agila Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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ADMINISTRATIVE DIVISION – TRAINING SECTION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
In-house Training implementation	Annual Training Plan	Attainment of target	90% implementation of training plan	Head, Training Section Upon the approval of the Undersecretary for Admin and Finance	Reviewed by Head of Training Section and in Consultation with the divisions heads Divisional Quarterly Action Plan Training Plan Checklist	Annual Training Plan In-house Training Implementation Training Evaluation Training Report Training Module Program Schedule Checklist Annual Training Plan

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ADMINISTRATIVE DIVISION – MOTORPOOL SECTION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Vehicle Dispatching	Vehicle Request	Timeliness	On time specified in the approved vehicle request	Admin Aide III	Daily monitoring of vehicle requests	Vehicle Request Slip
General Vehicle check-up	Vehicle check-up	Frequency	Every 6 months per vehicle	Admin Aide IV	Monitoring of General Vehicle Check-up Schedule	General Vehicle Check-up
Vehicle Repair	Repair Work	Timeliness Quality Cost	Within 5 working days after reported by driver Defect is removed/solved Within budget	Admin Aide IV Admin Aide III	Conduct follow-up after 3 days Conduct post-inspection; Require contractors to provide service warranty Approved by Finance	Motorpool Copy of Request for Pre-repair Inspection Abstract of Canvass Obligation Request Inspection and Acceptance Report
Vehicle Inspection (BLOWBAG Check)	Battery, Light, Oil, Water, Brakes, Air, Gas	Frequency	At least once/day before use	Admin Aide I	Submit the filled-out Vehicle Inspection Checklist to the guard before leaving the office premises	Vehicle Daily Inspection Checklist

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ADMINISTRATIVE DIVISION – MOTORPOOL SECTION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Vehicle Registration	Land Transportation Office (LTO) registration requirements	Timeliness	Within the LTO deadline	Admin Aide I	Check Monitoring Board of vehicles plate numbers and registration due dates Monthly monitoring of Master list of Vehicles and Plate numbers	Master list of Vehicles and Plate Numbers Vehicles Registration/Official Receipt LTO Guidelines/Requirements
Engine Change Oil	Change Oil	Timeliness	Every 4 months	Admin Aide IV Admin Aide III	Admin. Aide IV – Motorpool to make change Oil Schedule of all vehicles and check this monthly	Logbook Change Oil Schedule

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FINANCE - BUDGET DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Obligation Request and Status (ORS)	Obligation Request and Status	Accuracy	100% correct	Budget Division, Admin Officer IV	Proper charging and amount of expenses	Obligation Request and Status
		Timeliness	a. Within the day for requests received on or before 5:00pm b. On the next working day for requests received beyond 5:00pm		Presence of alternate signatory	Logbooks

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FINANCE – BUDGET DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Submission of PCOO Budget Proposal/Budgetary Requirements	PCOO Budget Proposal/Budgetary Requirements	Timeliness	On or before the deadline specified by DBM, Senate and Congress	Budget Division, Administrative Officer IV	Incorporated in the Work and Financial Planning	Budget Proposal Divisional Work Financial Plans

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PCOO-Administration & Finance		Quality Manual	
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FINANCE – BUDGET DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Budget Monitoring	Expenditures	Attainment of target	Within the budget	Budget Division, Administrative Officer IV	Monthly Budget Monitoring	Registry of Allotments, Obligations and Disbursements 1. Personnel Services per Activity 2. MOOE per Activity 3. Capital Outlay per Activity 4. Special Purpose Fund a. MPBF b. PGF c. Contingent Fund

Prepared by/Date:  Christine Claire Z. Agra Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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FINANCE – ACCOUNTING DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Certification on completeness of supporting documents	Disbursement Voucher	Accuracy	100% correct	Cashier	Checking the correct amount to be paid by the agency	Disbursement Record Report of checks issued
		Timeliness	1. Within 3 working days for DVs received on or before 12:00 noon or within 4 working days for DVs received beyond 12:00 noon for Petty Cash Fund Replenishment, Landline and Postpaid Plans, Reimbursements	Accounting Specialist	Checking of the applicable supporting documents in accordance with the prescribed supporting documents and availability of alternate processor	

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PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY
			<p>2. Within 2 working days for DVs and Purchase Order s received on or before 12:00 noon or Purchase Orders received beyond 12:00 noon for Suppliers, Regional Fund Transfers</p> <p>3. Within 1 working day for DVs received on or before 12:00 noon and within 2 working days for DVs received beyond 12:00 noon for Cash Advances and Payroll</p>		
Prepared by/Date:  Christine Claire Z. Agta Document Controller		Reviewed by/Date:  Eugene A. Earle Jr. Quality Management Representative		Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	
		Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman			


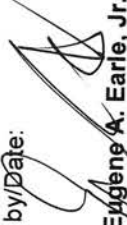

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FINANCE – ACCOUNTING DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Alpha List Submission	Alpha List	Timeliness	Monthly – on or before the 10 th day of the following month Annual – on or before 31 January of the following year	Administrative Assistant III	Monitoring of deadlines by Chief Accountant Checking of data by Chief Accountant	Monitoring Sheet, Tax Remittance Advice, Check Disbursement Journal (FMD-EXT-066)
		Accuracy	100% correct			
		Completeness	100% complete			

Prepared by/Date:  Christine Claire Z. Agila Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanan Secretary, PCOO Quality Council Chairman
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FINANCE - ACCOUNTING DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Billing and collection of check payments for projects	Statement of Account	Accuracy Timeliness	100% accurate Within two working days after notification from PMD	Chief Accountant	Checking of the amount and purpose with the applicable MOA	Statement of Account File Copy
Collection of check payments for projects	Check Payment and Official Receipt	Accuracy Timeliness	100% Accurate Within two working days after notification from PMD	Admin Officer II equivalent position of Cash Section or the Admin Assistant III as may be authorized	Schedule the collection of checks	Official Receipt
Preparation of Disbursement Reports for projects	Disbursement Report	Accuracy Frequency	100% Accurate Monthly	Accounting Specialist	Monitor the monthly preparation of Disbursement Reports	Logbook

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FINANCE – ACCOUNTING DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
Submission of Financial Reports	Financial Reports	Timeliness	a. Monthly – on or before the 30 th day of the following month b. Quarterly – within thirty (30) days after the end of the quarter c. Annually – on or before 14 Feb of the following year	Administrative Assistant III	Monitoring of deadlines by Chief Accountant	Monitoring Sheet, Financial Reports
		Accuracy	100% correct		Checking of data by Chief Accountant	
		Completeness	100% complete			

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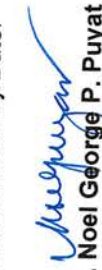
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EDP/IT DIVISION

PROCESS	ITEM TO BE CONTROLLED	DIMENSION	STANDARD	PERSON RESPONSIBLE	CONTROL METHODOLOGY	DOCUMENTATION/ RECORDS
ICT Systems Development	<ol style="list-style-type: none"> Requirements System Design Development and Construction Testing and Debugging Deployment 	<ol style="list-style-type: none"> Completeness Usability Accuracy Bugs-free, Accuracy Compliance, Timeliness, Operability 	<ol style="list-style-type: none"> 100% complete User-friendly Record output is accurate and complete Zero runtime error <ol style="list-style-type: none"> Met customer requirements On-time system delivery <ul style="list-style-type: none"> In-house – 3months to 1 year or as scheduled Project-based – 3 to 6 months or as scheduled and within the approved budget System is 100% working 	ITO III, ITO II, ITO 1, Project Officer	Data gathering, Designing, Coding, Debugging Testing	Web Application Development (MISD-P-001) System Application Development (MISD-P-002) Memorandum of Agreement/Project Agreement Project Plan

Prepared by/Date:  Christine Chaire Z. Agta Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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PCOO-Administration & Finance	Quality Manual		
Clause 7.2: Customer Related-Processes	7.2.1 Determination of Requirements Related to the Product		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.2.1-1/1

The Presidential Communications Operations Office conducts clients meetings and project team/coordination meetings to determine the requirements specified by the customer; requirements not stated by the customer but necessary for specified or intended use; applicable statutory and regulatory requirements; and any additional requirements considered necessary by the Agency.

All the requirements and agreements are stipulated in the Memorandum of Agreement (MOA), otherwise a letter from the client will be provided.

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Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 7.2: Customer Related-Processes	7.2.2 Review of Requirements Related to the Product		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.2.2-1/1

The Presidential Communications Operations Office reviews requirements related to the products/service prior to its commitment to provide a product/service to the customer and ensures that

- a) Product/service requirement are defined;
- b) Contract or order requirements differing from those previously expressed are resolved; and
- c) The Agency has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained by

amended and that relevant employees are made aware of the changed requirements.

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Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 7.2: Customer Related-Processes	7.2.3 Customer Communication		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.2.3-1/1

The Presidential Communications Operations Office with its customers in relation to product information, enquiries, contracts including amendments, and customer feedback, including complaints. The different means of customer communication are follows:

TYPE	PURPOSE	FREQUENCY	UNIT RESPONSIBLE	RECORDS
1.				
2.				
3.				

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PCOO-Administration & Finance	Quality Manual		
Clause 7: Product Realization	7.3 Design and Development		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.3-1/1

The Presidential Communications Operations Office plans and controls its support services to Media Operations Services.

The design and development process follows the stages described in the respective documented procedures and work instructions for each of the PCOO's support services to Media Operation Service.

The responsibilities and authorities for the design and development including the review, verification and validation appropriate to each design and development stage are also indicated in the aforementioned procedures and work instructions.

Inputs relating to product requirements are determined during client meetings and project team/coordination meetings. These inputs comprise of functional and performance requirements; applicable statutory and regulatory requirements; where applicable, information derived from previous similar designs; and other requirements essential for design and development.

The output of the design and development is in the form suitable for verification against the design and development input and approved by the concerned approving authority (i.e. Staff Director) prior to release to customer.

Any changes to the design and development are reviewed, verified and validated, as appropriate, and approved before implementation. Records of the results of the review of changes and any necessary actions are maintained.

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Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 7.4: Purchasing	7.4.1 Purchasing Process		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.4.1-1/1

The Presidential Communications Operations Office (PCOO) recognizes that the quality of products/services required from its suppliers is vital and has direct impact on the Agency's ability to provide quality product/services to its customers. Therefore, PCOO has established Accreditation Criteria/Requirements for Suppliers and Outsourced Service Providers. The Agency selects its suppliers and outsourced service providers based on their ability to supply products in accordance with the PIA requirements. A List of Accredited Suppliers and outsourced Service Providers is maintained by the Agency.

Moreover, PCOO evaluates suppliers and outsourced service providers according to documented procedure ADMIN-P-009

Records of the results of accreditation, selection and evaluation are maintained by the Procurement Section of the Administrative Division and the regional offices.

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Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 7.4: Purchasing	7.4.2 Purchasing Information		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.4.2-1/1

The Agency ensures the adequacy of specified purchase requirements prior to its communication to the supplier. Purchasing information describes the product to purchased, including, where appropriate.

- a) Requirements for approval of product, procedures, processes and equipment
- b) Requirements for qualification of employees and
- c) Quality management system requirements

Purchasing information is stated in the Purchase Request (PR) and Purchase Order (PO).

The PCOO has also established procedures on purchasing to ensure the quality of purchased products. The purchasing process complies with the rules and regulations of **Republic Act 9184 or the Government Procurement Act.**

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PCOO-Administration & Finance	Quality Manual		
Clause 7.4: Purchasing	7.4.3 Verification of Purchased Products		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.4.3-1/1

The Presidential Communications Operations Office implements inspection activities to ensure that purchased product meets specified purchase requirements. Inspection and verification of purchased products is done in accordance with the documented procedure on the **Receipt, Inspection, Acceptance & Recording Deliveries of Inventory Items and Equipment (ADMIN-P-003)**.

The Agency does not conduct verifications at any of the suppliers' premises. If ever this becomes a requirement, this process will be re-evaluated by the PCOO.

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Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 7.5: Production and Service Provision	7.5.1 Control of Production and Service Provision		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.5.1-1/1

The Presidential Communications Operations Office ensures that all processes operate under standard conditions through the development, establishment, documentation, implementation and maintenance of the following:

- Divisional Procedures and Work Instructions to ensure that process standards are consistently met.;
- Divisional Quality Plans which consists of key and support processes, items to be controlled, dimensions, standards, persons responsible, control methodology and documentation;
- Standards on criteria against which processes and PCOO performance can be measured as shown in the quality objective, quality plans and work and financial plan.

The Agency ensures that any changes/modifications to these processes are documented, approved and signed only by the authorized employees.

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Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 7.5: Production and Service Provision	7.5.2 Validation of Processes for Production and Service Provision		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.5.2-1/1

If required by the customer, the Agency validates the potential of a draft material to achieve its planned results before going into final production. This is to avoid wastage that would be brought about the production and release of any material that would not deliver the desired effect on the target audience.

For this purpose, the Agency subjects the prototype IEC material to pre-testing, which is covered by the procedure for the Conduct of Research Studies (PCRD-P-001). Focus group discussions (FGD) composed of informants who are representative of the IEC material's target audience are organized. The discussions will elicit the target group's understanding of and reactions to the prototype IEC material and such responses will serve as inputs to the production of the final material. Pre-testing may be conducted several times before the final material is produced. It helps ensure that the IEC material and its message are understandable, appropriate, and likely to be effective in informing the target audience and modifying their attitude and behaviour, if called for.

Other outputs provided by the Agency are subject to the review and approval of the Head of Office or the concerned Staff Director or their designated alternates.

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PCOO-Administration & Finance	Quality Manual		
Clause 7.5: Production and Service Provision	7.5.3 Identification and Traceability		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.5.3-1/1

The Presidential Communications Operations Office shall establish and maintain systems for product/service identification and traceability, where appropriate.

Each division/region/office shall also use codes that clearly identify the ownership of documents and shall label documents, including records, relating to the product/service according to the PCOO Records Management System. Master lists of Records shall also be maintained by the divisions/regions/offices.

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PCOO-Administration & Finance	Quality Manual		
Clause 7.5: Production and Service Provision	7.5.4 Customer Property		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.5.4-1/1

The Presidential Communications Operations Office shall exercise care with customer property while it is under PCOO's control or being used by the Agency. The Agency shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product.

If customer property is lost, damaged or otherwise found to be unsuitable for use, PIA reports this to the customer and maintains records following the documented procedure on **Control of Nonconforming Product (IQA-P-002)**.

Customer property also includes intellectual property and personal data.

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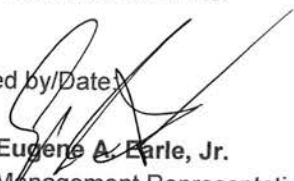
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PCOO-Administration & Finance	Quality Manual		
Clause 7.5: Production and Service Provision	7.5.5 Preservation of Product		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.5.5-1/1

The Presidential Communications Operations Office shall preserve the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.

The Agency has established a documented procedure on the **Dissemination of IEC Materials (ROD-P-001)**.

All PCOO products/services under the PCOO Business Process in Clause 4.1 are identified, stored and protected according to PCOO Records and Archives Management System (RAMS). Only authorized personnel have access.

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PCOO-Administration & Finance	Quality Manual		
Clause 7: Product Realization	7.6 Control of Monitoring and Measuring Equipment		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 7.6-1/1

The Presidential Communications Operations Office, through its concerned divisions, has determined the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of its support services to presidential and development communication to determined requirements.

All concerned divisions have established documented procedures and work instructions to ensure that monitoring and measurements are carried out, including the preventive maintenance of equipment.

Where necessary to ensure valid results, measuring equipment are calibrated or verified, or both, at specified intervals.

Records of the results of preventive maintenance and/or calibration and verification are maintained by the concern divisions.

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PCOO-Administration & Finance	Quality Manual		
Clause 8: Measurement, Analysis and Improvement	8.1 General		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.1-1/1

The Presidential Communications Operations Office plans and implements the monitoring, measurement, analysis and improvement processes needed to demonstrate conformity to product/service requirements, to the QMS and to the continual improvement of the effectiveness of the QMS.

The PCOO quality plans and the corresponding procedures/work instructions state the different activities that the Agency carries out to ensure adherence to the quality standards in the provision of PCOO support services to presidential and development communication.

Conformity to the QMS standards and the effectiveness of the QMS processes are measured through solicitation of customer satisfaction feedback, conduct of internal quality audit (IQA) and management review.

The results of these measurements are analyzed and used as inputs for continual improvement of the QMS.

Prepared by/Date:  Christine Claire Z. Agra Document Controller	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative		

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PCOO-Administration & Finance	Quality Manual		
Clause 8.2: Monitoring and Measurement	8.2.1 Customer Satisfaction		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.2.1-1/1

The Presidential Communications Operations Office monitors information relating to customer perception as to whether the Agency has met and exceeded customer requirements and expectations.

Customer satisfaction is measured by soliciting customer satisfaction feedback from external customers after rendering service or delivery of product. Customer satisfaction feedback is also administered at least annually for internal customers.

The results of the customer satisfaction feedback are collected, tabulated and analyzed. Any non-conformances identified are issued with *Corrective and Preventive Action* request to determine the root cause of the problem and to come up with appropriate corrective and preventive actions.

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PCOO-Administration & Finance	Quality Manual		
Clause 8.2: Monitoring and Measurement	8.2.2 Internal Audit		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.2.2-1/1

The Presidential Communications Operations Office has established a documented procedure on **Internal Quality Audit (IQA-P-001)** to verify quality activities and related results comply with planned arrangements, with the requirements of ISO 9001:2015 standards and whether the QMS is effectively implemented and maintained.

Internal quality audit is conducted semi-annually as scheduled in the annual IQA plan. The status and importance of the processes and areas to be audited, as well as the results of the previous audits, are taken into consideration.

The scope of the audit covers all divisions, offices and areas under the Agency's QMS including the policies, quality objectives, business process, quality plans, procedures, work instructions, potential problem analysis and other support documentation and record used.

The audit is conducted through interviews, observations and record trail. The selection of auditors and conduct of audit shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

Audit findings are brought to the attention of the employees having responsibility in the area audited. The concerned Staff Director shall ensure that any corrections and corrective actions are taken without under delay to eliminate detected nonconformities and their causes.

The results of the IQA are fed as inputs to Management Review.

Follow-up audit activities include the verification of the actions taken and the reporting of verification results. Records of the IQA are maintained by the IQA Team Leader.

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PCOO-Administration & Finance	Quality Manual		
Clause 8.2: Monitoring and Measurement	8.2.3 Monitoring and Measurement of Processes		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.2.3-1/1

The Presidential Communications Operations Office applies suitable methods for monitoring and measurement of processes necessary to meet customer requirements and to achieve planned results.

Documented procedures for the processes are established, implemented and maintained to ensure customer that the product/service being provided by the Agency follows a quality process.

Adherence to the standards and attainment of targets in the quality objectives are monitored. Methods to monitor also include internal quality audit, customer satisfaction feedback and performance evaluation of employees.

When targets or planned results are not achieved, appropriate correction and corrective action are taken.

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PCOO-Administration & Finance	Quality Manual		
Clause 8.2: Monitoring and Measurement	8.2.4 Monitoring and Measurement of Product		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.2.4-1/1

The Presidential Communications Operations Office monitors and measures the characteristic of the product to verify that product requirements have been met. This is done in accordance with the quality plan and documented procedures. Evidence of conformity with the acceptance criteria is maintained.

Records indicating the person authorizing release of product for delivery to the customer are kept by the concerned division/region/office.

The release of product and delivery of service to customer shall not proceed until planned arrangements have been satisfactorily completed, unless otherwise approved by relevant authority and, where applicable, by the customer.

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PCOO-Administration & Finance	Quality Manual		
Clause 8: Measurement, Analysis and Improvement	8.3 Control of Nonconforming Product		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.3-1/1

The Presidential Communications Operations Office has established a documented procedure on the **Control of Nonconforming Product (IQA-P-002)** to ensure that products or services that do not conform to specified requirements are prevented from unintended use or delivery to the customers, and necessary control measures applied whenever possible.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, shall be maintained.

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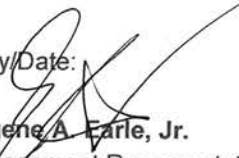
PCOO-Administration & Finance	Quality Manual		
Clause 8: Measurement, Analysis and Improvement	8.4 Analysis of Data		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.:0	Page No.: 8.4-1/1

The Presidential Communications Operations Office determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the Quality Management System and to identify areas for improvement.

Results of monitoring adherence to standards/targets in the quality objectives, quality plan and Performance Management System (PMS) are analyzed. In addition, the results of the internal quality audit are used to verify the overall performance, suitability, effectiveness of outsourced materials/services respectively.

Examination of data gathered from customer satisfaction feedback and supplier evaluation is done to determine customer satisfaction or dissatisfaction and to confirm the effectiveness of outsourced materials/services respectively.

Analysis of data is used to identify strengths and opportunities for improvement.

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PCOO-Administration & Finance	Quality Manual		
Clause 8.5: Improvement	8.5.1 Continual Improvement		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.5.1-1/1

The Presidential Communications Operations Office continually improves the effectiveness of its Quality Management System through the use of quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

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PCOO-Administration & Finance	Quality Manual		
Clause 8.5: Improvement	8.5.2 Corrective Action		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.5.2-1/1

The Presidential Communications Operations Office has established a documented procedure of **Corrective Action (IQA-P-003)** to eliminate the causes of nonconformities in order to prevent recurrence.

The abovementioned documented procedure defines requirements for

- Reviewing nonconformities (including customer complaints)
- Determining causes of nonconformities
- Evaluating the need for action to ensure that nonconformities do not recur
- Determining and implementing action needed
- Records of the results of actions taken, and
- Reviewing the effectiveness of the corrective action taken.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

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PCOO-Administration & Finance	Quality Manual		
Clause 8.5: Improvement	8.5.3 Preventive Action		
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.5.3-1/1

The Presidential Communications Operations Office has established a documented procedure on **Preventive Action (IQA-P-004)** to eliminate the causes of potential nonconformities in order to prevent occurrence.

The abovementioned documented procedure defines requirements for

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of the results of actions taken, and
- Reviewing the effectiveness of the preventive action taken.

Preventive actions shall be appropriate to the effects of the potential problems.

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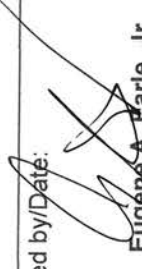

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PCOO-Administration & Finance		Quality Manual	
Clause 8.5: Improvement		8.5.3 Preventive Action	
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ADMINISTRATIVE DIVISION – MAINTENANCE SECTION

PROCESS	POTENTIAL PROBLEMS	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Cleanliness	Unofficial or personal use of janitors by employees and officials	Ignorance of the policy or contract agreement	Politely informing the employees and officials concerned	Recommend to the GSD-OIC for a memorandum circular regarding this matter	Memorandum Circular
Orderliness	Undisciplined restroom users	Lack of GMRC	Advise them what is the right thing to do	Give warning when caught	Logbook of incidents recorded
Sanitation	Absence of janitor due to sickness	Bad weather or poor health	Ask for a temporary reliever	Inform service provider	Official letter to service provider
Minimized down time for all equipment (rented or otherwise)	Unavailability of person in-charge	Person is sick or on leave	Assign back-up	Back-up delivers	Confirmation and remarks on technician service report form by end user
Major/Minor Air-con repair	Delayed repair	Another defect came out or materials are not yet delivered	Request cash advance	Purchase materials immediately	Purchase request, Pre-inspection form and Official Receipt

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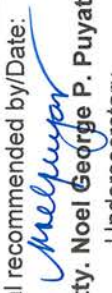
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ADMINISTRATIVE DIVISION – MAINTENANCE SECTION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Building Maintenance Service	Unavailability of person in-charge No funds available Lack of manpower	No hiring Disapproved budget	Multi-tasking of existing maintenance staff	Utilizing all skilled and unskilled staff	Job Order, Accomplishment Reports Quality Control by the Chief of Maintenance Section
Maintenance of PCOO telephone lines/system	No reliever if absent	Technician is sick and no reliever	Seek assistance to PCU or OP engineering department	Train a back-up Telephone technician	Letter of request to PCU or OP engineering

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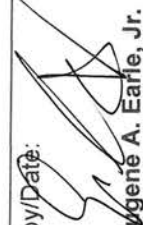
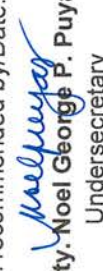
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EDP/IT

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Production	Equipment malfunction	Computer virus	Computer Maintenance by MISD	Repair of equipment	Development and Production of IEC Materials
	Unexpected delays	Wear and tear	Equipment Maintenance	Implement Contingency Plan	Work Instructions Tarpaulin
	Additional/Unexpected Expenses	Weather conditions	Contingency Plans/Back-up System	Use the contingency fund	Maintenance Records
	Technical/ Typo/ Grammatical errors	Unavailability of resources		Rework	Job Order
		Additional Requirements Unforeseen needs	Contingency Budget		Pre-inspection Report; Purchase Request; Contingency Plan;
		No quality control	Quality Control		
		Rush Work			
		Human Error			
		Incompatible equipment			

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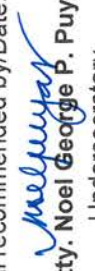
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EDP/IT

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Technical Assistance	Delayed response Technical/Typo/ Grammatical errors	Work overload/ Human Error No quality control Rush Work Human error Incompatible equipment	Daily Monitoring of requests' Quality Control	Respond to/ call client Rework	Request logbook; Development and Production of IEC Materials Work instructions
Conduct of satisfaction feedback	Unsatisfactory rating/complaint or dislike mentioned in "Disliked Most" portion of the feedback form	Customer need/expectation not met	Strict implementation of the documented processes	Issuance of CPAR	Pertinent Customer Feedback Form used Audit Results CPAR

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EDP/IT

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
ICT Development	Delay in the delivery of the project	Lack of resources due to simultaneous projects Change in customer's system design	Project-based contractual pooling Clear and approved Terms of Reference (specification, timelines)	Hire contractual System Developer Amend the TOR	List of Qualified System Developers Terms of Reference (TOR)
ICT System Maintenance	Breakdown of equipment Unavailability of network	Obsolescence, wear and tear Brownout, network intrusions (virus, hacking)	Spare parts inventory Generator, Firewall (Unified Threat Management), Network Usage Policy	Replace or repair equipment Use alternate wireless broadband	Network Usage Policy

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EDP/IT

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Technical/System Support	Unable to meet response time	Insufficient technical support resources	Accept OJT as technical member	Cross-training of other MISD staff/OJT	OJT's Statement of Duties and Responsibilities
Conduct of Customer Satisfaction Feedback	Unsatisfactory rating/Complaint or dislike mentioned in "Disliked Most" portion of the feedback form	Customer need/expectation not met	Strict implementation of the documented processes	Issuance of CPAR	Pertinent Customer Feedback Form used Audit Results


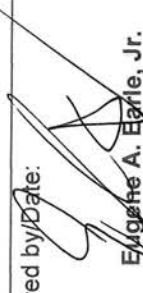
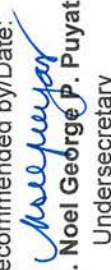
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Integrated with the PCRD Potential Problem Analysis

Prepared by/Date:  Christine Claire Z. Agta Document Controller	Reviewed by/Date:  Eugene A. Barile, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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OFFICE OF THE UNDERSECRETARY FOR ADMINISTRATION & FINANCE

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION

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OFFICE OF THE UNDERSECRETARY FOR ADMINISTRATION & FINANCE

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION

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Clause 8.5: Improvement		8.5.3 Preventive Action	
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OFFICE OF THE ASSISTANT SECRETARY FOR ADMINISTRATION & FINANCE

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Documents for signature	The document is not reviewed or double checked Documents are submitted late	Inaccurate documents	Double check documents before submission Submission and processing should be done on time	Constant monitoring, coaching and reminders	All incoming and outgoing documents will be photocopied and documented in a logbook

Prepared by/Date:  Christine Claire Z. Agra Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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PCOO-Administration & Finance		Quality Manual	
Clause 8.5: Improvement		8.5.3 Preventive Action	
Document No.: PCOO-QM-1	Effective Date: 17 Nov 2017	Rev. No.: 0	Page No.: 8.5.3a-1/1

OFFICE OF THE ASSISTANT SECRETARY FOR ADMINISTRATION & FINANCE

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Requests/Documents Approval	Delayed approval	Unavailability of the Asec	Assign alternate signatory – OIC/SD of Administrative Division and OIC/SD of Finance and Management Division	Get approval via email	Email, Logbook Approved documents PCOO Office Order 004 re: Amendments to approving Signatories, Memo to Sec. Dated 29 Feb. 2016 re: approving/signing Authority for Specific transactions and Requisite Documentary Requirements
Conduct of Customer Satisfaction Feedback	Unsatisfactory rating/Complaint or dislike mentioned in "Disliked Most" portion of the feedback form	Customer need/expectation not met	Strict implementation of the documented processes	Issuance of CPAR	Pertinent Customer Feedback Form used Audit Results CPAR (IQA-F-003)

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This section shows the authorized signatories for the documents used in the Agency's QMS.

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Prepared by/Date:  Christine Claire Z. Aguirre Document Controller	Reviewed by/Date:  Eugene A. Earle, Jr. Quality Management Representative	Approval recommended by/Date:  Atty. Noel George P. Puyat Undersecretary Deputy Quality Council Chairman	Approved by/Date: Jose Ruperto Martin M. Andanar Secretary, PCOO Quality Council Chairman
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ADMINISTRATIVE DIVISION – TRAINING SECTION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Training Plan Development and implementation	Training Plan not fully implemented	Unavailability of training provider/s Unavailability of concerned participants	Coordinate at least 1 moth before the target schedule Advise participants at least 1 moth prior to the activity	Implement alternate OD interventions Assign alternate participants Re-schedule the training activity	Special Order Routing Slip from the concerned office
Provision of Training Assistance	Lack or unavailability of Training Venue for In-house Seminars	Unavailability of accredited resource persons for in-house programs	Accredit more resource persons; Train in-house resource person/s	Select another resource person from the pool	Letter request Training Certificate

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ADMINISTRATIVE DIVISION – MOTORPOOL SECTION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Vehicle Dispatching	Not served on time	No more driver available	Advance scheduling of trips/Schedule of leave	Use public transportation	Vehicle Request Slip (ADMIN-F-018)
		No more vehicle available	Advance scheduling of trips	Use public transportation	
		Late Vehicle Request/Abrupt Request	Availability of standby driver and vehicle	Use public transportation	
General Vehicle Checkup	Not done as scheduled	Negligence	Schedule all General Vehicle Check-ups every 6 months	Do it in the next five working days	General Vehicle Check-up schedule
Vehicle Registration	Expired Vehicle Registration	Overlooked/Missed schedule	Monthly monitoring of Masterlist of Vehicles and Plate Numbers Posting of updated Registration Schedule on the Monitoring Board	Immediate Registration of Motor Vehicle	Masterlist of Vehicles and Plate Numbers Vehicle Registration Official Receipt

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ADMINISTRATIVE DIVISION – MOTORPOOL SECTION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Vehicle Repair	Repair is over 5 working days	Unavailability of mechanic Long line of vehicles for repair	List of accredited alternate supplier/mechanic	Repair vehicle as soon as mechanic is available Send the vehicle to be repaired to the repair shop with the next lowest cost/quotation	Abstract of Canvass Inspection and Acceptance Report
Engine Change Oil	Delayed in change oil	Unavailability of vehicles	Start scheduling oil check at least 1 month before the 4 th month	Schedule change oil in the next five working days	Logbook, Individual Vehicle File
Vehicle Inspection (BLOWBAG) Check	Failure to conduct daily BLOWBAG Check	Negligence of driver	Counter-checking of guard	Conduct BLOWBAG check immediately	Vehicle Daily Inspection Checklist

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FINANCE - BUDGET DIVISION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Obligation Request and Status (ORS) and Budget Utilization	Erroneous charging of expenses from general fund to trust fund Misplaced or lost request (ORS/BURS) and its supporting documents	Overlooked/erroneous switching of charging of expenses Document received were not monitored if released or not	Checking the accuracy of amount and where to get the budget allocation Monitor the incoming and the outgoing logbooks to ensure that all documents were released	Cancellation and replacement of erroneous ORS/BURS Check the batch of ORS/BURS received if stapled with other documents	Obligation Request and Status (FMD-EXT-086) Budget Utilization Request and Status (FMD-EXT-090) Check Preparation and Releasing (FMD-P-001) Advice/Authority to Debit Account (ADA) Logbook
Budget Monitoring	Insufficient Budget	Unprogrammed Activities	Contingency Programs	Realign budget allocation	Official Receipt Billing Statement Check Payment

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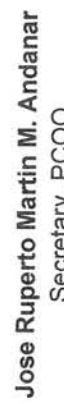
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FINANCE - ACCOUNTING DIVISION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Certification on completeness of supporting documents	Delay in forwarding the Disbursement Vouchers to Cash Section	Signatories attending to many meetings	Designate an alternative signatory	Prioritize the Disbursement Vouchers' significance and comply the prescribed processing period	Disbursement Voucher (FMD-EXT-084) Check Preparation and Releasing(FMD-P-001) Advice/Authority to Debit Account(ADA)

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FINANCE - ACCOUNTING DIVISION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Check and Advice/Authority to Debit Account (ADA) Preparation and Releasing	Erroneous check/ ADA amount Delayed Check/ADA	Human error due to bulk transactions Unavailability of signatories	Verification by chief cashier before signing Designation of alternate signatory of Cash Section	Cancellation and replacement of erroneous check/ADA Locate nearest signatory	Check Preparation and Releasing (FMD-P-001) Advice/Authority to Debit Account (ADA)
Loan Payments and Premiums Remittance	Erroneous remittance Delayed Remittance	Wrong information provided to Accounting Resignation or retirement of personnel in-charge of monthly remittance	Provision of specific columns per deduction Designation and training of alternate personnel to ensure that remittance will be submitted on time	Request transfer of erroneous remittance to correct agency Designate other personnel to have tutorial with GSIS, Pag-ibig and Philhealth Remittances	Payroll Summary Official Receipt

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FINANCE – ACCOUNTING DIVISION


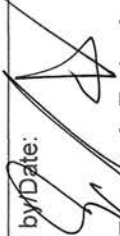


PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Alpha List Submission	Delayed Submission	Unexpected problem	Setting of earlier internal deadlines	Submit Alpha List	Alpha List (FMD-EXT-079 & 080)
Billing and collection of check payments for projects	Delayed Collection	Unavailability of service vehicle and collecting officer	Petty cash for transportation of collecting officer. Designate alternate collecting officer	Use public transportation	Official Receipt Billing Statement Check Payment

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FINANCE – ACCOUNTING DIVISION

PROCESS	POTENTIAL PROBLEM/S	MOST LIKELY CAUSE	PREVENTIVE ACTION	CONTINGENT ACTION	DOCUMENTATION
Preparation of Disbursement Reports for projects	Delayed Preparation	Unexpected urgent activities Unavailability of Accountant II	Designate alternate officer or hire accounting staff dedicated to projects	Render overtime work	Disbursement Reports Logbook
Conduct of Customer Satisfaction Feedback	Unsatisfactory rating/ Complaint or dislike mentioned in "Disliked Most" portion of the feedback form	Customer need/expectation not met	Strict implementation of the documented processes	Issuance of CPAR	Pertinent Customer Feedback Form used Audit Results CPAR (IQA-F-003)

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