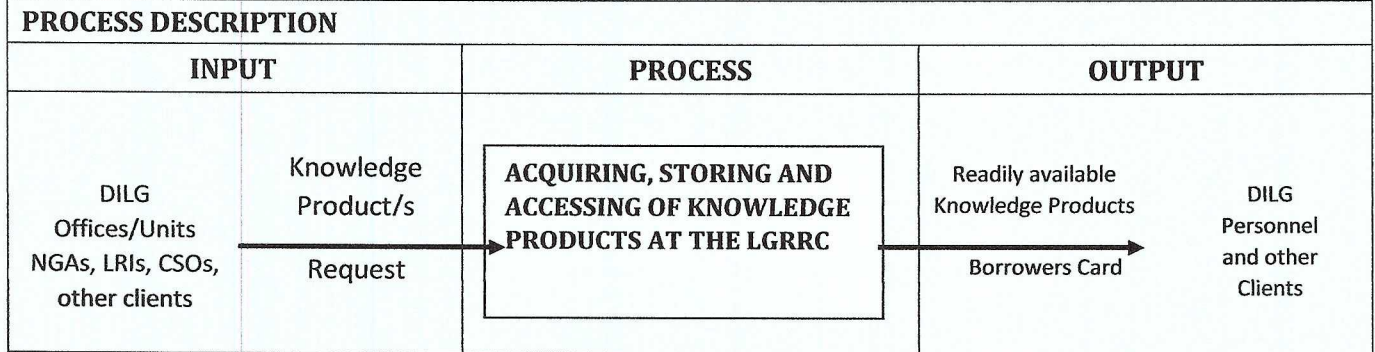




# QUALITY PROCEDURE (QP)

Document Code		
<b>QP-R12-ORD-30</b>		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 3

<b>PROCEDURE TITLE</b>	<b>ACQUIRING, STORING AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRC</b>
<b>SCOPE</b>	The process begins from the receipt of Knowledge Products (KPs) from FAD, LGA, NGAs, LRIs and CSOs to be used as reference materials of DILG Personnel, Students, LGUs and other Stakeholders up to provision of access to clients.
<b>PURPOSE</b>	To provide guidelines for the acquisition, storage, maintenance and use of Knowledge Products (KP).



**DESCRIPTIVE STATEMENT**

Upon receipt of Knowledge Products (KPs)/requests from various sources, these are forwarded to the LGRRC Librarian who shall process the KPs. Thereafter, the KPs are labelled and stored for easy access and retrieval of clients.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
<b>A. ACQUISITION AND STORAGE</b>				
1	LGRRC Librarian  (RO, PO, CO designated personnel)	Receipt of KPs	<ul style="list-style-type: none"> <li>Receive and record in the Library Accession Record Book the KP in accordance with the ASEE valuing</li> <li>Update Inventory Form</li> <li>Assign label for the received KPs</li> <li>For KPs received in eCopies, the material shall be stored in the DILG website and desk top, except materials with copyrights</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge Products</li> <li>Library Accession Record Book</li> <li>ASEE Valuing Legend</li> <li>Inventory Form</li> <li>Knowledge Product control stickers</li> </ul>
2		Storage of KPs	<ul style="list-style-type: none"> <li>Shelf the KPs in accordance with GASEE valuing</li> <li>KPs are shelved according to date of acquisition</li> <li>If the Librarian is absent or on-leave, the RIO-designate or the Chief of Staff/ personnel designate in order of</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge Products</li> </ul>





# QUALITY PROCEDURE (QP)

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			preference, shall perform the function	
3	Process Owner	Retain records	<ul style="list-style-type: none"> <li>Update the Process Summary Log Sheet</li> <li>Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Records</li> </ul>	<ul style="list-style-type: none"> <li>Process Summary Log Sheet</li> <li>Control of Documented Information Procedure</li> <li>Masterlist of Records</li> </ul>
<b>B.</b>	<b>ACCESSING KPs</b>			
1	LGRRC Librarian / Local  (RO, PO, CO designated personnel)	Receipt and approval of request for access to KPs	<ul style="list-style-type: none"> <li>Cause the accomplishment of Borrowers Card</li> <li>Check the availability of KP in the latest Inventory Form</li> <li>If available, approve lending of the KPs requested</li> <li>If not available, client is informed of the possible sources of the KP, if any</li> <li>Update Borrowers Card               <ul style="list-style-type: none"> <li>KPs with more than three (3) copies may be borrowed for a maximum of 2 week</li> <li>KPs with two(2) copies or less shall be for room use only</li> </ul> </li> <li>If the Librarian is absent or on-leave, the RIO-designate or the Chief Staff/ personnel designate, in order of preference, shall perform the function</li> </ul>	<ul style="list-style-type: none"> <li>Letter request</li> <li>Borrowers Card</li> </ul>
2	Process Owner	Retain records	<ul style="list-style-type: none"> <li>Update the Process Summary Log Sheet</li> <li>Retain records in accordance with the Control of Retained Documented Information</li> </ul>	<ul style="list-style-type: none"> <li>Process Summary Log Sheet</li> <li>Control of Documented Information Procedure</li> </ul>





# QUALITY PROCEDURE (QP)

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Procedure and the Masterlist of Records	<ul style="list-style-type: none"><li>Masterlist of Records</li></ul>

### Definition of Terms:

- Borrowers Card – Form to be issued to the clients upon requesting knowledge products and materials of LGRC
- Library Accession Form - refers to the Record Book of all materials acquired for the use of the LGRRRC Library
- ASEE Valuing - refers to the classification of KPs received, as follows: A - Administrative; S - Social; Environmental; and Economic
- KPs – Knowledge Products
- eCopies - Materials in electronic copies

### Legal References:

RA 9485 ( Anti-Red Tape Act)

Prepared by:		Reviewed by:	Approved by:
<b>PACITA M. ANDONG</b> Process Owner	<b>MARIA THERESA D. BAUTISTA</b> Deputy QMR	<b>LAILYN A. ORTIZ, CESE</b> Regional QMR	<b>REYNALDO M. BUNGUBUNG, CESO IV</b> Top Management





**QUALITY  
OBJECTIVE (QO)**

Document Code		
<b>QO-QP-R12-ORD-30</b>		
Rev. No.	Eff. Date	Page
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<b>OFFICE</b>	OFFICE OF THE REGIONAL DIRECTOR – LOCAL GOVERNANCE REGIONAL RESOURCE CENTER
<b>QUALITY PROCEDURE TITLE</b>	ACQUIRING, STORING AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRC

Function	Key Performance Indicators (KPIs)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
<ul style="list-style-type: none"> <li>ACQUIRING, STORING AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRC</li> </ul>	<ul style="list-style-type: none"> <li>KPs received/acquired and processed/stored within the day.</li> </ul>	90%	Total no. of KPs processed within the day for the month ----- X100% Total no. of KPs received within the month	<ul style="list-style-type: none"> <li>Monthly</li> </ul>	<ul style="list-style-type: none"> <li>LGRRC Librarian</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring Log Sheet</li> <li>Borrowers Card</li> <li>Logbook</li> <li>Inventory of KPs</li> </ul>
	<ul style="list-style-type: none"> <li>KPs borrowed with in the month properly accounted</li> </ul>	90%	Total no. of KPs accounted within the month ----- X100% Total no. of KPs borrowed within the month	<ul style="list-style-type: none"> <li>Monthly</li> </ul>		

Prepared by:		Reviewed by:		Approved by:	
PACITA M. ANDONG Process Owner	 MARIA THERESA D. BAUTISTA Deputy QMR	 LAILYN A. ORTIZ, CESE Regional QMR	 REYNALDO M. BUNGUBUNG, CESO IV Top Management		



Republic of the Philippines  
 DILG - REGION 12 (SOCCSKSARGEN)  
**PROCESS QUALITY MONITORING AND  
 EVALUATION (QME)**

Document Code		
<b>QME-QP-R12-ORD-30</b>		
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<b>OFFICE</b>	OFFICE OF THE REGIONAL DIRECTOR - LOCAL GOVERNANCE REGIONAL RESOURCE CENTER
<b>PROCEDURE TITLE</b>	<b>ACQUIRING, STORING AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRRC</b>
<b>OBJECTIVE STATEMENT</b>	1. 90% of Knowledge Products properly stored within the day 2. 90% of KPs borrowed within the month properly accounted
<b>CURRENT PERIOD</b>	

INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Objective 1: 90% of Knowledge Products properly stored within the day														
A	Total no. of KPs processed within the day for the month													
B	Total no. of KPs received within the day													
C	Formula: $\frac{A}{B} \times 100$ Target Result : 90%													
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)													
Objective 2. 90% of KPs borrowed within the month properly accounted														
A	Total no. of KPs accounted within the month													
B	Total no. of KPs borrowed within the month													
C	Formula: $\frac{A}{B} \times 100$ Target Result : 90%													
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)													

Note: For unmet targets, concerned QMS Secretariat to initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.





Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

# ACQUIRING, STORING AND MAINTENANCE, AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRRC Process Summary Logsheet

Document Code		
<b>FM-QP-R12-ORD-30-01</b>		
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QUALITY OBJECTIVE: 1. 90% of Knowledge Products properly stored within the day for the month  
2. 90% of KPs borrowed within the month properly accounted

FREQUENCY OF MONITORING: **Monthly**

COVERED PERIOD:

Due Date of Submission:

No.	Control No.	Title of KP	OBJECTIVE NO. 1 RESULTS						OBJECTIVE NO. 2 RESULTS						
			Date Received	Date Stored	No. of days elapsed (Target=1 WD)	Met	Unmet	Remarks, If Unmet	Borrower's Name	Date Borrowed	Date Returned	Status (If not Returned)	Met	Unmet	Remarks, If Unmet



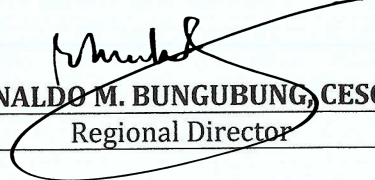
Prepared by:	Noted by:
Process Owner	Deputy QMR



Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

# ACQUIRING, STORING AND MAINTENANCE, AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRC Process Summary Logsheets

Document Code		
<b>FM-QP-R12-ORD-30-01</b>		
Rev. No.	Eff. Date	Page
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Prepared by:		Reviewed by:	Approved by:
<b>PACITA M. ANDONG</b> Process Owner	 <b>MARIA THERESA D. BAUTISTA</b> Deputy QMR	 <b>LAILYN A. ORTIZ, CESE</b> Regional QMR	 <b>REYNALDO M. BUNGUBUNG, CESO IV</b> Regional Director







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**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
 ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
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Division: **OFFICE OF THE REGIONAL DIRECTOR – LOCAL GOVERNANCE REGIONAL RESOURCE CENTER**

**MASTER LIST OF INTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION				
		00	01	02	03	04
<b>ACQUISITION, STORAGE AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRC</b>						
QP-R12-ORD-30	Quality Procedure (QP): Acquisition, Storage and Accessing of Knowledge Products at the LGRRC	10.01.17				
QO-QP-R12-ORD-30	Quality Objective (QO): Acquisition, Storage and Accessing of Knowledge Products at the LGRRC	10.01.17				
QME-QP-R12-ORD-30	Quality Monitoring and Evaluation (QME): Acquisition, Storage and Accessing of Knowledge Products at the LGRRC	10.01.17				
FM-QP-R12-ORD-30-01	Process Summary Logsheet (PSL): Acquisition, Storage and Accessing of Knowledge Products at the LGRRC	10.01.17				
FM-SP-R12-03A-01	Masterlist of Internal Documents	10.01.17				
FM-SP-R12-03B-01	Masterlist of External Documents	10.01.17				
FM-SP-R12-03C-01	Masterlist of Retained Documented Information	10.01.17				
FM-SP-R12-02-01A	Risk Register (Objectives): Acquisition, Storage and Accessing of Knowledge Products at the LGRRC	10.01.17				
FM-SP-R12-02-01B	Risk Register (Process): Acquisition, Storage and Accessing of Knowledge Products at the LGRRC	10.01.17				
FM-QP-R12-ORD-30-02-KPRF	Knowledge Product Request Form	10.01.17				
FM-QP-R12-ORD-30-02-BC	Borrower's Card	10.01.17				
FM-QP-R12-ORD-30-02-BL	Borrowers Logbook	10.01.17				
FM-QP-R12-ORD-30-02-KI	KPs Inventory Form	10.01.17				
FM-QP-R12-ORD-30-02-ARB	Accession Record Book	10.01.17				

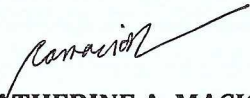
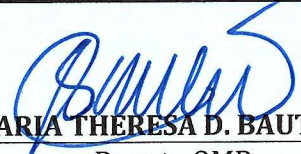




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**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
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ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
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Prepared by:	Noted by:
 <b>CATHERINE A. MACION</b> Regional Document Controller	 <b>MARIA THERESA D. BAUTISTA</b> Deputy QMR





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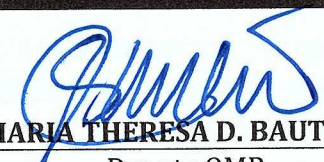
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Division: **OFFICE OF THE REGIONAL DIRECTOR – LOCAL GOVERNANCE REGIONAL RESOURCE CENTER**

**MASTER LIST OF EXTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>ACQUIRING, STORING AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRRC</b>							

Prepared by:	Noted by:
 <b>CATHERINE A. MACION</b> Regional Document Controller	 <b>MARIA THERESA D. BAUTISTA</b> Deputy QMR





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**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
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Document Code		
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Division: **OFFICE THE REGIONAL DIRECTOR - LOCAL GOVERNANCE REGIONAL RESOURCE CENTER**

**MASTER LIST OF RETAINED DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
<b>ACQUIRING, STORING AND MAINTENANCE, AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRC</b>									
FM-QP-R12-ORD-08-02-KPRF	Knowledge Product Request Form	LIBRARIAN	Filer Box	ORD-08-02-KPRF	Sequential by Month (Latest on Top)	1year	1 year	1 year	Shredding
FM-QP-R12-ORD-08-02-BC	Borrower's Card			ORD-08-02-BC		1year	1 year	1 year	Shredding
FM-QP-R12-ORD-08-02-BL	Borrowers Logbook			ORD-08-02-BL		1year	1 year	1 year	Shredding
FM-QP-R12-ORD-08-02-KI	KPs Inventory Form			ORD-08-02-KI		1year	1 year	1 year	Shredding

Prepared by:	Noted by:
 <b>PACITA M. ANDONG</b> Process Owner	 <b>MARIA THERESA D. BAUTISTA</b> Deputy QMR



Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
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Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
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Document Code		
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**RISK REGISTRY**  
**(A) OBJECTIVE RISK ASSESSMENT**

DIVISION: **OFFICE OF THE REGIONAL DIRECTOR - LOCAL GOVERNANCE REGIONAL RESOURCE CENTER**  
 PROCEDURE: **ACQUIRING STORING AND ACCESSING OF KNOWLEDGES PRODUCTS AT THE LGRRC**

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT						RISK CONTROL PLAN				
							IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RISK CONTROL ACTION	RPN (Risk Priority No.)	ACTION PLAN (If risk rating is significant)	RESPONSIBLE	TIMELINE
90% of KPs properly stored within the day for the month	Multiple staff functions, lack of trainings & required skills	Divisions/units, Field offices, Researchers and Students	Delayed of storage of Knowledge Products, cannot perform librarian	Non indexing of KPs properly practiced	Indexing of KPs not in accordance with existing days		4	3	3	36	M	NS		2			
90% of KPs borrowed w/in the month properly accounted	Lack of trainings and required skills	Divisions/units, Field offices, Researchers and Students	Borrowers/client unable to return borrowed KPs	Unreturned within 5 days	KPs becomes insufficient/ depleted		3	3	2	18	L			3			
<b>RISK ASSESSMENT:</b>							<b>RISK RATING</b>	<b>RISK LEVEL</b>	<b>RISK DESCRIPTION</b>	<b>ACTION REQUIRED</b>	<b>RPN</b>						
<b>IMPACT:</b> 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme							1 - 25	LOW	Not Significant	No further action required (Retain risk by in	3						
<b>LIKELIHOOD:</b> 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain							26-40	MODERATE	Not Significant	Alert level but no further action required for ne	2						
<b>DETECTION:</b> 1 - Very likely, 2 - Likely; 3 - Low, 4 - R							>40	HIGH	Significant	Control (e.g. Treat/Mitigate Transfer, Termina	1						
<b>Risk Rating = Impact X Likelihood X Detection</b>																	

Prepared by:	Reviewed by:	Recommending Approval:	Approved by:
 <b>PACITA M. ANDONG</b> Process Owner	 <b>MARIA THERESA D. BAUTISTA</b> Deputy QMR	 <b>IAN JON S. CLEMENTE</b> Risk Review Committee Head	 <b>LAILYN A. CORTIZ CEASE</b> Regional QMR
			 <b>REYNALDO M. BUNGUBUNG, GESO IV</b> Regional Director





Republic of the Philippines  
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**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel./Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
 ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
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**RISK REGISTRY**  
**(B) PROCESS RISK ASSESSMENT**

DIVISION: **OFFICE OF THE REGIONAL DIRECTOR - LOCAL GOVERNANCE REGIONAL RESOURCE CENTER**  
 PROCEDURE: **ACQUIRING, STORING AND ACCESSING OF KNOWLEDGE PRODUCTS AT THE LGRRC**

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT								RISK CONTROL PLAN			
					IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RPN (Risk Priority No.)	RISK CONTROL ACTION	ACTION PLAN (If risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE
<b>A. ACQUISITION, STORAGE AND MAINTENANCE OF KNOWLEDGE PRODUCTS/MATERIALS</b>																
Receipt of Knowledge Products and Materials		Receipt of KPs requiring technical skills (eCopy, etc)	KPs not readily retrievable; Unsatisfied clients	None	4	2	1	8	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
Stores Knowledge Products	Limited storage space	Receipt of voluminous KPs		None	3	3	1	9	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
Retain Records	Absence of periodic inventory	Receipt of voluminous KPs		None	3	3	2	18	LOW	NS	3	No Action				
<b>B. ACCESSING KPs</b>																
Receipt and Approval of Request to access Knowledge Products and Materials	Librarian-designate not available	Librarian is on-official business or on-leave	Receipt of KPs may not be accounted	None	3	3	1	6	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
	KP products not easily retrievable	Uncatalogued KPs	Unsatisfied clients; unmet target resulting to poor performance rating	Inventory of all KPs	3	3	3	27	MODERAT	NS	2	Alert	N/A	N/A	N/A	N/A
	KPs not accounted	Lost or unreturned KPs	Diminished KPs	Accomplishment of Borrowers Card by requestors- QPR12-ORD-08	4	3	3	36	MODERAT	NS	3	Alert	N/A	N/A	N/A	N/A
	Limited copies of KPs	Multiple requests of same KPs	Unsatisfied clients	None	2	2	3	12	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
Retain Records	Existence of disaster like flooding, fire &	Unable to maintain/update records	Incomplete filing; Non-compliance with the QP	None	3	3	4	24	LOW	NS	3	No Action	N/A	N/A	N/A	N/A
<b>RISK ASSESSMENT:</b>		<b>RISK RATING</b>	<b>RISK LEVEL</b>	<b>RISK DESCRIPTION</b>	<b>ACTION REQUIRED</b>							<b>RPN</b>				
<b>IMPACT:</b>		1-Insignificant; 2-Minor;	1 - 25	LOW	Not Significant							No further action required (Retain risk by informed decision)	3			
<b>LIKELIHOOD:</b>		1-Rare; 2-Unlikely; 3-	26-40	MODERATE	Not Significant							Alert level but no further action required for now	2			
<b>DETECTION</b>		1 - Very likely, 2 - Likely;	>40	HIGH	Significant							Control (e.g., Treat/Mitigate Transfer, Terminate)	1			
<b>Risk Rating = Impact X Likelihood X Detection</b>																

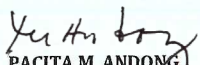
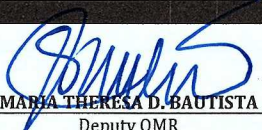


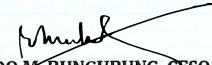




Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

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Prepared by:		Reviewed by:	Recommending Approval:	Approved by:
 <b>PACITA M. ANDONG</b> Process Owner	 <b>MARIA TERESA D. BAUTISTA</b> Deputy QMR	 <b>IAN JON S. CLEMENTE</b> Risk Review Committee Head	 <b>LAILYN A. ORDOÑEZ, CESE</b> Regional QMR	 <b>REYNALDO M. BUNGUBUNG, CESO IV</b> Regional Director

