



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

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Division/Unit: **QUALITY MANAGEMENT SECRETARIAT**

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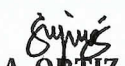
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CORRESPONDENCE BETWEEN DILG-XII QUALITY MANUAL, ISO 9001:2015 STANDARD AND ANNEX GQMC MC2016-01 D SUGGESTED OUTLINE

DILG-XII Quality Manual		ISO 9001:2015 Standard		Annex to GQMC MC2016-01 D Suggested Outline	
Introduction	QM-01			I.	Introduction on the Manual (scope of the Operations Manual, content, system of amendment and revision, distribution)
Purpose	1.1				
Content	1.2				
Amendment/Revision	1.3				
Distribution	1.4				
Definition of Terms	QM-02			II.	Definition of terms and acronyms
Organizational Background <i>(Title only)</i>	QM-03			III.	General Information about the Agency and the Selected Areas of Operation
The DILG	3.1				
History and the DILG Mandate	3.1a				
Vision, Mission, Goals, Objectives	3.1b				
The DILG XII	3.2				
DILG-CO Mission	3.2a				
DILG- CO Core Values	3.2b				
Context of the Organization <i>(Title only)</i>	QM-04	4	Context of the Organization <i>(Title only)</i>	IX	Description of the organizational context, e.g. PESTLE, SWOT or other framework or tool to analyse and monitor internal and external issues that have impact in the organization
Internal and External Issues	4.1	4.1	Understanding the organization and its context		
Interested Parties	4.2	4.2	Understanding the needs and expectations of interested parties	XI	Description of key stakeholders and their requirements and expectations
DILG-CO QMS Scope	4.3	4.3	Determining the scope of the quality management system	VI	Statement of QMS Scope, including the Process Model/Map showing the processes, products and services covered by the QMS
ISO 9001:2015 Applicability to DILG XII's QMS	4.3a			VII	Justification for ISO 9001 requirement(s) that is (are) not applicable to the scope of the QMS, if there is any
DILG-XII Quality Management System and its processes	4.4	4.4	Quality management systems and its processes		
DILG-XII's Business Process Map	4.4.1a				
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Controls over QMS Processes					
Leadership (Title only)	QM-05	5	Leadership (Title only)		
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Establishing the DILG-CO Quality Policy	5.2.1	5.2.1	Establishing the quality policy		
Communicating the DILG-XII Quality Policy	5.2.2	5.2.2	Communicating the quality policy		
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Organizational roles, responsibilities and authorities	5.3	5.3	Organizational roles, responsibilities and authorities	IV	Organizational Structure and Responsibilities of Relevant Roles (indicates the organizational structure, duties and responsibilities of relevant roles)
The DILG-XII QMS Organizational Structure	5.3a			V	Operational Control and Supervision (describes the powers of authority, supervisory and operational controls)

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1. INTRODUCTION

DILG Region XII in consonance with the program of the Philippine government and the following regulations intended to institutionalize best practices in all government agencies:

- a) EO 605 dated February 23, 2007 - Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161 s. 2006;
- b) Administrative Order No. 25 Inter-Agency Task Force (IATF); and
- c) Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems' yearly Memorandum Circular prescribing the criteria and conditions for the grant of Performance-Based Bonus (PBB) (e.g. Memorandum Circular No. 2016-1 dated May 12, 2016 and Memorandum Circular No. 2017-1 dated March 09, 2017)

In compliance with the aforesaid issuances and as part of strengthening its internal organization capacity, the DILG XII establishes its QMS, aligned to ISO 9001:2015.

1.1. Purpose

This Quality Manual aims to achieve the following objectives:

- a) To serve as an effective tool in communicating relevant information to the stakeholders / interested parties the different products and services of the Department consistent with its mandate and mission. It also considered the applicable government policies and regulations including freedom of information.
- b) To provide evidence of DILG XII's conformity to the different legal /regulatory, customer/ stakeholder and organizational requirements through the documented information that it maintains and retains. These requirements include pertinent provisions of ARTA (Anti-Red Tape Act) and resulting evidences which are suitably controlled consistent with applicable regulations of the National Archives Law of the Philippines (NAP).
- c) To provide a medium for knowledge sharing between the different operating groups and functions within the Department, thus enhancing effectiveness and efficiency across all levels that contribute to the enhancement of customer satisfaction.
- d) To disseminate and preserve the organization's experiences in the overall operation and control of its processes in the course of the delivery of its products and services to the public in general and the LGUs in particular.

1.2. Content

This Quality Manual covers both the documented information required by ISO 9001:2015 and those determined by DILG as necessary for the effective planning, operation and control of its Quality Management System (QMS). It contains the different policies and commitments of the DILG Management that would demonstrate its firm resolve to conform to and comply with the applicable requirements. Designed as Level 1 document, the Quality Manual will lead the user to the different sections and aspects of the DILG Region XII's QMS through cross-referencing as outlined in the documentation hierarchy of the QMS through each pertinent section.

1.3. Amendment or Revision

This Quality Manual is a live document. It is maintained up-to-date to reflect the current policies, procedures and practices across the Agency. It is amended or revised as deemed necessary by the



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Management, Heads, Process Owners, and other interested parties by their feedback or initiative. These amendments and revisions are governed by the procedure on the Control of Maintained Documented Information (Document Control) through the Document Control Request.

1.4. Distribution

This Quality Manual is distributed to identified copy holders in the Quality Manual Distribution List.

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2. DEFINITION OF TERMS

For the purpose of providing a clear and common understanding of terms to be used in Quality Management System documentations, terms and definitions given in *ISO 9000:2015 – Fundamentals and Vocabulary*, shall be applied.

In addition to those given in ISO 9000:2015 – the following terms and definitions generally apply to DILG XII's QMS.

- a) DILG Regional Office (DILG-RO XII) – refers to the office of DILG situated in Region XII or SOCCSKSARGEN which covers the Office of the Regional Director, Office of the Assistant Regional Director, Office of the Chief of Local Government Monitoring and Evaluation Division, Office of the Chief of Local Government Capability Development Division, and Office of the Chief of Finance and Administrative Division.
- b) Field Office – this refers to the DILG Offices in the lower level of LGUs - Provincial, City and Municipal Offices under the supervision of the Regional Office.
- c) Clients/Customers – refer to persons or entities outside the DILG XII organizational structure who/which are the intended beneficiary of DILG XII Programs, Projects, Activities (PPAs) and services. In consideration of the QMS scope, this specifically refers to the Field Offices, Local Government Units/Officials/Employees, Regional Line Agencies and the general public.
- d) Operations Processes – refer to core processes that are directly involved in the performance of the mandate of the DILG XII in the provision of LGU capacity development services, performance oversight and incentives and awards which are intended for its clients/customers.
- e) Support to Operations Processes – refer to processes needed to ensure the satisfactory performance of the core processes delivered by the different divisions and operating units.
- f) External Documents/References – Documents of external origin - usually from Office of the President (OP), Civil Service Commission (CSC), Commission on Audit (COA), Department of Budget (DBM), other National Government Agencies (NGAs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Government Financial Institutions (GFIs), Government-Owned and Controlled Corporations (GOCCs), and other Institutions - necessary for planning and operations. These include Circulars, Memoranda, Republic Acts, Executive Orders, Administrative Orders, Guidelines, Manuals, Resolutions, Orders, other Issuances, Reportorial and Compliance Forms, among others.
- g) Form – A document in a structured format with standardized data fields that gathers information as a requirement of a certain regulation or necessary in achieving desired process, procedure, and/or service outputs/objectives/results that when duly filled out, are considered records.
- h) Major Final Output (MFO) – the major deliverables of the DILG which are measured, evaluated, monitored and reported as performance results of the Department. Specifically, this refers to LGU capacity development, performance oversight, and rewards and incentives.
- i) Top Management – this refers to the high level management as represented by the Regional Director who has the responsibility and authority to ensure that adequate resources and management support are provided for the effective implementation, sustainability, and continual improvement of the Quality Management System (QMS).



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- j) Quality Management Representative (QMR) – refers to the Assistant Regional Director, who oversees the overall affairs of the QMS and reports to the Top Management the performance of the QMS and any need for improvement.
- k) Deputy QMR – all Provincial and City Directors, CLGOO of Cotabato City, Division Chiefs and Chief of Staff who oversees the implementation of QMS in their respective jurisdictions and reports to the QMR the performance of the QMS and any need for improvement.
- l) Internal Quality Audit (IQA) – A systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine compliance to international standard requirements for QMS.
- m) Technical Assistance – refers to a core process for provision for capacity development of LGUs
- n) Administrative Assistance – refers to a core process for provision for support services
- o) Performance Oversight – refers to a core process in the exercise of general supervision over local government units
- p) Rewards and Incentives – refers to core processes providing local government units with rewards and incentives for complying with the standards set by laws, rules, or regulations

Other terms and definitions deemed applicable to a specific process or function are defined in the specific quality procedure (QP).

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3. ORGANIZATIONAL BACKGROUND

3.1 The Department of the Interior and Local Government (DILG)

The Department of the Interior and Local Government is the executive department of the Philippine government responsible for promoting peace and order, ensuring public safety and strengthening local government capability aimed towards the effective delivery of basic services to the citizenry.

The main powers and functions of DILG are the following: assists the President in the exercise of general supervision over local governments; advises the President in the promulgation of policies, rules, regulations and other issuances on the general supervision over local governments and on public order and safety; establishes and prescribes rules, regulations and other issuances to implement laws on public order and safety, general supervision over local governments and promotion of local autonomy and community empowerment, and monitors compliance thereof; formulates plans, policies and programs which will meet local emergencies arising from natural and man-made disasters; establishes a system of coordination and cooperation among the citizenry, local executives and the Department, to ensure effective and efficient delivery of basic services to the public.

3.1a History and the DILG Mandate

The present Department of the Interior and Local Government (DILG) traces its roots from the Philippine Revolution of 1897. On March 22, 1897, the Katipunan Government established the first Department of Interior at the Tejeros Convention.

A revolutionary government was also established at that time and the new government elected General Emilio Aguinaldo as President and Andres Bonifacio as Director of Interior, although Bonifacio did not assume the post. At the NAIC Assembly held on April 17, 1897, President Aguinaldo appointed General Pascual Alvarez as Secretary of the Interior.

The Department of Interior was enshrined in the Biak-na-Bato Constitution signed on November 1, 1897. Article XV of the said Constitution defined the powers and functions of the Department that included statistics, roads and bridges, agriculture, public information and posts, and public order.

As the years of struggle for independence and self-government continued, the Interior Department became the premier office of the government tasked with various functions ranging from supervision over local units, forest conservation, public instructions, control and supervision over the police, counter-insurgency, rehabilitation, community development and cooperatives development programs.

In 1950, the Interior Department was abolished and its functions were transferred to the Office of Local Government (later renamed Local Government and Civil Affairs Office) under the Office of the President. On January 6, 1956, President Ramon Magsaysay created the Presidential Assistant on Community Development (PACD) to implement the Philippine Community Development Program that will coordinate and integrate, on a national scale, the efforts of various governmental and civic agencies to improve the living conditions of barrio residents nationwide and make them self-reliant. In 1972, Presidential Decree No. 1 created the Department of Local Government and Community Development (DLGCD) through Letter of Implementation No. 7 on November 1, 1972. Ten years later or in 1982, the DLGCD was reorganized and renamed Ministry of Local Government (MLG) by virtue of Executive Order No. 777; and in 1987, it was further reorganized and this time, renamed Department of Local Government (DLG) by virtue of Executive Order No. 262.

Again, on December 13, 1990, by virtue of Republic Act No. 6975, the DILG underwent reorganization into what is now known as the Department of the Interior and Local Government (DILG). The law



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integrated under the new DILG, the Philippine National Police (formerly known as the Philippine Constabulary-Integrated National Police), the National Police Commission, the Bureau of Fire Protection, the Bureau of Jail Management and Penology, and the Philippine Public Safety College; and absorbed the National Action Committee on Anti-Hijacking from the Department of National Defense (DND).

The passage of RA 6975 also paved the way for the union of the local governments and the police force after more than 40 years of separation. Today, the Department faces a new era of meeting the challenges of local autonomy, peace and order, and public safety.*

3.1b Vision, Mission, Goals, Objectives

DILG Vision

A strongly determined and highly trusted Department committed to capacitate and nurture local government units, public order and safety institutions to sustain peaceful, progressive, and resilient communities where people live happily.

DILG Mission

The Department shall promote peace and order, ensure public safety, and strengthen capability of local government units through active people participation and a professionalized corps of civil servants.

DILG Goals

- Develop, peaceful, safe, self-reliant and development- directed communities;
- Improve performance of local governments in governance, administration, social and economic development and environmental management;
- Sustain peace and order condition and ensure public safety.

DILG Objectives

- Reduce crime incidents and improve crime solution efficiency;
- Improve jail management and penology services;
- Improve fire protection services;
- Continue professionalization of PNP, BFP and BJMP personnel and services;
- Enhance LGU capacities to improve their performance and enable them to effectively and efficiently deliver services to their constituents;
- Continue to initiate policy reforms in support of local autonomy.

3.2 The DILG REGION XII

The approval of the Rationalization Plan of the Department of the Interior and Local Government – pursuant to Executive Order (EO) No. 366, gave the DILG the opportunity to reconfigure its structure and operations so that it can effectively provide oversight over LGUs and strengthen LGU capacity for governance.

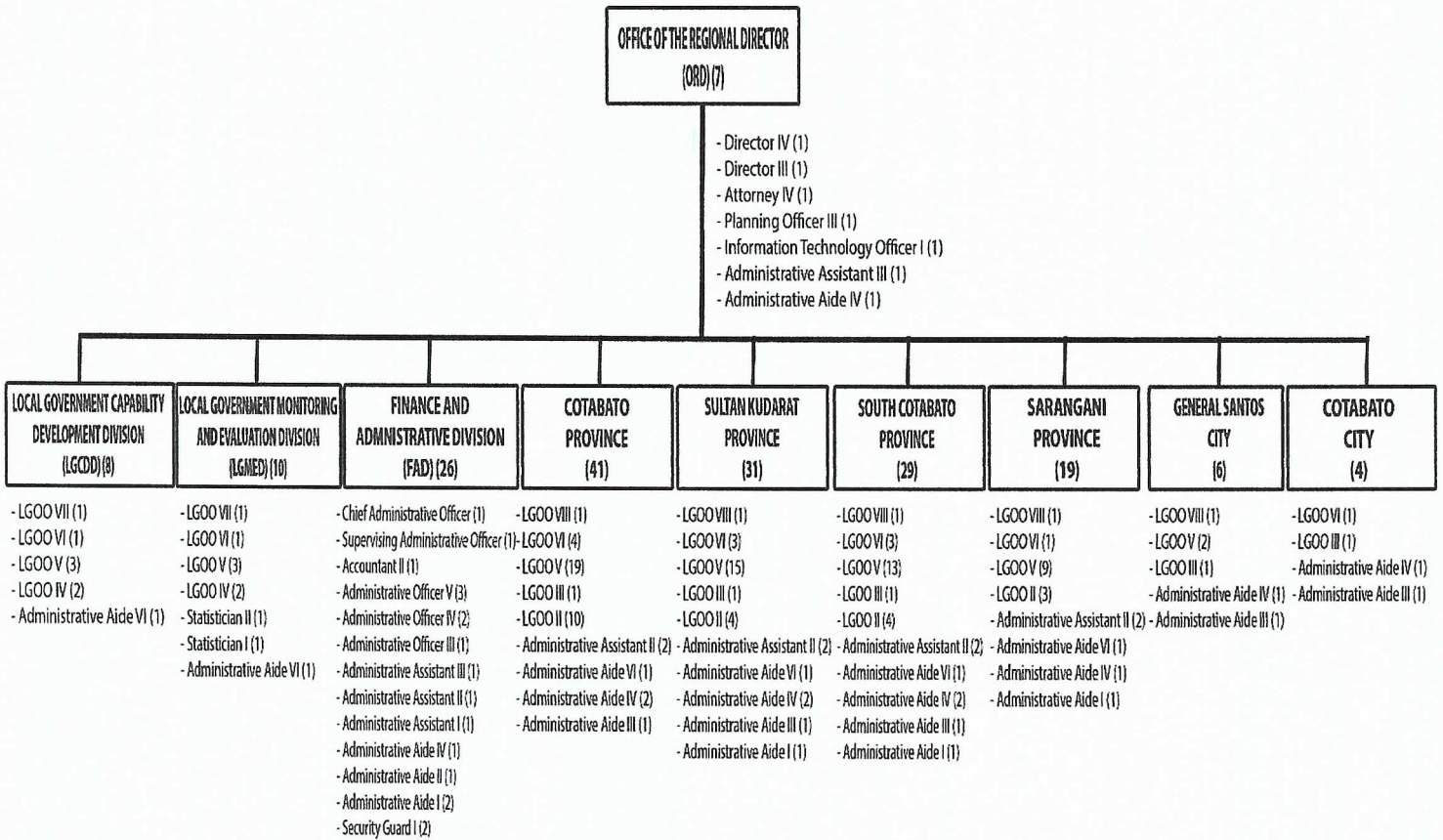
This rationalized structure orchestrated improvements in the systems and processes of all units that will eventually lead to improved organizational outcomes. The approved rationalized structure and the DILG Outcome-Based Framework are shown in the following figures:

* <http://www.dilg.gov.ph/page/Who-we-are/19>



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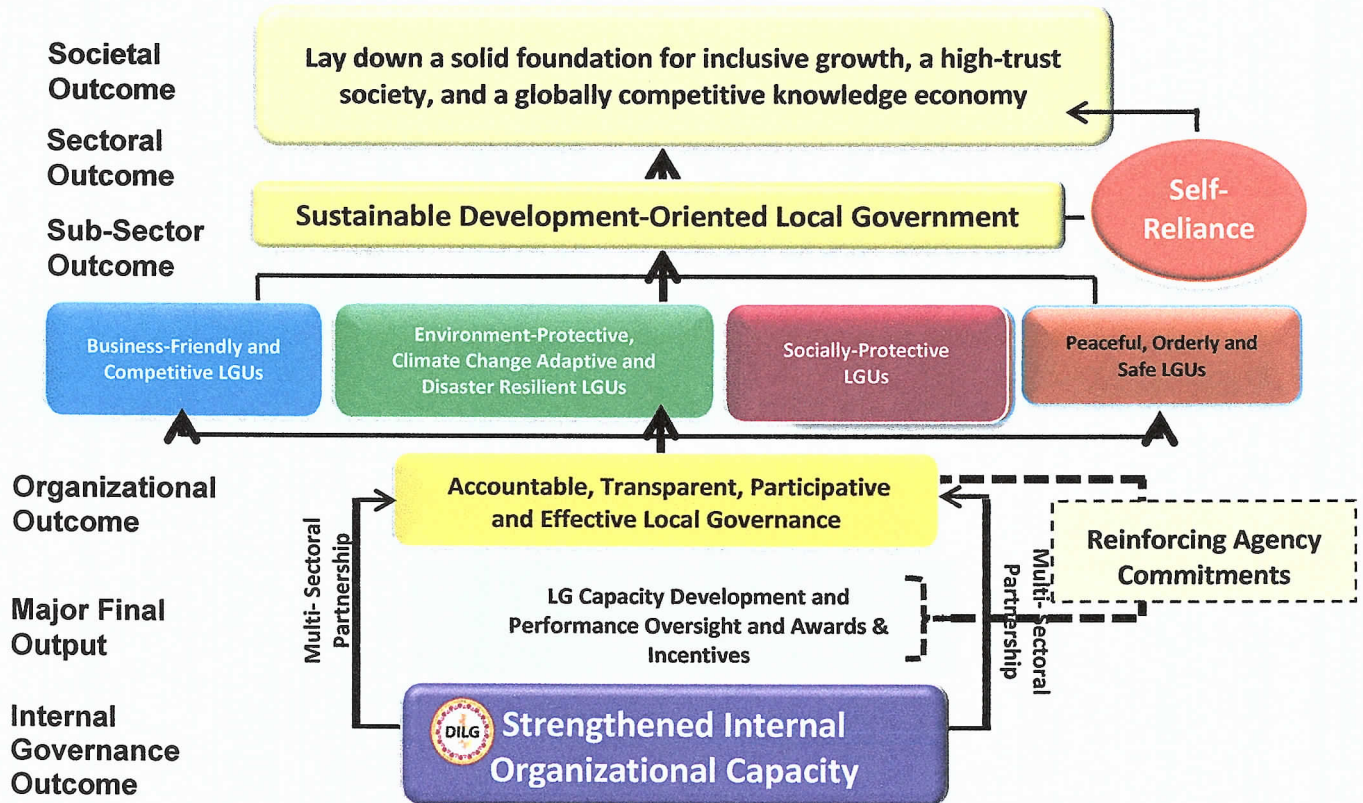
Figure 1 (DILG-XII Approved Rationalized Structure)





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Figure 2 (DILG Outcome-Based Framework)



The Quality Management System is in conjunction with the thrust of the DILG in strengthening its internal governance to improve the organization’s productivity and the effectiveness of current systems.

The Regional Office XII as the catalyst in strengthening local government capacities, in the exercise of its performance oversight, provision technical assistance and administrative support services, incentives and rewards to LGUs to promote excellence in local governance and enhance the service delivery of its Field Offices, takes the lead in delivering the following key strategies:

- Foster and sustain transparency, accountability and high level of performance among LGUs.
- Improve LGU readiness in dealing with disasters and climate change.
- Improve the business competitiveness of selected LGUs and widen people’s access to livelihood and employment opportunities.
- Improve LGU capacity to deliver basic services especially to the poor and/or marginalized.

3.2a DILG-12 Mission

The Regional Office XII as the catalyst in strengthening local government capacities promotes excellence in local governance through capacity development, performance oversight and incentives and awards services in coordination with its field offices and in collaboration with its stakeholders.



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3.2b DILG-XII Core Values

DILG Region XII established a set of core values that represent its policy and aspiration to develop a culture of customer satisfaction through effective and efficient service to its clients and to continue demonstrating its commitment to strengthen local governance in the country.

- Integrity (*AS INDIVIDUAL*) – This is the core value of every personnel in DILG XII manifested through consistent practice of decency in behavior, honesty in all dealings, and fairness in discernment. In a very political and dynamic organization, integrity defines DILG XII personnel in times of prejudice and imperfection. The integrity of DILG XII personnel is what builds credibility and trust.
- Competence (*AS PUBLIC SERVANT*) – This is the core value that indicates sufficiency of knowledge and skills to carry out DILG’s mission and the achievement of its objectives and vision. This includes both the intellectual and behavioural aspect of every DILG XII personnel.
- Professionalism (*DYNAMIC WORKING ENVIRONMENT*) – This is the core value that manifests higher level of competence and integrity of every DILG XII personnel. Imbided in the organization is the utmost devotion and dedication to duty in dealing with its clients/customers.
- Responsiveness (*CUSTOMER SATISFACTION*) – This is the core value of the organization in delivering its Programs, Projects and Activities to all its interested parties. Responsiveness is that sense of timeliness and accuracy in delivering DILG-XII’s products and services towards the satisfaction of its customers/clients and in compliance with all the relevant requirements.

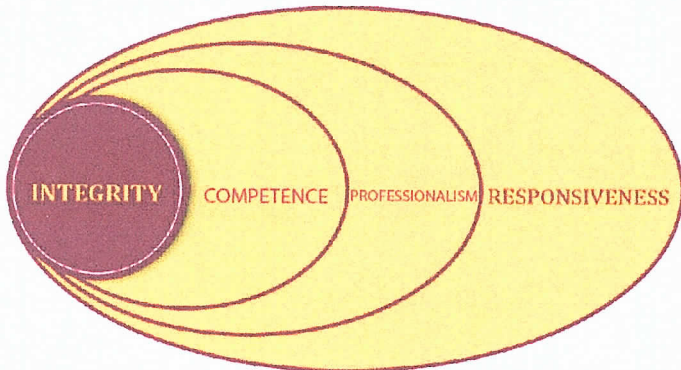


Figure:
The DILG-12 Core Value Circles

These values will be the core of every personnel in the organization as they demonstrate the DILG brand of:

“Matino, Mahusay, at Maaasahang kagawaran para sa Mapagkalinga at Maunlad na Pamahalaang Lokal.” (“Committed, Excellent, and Dependable Agency towards a Caring and Developed Local Government.”)

Matino – Sensible, accountable, committed and works with integrity

Mahusay – Skillful, capable, methodical, aims for excellence, mastery of knowledge and skills

Maaasahan – Reliable, dependable and accessible

Mapagkalinga – Caring, sensitive and responsive, attentive

Maunlad – Progressive, developed, matured, enhanced, evolved



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4. CONTEXT OF ORGANIZATION

4.1 Internal and External Issues

DILG Region XII operates under internal and external environments that influence the fulfillment of its mandate and objectives. It is important for DILG Region XII to determine and validate its context to be able to consistently provide products and services that meet legal and customer requirements.

In this regard, DILG Region XII identifies the relevant internal and external issues, factors and conditions that affect its ability to achieve planned results.

DILG Region XII regularly reviews and updates the issues relevant to its operations every 6 months, or as needed, usually during Planning (Operational and QMS Planning) and Management Review. The DILG- Region XII's Context Registry contains the relevant key internal and external issues which presents a more detailed analysis of the identified list of DILG- Region XII issues.

Relevant Documented Information:
DILG Region XII's Context Registry

4.2 Interested Parties

Due to their effect or potential effect on DILG Region XII's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, DILG Region XII determines:

- a) The interested parties that are relevant to the quality management system;
- b) The requirements of these interested parties that are relevant to the quality management system.

DILG Region XII monitors and reviews information about these interested parties and their relevant requirements at least twice a year (during Planning and Management Review), and even during the review of risk registers, where necessary.

DILG Region XII's interested parties are as follows:

- Customer / client – DILG CO, Field Offices, LGUs, LGU Officials, Citizenry
- Congress Representatives
- Regulatory Bodies – COA, CSC, BIR, DBM, GSIS, Pag-Ibig Fund, PHILHEALTH, LTO, BOT
- COMELEC
- Sandiganbayan
- Office of the Ombudsman
- Office of the President
- Partners – Other Agencies : PNP, AFP, DSWD, DTI, DepEd, DA, DENR, EMB, BJMP, PNP, BFP, PSA, NCIP, NEDA
- Media
- External Providers / Suppliers
- Employees – Senior Executives (Assistant Regional Director, Provincial/City Directors and CLGOO of Cotabato City) Middle Managers (Program Manager, Outcome Manager, Assistant Division Chiefs, Division Chiefs and Chief of Staff), Organic staff (technical and administrative staff), Job Orders and Contract of Service Personnel
- Local Resource Institutions
- On the Job Trainees