

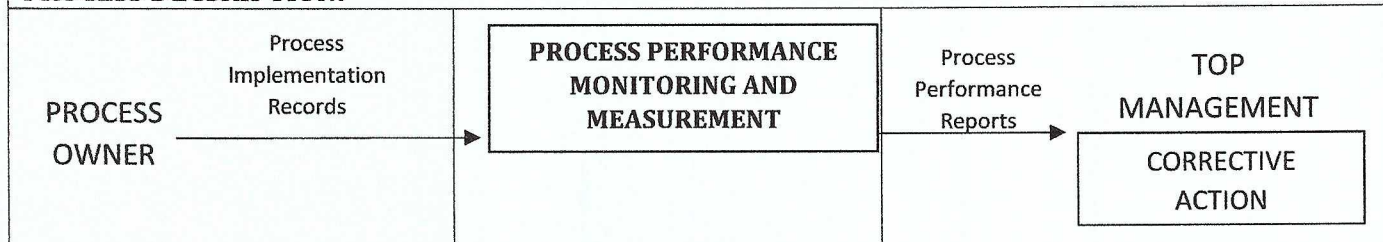


Republic of the Philippines
 DILG REGION XII (SOCCSKSARGEN)
**SYSTEM
 PROCEDURE**

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PROCEDURE TITLE	PROCESS PERFORMANCE MONITORING AND MEASUREMENT
SCOPE	This procedure covers the activities from the monitoring of relevant process parameters to summarizing monthly results and initiating needed corrections and corrective actions for unmet objectives, where applicable.
PURPOSE	To define the process for the periodic monitoring, measurement and reporting of process performance against specified quality objectives or planned results of each process.

PROCESS DESCRIPTION:



DESCRIPTIVE STATEMENT:

The process owner implements the process, records the progress of the transaction and submits process performance reports to the QMS Secretariat who validates and consolidates the reports, prepares/issues Corrective Action Report duly signed by the QMR for unmet targets, and submits report of the overall QMS performance, signed by the Deputy QMR to the Top Management through the QMR.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Process Owner	Implement the Process	<ul style="list-style-type: none"> Implement the process as per documented procedures. 	<ul style="list-style-type: none"> Quality Procedure (QP) of the process
2	Process Owner	Record progress of transaction or process implementation	<ul style="list-style-type: none"> Record the actual progress of transaction, or actual data of process implementation to monitor the process performance based on the committed quality objectives in the respective process performance monitoring tool, if any. For voluminous transactions, summarize the process performance data in the Process Summary Log Sheet (PSL) to get the consolidated results for the period being reported, duly noted by the concerned Deputy QMR. 	<ul style="list-style-type: none"> Respective monitoring tool per process
3	Process Owner	Report the process performance results	<ul style="list-style-type: none"> Report the process performance results for the period using the Quality Monitoring and Evaluation (QME) form, print and submit for review by the concerned Division Chief/OIC and noted by the QMR Submit the PSL and QME Report to the QMS Secretariat on or before the 5th working day of the ensuing month of the current period. Communicate within the division the result of performance results. 	<ul style="list-style-type: none"> Process Quality Monitoring and Evaluation (QME).





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
4	QMS Secretariat	Validate and Consolidate QME Report	<ul style="list-style-type: none"> Monitor the submission of the PSL and QME Report. Review results based on available information submitted. Consolidate QME Results and evaluate performance against top management objectives. Prepare Corrective Action Report (CAR) to concerned Process Owners that did not meet the quality objectives/planned results duly signed by the QMR within 2 working days upon receipt of the QME report. Submit QMS-QME report, QMS-PSL, and QME results to QMR. 	<ul style="list-style-type: none"> QME Report and Supporting Document/s QMS-QME report, QMS-PSL CAR
5	QMR	Review and sign reports	<ul style="list-style-type: none"> Review and accept/sign CAR and return to QMS Secretariat, if any. Sign the QMS-QME and communicate to the Top Management/RD Return to QMS Secretariat. 	<ul style="list-style-type: none"> CAR, if any QMS QME with QMS PSL
6	QMS Secretariat Representatives and Head	Issue CAR, if any and forward QMS-QME Report	<ul style="list-style-type: none"> Issue CAR to concerned Office. Forward QMS-QME Report with QMS PSL to the Top Management or RD. 	<ul style="list-style-type: none"> CAR, if any QMS QME with QMS PSL
7	Process Owner	Initiate correction and corrective action	<ul style="list-style-type: none"> Plan appropriate corrections/immediate actions to address the unmet planned results. Determine the root cause. Formulate Corrective Action Plan (CAP) duly noted by the Division Chief/OIC and approved by the QMR with identified person responsible and specified timelines. Submit accomplished CAR to QMS Secretariat within 10 working days upon receipt. 	<ul style="list-style-type: none"> CAR SP-R12-06 – Non-conformity and Corrective Action
8	QMS Secretariat Representative and Head	Review and approve the Corrective Action	<ul style="list-style-type: none"> QMS Secretariat: Review the proposed corrections and corrective actions. If found in order and adequate to address the unmet target, secure approval of the QMR; else, return to concerned Process Owner for appropriate action. 	<ul style="list-style-type: none"> CAR





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			<ul style="list-style-type: none"> QMR: Approve the Corrective Action Plan and return to QMS Secretariat. QMS Secretariat: Provide copy of the approved CAP to concerned process owner. 	
9	Process Owner; QMS Secretariat Representative and Head	Implement and Monitor Corrective Action Plan (CAP)	<ul style="list-style-type: none"> Process Owner: Implement CAP as planned. Monitor progress against Corrective Action Plan. If any Corrective Action cannot be/is not implemented, discuss with the Head of Office/Division Chief for possible additional intervention. <p>QMS Secretariat:</p> <ul style="list-style-type: none"> Verify implementation and effectiveness of actions taken after at least 2 months of full CAP implementation. Verification can happen more than once if the initial (first) verification does not provide evidence of non-recurrence of the root cause(s) identified. If non-recurrence of the root cause is verified, close-out the CAR duly approved by the Deputy QMR; else, coordinate with concerned office/division for continuous CAP implementation and/or take any further appropriate action. Communicate the results of verification to concerned division/office. 	<ul style="list-style-type: none"> CAR
10	Process Owner	Continue process monitoring and conduct data analysis	<ul style="list-style-type: none"> Continue process monitoring on succeeding period. Analyze data and trends every three (3) consecutive performance reporting periods and submit to the QMS Secretariat on the 5th working day of the ensuing month. 	<ul style="list-style-type: none"> Process Monitoring Tool/s (e.g. Logsheet, Tracker, etc.) QMS Performance Analysis Report
11	Process Owner, QMS Secretariat Representative and Head	Retain records	<ul style="list-style-type: none"> Retain records in accordance with Control of Retained Documented Information Procedure and Master List of Records 	<ul style="list-style-type: none"> Control of Retained Documented Information Procedure Master List of Records





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Prepared By	Reviewed By	Approved By
 MARY ANN R. TRASPE QMS Secretariat/TWG	 LAILYN A. ORTIZ, CESE Assistant Regional Director Quality Management Representative	 REYNALDO M. BUNGUBUNG, CESO IV Regional Director Top Management





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

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QMS PROCESS SUMMARY LOGSHEET (PSL)

TOP MANAGEMENT QUALITY OBJECTIVE: 90% of Quality Objectives Met

FREQUENCY OF MONITORING: Monthly

COVERED PERIOD:

DUE DATE OF SUBMISSION:

No.	Process No.	Quality Objective	Timeliness			RESULTS							Frequency of Reporting	QP Code	Procedure Title	Remarks	REVIEW OBSERVATIONS		
			Date Received	≤ DDS	> DDS	Target	Data	Actual	Met	Unmet	NSY	NA						NPY	

Prepared by:	Noted by:	
QMS Secretariat of Division/Unit	Division Chief / Deputy QMR	Regional Quality Management Representative



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Prepared by:	Reviewed by:	
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Republic of the Philippines
 DILG REGION XII (SOCCSKSARGEN)
**QMS PERFORMANCE
 ANALYSIS REPORT**

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PROCEDURE TITLE:		QP CODE:	
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COVERED PERIOD:	FROM:		TO:	
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PART I: OVERALL ANALYSIS

PART II: GRAPHICAL PRESENTATION

PART III: IDENTIFIED GAPS/CONSTRAINTS/WEAKNESS AND ACTION PLAN

GAPS/CONSTRAINTS WEAKNESSES	ACTION PLAN		
	ACTIVITY (Identified Strategy)	RESPONSIBLE PERSON	TIMELINE FROM TO

Prepared By:	Reviewed By:	Approved By:
Name:	Name:	Name:
Date:	Date:	Date:
QMS Secretariat (Division/Unit)	Deputy Quality Representative	Quality Management Representative

Prepared By	Reviewed By	Approved By
 MARY ANN R. TRASPE QMS Secretariat/TWG	 LAILYN A. ORTIZ, CESE Assistant Regional Director Quality Management Representative	 REYNALDO M. BUNGUBUNG, CESO IV Regional Director Top Management

