



QUALITY PROCEDURE (QP)

Document Code		
QP-R12-FAD-15		
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PROCEDURE TITLE	PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS	
SCOPE	The process starts from the submission of request form for Administrative documents by concerned personnel until its release.	
PURPOSE	To provide guideline on how to secure needed Administrative documents.	
PROCESS DESCRIPTION		
INPUT	PROCESS	OUTPUT
Concerned Personnel → Request Form	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS </div>	Administrative Documents → Concerned Personnel
DESCRIPTIVE STATEMENT: Administrative document/s are secured from the Administrative Division in support to various official and personal transactions of personnel.		

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Concerned Personnel	Submits request form	<ul style="list-style-type: none"> Fills-out request form and submits to Personnel Staff 	<ul style="list-style-type: none"> Request Form
2	Personnel Staff	Receives and evaluates request form	<ul style="list-style-type: none"> Logs, controls and prepares needed Administrative documents and forwards to Personnel Officer for signature 	<ul style="list-style-type: none"> Administrative Documents
3	Personnel Officer	Signs Service Records and reviews other Administrative Documents	<ul style="list-style-type: none"> Affixes signature on Service Record and forwards other Administrative Documents for CAO's initial 	<ul style="list-style-type: none"> Service Records and other Administrative Documents
3	CAO	Reviews and signs Administrative Documents	<ul style="list-style-type: none"> Affixes initials and forwards to RD for approval 	<ul style="list-style-type: none"> Administrative Documents (all kinds of certification)
4	Regional Director	Approves and signs Administrative Documents	<ul style="list-style-type: none"> Affixes signature and forwards to Records Officer 	<ul style="list-style-type: none"> Signed Certification/s
5	Process Owner	Retain records	<ul style="list-style-type: none"> Update the Process Summary Log Sheet 	<ul style="list-style-type: none"> Process Summary Log Sheet





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Records 	<ul style="list-style-type: none"> Control of Documented Information Procedure Masterlist of Records

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**QUALITY
OBJECTIVE (QO)**

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OFFICE	FINANCE AND ADMINISTRATIVE DIVISION
QUALITY PROCEDURE TITLE	PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS

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"> PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS 	<ul style="list-style-type: none"> Percentage of request processed within thirty (30) minutes upon receipt 	90%	Total No. of request processed within 30 minutes upon receipt -----X100 Total No. of request filed	<ul style="list-style-type: none"> Monthly 	<ul style="list-style-type: none"> Personnel Officer 	<ul style="list-style-type: none"> Monitoring Log Sheet Administrative Documents

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DILG - REGION 12 (SOCCSKSARGEN)


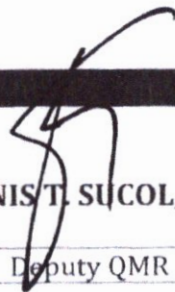
PROCESS QUALITY MONITORING AND EVALUATION (QME)

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OFFICE	FINANCE & ADMINISTRATIVE DIVISION - PERSONNEL SECTION
PROCEDURE TITLE	PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS
OBJECTIVE STATEMENT	1.100% of request of Administrative Documents processed within thirty (30) minutes upon receipt
CURRENT PERIOD	

INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Objective 1: 100% of Leave applications processed within the day upon receipt of the leave form [cut-off time 3 :00 PM]														
A	Total No. of Leave Applications processed within the day													
B	Total No. of Leave Applications received within the day													
C	Formula: $\frac{A}{B} \times 100$ Target Result : 100%													
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.

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PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS
Process Summary Logsheets (PSL)

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QUALITY OBJECTIVE: 1. 100% of request of Administrative Documents processed within thirty (30) minutes upon receipt

FREQUENCY OF MONITORING: **Monthly**

COVERED PERIOD:

Due Date of Submission:

No.	Particulars	OBJECTIVE NO. 1 RESULTS					REMARKS, IF UNMET
		Date/Time Received	Date/Time Processed	No. of Minutes (Target = 30 minutes)	Met	Unmet	
1							
2							
3							

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Division: **FINANCE AND ADMINISTRATIVE DIVISION (PERSONNEL SECTION)**

MASTER LIST OF INTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS							
FM-QP-R12-FAD-15	REQUEST FORM	10.01.17					
QP-R12-FAD-15	QUALITY PROCEDURE	10.01.17					
QO-R12-FAD-15	QUALITY OBJECTIVE	10.01.17					
QME-R12-FAD-15	QUALITY MONITORING EVALUATION	10.01.17					
FM-QP-R12-FAD-15	PROCESS SUMMARY LOGSHEET	10.01.17					
FM-SP-R12-02-01A	RISK REGISTRY- OBJECTIVE	10.01.17					
FM-SP-R12-02-01B	RISK REGISTRY- OBJECTIVE	10.01.17					

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Division: **FINANCE AND ADMINISTRATIVE DIVISION (PERSONNEL SECTION)**

MASTER LIST OF EXTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS							
CSC MC No. 24 series 2017	2017 Omnibus Rules on Appointments and Other Human Resource Actions	2017					

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MASTERLIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS									
FM-QP-R12-FAD-15	REQUEST FORM	PERSONNEL STAFF	QMS SHELF	REQUEST FORM	SEQUENTIAL BY CONTROL NUMBER	1 YEAR	1 YEAR	2 YEARS	SHREDDING/RE-USE

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RISK REGISTRY
(A) OBJECTIVE RISK ASSESSMENT

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION**
 PROCEDURE: **PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS**

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	RESOURCE
• 90% of request processed within thirty (30) minutes upon receipt	Overlapping of regional and central activities	organic personnel	Delayed processing of the Personnel Request of Administrative Documents	Focal person/process owner is on travel or is on sick leave	Non-compliance to the established QMS Process and ARTA	Assistant Section Chief processes administrative documents on behalf of the focal person	4	1	1	4	L	NS	NO ACTION	3	NA	NA	NA	NA
RISK ASSESSMENT:			RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED				RPN								
IMPACT:			1- Insignificant; 2- Minor; 3- Moderate; 4- Major; 5- Extreme	1- 25	LOW	Not Significant	No further action required. (Retain risk by informed decision)				3							
LIKELIHOOD:			1- Rare; 2- Unlikely; 3- Moderate; 4- Likely; 5- Almost Certain	26-40	MODERATE	Not Significant	Alert level but no further action required for now				2							
DETECTION			1- Very likely; 2- Likely; 3- Low; 4- Remote; 5- Very remote	>40	HIGH	Significant	Control (e.g., Train, Migrate, Transfer, Terminate)				1							

Risk Rating = Impact X Likelihood X Detection

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RISK REGISTRY
(B) PROCESS RISK ASSESSMENT

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION**
 PROCEDURE: **PROCESSING OF PERSONNEL REQUEST OF ADMINISTRATIVE DOCUMENTS**

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
Receives and evaluates request form	No alternates/ understudy;	Focal person/process owner is on travel or is on sick leave	Delayed evaluation of request form	designated staff evaluates administrative documents on behalf of the focal person	3	5	1	15	L	NS	3	NA	NA	NA	NA	NA
Reviews and affix initials in Service Records and other Administrative Documents	Overlapping of regional and central activities		Delayed processing of Service Records and other Administrative Documents for approval	designated staff reviews and affix initials on behalf of the focal person	4	5	1	20	L	NS	3	NA	NA	NA	NA	NA
Approves and signs Administrative Documents	Delayed processing of Service Records and other Administrative Documents for	Authorized signatory is on travel or on sick leave	Delayed approval of Service Records and other Administrative Documents	designated OIC signs as approver	4	2	1	8	L	NS	3	NA	NA	NA	NA	NA
Release of Personnel Request of Administrative Documents	Delayed release of Personnel Request of Administrative Documents	Focal person/process owner is on travel or on sick leave	Non-compliance to the established QMS Process and ARTA	designated releases administrative documents on behalf of the focal person	5	2	1	10	L	NS	3	NA	NA	NA	NA	NA
RISK ASSESSMENT:		RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED						RPN					
IMPACT:		1-Insignificant; 2-Minor; 3-	1 - 25	LOW	No further action required (Retain risk by informed decision)						3					
LIKELIHOOD:		1-Rare; 2-Unlikely; 3-	26-40	MODERATE	Alert level but no further action required for now						2					
DETECTION		1 - Very likely, 2 - Likely; 3-	>40	HIGH	Control (e.g.- Treat/Mitigate Transfer, Terminate)						1					
Risk Rating = Impact X Likelihood X Detection																

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