



Republic of the Philippines  
**Department of Education**  
 CORDILLERA ADMINISTRATIVE REGION  
**SCHOOLS DIVISION OFFICE OF ABRA**

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August 11, 2021

DIVISION MEMORANDUM  
 No. 267, s. 2021

**SDO-ABRA ISO SURVEILLANCE AUDIT TIMELINES AND ACTIVITIES**

To: Assistant Schools Division Superintendent  
 Chief Education Supervisor (CID and SGOD)  
 Education Programs Supervisors  
 Public Schools District Supervisors  
 Senior Education Program Specialists  
 Quality Management System Focal Persons  
 All Others Concerned

1. To continually deliver citizen-centric quality public service and in compliance to the provisions of DepEd Order No. 009, s. 2021 entitled "**Institutionalization of a Quality Management System in the Department of Education**", this Office necessitates the conduct of ISO preliminary activities to prepare the office in the upcoming surveillance audit by the certifying body.
2. This memorandum aims to provide information on the roles and responsibilities of each personnel, timelines and activities to be conducted ensuring the delivery of quality services and fostering continuous improvement.
3. The following timelines and activities will be conducted through online and limited face to face:

<b>Timelines</b>	<b>Activities</b>	<b>Person In-Charge</b>
August 17, 2021	Virtual Orientation on IPCRF and OPCRf Encoding in the Google Sheet (Online)	Eden T. Adriatico and Deo M. Ramos
August 18-19, 2021	Workshop on the Encoding of the IPCRF and OPCRf of each employee in the Google Sheet	All Personnel in the division
August 20, 2021	Presentation of the compliance of each personnel in different division(F2F)	Lemuel B. Dickson Hedwig M. Belmes Janet Pascua
August 11 – August 22	Data gathering on the Situation of the municipalities and the	Please see next row.



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August 23, 2021	<p>province as a whole on the different external factors</p> <p>Conduct of situational analysis on the following areas:</p> <ol style="list-style-type: none"> <li>Social and economic factors</li> <li>Technological Factors</li> <li>Environmental Factors (DRRM situations, geo-hazard map)</li> <li>Political factors (international, national, regional, local and partnerships)</li> <li>Legal Factors</li> <li>Cultural factors</li> <li>Values, Culture of the personnel, succession, morale, commitment, and leadership</li> <li>Customer satisfaction survey</li> <li>Systems and processes; <ul style="list-style-type: none"> <li>- ISO certification</li> <li>- PRIME-HRM</li> <li>- SBM Level of Practice</li> <li>- Citizens Charter</li> <li>- Innovative Practices</li> </ul> </li> <li>Performance Indicators</li> </ol>	<p>Hedwig M. Belmes and CID personnel Marlou Borja</p> <p>Florencio Rifareal Jr</p> <p>Hedwig M. Belmes and CID personnel Jan Nowel Peña</p> <p>Atty. Janneliza Taloma Adelaida Bogayao Eden T. Adriatico Deo M. Ramos Gemma Cabutaje</p> <p>ASDS</p> <p>Ronald T. Marquez Eden T. Adriatico Lorna Llaneza</p> <p>Gemma Cabutaje Lorna Llaneza</p> <p>Meldie M. Damian</p>
August 24, 2021	<p>Presentation of Situational Analysis (F2F)</p> <p>Virtual Orientation on SWOT, List of Interested Parties and Needs Expectations, Risk and</p>	<p>Hedwig M. Belmes Lemuel B. Dickson Janet Pascua</p> <p>Jaeriel R. Bersamina</p>



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	Opportunity Register (Online)	
August 25-26, 2021	SWOT, List of Interested Parties and Needs Expectations, Risk Register and Opportunity Register Workshop	All personnel
August 27, 2021	Presentation of SWOT, List of interested parties and needs expectations, Risk and Opportunity register	Lemuel B. Dickson Hedwig M. Belmes Janet Pascua
August 31, 2021	Coordination Meeting of the Quality Management System (QMS) Teams, Top Management, QMS Secretariat and Quality Management Representative	SDS Benilda Daytaca ASDS Hedwig M. Belmes Lemuel B. Dickson Ronald Marquez Jaeriel Bersamina Darren Cariño Janet Pascua Eden T. Adriatico Lorna Llaneza

4. The CID chief, SGOD Chief and AOV for Administration shall monitor the compliance of each personnel in each of the slated activities.

5. Immediate dissemination of and strict compliance with this Memorandum is directed.

**BENILDA M. DAYTACA EdD, CESO VI**  
 Assistant Schools Division Superintendent  
 OIC-Office of the Schools Division Superintendent

SGOD/PRS/Jae/DM-ISO



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