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REHIYON V (BIKOL)

TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD IRIGA

CTRL No: 2026-06-284

Office of the Schools Division Superintendent

June 17, 2026

DIVISION MEMORANDUM

No. 284, s. 2025

**ADDENDUM/CORRIGENDUM TO DIVISION MEMORANDUM NO. 532 S. 2025:
(ESTABLISHMENT AND INSTITUTIONALIZATION OF A QUALITY
MANAGEMENT SYSTEM (QMS) CERTIFIABLE TO ISO 9001:2015 IN THE
SCHOOLS DIVISION OFFICE OF IRIGA CITY)**

TO: Assistant Schools Division Superintendent
Chief Education Supervisors, CID and SGOD
Education Program Supervisors
OIC Public Schools District Supervisor
Public Elementary and Secondary School Heads
SDO Functional and Section Heads
All Others Concerned

1. In reference to the Division Memorandum No. 532 s. 2025 titled **Establishment and Institutionalization of a Quality Management System (QMS) Certifiable to ISO 9001:2015 in the Schools Division Office of Iriga City**, the updated Composition of the Quality Management System (QMS) Teams, added general tasks of coaches, writers and editors, and QMS Roadmap – Phase 1 are hereby attached as Enclosures No. 1 and No. 2 of this memorandum, for reference.
2. All other provisions stated in the previous division memorandum shall remain.
3. Wide dissemination and strict compliance with this memorandum are desired.

MARIA-MAGNOLIA F. BRIOSO CESO VI
OIC-Schools Division Superintendent

Encl.: As stated

Reference: DepEd Order No. 9, s. 2021

To be indicated in the Perpetual Index under the following subjects:

QUALITY MANAGEMENT SYSTEM



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Enclosure No. 1 to Division Memorandum No. 284, s. 2025

QUALITY MANAGEMENT TEAMS AND TERMS OF REFERENCE

QMS Teams and Persons Responsible	Terms of Reference
<p>A. Top Management</p> <p>Maria-Magnolia F. Brioso Maylani L. Galicia</p>	<ol style="list-style-type: none"> i. Lead the establishment, implementation, and monitoring of the QMS at their level. ii. Establish, communicate, and embody the Quality Policy Statement. iii. Ensure the effectiveness of the QMS using risk-based thinking and risk management. iv. Ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS. v. Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders. vi. Determine and provide the necessary resources needed to implement and sustain QMS implementation. vii. Lead and conduct the Management Review (MR) at least every quarter. viii. Ensure that constitutional mandates, statutory, and regulatory requirements are met. ix. Designate the Quality Management Representative (QMR).
<p>B. Quality Management Representative (QMR)</p> <p>Noel G. Cabaltera Jerson V. Toralde</p>	<ol style="list-style-type: none"> i. Communicate the importance of having a QMS within DepEd. ii. Oversee the implementation and take accountability for the effectiveness of the QMS. iii. Ensure the conformance of the QMS to the requirements of ISO 9001. iv. Ensure the integrity and effectiveness of the QMS. v. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management. vi. Report audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management



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	<ul style="list-style-type: none"> vii. Ensure integration of the QMS requirements into DepEd's business processes. viii. Promote continuous improvement of the QMS and processes of the agency; ix. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS. x. Oversee the operations of the QMS Secretariat including each QMS Team and report to the Top Management; and xi. Act as liaison of the Department with external parties on matters relating to QMS.
<p>C. QMS Secretariat</p> <p>Chairperson: Sharon C. Saldo Co-Chairperson: Elena M. Loquias Members: Leslyn O. Tubongbanua Joel B. Moreno Ronna Mae T. Baal</p>	<ul style="list-style-type: none"> i. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS; ii. Provide technical and administrative support to successfully implement the QMS; iii. Coordinate QMS-related activities in their respective offices; iv. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS; v. Facilitate the delivery of specific outputs in line with the QMS; vi. Assist the QMR in communicating with external parties on QMS-related matters; and vii. Provide feedback and updates on QMS-related matters to the QMR.
<p>D. QMS Teams</p> <p>a. Knowledge Management Team</p> <p>Chairperson: Shena A. Ampongan Co-Chairperson: Belen B. Pili Members: Noel C. Panga Anthony C. Vista Maribel E. Pandes</p>	<ul style="list-style-type: none"> i. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM; ii. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented; iii. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;



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	<ul style="list-style-type: none">iv. Oversee activities related to managing organizational knowledge and setting document management standards; andv. Provide feedback to the QMR on the status of the control documents and records.
<p>b. Internal Quality Audit Team (IQAT)</p> <p>Chairperson: Cynthia T. Montañez Co-Chairperson: Florenia C. Toralde Members: Atty. Bea Anne P. Baroma-Correo Salvacion E. Bermejo Lourdes B. Azcarraga</p>	<ul style="list-style-type: none">i. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;ii. Undergo training on ISO 9011 (Guidelines for Auditing Management System);iii. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;iv. Determine whether the conduct of the QMS is effectively implemented and maintained;v. Keep track of the implementation of the internal quality audits, actions to address non-conformities, and opportunities for corrective and preventive improvements;vi. Conduct Quality Audits; andvii. Provide the findings of the IQA through the audit summary report and the status of Request for Action (RFA) to the QMR as an input to the Management Review.
<p>c. Risk Management Team (RMT)</p> <p>Chairperson: Jhomer I. Rosal Co-Chairperson: Sahlee B. Cerillo Members: Laraine O. Fenis Teresa Vissia F. Sunga Laila M. Trinidad</p>	<ul style="list-style-type: none">i. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;ii. Ensure reporting, analysis, monitoring, and evaluation of client satisfaction results;iii. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;iv. Provide feedback and update to the QMR on the status of risk assessment and action plans;v. Perform monitoring and oversight function in ensuring the effective implementation of action plans in the Risk and Opportunity Registries; andvi. Ensure documentation and clear implementation of quality objectives



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	through the review of targets and indicators in the OPCRf.
<p>d. Quality Workplace Team (QWT)</p> <p>Chairperson: Arthur M. Ramboyong Co Chairperson: Randy A. Bona Members: Teodoro R. Nacario Jr. Lydia P. Ibasco Shara Lyn R. Vargas</p>	<ol style="list-style-type: none"> i. Ensure consistent implementation of Quality Workplace Standards; ii. Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity; iii. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance with the Quality Workplace Standards to be issued separately; and iv. Provide feedback and updates to the QMR on the status of workplace management.
<p>e. Training and Advocacy Team (TAT)</p> <p>Chairperson: Ma. Genoviva N. Quiaño Co-Chairperson: Alfie T. Gascon Members: Ana Melba M. Bongon Maricel L. Intia Leo B. Sarmiento</p>	<ol style="list-style-type: none"> i. Orient employees and disseminate information on QMS-related matters such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy; ii. Capacitate employees on the development of their Operations Manuals and Planning Documents; iii. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS; iv. Plan and coordinate effective deployment and efficient use of QMS training and materials; v. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and vi. Provide feedback and updates to the QMR on the status of QMS-related training and awareness.
E. Others	
<p>a. QMS Coaches</p> <p>CID: Ricky B. Sergio SGOD: Marshia N. Belen OSDs: Dra. Quennie Mae R. Salcedo</p>	<ol style="list-style-type: none"> i. Guide process owners and QMS teams in developing documented procedures and quality manuals. ii. Ensure alignment of QMS documents with organizational goals, policies, and standards. iii. Provide coaching and technical assistance during document development and implementation.



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	<ul style="list-style-type: none"> iv. Review draft outputs and recommend improvements. v. Facilitate meetings, workshops, and consultations related to QMS. vi. Monitor progress of documentation activities and provide feedback. vii. Assist in preparing units or offices for internal and external audits. viii. Support continuous improvement initiatives and corrective actions.
<p>b. QMS Writers</p> <p>CID: Cindy A. Delos Santos Maila B. Ceguerra Athina L. Camila Alma O. Vargas</p> <p>SGOD: Rommel C. Velasco Rhea Margarita D. Revina Joy M. Ibias Christian R. De Leon Maria Lourdes B. Bayta</p> <p>OSDS: Joannah Mae P. Andalis Carl Justin I. Espinola Avedel S. Marmol Marygrace V. Barbonio Laryne Ayessa O. Barroga</p>	<ul style="list-style-type: none"> i. Draft quality manuals, procedures, work instructions, forms, and process maps. ii. Gather information from process owners and subject matter experts. iii. Translate operational processes into clear and standardized documentation. iv. Ensure consistency in format, terminology, and documentation requirements. v. Revise documents based on comments from coaches, editors, and process owners. vi. Maintain version control and document records. vii. Participate in validation and review sessions. viii. Submit completed drafts within established timelines.
<p>c. QMS Editors</p> <p>CID: Rechie O. Salcedo Noel L. Desquitado</p> <p>SGOD: Leopoldo R. Dato Jr. Rey A. Tabarangao</p> <p>OSDS: John Khevin C. Gambal May R. Ampongan</p>	<ul style="list-style-type: none"> i. Review QMS documents for grammar, structure, clarity, and completeness. ii. Verify compliance with prescribed QMS formats and document control requirements. iii. Check consistency of terms, definitions, and references across documents. iv. Ensure alignment of documented procedures with approved process maps. v. Recommend revisions to improve readability and compliance. vi. Coordinate with writers and coaches regarding necessary corrections. vii. Validate the final version before endorsement for approval. viii. Maintain quality standards in all documented information.



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Enclosure No. 2 to Division Memorandum No. 284, s. 2025


QMS ROADMAP - PHASE 1











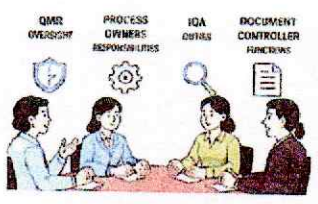







SDO IRIGA CITY
Quality Management System
ISO 9001:2015

QMS ROADMAP - PHASE 1
FOUNDATION AND CORE TEAM RECONSTITUTION

Our Starting Point after DAP Training - March 2026



IRIGA

STEP	KEY ACTIVITY	TIMELINE (TARGET)	RESPONSIBLE PERSON/S
<p>1</p> <p>ISSUE DIVISION MEMORANDUM FOR QMS CORE TEAM RECONSTITUTION</p>	 <p>SDO prepares and issues an official memorandum formally reconstituting the QMS Core Team.</p> <p>Designate the Quality Management Representative (QMR), Process Owners, Document Controllers, and Internal Quality Auditors (IQAs).</p>	 <p>June 22 – 27, 2026 (1 week)</p>	<p> Schools Division Superintendent</p> <p>QMR (Lead)</p> <p>Administrative Officer V (AO V)</p> <p>HR & Records Unit</p>
<p>2</p> <p>REPRODUCE & DISTRIBUTE THE PAWIM GUIDELINES</p>	 <p>Print and distribute copies of the PAWIM (Process Approach Work Instruction Manual) to all QMS Core Team members.</p> <p>Ensure every member has a personal copy for reference throughout the process.</p>	 <p>June 29 – July 4, 2026 (1 week)</p>	<p> Document Controller (Lead)</p> <p>QMR</p> <p>Admin Support Staff</p>
<p>3</p> <p>THOROUGH READING & STUDY OF THE PAWIM</p>	<p>FOCUS AREAS</p> <ul style="list-style-type: none"> ✓ Scope ✓ Process Approach ✓ Document Requirements ✓ ISO 9001:2015 Clauses <p>Allot dedicated time (e.g., scheduled reading sessions) for all team members to read, understand, and internalize the PAWIM.</p> <p>Focus on scope, process approach, and document requirements aligned with ISO 9001:2015 clauses.</p>	 <p>July 6 – 18, 2026 (2 weeks)</p>	<p> All QMS Core Team Members</p> <p>QMR (Facilitator)</p>
<p>4</p> <p>REVIEW & CLARIFY SPECIFIC ROLES AND TASKS PER TEAM MEMBER</p>	 <p>QMR OVERSIGHT, PROCESS OWNERS RESPONSIBILITIES, IQA DUTIES, DOCUMENT CONTROLLER FUNCTIONS</p> <p>Following the DAP training, conduct a team orientation session to review each member's role — QMR oversight, Process Owner responsibilities, IQA duties, and Document Controller functions — against the PAWIM and ISO 9001:2015 requirements.</p>	 <p>July 19 – July 25, 2026 (1 week)</p>	<p> QMR (Lead)</p> <p>Process Owners</p> <p>All QMS Core Team Members</p>
<p>5</p> <p>ESTABLISH QMS OBJECTIVES ALIGNED WITH DEPED MANDATE</p>	 <p>Aligned with DepEd Mandate</p> <ul style="list-style-type: none"> ✓ Learner Outcomes ✓ Governance ✓ Personnel Services <p>SUPPORTS SDO STRATEGIC DIRECTION</p> <p>Define measurable quality objectives tied to the SDO's core functions (learner outcomes, governance, personnel services)</p> <p>These must support the division's strategic direction and be communicated to all levels.</p>	 <p>July 26 – August 8, 2026 (2 weeks)</p>	<p> QMR (Lead)</p> <p>Process Owners</p> <p>SGOD & Division Leadership Team</p> <p>CID Chiefs</p>
<p></p> <p>EXPECTED OUTCOME OF PHASE 1</p>	<ul style="list-style-type: none"> ✓ Reconstituted and informed QMS Core Team ✓ Shared understanding of PAWIM and ISO 9001:2015 requirements ✓ Clearly defined roles and responsibilities ✓ Established and aligned QMS objectives ✓ Strong foundation for QMS implementation 		

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