DEPARTMENT OF EDUCATION
SDO-Iriga City RECORDS SECTION
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November 16, 2026

DIVISION MEMORANDUM
No. 594, s. 2026

CAPACITY BUILDING ON QMS PLANNING DOCUMENTS AND OPERATIONS MANUAL FOR PROCESS LEADS AND REPRESENTATIVES

To: Assistant Schools Division Superintendent
Chief Education Supervisors, CID and SGOD
SDO Functional and Section Heads
Quality Management Representative (QMR)
Quality Management System (QMS) Secretariat
Concerned Process Leads and Representatives
Risk Management Team
All Others Concerned

1. In line with the Schools Division Office of Iriga City's continuing commitment to strengthen organizational effectiveness, institutionalize a culture of quality and accountability, and promote continual improvement in the delivery of services, the School Governance and Operations Division (SGOD), through the Human Resource Development (HRD) Section, shall conduct the **Capacity Building on QMS Planning Documents and Operations Manual for Process Leads and Representatives** on November 20 and 27, 2026, at Desny Grill Bar & Resto.

2. This two-day capacity-building activity aims to strengthen the competencies of the concerned personnel in developing, reviewing, and utilizing essential Quality Management System (QMS) planning documents and the Operations Manual. It shall provide participants with the necessary knowledge and practical skills in applying risk-based thinking, identifying organizational issues, managing risks and opportunities, and documenting the processes of their respective Functional Divisions and Offices. Specifically, the activity shall focus on the following:

a. November 20, 2026 – QMS Planning Documents and Risk-Based Thinking. This session shall focus on the development, review, and enhancement of the SWOT Analysis, Risk Registry, and Opportunity Registry as essential tools for identifying internal and external issues, assessing organizational risks, and determining opportunities for improvement.
b. November 27, 2026 – Operations Manual Development and QMS Advocacy. This session shall focus on the purpose, structure, contents, and documentation requirements of the Operations Manual, including the roles and responsibilities of Process Leads and Representatives in documenting, implementing, and managing their respective processes.

3. The activity shall be participated in by forty (40) identified personnel, composed of Process Leads and Representatives, resource persons, Program

Management Team (PMT) members, and Top Management. The concerned personnel are expected to actively participate in the discussions, workshops, and other learning activities and contribute to the development and completion of the required QMS documents.

4. Expenses relative to the conduct of this activity, particularly meals and venue, shall be charged against the SGOD General Administration and Support Services (GASS) Funds, subject to the usual accounting and auditing rules and regulations.

5. Attached herewith are the following Enclosures:
   a. Enclosure No. 1 – List of Participants
   b. Enclosure No. 2 - Program Management Team & Resource Person
   c. Enclosure No. 3 – Activity Matrix and Program Schedule

6. For information, guidance, and wide dissemination.

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

To be indicated in the Perpetual Index

Under the following subjects:

LEADERSHIP MANAGEMENT TRAINING QMS

SGOD/HRDS

Enclosure No. 1 to Division Memorandum No. ____, s. 2026

CAPACITY BUILDING ON QMS PLANNING DOCUMENTS AND OPERATIONS MANUAL FOR PROCESS LEADS AND REPRESENTATIVES

November 20 & 27, 2026

LIST OF PARTICIPANTS

QMS Teams	Responsible Person	QMS Designation	Functional Division/Unit
Top Management	Maria-Magnolia F. Brioso	SDS	OSDS
	Maylani L. Galicia	ASDS	OSDS
Quality Management Representative (QMR)	Jerson V. Toralde	QMR	CID
	Noel G. Cabaltera	Deputy QMR	SGOD
	Ricky B. Sergio	Asst Deputy QMR	CID
QMS Secretariat	Sharon C. Saldo	Team Leader	SGOD
	Rechie O. Salcedo	Deputy Team Leader	CID
	Ronna Mae T. Baal	Member	OSDS/Procurement
	Janet B. Ramboyong	Member	CID
	Leslyn O. Tubongbanua	Member	OSDS/SDS
	Joel B. Moreno	Member	CID
	Fritzie F. Ferreras	Member	SGOD
Operations Manual (OM) Team	Ricky B. Sergio	CID OM Team Lead	CID
	Belen B. Pili	QMS Process Representative	CID
	Alfie T. Gascon	QMS Process Representative	CID
	JhomerI.Rosal	SGOD OM Team Lead	SGOD
	Ma. Genoviva N. Quiaño	QMS Process Representative	SGOD
	Sharon C. Saldo	QMS Process Representative	SGOD
	Lydia P. Ibasco	QMS Process Representative	SGOD
	Ana Melba M. Bongon	QMS Process Representative	SGOD
	Rudy L. Tuyay III	QMS Process Representative	SGOD
	Shara Lyn R. Vargas	QMS Process Representative	SGOD
	Atty. Bea B. Correo	OSDS OM Team Lead	OSDS/Legal
	Leslyn O. Tubongbanua	QMS Process Representative	OSDS/SDS
	Joy M. Ibias	QMS Process Representative	OSDS/Supply
	Lourdes B. Azcarraga	QMS Process Representative	OSDS/Budget
	Maribel E. Pandes	QMS Process Representative	OSDS/Cash Unit
	Salvacion E. Bermejo	QMS Process Representative	OSDS/Accounting
	Maria Lourdes B. Bayta	QMS Process Representative	OSDS/Personnel
	Dr. Quennie Mae R. Salcedo	QMS Process Representative	OSDS/Health
	Princess V. Bitao	QMS Process Representative	OSDS/Admin
	Marshia N. Belen	QMS Process Representative	OSDS/ICT
	Arthur M. Ramboyong	QMS Process Representative	OSDS/Admin
	Laila M. Trinidad	QMS Process Representative	OSDS/Procurement
	Sheena A. Ampongan	QMS Process Representative	OSDS/Records
Risk Management Team	JhomerI.Rosal	Team Leader	SGOD
	Sahlee B. Cerillo	Deputy Team Leader	CID
	Laraine O. Fenis	Asst Deputy Team Leader	SGOD
	Teresa Vissia B. Sunga	Member	CID
	Laila M. Trinidad	Member	OSDS/Procurement
	Ronna Mae T. Baal	Secretariat	OSDS/Procurement
	Leslyn O. Tubongbanua	QMS Process Representative	OSDS/SDS

	Ricky B. Sergio	QMS Process Representative	CID
	Belen B. Pili	QMS Process Representative	CID
	Alfie T. Gascon	QMS Process Representative	CID
	Ma. Genoviva N. Quiaño	QMS Process Representative	SGOD
	Sharon C. Saldo	QMS Process Representative	SGOD
	Joy M. Ibias	QMS Process Representative	OSDS/Supply
	Lydia P. Ibasco	QMS Process Representative	SGOD
	Ana Melba M. Bongon	QMS Process Representative	SGOD
	Lourdes B. Azcarraga	QMS Process Representative	OSDS/Budget
	Maribel E. Pandes	QMS Process Representative	OSDS/Cash Unit
	Salvacion E. Bermejo	QMS Process Representative	OSDS/Accounting

Enclosure No. 2 to Division Memorandum No. ____, s. 2026

CAPACITY BUILDING ON QMS PLANNING DOCUMENTS AND OPERATIONS MANUAL FOR PROCESS LEADS AND REPRESENTATIVES
November 20 & 27, 2026

TOP MANAGEMENT

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

MAYLANI L. GALICIA
Assistant Schools Division Superintendent

JERSON V. TORALDE
Chief Education Supervisor, CID

NOEL G. CABALTERA
Chief Education Supervisor, SGOD

PROGRAM MANAGEMENT TEAM

a. Program Manager	**JERSON V. TORALDE,** Chief ES-CID
b. Learning Manager	**DANTE J. ARRABE,** SEPS-HRD
c. M&E Coordinator	**JHOMER I. ROSAL**, SEPS SMME
d. Documenter	**FRITZIE F. FERRERAS**, PDO I
e. Secretariat	**SHARON C. SALDO**, EPS II-HRD
f. Lead Welfare Officer	**MARYLEN A. CABALTERA**

RESOURCE SPEAKERS

ROY T. BAÑAS, Chief ES, PPRD-RO V
SANCHA M. NACION, Chief ES, PPRD-RO V

Enclosure No. 3 to Division Memorandum No. ____, s. 2026

CAPACITY BUILDING ON QMS PLANNING DOCUMENTS AND THE OPERATIONS MANUAL FOR PROCESS LEADS AND REPRESENTATIVES

MATRIX OF ACTIVITY

DAY 1 – NOVEMBER 20, 2026 | QMS PLANNING DOCUMENTS

TIME	ACTIVITY / SESSION	RESOURCE SPEAKER / PERSON RESPONSIBLE
8:00–8:30 AM	Registration	PMT / Program Manager
8:30–9:15 AM	Opening Program	PMT / Facilitator
9:15 - 10:15 AM	SESSION 1: Understanding QMS Planning Documents and Organizational Context • Purpose and role of QMS planning documents • Identifying internal and external issues • Linking organizational context to QMS objectives and processes	ROY T. BAÑAS Chief ES, PPRD
10:15–10:30 AM	AM Snack Break	PMT
10:30 AM–12:00 NN	SESSION 2: SWOT Analysis • Identifying strengths, weaknesses, opportunities, and threats • Analyzing relevant internal and external issues • Translating SWOT results into planning considerations	ROY T. BAÑAS Chief ES, PPRD
12:00–1:00 PM	Lunch Break	PMT
1:00–2:15 PM	SESSION 3: Risk Registry • Risk-based thinking in QMS implementation • Identifying, analyzing, evaluating, and prioritizing risks • Determining controls, treatment actions, and responsible persons	ROY T. BAÑAS Chief ES, PPRD
2:15–2:30 PM	PM Snack Break	PMT
2:30–3:45 PM	SESSION 4: Opportunity Registry • Identifying opportunities for improvement • Assessing potential benefits and feasibility • Defining actions, responsibilities, and monitoring measures	ROY T. BAÑAS Chief ES, PPRD
3:45–4:30 PM	Workshop: Preparation/Review of SWOT Analysis, Risk Registry, and Opportunity Registry • Group work on assigned QMS processes • Presentation of outputs and technical feedback	Process Leads and Representatives / Risk Management Team
4:30–5:00 PM	Synthesis, Agreements, Evaluation, and Closing	PMT / Resource Person

DAY 2 – NOVEMBER 27, 2026 | OPERATIONS MANUAL DEVELOPMENT

TIME	ACTIVITY / SESSION	RESOURCE SPEAKER / PERSON RESPONSIBLE
8:00–8:30 AM	MOL	PMT / Program Manager
8:30–10:15 AM	SESSION 1: Framework and Structure of the Operations Manual • Purpose and scope of the Operations Manual • Relationship of the Operations Manual to the QMS and documented information • Required sections, format, and documentation standards	Sancha M. Nacion, Chief ES, HRDD-RO V
10:15–10:30 AM	AM Snack Break	PMT
10:30 AM–12:00 NN	SESSION 2: Process Identification and Documentation • Defining process purpose, scope, inputs, outputs, and sequence • Identifying process owners, roles, and responsibilities • Establishing process controls and relevant records	Sancha M. Nacion, Chief ES, HRDD-RO V
12:00–1:00 PM	Lunch Break	PMT
1:00–2:15 PM	SESSION 3: Writing and Developing the Operations Manual • Documenting process steps and operational controls • Aligning procedures with applicable QMS requirements • Ensuring consistency, clarity, and usability of documented processes	Sancha M. Nacion, Chief ES, HRDD-RO V
2:15–2:30 PM	PM Snack Break	PMT
2:30–3:45 PM	Workshop: Development/Review of Operations Manual Sections • Drafting or refining assigned process documentation • Peer review and validation of draft sections • Identifying gaps and follow-through actions	Process Leads and Representatives / QMS Secretariat
3:45–4:30 PM	Presentation of Outputs, Action Planning, and Commitments	Participants / Resource Person
4:30–5:00 PM	Evaluation, Closing, and De-briefing	PMT / Facilitator