**Office of the Schools Division
Superintendent**

MAR 19 2025

**MEMORANDUM
No.140, s. 2025**

### RECONSTITUTION OF THE QUALITY MANAGEMENT SYSTEM (QMS) TEAMS IN THE SCHOOLS DIVISION OFFICE OF MUNTINLUPA (SDO-MUNTINLUPA)

To:    OIC – Assistant Schools Division Superintendent
Chief Education Supervisor, School Governance and Operations Division
OIC-Chief Education Supervisor, Curriculum Implementation Division
Public Elementary and Secondary School Heads/OICs
Administrative Officer V
All Others Concerned

1.    Pursuant to DepEd Memorandum No. 14, s. 2022 titled, "The DepEd Quality Management System Manual and Procedures and Work Instructions Manual," and DepEd Order No. 009, s. 2021 titled, "Institutionalization of a Quality Management System in the Department of Education," the Schools Division Office of Muntinlupa aims to continuously improve and streamline all internal systems and processes to improve the basic education service delivery and client satisfaction in all aspects of governance and operations.

2.    To facilitate the core and support processes in line with the ISO Standards, which are necessary for the integrated operations of the Division, the following QMS committees shall be reconstituted as follows:

| Division Quality Management System (QMS) Committee | |
| --- | --- |
| Top Management | Dr. Violeta M. Gonzales, OIC-SDS<br>Dr. Lilia A. Ricero, OIC-ASDS |
| QMS Representative | Ms. Ma. Regaele A. Olarte, OIC-SGOD Chief |
| QMS Secretariat | Mr. Joseph D. Nilo, Planning Officer III<br>Ms. Chelo DG. Rongavilla, EPSp-II - SMME<br>Ms. Ma. Romma S. Pagador, PDO-I – YFD |
| QMS Internal Quality Audit Team (IQAT) | **Team Lead:**<br>Dr. Zoren Pepito L. Gubalane<br>**Members:**<br>Dr. Yaledegler Maligaya<br>Dr. Myra E. Namit<br>Dr. Evangeline M. Aman<br>Dr. Eric F. Fungo<br>Ms. Ada A. Tagle<br>Ms. Clarisa C. Avila<br>Ms. Ma. Theresa C. Dela Rosa |
| QMS Risk Management Team (RMT) | **Team Lead:**<br>Atty. Erness Faith Regacho-Espanto |

NUM-2025-140

Student Center for Life Skills Bldg., Centennial Ave, Brgy. Tunasan, Muntinlupa City
8805-9935, 8805-9940
sdo.muntinlupa@gmail.com
deped-muntinlupa.com

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|---|---|
| QMS Risk Management Team (RMT) | **Members:**<br>Ms. Phoebe R. Arroyo<br>Ms. Virma U. Amistoso<br>Ms. Karina E. Medina<br>Ms. May L. Borjal |
| QMS Quality Workplace Team (QWT) | **Team Lead:**<br>Ms. Noemi A. Valdez<br>**Members:**<br>Ms. Joiche I. Luna<br>Engr. Jerone M. Tagapan<br>Mr. Eduardo L. Kondo<br>Ms. Maria Teresa S. Indap |
| QMS Knowledge Management Team (KMT) | **Team Lead:**<br>Dr. Jay Boy E. Evano<br>**Members:**<br>Ms. Lourdes V. Rodilla<br>Dr. Carmen D. Solayao<br>Ms. Mariel Eugene L. Luna<br>Dr. Leonaida L. Gutierrez |
| QMS Training and Advocacy Team (TAT) | **Team Lead:**<br>Dr. Florante C. Marmeto<br>**Members:**<br>Ms. Ivy M. Romano<br>Mr. Andres F. Sicam<br>Dr. John Albert Colle<br>Ms. Marissa M. Andanza |

3.     Attached with this Memorandum is the list of the duties and functions of the QMS Teams for reference. All concerned personnel are expected to review and fulfill their assigned responsibilities accordingly.

4.     Immediate and wide dissemination of this Memorandum is desired.

For:
**VIOLETA M. GONZALES**
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

By:

**LILIA A. RICERO**
Officer-in-Charge
Assistant Schools Division Superintendent

Encl: As stated
Reference: As stated
To be indicated in the Perpetual Index
        Under the following subjects
        PROGRAMS            COMMITTEES            POLICY

## Duties and Functions of the QMS Teams

### Top Management

1. Lead the establishment, implementation, and monitoring of the QMS at the SDO
2. Ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS
3. Determine and provide necessary resources needed to implement and sustain QMS implementation
4. Sustain QMS implementation
Lead and conduct the Management Review (MR) at least every quarter
5. Ensure that constitutional mandates, statutory, and regulatory requirements are met

### QMS Representative

1. Communicate the importance of the Quality Management System in the organization
2. Oversee the implementation and take accountability for the effectiveness of the QMS in the Division
3. Ensure the conformance of the QMS to the requirements of ISO
4. Ensure the integrity and effectiveness of the QMS
5. Ensure that the QPS and Division QMS targets and objectives are aligned with the context and strategic directions set by the Top Management
6. Report audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management
7. Ensure integration of the QMS requirements into the Division's processes
8. Promote continuous improvement of the QMS and processes of the agency
9. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS
10. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management
11. Coordinate QMS-related activities in the different offices.
12. Collaborate with and guide the QMS Teams on their efforts for continuous improvement of the QMS

### QMS Secretariat

1. Coordinate with, and report to the QMR
2. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS
3. Facilitate the delivery of specific outputs in line with the QMS
4. Assist the QMR in communicating with external parties on QMS-related matters
5. Provide feedback and updates on QMS-related matters to the QMR
6. Manage the collection of relevant information, including reports submitted by the QMS Teams

### QMS Internal Quality Audit Team (IQAT)

1. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001
2. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit
3. Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audit
4. Provide the findings of the IQA through the audit summary report and status of Request for Action (RFA) to the QMR as an input to the Management Review

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deped-muntinlupa.com

## QMS Risk Management Team (RMT)

1. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the Procedure and Work Instruction Manual (PAWIM)
2. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction Results
3. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office
4. Provide feedback and update to the GMR on the status of risk assessment and action plans
5. Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled
6. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRF

## QMS Quality Workplace Team (QWT)

1. Ensure consistent implementation of Quality Workplace Standards
2. Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity
3. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately
4. Provide feedback and updates to the QMR on the status of workplace management
5. Facilitate the implementation of
   - Waste Management
   - 7S of Good Housekeeping

## QMS Knowledge Management Team (KMT)

1. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM
2. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented
3. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents
4. Oversee activities related to managing organizational knowledge and setting document management standards
5. Provide feedback to the QMR on the status of the control documents and records

## QMS Training and Advocacy Team (TAT)

1. Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy
2. Capacitate employees on the development of their Operations Manuals and Planning Documents
3. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS
4. Plan and coordinate effective deployment and efficient use of QMS training and materials
5. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement
6. Provide feedback and updates to the QMR on the status of QMS related training and awareness

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