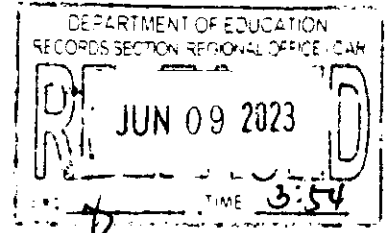




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION



June 09, 2023

OFFICE MEMORANDUM
ADMIN-2023,099

To: Assistant Regional Director
Chiefs of RO Functional Divisions
All others concerned

**COMPLIANCE TO THE QUALITY WORKPLACE STANDARDS
OF THE REGIONAL OFFICE**

1. Relative to the forthcoming **Inter-regional QMS Audit on June 19-20, 2023**, this office through the Quality Workplace Team (QWT) hereby issues the enclosed draft copy of the Quality Workplace Operations Manual (QWOM) which will serve as basis to optimize the physical workspace in the office. This manual contains in the meantime, the aspect on physical workspace adopting the general concept of 7S of good housekeeping (Sort, Systematize, Sweep, Standardize, Self-discipline, Sustain, Safety).
2. All employees are directed to adopt the provisions of the manual in preparation to the said audit. With the limited number of days to prepare for the audit, regular employees who will be reporting to Office on June 16 (Holiday) and June 17 and 18 (Saturday and Sunday) for the said purpose shall be entitled to Compensatory Overtime Credit (COC) and for the employees under Job Order status to be paid based on the number of hours rendered subject to existing office guidelines and CSC rules and regulations.
3. For more details, kindly contact members of the **Quality Workplace Team (QWT)** or you may call the **Administrative Services Division** at Tel. No. **422-1318 or 422-1804**.
4. Immediate and widest dissemination of this memorandum is directed.

ESTELA P. LEON - CARIÑO EdD, CESO III
Director IV/Regional Director

For the Regional Director:


RONALD B. CASTILLO, CESO V
Director III/Assistant Regional Director

QWT/MAB/060923



QUALITY WORKPLACE OPERATIONS MANUAL (QWOM)

I. Rationale

Quality Management System (QMS) is a formal system that documents procedures, and responsibilities for achieving quality policies and objectives. It helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis (asq.org). Implementing QMS affects every aspect of an organization's performance. It includes increased customer satisfaction, improved risk management, greater efficiency, and defined, improved, and streamlined processes.

Pursuant to International Organization for Standardization (ISO) 9001:2015, the adoption of a quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives. The process approach incorporating the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking enables the organization to ensure that its processes are adequately resourced and managed.

The Department of Education (DepEd) issued DM No. 014, s. 2022 "The DepEd Quality Management System Manual and Processes and Work Instructions Manual", which aims to standardize and harmonize the implementation of QMS in the Department, ensuring a One DepEd, One QMS that is relevant and applicable at all governance levels. It seeks to clearly communicate information, establishes framework to meet quality system requirements, and convey management commitment to quality system.



II. Objectives

Department of Education – Cordillera Administrative Region (DepEd-CAR) in its contribution to the realization of the Department's quality policy statement and in compliance to QMS requirements, adheres to policies, programs, and standards in order to continually improve the implementation of the Quality Management System. Thus, this manual is conceptualized specifically to determine, provide, and maintain a working environment necessary for the operation of its processes and to achieve conformity of services. It is not only intended to optimize the physical workspace for efficiency and effectiveness by identifying and storing the items used, maintaining orderliness and cleanliness in the area and sustaining the new order to ensure safety of the workers in the most efficient manner.

In broad sense, it aims for a suitable environment that includes human and physical factors such as:

- a) social (e.g. non-discriminatory, calm, non-confrontational);
- b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective); and
- c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).



III. Scope

Physical Workplace

The general concept of the 7S of good housekeeping shall be adopted in ensuring a better and cleaner workplace, improved safety and health, and enhanced productivity, efficiency, and quality:

- Sort
- Systematize
- Sweep
- Standardize
- Self-discipline
- Sustain
- Safety

A. Office Ambience

At the office, an inspiring ambience transforms employees into motivated, committed, and more productive workers, where they can truly deliver an excellent and quality service. Having a conducive and healthy atmosphere free from stress and inconveniences greatly contribute to the efficiency and effectiveness of employees in day to day performance of functions.

A.1. Staff

Employees and staff shall:

- be neat and presentable at all times
- smile to everyone
- maintain a happy working relationship with co-workers
- wear IDs at all times
- wear the prescribed uniform



- be courteous and respectful at all times
- act immediately on the concerns of the waiting clients

A.2. Working Area

The following shall be observed:

- cubicles/tables shall be free from clutter or anything not related to work
- backpacks/bags, laptop bags shall be placed inside the personal drawer.
- during the work hours, only papers/documents and other paraphernalia related to work which require immediate action shall be placed on the working table one at a time
- eating shall not be allowed in the work area
- laptop shall be kept inside the cabinet before leaving the office
- trays for incoming/pending documents may be allowed and shall be placed on the working table
- common supplies shall be in one area accessible to all
- cubicles/working tables shall bear employees' nametags which are uniformly designed and shall be attached and displayed in front of the working cubicle/working table in the same position and place
- individual small trash bin shall be allowed and shall be placed under the table
- all biodegradable wastes shall be placed at a designated trash can located outside the office
- steel or wooden cabinets labeled with personal files shall be allowed
- chairs shall be positioned in proper place after use



- fixtures, machines and equipment shall be safe, clean, functional and damage - free
- maximum of two cushion pillows shall be allowed on the chair of each staff
- desk fan shall be placed under the table when not in use
- mobile phone is allowed on top of the table
- a maximum of two pairs of footwear (shoes or slippers) in a shoe rack or shoe box is allowed and shall be placed under the table
- hanging of outerwear (jacket/blazer/vest/sweater/shawl) on chair shall not be allowed
- tumbler/drinking cup with cover shall be allowed in the working area
- combi/venetian blinds shall be cleaned once a month with extra care and a record of cleaning shall be kept.
- office curtains shall be replaced once a month
- cleaning of office windows, partition walls and employees' cubicles shall be done once a month. A record book for cleaning shall be kept.
- observe "**Clean As You Go**" (**CLAYGO**) before leaving the office
- at least three indoor plants shall be allowed inside the office

A.3. Bulletin Board

Presence of functional bulletin boards shall be evident:

- the Regional Office shall have a main bulletin board and shall be updated monthly by the Administrative Services Division



- every unit/section shall have one bulletin board containing the calendar of activities, notices or information labelled properly and arranged according to topics or subject matter. Bulletin board shall always be updated

A.4. Safety

To ensure, safety, the ff. must be observed:

- evacuation Plan in each functional division office shall be posted
- working spaces shall be free from broken electrical outlet, faulty electrical wirings, busted fluorescent lamps and other worn-out facilities
- computers and other equipment shall be turned off when not in use
- electrical wirings shall be properly installed, and shall not be placed directly on the floor. Octopus connections is not allowed
- during power interruption or power failure, all electrical machines shall be switched off or unplugged
- electrical machine plugs shall be compatible to outlets and electrical wirings shall not run across passageways
- no items/documents shall be placed on top of the machines
- office equipment and other paraphernalia shall be placed in designated areas accessible for authorized users
- machines/equipment shall not be placed directly on the floor
- hallways shall be well-lighted and electrical wiring shall be properly installed



- functional fire extinguishers shall be placed safely outside the office preferably on the wall near the hallways accessible during emergency
- maintenance staff/utility workers shall check all fixtures, machines and equipment quarterly to ensure cleanliness, functionality and damage-free condition of office machines and equipment which shall be recorded in the Repair and Maintenance Record Book. Likewise, act promptly upon the request of the concerned functional divisions/units as soon as the said requests /reports on repair are received

A.5. Conference Room

The following must be observed on the use of the conference hall:

- concerned division/personnel who will use the hall shall be responsible and liable for the preparation and after care
- work areas shall be free from obstructions
- there shall be a fixed overhead projectors and hanged LCD monitor for ready and convenient use when needed and to avoid carrying the equipment from one place to another that may cause further damage
- all furniture, equipment, and materials used in the conference hall shall be properly arranged and kept in order by the user or returned to the Asset Management Section for safekeeping
- maintenance staff/concerned personnel shall check the audio-visual equipment and laptops before the activity to avoid technical problems
- electrical wirings shall be properly installed. Avoid octopus connections



- conference room shall be provided with trash bins which shall be emptied regularly
- availability of tap water and toiletries inside the comfort rooms shall be observed
- table and chair covers shall be replaced as necessary by the personnel in-charge

B. Records Filing

The establishment of a well-organized keeping of documents provides for easy and systematic filing, faster retrieval and greater protection of information, increased administrative stability, continuity and efficiency.

Records are held in files to enhance accessibility and identification. Files refer to the physical units of information contained within a paper or electronic folder. The files shall contain information which is linked to the activities and functions which are being



The quality of individual records may be affected by several factors. Thus, some measures and guidelines shall be observed in maintaining the system:

- Administrative Assistants/Aides (ADAS/ADA) shall be responsible for the proper care and management of files/records
- ADAS/ADA shall regularly conduct inventory of files. The inventory is the foundation of a filing system
- the filing system, cleanliness and orderliness of the room, cabinets, tables and shelves shall be observed

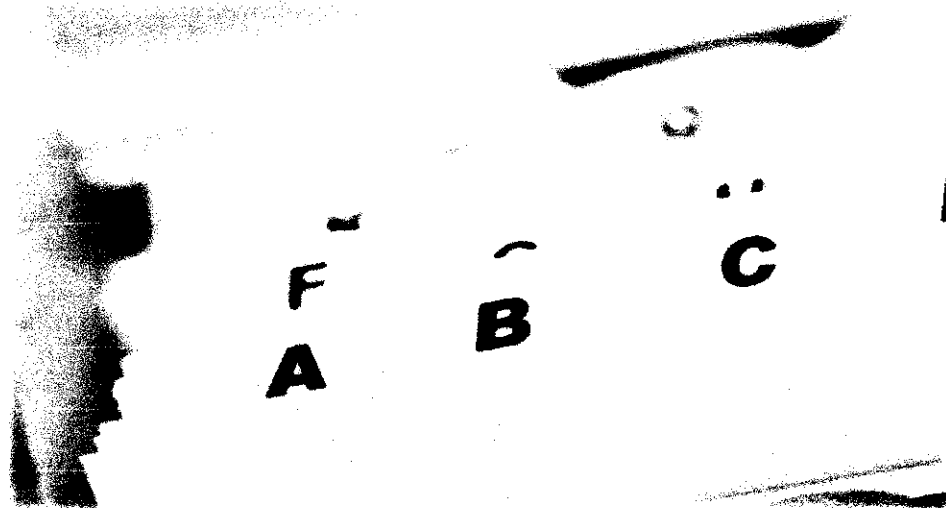


- each office shall sort/classify the documents into necessary and unnecessary files and decide what to dispose and make necessary actions
- documents that met their retention period based on the guidelines of National Archives of the Philippines shall be disposed. Proper coordination with the records section shall be observed

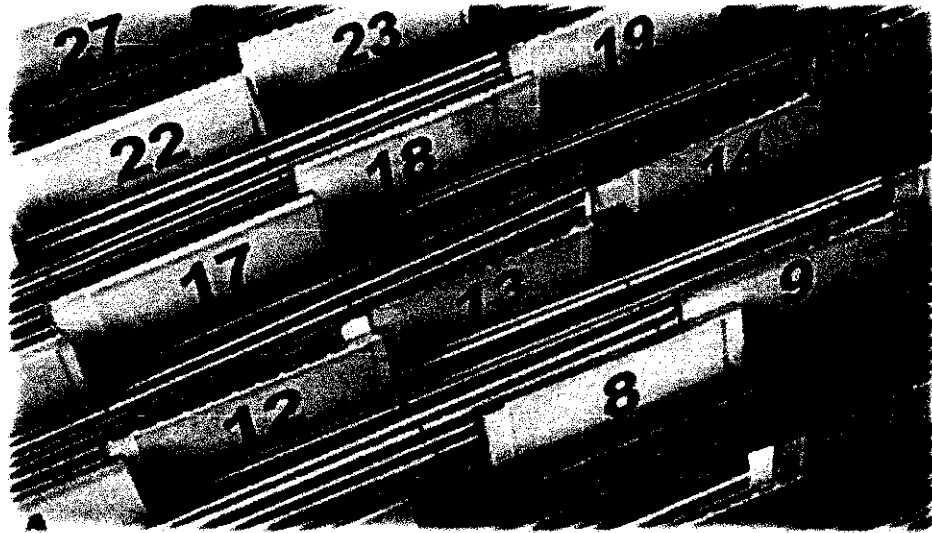
B.1. Filing Method

ALPHABETICAL - "natural way to file"

- Alphabetic Subject (by subject matter)
- Alphabetic Name (by name of individual or organization)
- Alphabetic Location (by geographical location)



NUMERICAL/NUMERIC - by the number assigned to records



CHRONOLOGICAL - by the date of the records/documents

ID	Customer	Reservation #	Date Checked In	Time Checked In
10	Marcie Sarbo		Wednesday, April 02, 2008	12:24 PM
9	Daniel Wilds	3/24/2008	Tuesday, April 01, 2008	1:12 PM
8	Robert Higgs		Monday, March 10, 2008	12:01 PM
7	Tina Thune		Monday, March 10, 2008	2:46 PM
6	John Howry	3/10/2008	Monday, March 10, 2008	12:24 PM
4	Matt Rasmus	2/8/2008	Saturday, February 16, 2008	12:04 PM
3	Sarah Evans	1/30/2008	Saturday, February 02, 2008	12:32 PM
1	Carmen Sim	1/14/2008	Saturday, January 19, 2008	1:12 PM
2	Scott Rassos	1/14/2008	Friday, January 18, 2008	5:05 PM
5	Christine Bro	2/28/2008		

(New)

In filing documents, the following must be observed:

- uniform font size, font style and color
- file boxes shall be uniformly labeled
- filing cabinet and shelves shall be labeled

** for uniformity, font shall be Arial and the color shall be blue*

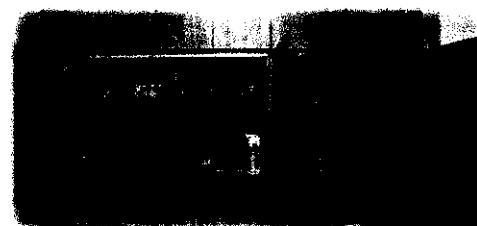


- there shall be a common color of file boxes/loose folders for every functional division/section. Cleaning of the cabinets shall be done once a month
- filing system of each division/section shall be monitored every month to quality assure, improve, and sustain the implementation of 7S

C. Pantries

Given that employees spend at least eight hours a day at the office, it stands to reason that they deserve a proper place to rest and unwind within the premises. The workplace has become the second home. No home is complete without an effective and organized pantry.

A small area or cupboard where beverages, food, and (sometimes) dishes, household cleaning products, linens or other provisions are stored within a the office

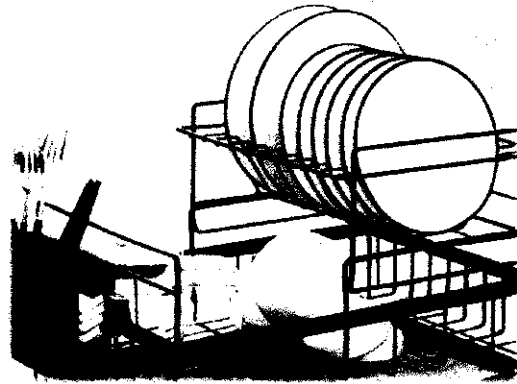
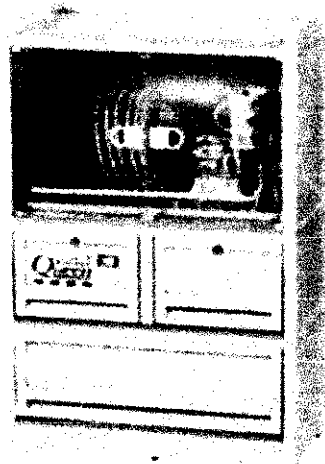


C.1. Office Pantry Essentials

Dish Rack

- contents of the dish rack shall be enough for the number of personnel (plates, saucers, glasses, fork & spoon)
- excess items shall be stacked neatly in the shelf or cabinet (for visitors)
- plates, saucers, cups, glasses and cutlery shall be properly arranged inside the dish rack
- dishes and utensils shall be washed, rinsed and returned to the dish rack after use
- dish rack shall be cleaned once a week to be free from dust and insect





Refrigerator

- food, vegetables and fruits shall be placed in a plastic container and shall be neatly arranged inside the refrigerator
- juices, milk and other kinds of beverages shall be properly covered or sealed inside the refrigerator
- foods needed to be cooled shall be kept in the refrigerator
- strong-smelling foods shall not be stored in the refrigerator
- food stored shall be properly labelled to have informed choices on what to eat or get
- perishable foods shall not be stored for a long period of time.
- refrigerator should be cleaned regularly and unplugged when not in use



Coffee maker

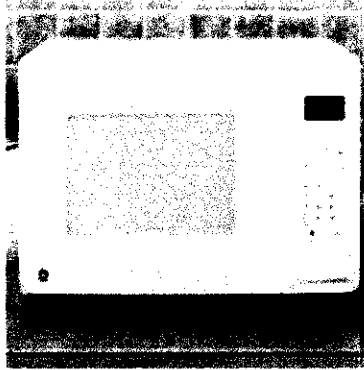
- coffee pot or coffee maker shall be properly washed, cleaned and kept inside the cabinet before going home in the afternoon or when not in use



Microwave Oven/Oven Toaster

- microwave oven or oven toaster shall be placed in an open cabinet or at the countertop of the sink
- meals shall not be cooked in the microwave oven/oven toaster. It is meant for heating food only
- never leave the microwave oven while in use. Be mindful of the timer to take the heated food out from the oven
- microwave oven/oven toaster shall never be turned off while someone else is using it, unless warding off a potential disaster
- microwave oven/oven toaster shall be cleaned immediately after use. Make sure that no crumbs or splatters are left inside
- the platter shall be washed after use and shall be wiped off dry and clean
- the machine shall be unplugged after use





Water dispenser

- water dispenser shall be switched off and unplugged when not in use
- it shall not be obstructing the passageway
- water dispenser shall be inspected and be cleaned and wipe off dry everyday especially the catch basin



Sink

- availability of sink/wash area for dishes and other kitchen utensils. Food bits and residues in plates and other utensils shall be removed before washing the dishes

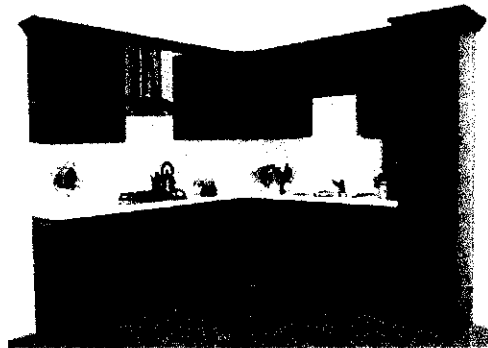


- food bits and residues shall be removed to avoid clogging of the sink
- used kitchen utensils shall be washed immediately to avoid flies and other insects
- the sink and countertop shall be kept tidy, clean and orderly everyday
- dishwashing liquid and sponge shall be kept in the cabinet after use



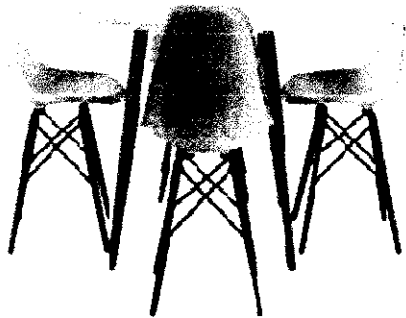
Shelves/Cabinets

- regular maintenance of shelves and cabinets shall be done
- all cleaning materials shall be properly and orderly arrange inside the cabinet



Dining Table

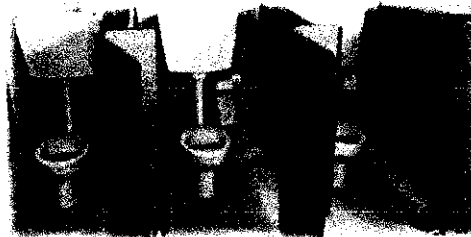
- there should be a designated area for the dining table in the pantry
- dining table should be properly covered with cloth or table linen which shall be replaced once a week
- cleanliness and neatness of the dining table shall be observed
- chairs shall be put in place after use



D. Comfort Rooms

There is a popular adage which says that "Cleanliness is next to Godliness". One of the vital parts of any office is the comfort room. It serves as a reflection of the kind of dwelling place we operate and manage at home or in an office.

Comfort room cleanliness is very important for all employees in the organization. Maintaining a clean and comfortable restroom in the office is very important for all employees in the organization. A clean and comfortable restroom in the office contributes to a safer and healthier working environment.



- there shall be separate comfort rooms for male and female with proper signages and / or symbols
- comfort rooms shall be cleaned, well maintained and odor free at all times
- floors, countertops and wall shall be kept clean and dry
- fixtures shall be kept safe, clean, functional and damage-free
- comfort rooms shall be cleaned in the morning and at noon time
- comfort rooms shall have a daily log form for cleaning schedules and shall be hanged and visible near the door
- water, hand soap, toilet paper and hand towel shall always be available
- there shall be an installed bidet, a dipper and pail in every comfort rooms
- comfort rooms shall have trash bins with garbage bags where toilet papers, feminine wipes and pads are to be disposed
- emptying of trash bins in the comfort rooms shall be done at the end of the day by the designated utility personnel
- all cleaning agents, cleaning materials/supplies and mops shall be kept in a separate storage room/or cabinet
- to maintain dry surface, comfort rooms shall have an absorbent door mats. Used doormats shall be washed and replaced twice a week
- mirror shall be hanged in every comfort rooms
- the general services unit head/ or designate shall supervise in the maintenance of comfort rooms



E. Ground Maintenance

In any organization, the management seeks to maintain a standard and quality ground maintenance services to realize its goals and targets. The works described in this specification are to be executed by the personnel in a manner that enhances the atmosphere or physical environment surrounding the offices. The Office must adopt the best practices in the creation and maintenance of visually pleasing landscaping and gardening features. Furthermore, it intends to embrace and sustain the uncompromising standards of discipline, cleanliness and tidiness.



- all Administrative Aides are expected to report to the DepEd Regional Office on or before 7 a.m. every day to ensure that the grounds are clean, free from any litter/waste/trash/ specifically wrappers, bottles, plastic, animal dung, twigs, and the like
- the general services unit head shall supervise the ground maintenance
- Administrative Aides shall maintain assigned area

Area of Assignment	Person Responsible
▪ Main road	▪ Rogel Estigoy
▪ Frontage of the main building	▪ Andrew Bacbac
▪ Dap-ay area	▪ Cleto Simon
▪ Frontage of NEAP and LRMDC	▪ Oliver Balageo
▪ Covered court	▪ Anthony Bagano
▪ Offices	▪ Outsource Janitorial Personnel

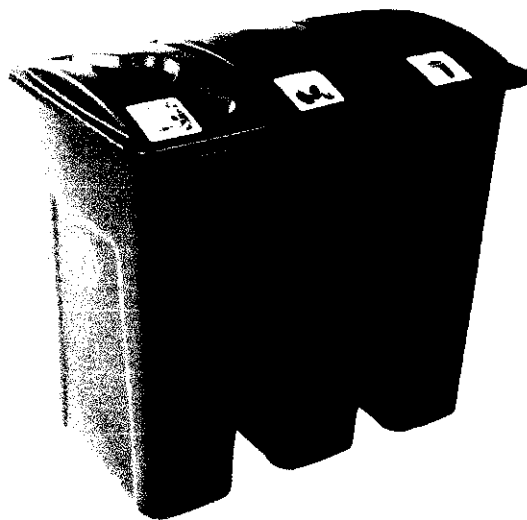
- Administrative Aides shall clean glass door daily and windows (monthly) in their respective areas



- Administrative Aides shall water the plants as necessary
- Administrative Aides shall prune/trim trees, shrubs, bushes, and grasses once a month or when necessary
- a directional map shall be placed near the main gate or in strategic places
- the following signages shall be put in place:



- employees of the office with vehicles shall park at the designate area for employees
- walk-in clients/visitors shall be directed by the security guards where to park their vehicle
- there shall be bigger trash bins labeled with biodegradable and non-biodegradable to be placed in each building
- **“Paligid Ko, Responsibilidad Ko”** shall be embraced by every regional personnel



F. Waste Management

Waste management includes all the activities and actions required to manage waste from its inception to its final disposal. This includes waste segregation, waste collection/disposal and waste recycling together with monitoring and regulation.



F.1. Office

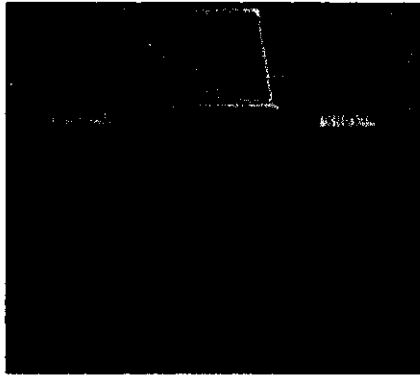
Segregation

- there must be three trash bins for biodegradable, non-biodegradable, and recyclable
- trash bins shall be emptied every day
- trash bins shall be labeled properly (e.g. non-biodegradable, biodegradable and recyclable)
- offices shall be provided with trash bins to place the contents of the smaller waste baskets to support the Materials Recovery Facility (MRF) Policy
- trash bins and waste baskets shall have waste plastic bags to easily segregate the waste materials
- trash bins outside the offices shall be color coded as follows:

Green	Biodegradable (leftover foods, rotting fruits & vegetables, tissue papers, paper plates, paper cups)
Yellow	recyclable (used paper/cardboard/cartoon)
Black	non-biodegradable (all kinds of plastics, all kinds of metals, bottled water, plastic cups, styrofoam, rubbers, soft drink in can, pen/ball pens)

- trash bins or waste baskets shall be washed every Friday and be returned to their places after cleaning
- all functional division/units shall observe proper waste segregation





Collection of Garbage/Garbage Disposal

- designated areas in the office that are used for collection of waste shall be kept tidy
- collection of used papers (bond papers, folders, etc.) shall be done once a month
- all waste baskets shall be emptied by the utility personnel in charge every day
- the General Services Unit (GSU) shall monitor the segregation and collection of garbage every day

Reuse/Recycling

- used paper shall be reused/recycled for photocopying, draft copies of communications and/or memoranda or note paper
- offices shall have a designated area where baskets or bins for the reusable/recyclable papers shall be placed

Others

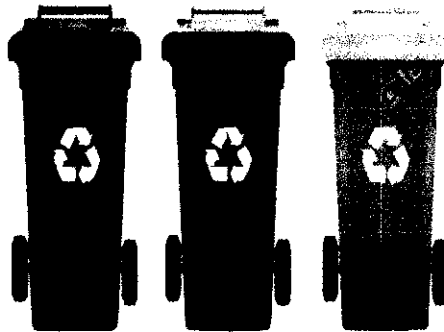
- all cleaning materials shall be kept in their designated area after use
- there shall be one big pail and dipper provided inside the restroom



F.2. Grounds

Segregation

- trash bins with wheels shall be available positioned at the designated areas
- trash bins shall be labeled properly (e.g. non-biodegradable, biodegradable, recyclable)
- trash bins shall be washed every Friday and shall be returned to their proper places after cleaning
- waste segregation in all offices shall be strictly observed
- schedule of garbage collection/disposal shall be observed
- designated areas for collection of waste shall be kept tidy
- trash bins shall be emptied by the utility personnel in-charge every day
- the General Service Unit personnel shall monitor the segregation and collection of garbage every day



G. Security

Security in the workplace ensures the safety of employees, record files, assets and confidential documents. It is important because corporations, businesses and government offices are often the targets of sabotage, unlawful entry and theft. Thus, security is one of the aspects of maintaining productive workplace.



The security guards shall be responsible in ensuring a safe working environment. The following shall be observed:

- welcome the visitor/s with smile and assist the visitor/s in filling up the logbook
- direct the clients/visitors to the Public Assistance Desk/Officer of the Day
- perform other tasks indicated in the security plan
- submit monthly report or as needed especially when incidents occur

H. Public Assistance Desk (Officer of the Day)

- Issue Visitor's Pass and direct the client/visitor in the respective office
- Secure Identification Card of the client/visitor and return it after the transaction with the concerned office
- Assist the client/visitor in the accomplishment of the Citizen/Client Satisfaction Survey (CCSS) Form/Link
- Analyzes daily result of the CCSS, accomplish needed reports and submit to the Public Affairs Unit (PAU) for consolidation and documentation



QUALITY WORKPLACE TEAM (QWT)



ESTELA P. LEON-CARIÑO EdD, CESO III
Director IV/Regional Director



RONALD B. CASTILLO, CESO V
Director III/Assistant Regional Director

Consultants/Advisers



MAKSIM A. BOTILAS PhD
Lead



EDGAR A. MADLAING
Co-Lead



MARY CRIS B. SOTELO
Secretariat/Member



SANDRA C. TAREM
Secretariat/Member



Office Ambience



MARGIE B. GARDINGAN
Member



ROSEMARIE A. YANGKIN
Member



MARGARET C. GOMEYAC
Member

Records Filing



CORAZON S. ALOS
Member



JOANNE S. BUMANGHAT
Member



LENA L. ALINAO
Member

Ground Maintenance



LILIA A. BANAWÉ
Member

Cristina L. Paquit
Member



MARJORY T. VALDEZ
Member

Waste Segregation & Disposal



ALFREDO B. LANAS
Member



CORNELIA D. ADACI-DULNUAN
Member



ERNIELY D. GODOY
Member



Pantries



EVANGELINE P. MALAG
Member



FLORENCE E. BALICTAN
Member



TOMASA MB. PIS-O
Member

Security



EDGAR C. VICENTE
Member



DALTON S. TELIAO
Member



PURITA D. DE LOS SANTOS
Member

Comfort Rooms



BENJAMIN M. DIO-AL
Member



DIANE B. JOAQUIN
Member



DAWNY BETH S. POLON
Member

