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1. INTRODUCTION

This Quality Manual defines and clarifies policies, systems, and procedures adopted to implement and to continuously improve the Quality Management System (QMS) of Quirino State University.

This Quality Manual, together with associated documents mentioned hereto, aims to:

- a. describe the basic elements of the QMS of Quirino State University and serve as reference in its implementation and continuous improvement;
- b. inform all stakeholders so as to enable them to participate in the implementation of the QMS of the institution; and
- c. serve as reference for newly hired personnel including all the employees of the university.

2. AGENCY PROFILE

2.1 Background

The Quirino State University exists by virtue of RA 10230 which is mandated to primarily provide advanced education, higher technological, professional and vocational instruction and training in the fields of arts and sciences, education, agriculture, industrial technology and engineering, information technology, business management and accountancy, tourism and hospitality management, health sciences, criminology, non-traditional courses and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the development of the province of Quirino and provide progressive leadership in its areas of specialization (RA 10230, Section 2, General Mandate).

The University consists of three campuses which are located strategically in Quirino province.


The Main Campus. Its main campus is situated in Diffun, the gateway to the province of Quirino. It metamorphosed from a municipal high school to a state university. In June 1963, it was known as Northeastern Nueva Vizcaya High School (NNVHS) founded by the municipal government. On June 18, 1964, RA 4023, an act converting the municipal high school into an agricultural

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school called Northern Nueva Vizcaya National Agricultural School (NNVNAS) was approved by both Houses of Congress. The Act, however, was implemented on October 1969 and sprawled on a 48 hectare land donation. Since then, the school offered Secondary Vocational Agriculture and Agricultural Homemaking curricula.

When Quirino was weaned from its mother province Nueva Vizcaya in 1972, a municipal resolution changed its name to Quirino National Agricultural School (QNAS). A few years thereafter, the school offered a two-year Post-Secondary Agriculture Technician (PSAT) Course.

On June 10, 1983, QNAS was converted into Quirino State College (QSC) by virtue of Batas Pambansa Blg. 440 but started to operate as a state college in SY 1984-1985. Degree courses in Agriculture, Agricultural Education and Home Technology were offered to respond to the development needs of the province and nearby areas. Other baccalaureate degree courses in Teacher Education, Information Technology, Nutrition and Dietetics, Criminology and Hospitality Management in addition to the allied pre-baccalaureate courses were also offered to produce professionals who will help spur development not only in the province but of entire Region 2.

On October 19, 2012, RA 10230, the bill converting the Quirino State College (QSC) into Quirino State University was signed into law integrating therewith the Quirino Polytechnic College (QPC) in Cabarroguis and the Maddela Institute of Technology (MIT) in Maddela, all located in the province of Quirino.

QSU-Cabarroguis Campus. The QSU-Cabarroguis campus, located at the Capital town of Quirino evolved from a community college known as Quirino Community College (QCC) which was established on June 4, 1983. Since then, the institution started to offer non-degree courses. By virtue of SP Resolution No. 42, series of 1987, the institution was later renamed as Quirino Colleges (QC) and offered baccalaureate degree courses.


In 1989, Quirino Colleges was transferred to its new site using the rooms under the bleachers of Quirino Sports Complex. During that year, additional curricular offerings were given government recognition. It became a member of the Philippine Association of CHED Supervised Institution (PACSI) of Region 02 in 1996. With the desire of the Provincial Officials to expand its course offerings, the Sangguniang Panlalawigan of Quirino province passed SP

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Resolution No. 26, series of 1998 converting Quirino Colleges (QC) into Quirino Polytechnic College (QPC) offering eight degree programs in Business Administration, Civil Engineering, Computer Science, Criminology, Elementary Education Hotel and Restaurant Management and diploma courses in Midwifery and Computer Secretarial until its integration into the university in 2012. Since then, the institution was relocated temporarily at the old Quirino Provincial Hospital and other adjacent government-owned buildings until the acquisition of a new school site consisting an area of 10 hectares near the Cabarroguis Town Hall in 2015.

QSU-Maddela campus. The Quirino State University in Maddela started in 1983 as a satellite school of Maddela Agro-Industrial National High School (MAINHS). This satellite school, which sits on a 110 hectares school site at Dipintin, Maddela, Quirino, offered secondary Agriculture and Trade curricula. With the creation of the Technical Education and Skills Development Authority (TESDA) in 1994, this satellite school concentrated on the offering of regular TESDA programs and short-term skills training and donated an area of five (5) hectares portion of land from its present school site for the establishment of Dipintin High School. In 2000, it was converted into an institute known as Maddela Institute of Technology (MIT) by virtue of Sangguniang Bayan Resolution No. 87, series of 2000 approving its separation from Maddela Agro-Industrial National High School to become an Accredited Training and Assessment Center of 13 regular TESDA courses and other short-term skills training.

After its integration into the university in 2012, Maddela campus started to offer baccalaureate programs in Agriculture and Hospitality Management in 2013 and Secondary Education major in Technology and Livelihood Education in the succeeding year.

At present, the university maintains a graduate school offering three masters degree programs, 17 undergraduate programs and a number of diploma/certificate/short courses. Five of its undergraduate programs have been accredited Level 1 and two (2) were re-accredited Level 2 by the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCUP). The university is also recognized as a Provincial Training Institute in Agriculture by the NAFES.


The research and extension programs are pu

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rsued to enhance the impact of these curricular offerings as well as to help improve the livelihood and health of the communities in its service area. The university became one of the satellites of the National Apiculture Research Training and Development Institute (NARTDI) as a Provincial Apiculture Center to educate and train would-be beekeepers, apiculturists and other stakeholders, conducts researches and extends technologies towards the development of the apiculture industry in the province of Quirino. It continues to serve as technology advisor on various commodities where research and extension services are focused such as: banana, corn, rice, citrus, coffee, root crops, dairy and goat. Socio-cultural studies of indigenous people particularly the Bugkalots are being undertaken, while effects of climatic phenomenon and other mitigation practices are studied to counter its effect in order to sustain agricultural production and sufficiency.

The University also strongly ties up with other agencies, to include: Cagayan Valley Agriculture Resources Research and Development (CVARRD), Phil. Council for Agriculture, Forestry and Natural Resources Research and Development (PCARRD), Department of Agriculture (DA) – Bureau of Agricultural Research (BAR), Regional Field Unit 2 (RFU 2), Agricultural Competitiveness Enhancement Fund (ACEF), Bureau of Soils Water Management (BSWM) National Commission for Culture and the Arts (NCCA), Department of Science and Technology (DOST), Commission on Higher Education (CHED), Department of Labor and Employment (DOLE) and the Department of Trade and Industry (DTI). Advocacy partnerships with the NGOs such as the International River Foundation (IRF), Phil Tropical Forest Conservation Foundation and CAVA Habitat to name a few are likewise pursued. Linkages with other universities outside the country are sought such as Thai Nguyen University in Vietnam and Uppsala University in Sweden.

The business enterprise development units of the university provide additional resources to augment budgetary requirement to sustain the operations of various academic units.


The University is governed by a Board of Regents whose composition as the policy-making body is made up of CHED Chairperson/Representative as Chair, the University President as Vice-Chair, and the following as members: legislators both from upper and lower houses, Regional Directors of Government Line Agencies, prominent private citizens, federated faculty representative, federated supreme student government representative, and an alumni representative.

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2.2 Vision and Mission

2.2.1 VISION

Guided by its mandated function, the Quirino State University envisions itself to become **the leading center for academic and technological excellence and prime catalyst for a progressive & sustainable Quirino Province and Southern Cagayan Valley**

2.2.2 MISSION

QSU commits to develop competent and morally upright professionals and generate appropriate knowledge and technologies to meet the needs of Quirino Province and Southern Cagayan Valley.

2.3 Core Values

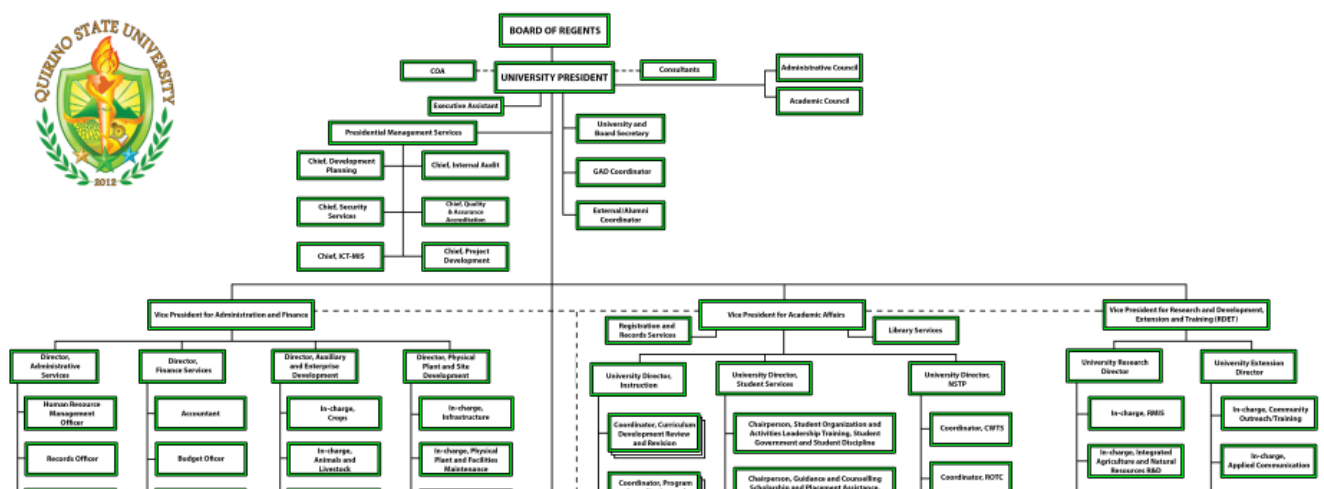
As an academic institution, QSU adheres to the following core values:


Quality and Excellence by responding quickly to clients and willingly rendering excellent, ethical and professional service at all times;

Commitment by seriously pursuing academic excellence to produce globally competitive graduates;

Unity and Integrity by unitedly pursuing a favorable working environment for morally upright government servants

2.4 Organizational Structure



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3.0 QUALITY MANAGEMENT SYSTEM

3.1 Quality Management System Model


Quirino State University is a government owned and controlled institution which operates under its charter through the Commission on Higher Education. The institution is adopting a process-based Quality Management System (QMS) model for the improvement of its products and services.

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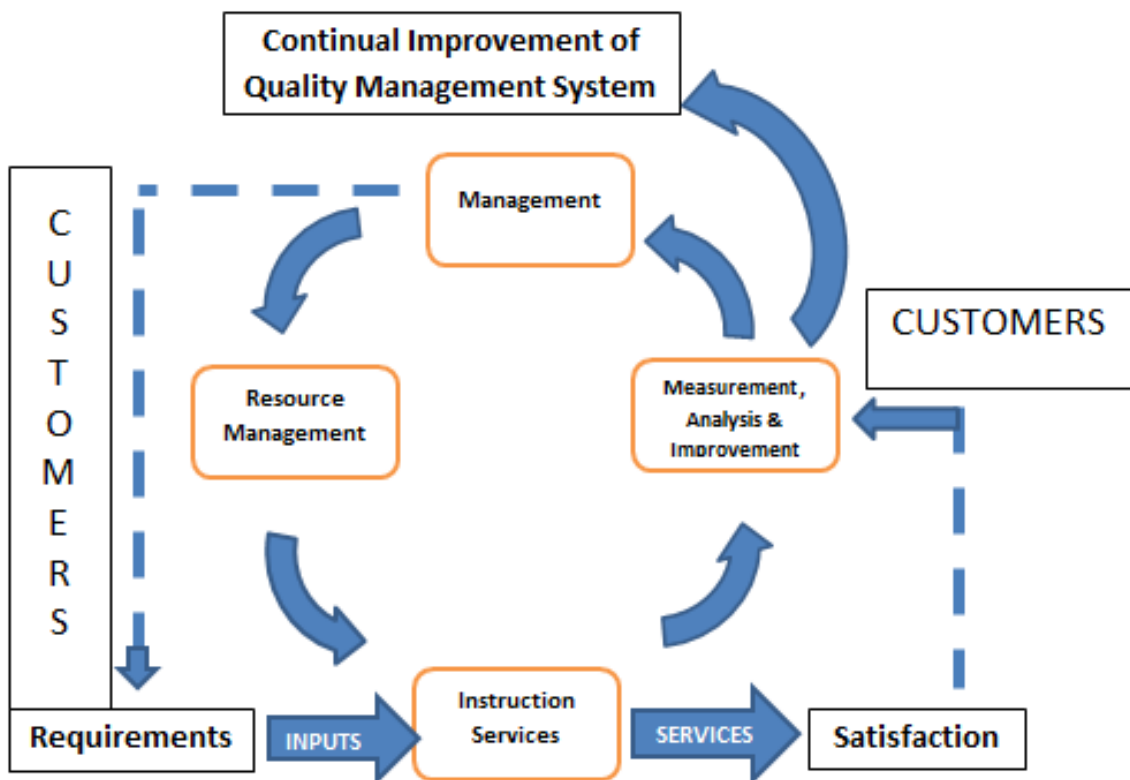


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The model shows two (2) interacting processes. The first, the "internal process" covers the activities needed to communicate the importance of meeting the customer requirements and expectations. It likewise defines management responsibility, provides adequate resources to implement the QMS, shows the implementation of the project management system, and monitor, analyze and continuously improve it to meet or exceed customer expectations.

The second covers the "external processes". It includes the processes used in determining customer requirements; designing and implementing projects in line with customer and expectations; determining customer satisfaction, and communicating with customers the institution's instruction services. Feedback from customers is used for the continuous improvement of both processes.




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3.2 Scope and Application

This Manual applies to the Instruction Services of Quirino State University which covers admission, registration, class instruction and graduation as well as all other processes relative to instruction such as class program preparation, curriculum development and review, course syllabi preparation, Instructional Materials Development and Review, Faculty Attendance Monitoring Classroom Supervision, and Academic Records Management. These are the processes implemented by the Office of the University Registrar, Office of Student Services, and the different Colleges.

It contains the basic policies, objectives and guidelines set by the institution with regard to the different elements which can be implemented as a tool for meeting or exceeding customers' expectations.

It explains in detail, QSU's Quality Management System from the time of students' application for acceptance in QSU, up to graduation and the other processes relative to instruction. It likewise ensures the availability of information on the procedures in the entire instruction services.

3.3 Exclusion

Conformity to specific requirements pertaining to the control of monitoring and measuring equipment as stated in Clause 7.3 of ISO 9001 :2015 is excluded in the institution's OMS since this concern is not applicable to instruction services.

3.4 Documentation Structure

The University's Quality Management System is designed to assure consistency in meeting or exceeding customer's needs and expectations. This is through the actual performance of the documented processes, procedures, work instructions and support policies, systems and procedures.


The University's Quality Management System is described in the documents identified in the figure:

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Level 1: Quality Manual - This is the highest level of OMS documentation. It contains the quality policy, organizational structure, resource management, and specific policies on instruction for quality control and improvement.

Level 2: Mandatory Procedures - This is a Procedural Guide on the What, Who, When and Where of the Quality Management System. It provides guidance for the evaluation of activities and timelines. The mandatory procedures specify the responsibilities of process owners, timeframes and schedules.

Level 3: Standard Operational Procedures (SOP) - This includes an Operational Guide showing how the institution implements stated policies. This Manual includes operational instructions describing the series of steps in performing routinary activities.


Level 4: Quality Records - These include records providing evidence of conformity to the established procedures and operational instructions in conformity with the institution's OMS.

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3.5 Quality Manual Amendment

Introduction of new procedures of services may necessitate amendments to the existing Quality Manual.

A re-issue of this Quality Manual shall be carried out only when there is a change in a. scope of certification; b. management and/or organizational structure; and c. instruction services.

Requests or suggestions shall be made in writing to the Quality Manual Management Representative (QMR) for his/her consideration to ensure that such changes are reflected in the manual.

3.6 Confidentiality and Distribution

The Quality Manual and its related documents are treated as confidential and shall not be brought outside Quirino State University's premises without prior authorization from the QMR.

Controlled copies of the Manual are issued to Document Custodians identified by the institution's document Controller.

It is the responsibility of the Document Controller to keep a list of authorized holders of the Quality Manual, which may be issued or distributed either as "controlled" or "uncontrolled" copy. All uncontrolled documents shall be marked with "Uncontrolled" and shall not be updated. The uncontrolled copy of the Quality Manual may be distributed to customers or stakeholders when considered beneficial or when needed as a contract requirement. All external distributions shall be subjected to the approval of the QMR.

4. MANAGEMENT RESPONSIBILITY

4.1 Management Commitment

The Top Management recognizes the importance of understanding, meeting, or exceeding customer requirements. Being so, the following "Statement of Policy on Quality" is established for the purpose.


Quality Service Upheld: A commitment to continuously improve our endeavors for a progressive and sustainable Quirino Province and Southern Cagayan Valley

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To uphold this commitment, QSU shall attain the following Quality Objectives:

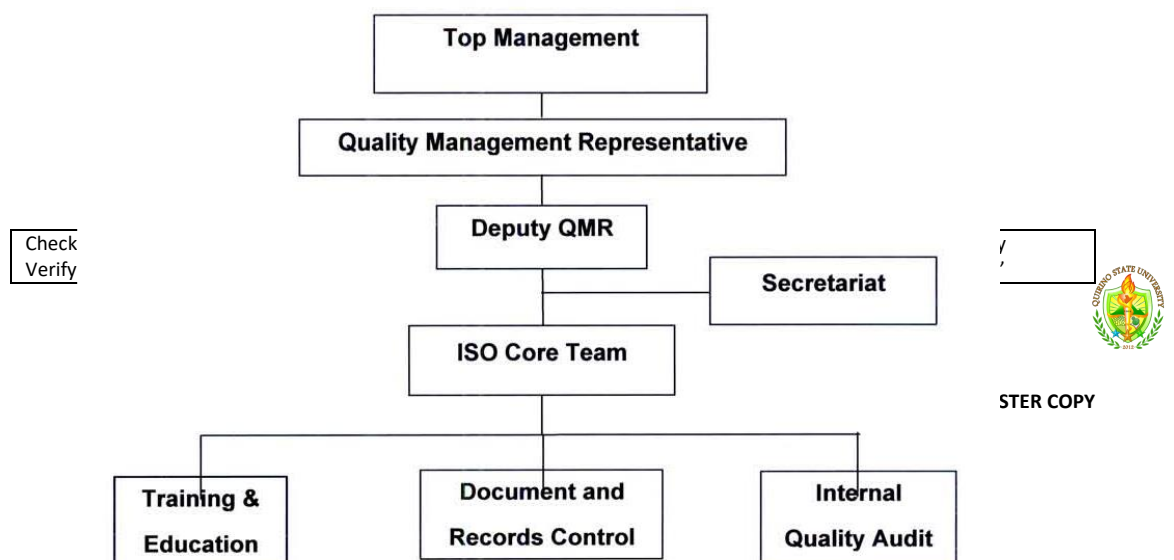
1. Continuously perform the mandated functions of the university through quality management system;
2. Provide continuous excellent instruction to produce competent, productive and committed professionals;
3. Generate relevant knowledge and responsive technologies through advanced research;
4. Develop and implement techno-transfer approaches for sustainable extension activities ;
5. Generate adequate resources to support and enhance institutional development.


4.2 Quality Management System Planning

The institution's strategic and operational plans are the results of annual institutional planning. This serves as an avenue where the strategic thrusts of the University are defined, commitments are obtained, and resource requirements are determined. Objectives and targets are set at appropriated levels but specific quality objectives are defined during implementation.

Prior to the conduct of University planning activities, the various operating units conduct pre- planning activities to assess performance, gather information on stakeholder requirements and expectations and review and align future directions. The outputs of the planning process include, among others, strategies for operational improvement, pursuit of the institutions mandates, service innovation and enhancement of customer-focused services.

4.3 Quality Management Structure



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4.4 Responsibility and Authority

The specific roles and responsibilities of each individual/unit in the Quality Management Structure are as follows:

a. Top Management/ Management Committee

- Establishes, reviews, and maintains the quality policy of the institution;
- Ensures that quality objectives and relevant functions are established at different levels within the University;
- Ensures allocation of available resources to support the implementation of the institution's QMS;
- Defines the responsibilities and authorities of each unit in the organization;
- Reviews the effectiveness of the institution's QMS and monitors the implementation and improvement of action plans;
- Ensures that communication mechanisms are effective and established.

b. Quality Management Representative (QMR)

- Ensures the effective implementation and maintenance of the established QMS;
- Reports to the top Management Committee the performance of the Quality Management Systems and areas for further improvement;
- Ensures the promotion of awareness in meeting or exceeding customer requirements within the relevant scope of the institution's QMS;
- Liaises with external parties on matters relating to the institution's QMS.


c. Deputy QMR

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- Ensures the effective planning, implementation, maintenance, and continuous improvement of the established QMS for the sector;
- Assists the QMR in performing assigned duties and responsibilities;
- Assumes the responsibilities of the QMR in his/her absence.

d. Secretariat

- Ensures that all records, documents and all other relevant information are properly maintained, updated and archived;
- Coordinates all activities in the absence of the QMR and Deputy QMR;
- Serves as the head of the ISO/Sub-ISO core team secretarial e. ISO Core Team
- Serves as the Technical Panel that directs all ISO-related activities;
- Meets regularly to discuss issues, concerns and actions to be taken to improve the QMS;
- Provides recommendations to the University President on ISO matters

e. ISO Core Team

- Serves as the Technical Panel that directs all ISO-related activities;
- Meets regularly to discuss issues, concerns and actions to be taken to improve the QMS;
- Provides recommendations to the University President on ISO matters

f. Training and Education Team


- Ensures that concerned employees are aware of their roles and responsibilities relative to the attainment of the agency's goals and objectives;

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- Reviews the results of competence evaluation conducted for employees who are involved in instruction services;
- Facilitates the conduct of appropriate Human Resource interventions to enhance capabilities;
- Monitors and evaluates the effectiveness of actions taken by the HRMO;
- Ensures that records on education, trainings, skills, and experiences are maintained accordingly.

g. Document and Records Control Team

- Documents, implements, establishes and maintains a procedure for the control of documents and records;
- Maintains the master copies and master list of the Quality Manual, Quality Procedures and Standard Operational Procedures, as well as the master list of externally generated documents are available for use;
- Prevents unintended use of obsolete documents as well as the unauthorized use of relevant documents;
- Ensures the enhancement of procedures for the control of records;
- Closely coordinates with Deans and Directors on records generated from Instruction services.

h. Internal Quality Audit Team


- Prepares the audit plan and coordinates, and implements the agency's Audit Program;
- Identifies the necessary resources needed to manage the agency's Audit Program;
- Provides inputs on audit findings during management review;
- Monitors and maintains records of implementation of corrective and preventive actions for non-conformances found during audits.

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4.5 Management Review

Review of the established QMS is conducted twice a year or whenever deemed necessary by the Top Management UQMR. This is to ensure continuing suitability and effectiveness of the system in meeting or exceeding the requirements of customers.

The review may cover, but is not limited to the following agenda items:

- Matters arising from the previous management review meeting
- Results of internal and external quality audits
- Customer feedback and satisfaction results
- Project performance and produce service conformity
- Status of corrective and preventive actions
- Changes that could affect the QMS
- Actions taken on recommendations for improvement

The agenda of the Management Review is prepared by the QMR and distributed to all concerned. Minutes are recorded and maintained by the Document Control Officer. Results of the review are provided to the Top Management UQMR and/or Deans and Directors for proper reporting during Management Committee or Administrative Council meetings.

5. RESOURCE MANAGEMENT

5.1 Human Resource Management (HRM)


The agency believes that its human resources are its greatest assets. To ensure that personnel are equipped with the necessary knowledge and skills required to efficiently perform their functions, the University's HRM has established and maintained procedures. These are important in ensuring that personnel performing their functions are competent on the basis of education, training and/or experience. As such, the HRM maintains records when undertaking the following functions:

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- Determining the capability building needs of personnel performing work affecting instruction service quality;
- Organizing seminars and training courses to meet identified needs;
- Evaluating the effectiveness of HR interventions;
- Orienting the personnel on their roles and responsibilities as they affect achievement of objectives;
- Facilitating the placement of qualified personnel to meet the capacity requirements of operations

It is the commitment of the institution to provide its personnel with the proper training for the constant improvement of their knowledge, skills, managerial acumen and attitude on activities related to the quality system. This is in recognition of the behavior and performance of every individual directly impacting on the quality of services provided. Training Need Assessment shall be conducted as needed.

The training of personnel includes both formal and informal modes: coaching, on-the-job-training, and cross-posting activities conducted by the Human Resource Management Office (HRMO). It also includes orientation and cascading sessions conducted by the ISO Core Team.

Recruitment is handled by the HRMO based on qualifications. Processing of employment is based on the recommendations of the Personnel Selection Board (PSB).

Appropriate records of academic qualifications and trainings are maintained for all personnel by the HRMO.

5.2 Infrastructure Management


It is the policy of Quirino State University to determine, provide and maintain the infrastructures needed to support its functions (instruction, research, extension, and production). Infrastructure includes (whenever applicable) workstations, training/conference facilities and equipment, meeting rooms, customer receiving areas, library, transportation service, computer and internet-intranet facilities, project management and other software, storage

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facilities for supplies, communications facilities, and areas for auxiliary services such as photocopying, parking, canteen services, etc.

5.3 Outsourcing

In order to reinforce the provision of instructional and other support services of the University, the following activities and/or services are being outsourced:

- Professional expert services and resource speakers
- Repair and maintenance of laboratory and office equipment
- Security services; and others

5.4 Work Environment

It is the policy of Quirino State University to promote the well-being, satisfaction and motivation of its faculty and staff by providing them a work environment that:

- promotes teamwork through sharing of project learning, inter-center collaborations, technology sharing, etc.; and
- is conducive for working and learning by defining workstations, and formulating and observing quality workplace standards.

The end objective of this is to establish a quality work-life for the institution's personnel that would enable them to work more effectively and efficiently.

5.5 Procurement

It is the policy of Quirino State University to determine, provide and maintain the various equipment, office and instructional supplies needed to support its functions (instruction, research, extension, and production) by adhering to statutory and institutional requirements.

6. OVERVIEW OF QUALITY PROCEDURE


6.1 Document Control

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Quirino State University has established and maintains a documented procedure for the creation/revision, approval, and issuance of the Quality Manual and Standard Operational Procedures (SOP) Manual. **QSU-QP-01**, Document Control procedure provides for an organized monitoring, distribution, maintenance, and updating of procedures and operational instructions within the said manual.

All documents included in the QMS are first reviewed and then approved by authorized personnel prior to use. A master list, which indicates the current revision status of documents is maintained by the Document Controller and made available to all. This will prevent the use of incorrect, invalid, or obsolete documents. Only the latest issues of documents are available in locations where business process operations are performed. Obsolete documents are identified, retrieved, and properly disposed of, retaining only the obsolete original copy document.

Any change in the QMS after its initial approval and issue are subject to the document change procedure in **QSU-QP-01** Control of Documents.

6.2 Records Control

The institution has established and continues to maintain documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. The procedures are incorporated in **QSU-QP-02**, Control of Records procedure.

All process owners maintain relevant quality records showing the achievement of the required quality and effective operation of the QMS.

The Quality Records are comprehensible and are stored in such a way that they are readily retrievable in storage facilities. A suitable environment is provided that would prevent damage, deterioration, or loss.

Retention periods of quality records are established, recorded and maintained in accordance with the **Records Matrix**.


6.3 Control of Nonconformity

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The institution has established and maintains a documented procedure to ensure that a product and/or service that does not conform to specified requirements is prevented from delivery to the customer.

QSU-QP-03, control of Nonconformity procedure provides for the identification, evaluation, disposition and recording of nonconforming products and services and for notification to the concerned units.

The responsibility for review and disposition of nonconforming product and/or service is indicated in the Control of Nonconformity Matrix.

Nonconforming products and/or services are reviewed in accordance with documented procedures and may be improved.

If the product and/or service does not conform to the Terms of Reference or to the agreed output as set forth during the contracting process, the process owner should be able to make the necessary corrective measures.

6.4 Corrective and Preventive Action

The institution has established, implements, and maintains a documented procedure for corrective and preventive actions. This is in order to efficiently and adequately address non-conformities and eliminate the causes of actual or potential non-conformities in the **OMS (IQA reports, third party audit report, etc.) and in its products and services.**

QSU-QP-04, Corrective and Preventive Action procedure includes:


- effective handling of customer complaints;
- investigating the causes of non-conformities and recording the results of such investigations;
- determining the corrective actions needed to eliminate non-conformities;
- determining the steps needed to deal with any potential problem requiring preventive actions;
- formulating, applying, and implementing controls to ensure the effective implementation of corrective and preventive actions;

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- recording changes in procedures resulting from corrective actions;
- using appropriate information such as audit results, quality records, service reports and customer complaints to detect, analyze and eliminate potential causes of non-conformities; and
- ensuring that relevant information on actions taken is submitted for management review.

6.5 Internal Quality Audit

The institution has established a documented procedure which it implements and maintains to verify whether quality activities and related results comply with planned arrangements. This procedure is also used to determine the effectiveness of the Quality System. This is done through **QSU-QP-05**, Internal Quality Audit procedure.

Internal Quality Audits are conducted on a regular basis is scheduled in the IQA plan. Internal Quality Auditors shall be identified and trained. They are independent of the specific activities on areas being audited.

The results of the audits are recorded and reported. The report contains details of:

- a. non-conformance and non-conformities found during the audit;
- b. root-cause analysis; and
- c. corrective and preventive actions including dates of completion and follow-up audit.

These findings are brought to the attention of the personnel having responsibility in the audited area. The process owner shall make timely corrective and preventive actions on the deficiencies found during the audit.


Follow-up audit activities are conducted for the purpose of verifying and recording the implementation and effectiveness of the corrective actions taken. IQA results are recorded and maintained by the IQA Team.

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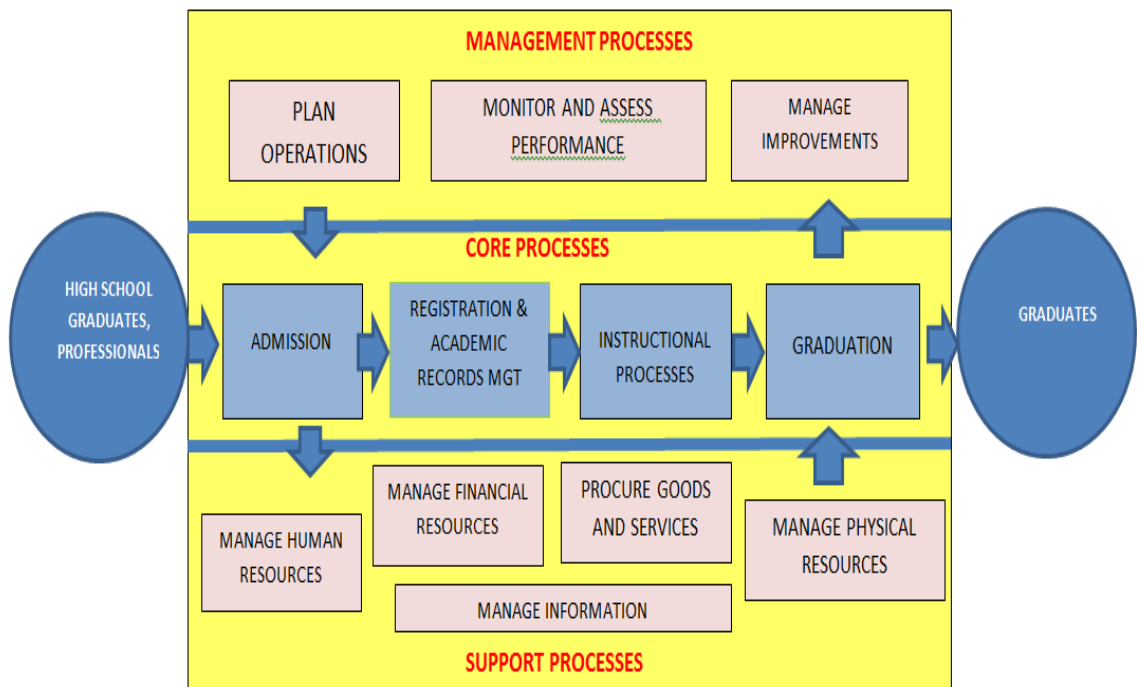
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7. QUIRINO STATE UNIVERSITY'S BUSINESS PROCESS AND SCOPE OF QMS CERTIFICATION




BUSINESS PROCESS SCOPE

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The institution's business process scope covers the different stages of the instruction services. Each stage consists of sub-activities undertaken to meet the requirements of the subsequent activities. The start and end of the stages may overlap depending on the nature of the process scope and the requirements of customers.

8. MEASUREMENTS, ANALYSIS AND IMPROVEMENT

8.1 Monitoring and Measurement

As a mechanism to measure the performance of the established Quality Management System, the institution monitors implementation of the system through periodic conduct of Internal Quality Audits (as defined under QSU- QP-05). Likewise, to monitor the product service outcomes in terms of meeting client requirements and expectations at different stages of the project, periodic gathering of customer feedback and perception are conducted through any of the following approaches:

- a. **Focus Group Discussion.** This activity is intended to identify current and future development and productivity concerns of key stakeholders as these are relevant in defining or aligning the agency's program thrust.
- b. **Customer Satisfaction Survey.** Determination of customer satisfaction is designed to measure and monitor performance of the institution's products and services in terms of meeting customer requirements and expectations. Results of the survey are examined during management reviews where actions for improvement are identified for implementation.
- c. **Review of Customer Feedback.** Gathering of customer feedback during instruction services implementation and evaluation is used to ensure satisfactory acceptance of project outputs by customers.


Likewise, in-house monitoring is done on a semi-annual basis to keep track of the University's performance in terms of accomplishments, timeline, budget, etc.

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8.2 Data Analysis and Improvement

Quirino State University uses applicable statistical techniques and tools to establish, control and verify process capabilities and characteristics. Data on customer satisfaction survey, conformity to product and process requirements and supplier performance are analyzed on a regular basis.

Graphs, diagrams, trend analysis and variance analysis are the most common tools used for data analysis depending on the information needs of management during review meetings.

Continuous improvement is a permanent objective of the University. As such, various inputs considered are quality policy, objectives, audit findings, analysis of performance data, corrective and preventive actions and performance review meetings.

9. SERVICE REALIZATION

9.1 Explanation of the Core Process

The core process on instruction services starts when a client applies for admission until he/she graduates from the institution. Specifically, this involves the following processes:

Admission: A prospective customer seeks admission to the University through application and taking a qualifying examination administered by the Office of Student Services. Results of the examination are sent to the respective academic units for screening. The academic unit submits the list of qualified applicants to the Office of the University Registrar (OUR) which in turn gives a Notice of Admission to the qualified applicant.


Registration: The customer proceeds to the academic unit where he/she is admitted for registration. From the College/Institute, he/she proceeds to the Cashier for payment of his/her school fees, then goes to the OUR for ID processing then to the University library for ID validation.

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Class Instruction: The enrolled student attends his/her classes for 18 weeks for the regular semester and 7 weeks during the summer term as reflected in his/her class schedule. At the start of classes, students are oriented on course requirements. The student has to satisfy all the requirements of the course. A final grade is issued by the faculty in-charge 1 week after the final examination.

Graduation: After all the requirements are satisfied by the graduating student, the OUR evaluates the student's academic records in consultation with the academic unit where he/she belongs. The candidate is recommended for graduation initially to the College/Institute, Academic Council, then endorsed for confirmation by the Board of Regents before graduation. Finally, the diploma and Official Transcript of Records are issued to the graduate.

Curriculum Development and Revision: Each academic unit initiates the development, revision and enrichment of the programs they offer to make them more relevant and responsive to the needs of students. Proposed curricular changes on a program are reviewed by the Curriculum Development and Review Committee before these are presented to the Academic Council for their endorsement and approval by the Board of Regents. Copies of the curricular revisions are submitted to the Commission on Higher Education for contents notation and comments before these are implemented.


Class Program Preparation: The Program Chairperson prepares the class schedules, room utilization schedules and faculty schedules one (1) month before enrolment in coordination with the different Program Chairpersons and submits such documents to the Deans for review and endorses it to the Director for Instruction for load balancing. Then the draft is returned to the Program Chairperson to prepare a final draft for final checking and review by the Dean, to be recommended for approval by the Director for Instruction and Approved by the Vice President for Academic and Related Affairs. The approved Class schedule is then submitted to the OUR for inputting in the Student Information and Accounting System (SIAS). The class programs are printed and posted on bulletin boards to be used by prospective clients during the enrolment period.

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Course Syllabi Preparation: Faculty members prepare their course syllabus for every subject assigned to them for a semester or term indicating therein the description and objectives of the course, the pre-requisites, the topics to be covered, the learning activities and evaluation methods, the references, the grading system and the class policies. A copy of the course syllabus is discussed and distributed to enrolled students during the first day of classes.

Instructional Materials Development and Review: Each faculty prepares instructional support materials as needed to facilitate the learning of concepts and to guide students in their laboratory activities. To ensure that these materials are of good quality, these should be reviewed and critiqued by the Committee on Instructional Materials Development and Review before they are adopted and utilized.

Instruction Supervision: Program Chairpersons conduct regular monitoring and supervision of classes during the semester to identify faculty who are not meeting standards of quality instruction and to provide appropriate intervention. Faculty members identified to be deficient in any aspect of teaching shall undergo peer mentoring and/or coaching by a subject specialist together with the Program Chairperson.

Faculty Attendance Monitoring: Class Attendance Monitors shall be assigned from among the Class Officers to assist the Program Chairs in recording the attendance of faculty in the classroom. An attendance report shall be used to record the time of arrival and dismissal of faculty during class meetings and such report shall be signed by both the monitor and the faculty to be validated by the Program Chairperson. Each Chairperson shall consolidate attendance reports every end of the week to be submitted to the HRMO for appropriate action.


Academic Records Management: As soon as students are admitted and registered, their school credentials are submitted to the OUR. These are sorted, classified and filed in individual jackets for future reference. As soon as grade sheets are submitted, final grades are posted and certification of grades per semester is issued to students. This document is presented to the Academic Batch Adviser during enrolment as reference in identifying subjects to be enrolled, as basis for academic counselling, and for evaluation purposes. As final grades are posted,

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database on students' academic records is established, and maintained. Such records will be readily available when requested.

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