



Republic of the Philippines  
 DEPARTMENT OF EDUCATION  
 Region I  
 SCHOOLS DIVISION OFFICE  
 DAGUPAN CITY



DIVISION MEMORANDUM

No. 439, s. 2019

**RELEASED**  
 DEFED  
 DATE: 01-04-19  
 BY: [Signature]  
 J.02  
 TH# 2008

To: Asst. Schools Division Superintendent  
 Chiefs of the CID and SGOD  
 Education Program Supervisors  
 Public Schools District Supervisors  
 Administrative Officer V  
 SDO Unit Heads and Personnel

From: Office of the Schools Division Superintendent

Date: January 4, 2019

Subject: **ACCOMPLISHMENT OF ISO CUSTOMER SATISFACTION SURVEY**

- 1) The Schools Division Office pursuit of ISO Quality Management System is highlighted by the excellent service rendered by the different units and offices to its various clientele.
- 2) This is one important area that the external auditors will be looking into during their surveillance in May 2019 so as to retain the SDO's certification for its quality management system.
- 3) The Customer Satisfaction Survey Unit has consistently gathered results of the (survey) that showed Excellent rating and more than a thousand respondents in the beginning of the certification (July – September). However, the following quarter (October – December) of FY 2018 displayed a decreasing trend in the number of respondents.
- 4) *Thus, it is herein instructed that all concerned units and offices must have to ensure that clients who come to them for any service secured and rendered effective this January 2019 would have accomplished the Customer Satisfaction Survey which will include technical assistance conducted in the division office or at the school as per table below:*

OFFICE/UNIT	WEEKLY NO. OF CSS ACCOMPLISHED
OSDS	
• ADMIN	25
• RECORDS	25
• SUPPLY	25
• HRMO	25
• FINANCE (Accounting & Budget)	25
• CASHIER	20
• LEGAL	20
• IT	20
CID	
• EPS	20
• PSDS	20
• ALS	25
SGOD	
• EPS	20
• P & R	20
• SOCMOB	20
• M & E	20
• HRTD	20
• YDC	20
• MEDICAL	20
• DENTAL	20
• ENGG.	20
• DRRM	20

DR. LORNA G. BUGAYONG, CESO VI  
 Schools Division Superintendent