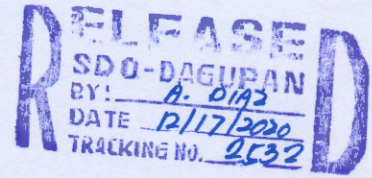




Republic of the Philippines
Department of Education

REGION I

SCHOOLS DIVISION OFFICE DAGUPAN CITY



Office of the Schools Division Superintendent

DIVISION MEMORANDUM

NO. 169, s. 2020

TO: Asst. Schools Division Superintendent
Chief Education Program Supervisor
Education Program Supervisor
Public Schools District Supervisor
Schools Heads/Principals

FROM: **AGUEDO C. FERNANDEZ, CESO VI**
SCHOOLS DIVISION SUPERINTENDENT

DATE: December 17, 2020

RE: CUSTOMER SATISFACTION SURVEY REVIVAL AT THE SDO AND THE SCHOOLS

1. As an initial step towards meeting the element of Continuous Improvement declared in the new Strategic Directions of this current leadership, **the undersigned is instructing all division personnel including key officials, and all school heads/principals, teachers, and field personnel to accomplish starting January 2021 a regular and consistent observance of the Customer Satisfaction Survey.**
2. While the Central office has declared a Moratorium on ISO certification, the premise of this is only to onboard the entire department on its processes that will describe the quality management system of DepEd as an organization and not on a separate and individual certification as have been performed by numerous SDOs and schools all over the country.
3. Nonetheless, it is integral to the context of a committed learning sector that the steady and ongoing practice of the CSS be implemented.
4. All schools will have then, to submit the quarterly Summary Result of their CSS to the Office of the Schools Division Superintendent every first week of the following month for its perusal and review.
5. For widest dissemination and strict compliance.