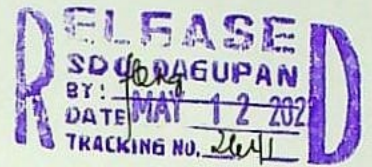




Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF DAGUPAN CITY



Office of the Schools Division Superintendent
No. 162, s. 2022

To: Asst. Schools Division Superintendent
Chiefs of the SGOD and CID
All Public School District Supervisors
All Education Program Supervisors
All Unit Heads
All School heads and principals
All Others Concerned

From: *[Signature]*
AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

Date: May 12, 2022

Subject: **SDO DAGUPAN ADOPTION OF DEPED CENTRAL OFFICE QUALITY POLICY RELATIVE TO DEPED ORDER NO. 009, s. 2021 DURING THE CONDUCT OF FLAG CEREMONY**

As per cursory review on *DepEd Order No. 009, s. 2021 "Institutionalization of a QMS in DEPED"* and in an affirmative action to prepare the division office on the forthcoming adoption of a **ONE DEPED, ONE QMS** by the central office, the following have been noted by the Office of the Schools Division Superintendent as **needing attention and immediate action by all concerned**:

1) *Use of QR Code in every transaction by concerned offices to obtain the Customer Satisfaction Survey both for ISO even PBB purposes. Integration of data analytics portion in the Customer Satisfaction Survey Google Form by ITO to facilitate report and needed action for any Poor Rating needing Correction or Corrective Action by top management.*

Customer Satisfaction Results are very crucial as one constant agenda in the Management Review meeting lead by the QMR hence, Knowledge Management Team (ITO) will submit said report immediately to OSDS every Monday of the following week for its perusal and review.

2) *The adoption of a National Quality Management System (NQMS) in the agency as issued by the Central Office is being endorsed to ROs, SDOs; and as such the SDO can already initiate preliminary activities such as orientation of the subject to both division and school personnel as we await the transition by the new administration.*

3) *Quality Policy Statement (QPS) may now be introduced to the field and division personnel and recited during FC, effective May 16, 2022. This is to make every one aware of this policy as one prerequisite of ISO as well as the PRIME-HR in anticipation of the National Quality Manual or other mandatory acts on government service delivery such as the Ease of Doing Business under RA 100032.*

The Administrative Officer and ITO are herein directed to upload QR Code and QPS to all schools and non-teaching personnel and prepare reports/actions needed on the aforementioned being the counter part of Knowledge Management Team of DepEd Central Office and so for this purpose are designated by the OSDS to be responsible.



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