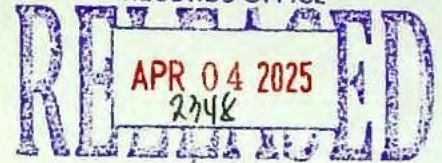




Republic of the Philippines  
**Department of Education**  
REGION I  
SCHOOLS DIVISION OF DAGUPAN CITY

DepEd SDO Dagupan City  
RECORDS OFFICE



By: H Time: 1:40

Office of the Schools Division  
Superintendent

April 03, 2025

**Division Memorandum**

No. 154 s. 2025

**RECONSTITUTION OF TEAMS FOR THE SDO-DAGUPAN CITY  
QUALITY MANAGEMENT SYSTEM (QMS)**

To: Assistant Schools Division Superintendent  
Chief Functional Division -- CID & SGOD  
Education Program Supervisors  
Public Schools District Supervisors  
All Unit Heads  
All Others Concerned

1. In reference to DO 9, s. 2021 (Institutionalization of a Quality Management System in the Department of Education), SDO-DAGUPAN CITY is committed to continuously improve its implementation of quality assurance protocol based on its quality control plans. With the regular conduct of internal quality audit and surveillance audit, it shall update its documented information in support to clauses 4-10 of ISO 9001: 2018 QMS. Hence, the SDO-DAGUPAN CITY QMS Teams are reconstituted as follows to oversee the implementation of the (a) Division Operations Manual, (b) Division Plans as indicated in the Planning Documents, and (c) Procedures and Work Instructions Manual (PAWIM).

**Top Management**

Dr. Rowena C. Banzon, CESO V, Schools Division Superintendent  
Anna Liza M. Chan, OIC, Assistant Schools Division Superintendent

SGOD - Dr. Edilberto Abalos, Chief Education Supervisor  
CID - Dr. Maria Linda Ventenilla, Chief Education Supervisor  
OSDS - Myrel Angelica Lopez, Administrative Officer V

**Responsibilities:**

- a. Lead the establishment, implementation, and monitoring of the QMS at their level;
- b. Establish, communicate, and embody the Quality Policy Statement
- c. Determine and provide necessary resources needed to implement and sustain QMS implementation;



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- d. Lead and conduct the Management Review (MR) at least every quarter;
- e. Ensure that constitutional mandates, statutory, and regulatory requirements are met; and
- f. Designate the Quality Management Representative (QMR).

**Quality Management Representative (QMR)**

Anna Liza M. Chan, OIC, Assistant Schools Division Superintendent  
Maria Victoria S. Antonio

**Responsibilities:**

- a. Communicate the importance of having a QMS within DepEd;
- b. Oversee the implementation and take accountability for the effectiveness of the QMS;
- c. Ensure the conformance of the QMS to the requirements of ISO 9001;
- d. Ensure the integrity and effectiveness of the QMS;
- e. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;
- f. Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;
- g. Ensure integration of the QMS requirements into DepEd's business processes;
- h. Promote continuous improvement of the QMS and processes of the agency;
- i. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;
- j. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and
- k. Act as liaison of the Department with external parties on matters relating to QMS.

**QMR Secretariat**

Irish Solis  
Gilliane Jessa Casaclang  
Chelsea Paras  
Carla Jane Fernandez  
Robet Bruce Dela Cruz

**Responsibilities:**

- a. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;
- b. Provide technical and administrative support to successfully implement the QMS;



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- c. Coordinate QMS-related activities in their respective offices;
- d. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
- e. Facilitate the delivery of specific outputs in line with the QMS;
- f. Assist the QMR in communicating with external parties on QMS-related matters; and
- g. Provide feedback and updates on QMS-related matters to the QMR.

**Risk Management and Risk Mitigation Team**

**Lead:** Perpetua Barongan

OSDS - Janelle S. de Guzman and Gemma P. Resurreccion

SGOD - Edgar T. Timbol and Elvira N. Villamor

CID - Perpetua Barongan and Jaime Siapno

**Responsibilities:**

- a. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;
- b. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;
- c. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;
- d. Provide feedback and update to the QMR on the status of risk assessment and action plans;
- e. Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and
- f. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRf

**Training and Advocacy Team**

**Lead:** Irish Solis

SGOD - Bethany Venice S. Bautista and Giliane Jessa S. Casaclang

CID - Isabelita Daroya and Cherry Cayabyab

OSDS - Allan Manaois and Kristel Gay C. Raymundo

**Responsibilities:**

- a. Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;
- b. Capacitate employees on the development of their Operations Manuals and Planning Documents;





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- c. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;
- d. Plan and coordinate effective deployment and efficient use of QMS training and materials;
- e. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and
- f. Provide feedback and updates to the QMR on the status of QMS related training and awareness.

**Knowledge Management Team**

**Lead:** Pilita O. Bautista

OSDS - April Eve D. Diaz and Marife M. Mercado

SGOD - Joan L. Jimenez and Henry L. Refuerzo

CID - Renata G. Rovillos and Gemma M. Erfelo

**Responsibilities:**

- a. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;
- b. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;
- c. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;
- d. Oversee activities related to managing organizational knowledge and setting document management standards; and
- e. Provides feedback to the QMR on the status of the control documents and records.

**Quality Workplace Team**

**Lead:** Myrel Angelica Lopez

OSDS - Jeaneline R. Trigue and Froilan M. Julian

SGOD - Tatum Grace L. Manzano and Vladimir C. Parayno

CID - Ronie G. Bonao and Sheryl Villacorta

**Responsibilities:**

- a. Ensure consistent implementation of Quality Workplace Standards/5S;
- b. Collaborate with concerned office/ personnel to ensure a conducive and safe work/ school environment to improve productivity;
- c. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and



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- d. Provide feedback and updates to the QMR on the status of workplace management.

**Internal Quality Audit**

**Lead:** Jane T. Cajayon

OSDS – Jennette A. Sison and Claire Tamayo

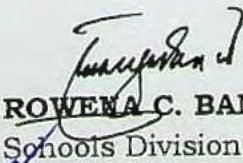
SGOD – Liezl S. Cancino and Isagani D. Rosario

CID – Edwin R. Ferrer and Cristina C. Aquino

**Responsibilities:**

- a. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;
- b. Undergo training on ISO 19011 (Guidelines for Auditing Management System);
- c. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;
- d. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;
- e. Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and
- f. Provide the findings of the IQA through the audit summary report and status of Request for Action (RFA) to the QMR as an input to the Management Review.

2. Everyone is enjoined to implement the SDO Dagupan City QMS for the improvement of customer satisfaction. The OSDS, SGOD and CID shall proactively administer the Customer Satisfaction Survey via offline/online and regularly submit activity evaluation results and M & E results as sources of feedback for further improvement.
3. For information and dissemination.

  
**ROWENA C. BANZON EdD, CESO V**  
Schools Division Superintendent



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