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

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Office of the Schools Division Superintendent

April 28, 2026

DIVISION MEMORANDUM
No: 210 s. 2026

READINESS OF ALL PROCESS OWNERS FOR THE IMPLEMENTATION OF DEPED ONE QMS

To: Assistant Schools Division Superintendent
Chief of Education Supervisors – CID & SGOD
Education Program Supervisors
Public Schools District Supervisors
Section Heads/Unit Heads
All Process Owners
All Others Concerned

1. In line with the institutionalization of the **Department of Education National Quality Management System (NQMS)** and the "One DepEd, One QMS" initiative, this Office, through the Internal Quality Audit (IQA) Team, announces the conduct of the **Division-Wide Internal Quality Audit** for the Fiscal Year 2026.

2. This activity is anchored on the following national and regional issuances:

   - **DepEd Order No. 009, s. 2021** (Institutionalization of a Quality Management System in the Department of Education);
   - **DepEd Memorandum No. 014, s. 2022** (Implementation of the National Quality Management System);
   - **Regional Memorandum No. 407, s. 2026** (Orientation on DepEd Order No. 001, s. 2026 regarding revised systems and QMS protocols);
   - **Executive Order No. 605, s. 2007** (Institutionalizing Quality Management Programs in the Government).

3. The primary objective is to assess the readiness and compliance of all Process Owners (**Management, Core, and Support Processes**) with the DepEd One QMS standards. This audit will verify the effective implementation of documented procedures and identify areas for improvement to ensure consistent, citizen-centric service delivery.

Address: DepEd SDO, Burgos St., Dagupan City
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4. To facilitate a systematic evaluation, the **Annual Audit Program (Annex A)** is hereby communicated to all concerned. This program outlines the scope, criteria, and timeframe of the audit cycle for the entire fiscal year.

5. Specific **Audit Itineraries**, which contain the detailed schedule, assigned auditors, and specific units to be audited, will be issued to each Process Owner no later than **May 12, 2026**, to allow sufficient preparation time before the formal audit execution scheduled on **May 18-21, 2026**.

6. All Process Owners are directed to ensure that all documented information, including the **Procedures and Work Instructions Manual (PAWIM)**, records, and evidence of implementation, are updated and readily available for verification.

7. For the information and guidance of everyone, please be reminded that a **Request for Action (RFA)** can be issued by **any personnel** who identifies a potential or actual deviation from established standards. This process is further detailed in the attached **Nonconformity Detection and Control Matrix (Annex B)**, which outlines the roles and responsibilities of personnel in identifying, reporting, and controlling non-conforming services or processes.

8. In the event that **Non-Conformities (NC)** are detected by the IQA Team or through internal reporting, the concerned Process Owners are required to provide a root cause analysis and a corrective action plan within the timeframe specified in the RFA to ensure the integrity of the QMS.

9. Immediate dissemination of and strict compliance with this Memorandum is desired.

MARCIANO U. SORIANO,JR.EdD,CESO VI
Assistant Schools Division Superintendent
Officer-In-Charge
Office of the Schools Division Superintendent

For circulation

AUDIT PROGRAM

AUDITEE NAME & ADDRESS	Department of Education- SDO Dagupan City Burgos Street, Dagupan City, Pangasinan, Region 1
AUDIT OBJECTIVES:	1. Assess the Conformity to the Established QMS; 2. Evaluate its Effectiveness; and 3. Identify Opportunities for Improvement
AUDIT SCOPE	Management, Provision of Basic Education Service and Support Processes
AUDIT CRITERIA	
AUDIT METHODS	
RESOURCE REQUIREMENTS	1. Conference room and presentation equipment, as necessary, for entry and exit conference 2. Planning documents, operations manual and other relevant references

AUDIT SCHEDULE

Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
OSDS	Strategic Planning					√							
OSDS	Medium Term Planning					√							
OSDS	Operational Planning					√							
OSDS	Policy Implementation					√							
OSDS	Policy Review					√							
OSDS	Management Meetings (EXECOM, MANCOM, Management Review)					√							

AUDIT SCHEDULE

Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
OSDS	Strategic Planning					√							
OSDS	Program/Project Implementation Review					√							
OSDS	Office and Staff Performance Monitoring and Appraisal					√							
SGOD/ Administrative Office	Education Statistics Monitoring					√							
OSDS	Monitoring of Citizen/ Client Satisfaction Survey					√							
CID-PSDS	Instructional Supervision and Management					√							
CID	Development of Contextualized Learning Resources					√							
CID	Management of Quality Assurance of Learning Resources/ Contextualized Learning Resources					√							
CID,SGOD-SMME	Design and Development of Assessment, Framework, programs and Tools/ Instrument					√							
CID, SGOD-SMME	Assessment Operation					√							
CID	Data Analysis and Interpretation					√							

AUDIT SCHEDULE													
Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
CID	Development of Education Research Framework, Design, Procedures and Instruments					√							
CID	Conduct of Research					√							
CID	Utilization of Research Data and Information					√							
SGOD	Design and Development of Learning/PD Standards and programs/courses					√							
SGOD	Management of Learning/ PD Programs					√							
SGOD	Quality Assurance of Learning/ PD Programs					√							
SGOD	M & E of Learning/ PD Programs					√							
Property and Supply Unit	Acquisition of tangible and intangible Assets					√							
Property and Supply Unit	Asset Disposition					√							
Property and Supply Unit	Asset Utilization and Inventory					√							
SGOD – Planning and Research Section	Data Dissemination					√							

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AUDIT SCHEDULE													
Office	**Declared Processes**	**Audit Month**											
		Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sept**	**Oct**	**Nov**	**Dec**
SGOD – Planning and Research Section	Data Management					√							
SGOD – Planning and Research Section	Management of Information System					√							
SGOD- Social Mobilization and Networking	Contingency Planning, Formulation and Enhancement					√							
SGOD- Social Mobilization and Networking	DRRM Information System and Research					√							
SGOD- Social Mobilization and Networking	IEC and Advocacy for Resilience					√							
SGOD- Social Mobilization and Networking	Learning Continuity and Resilience					√							
SGOD- Social Mobilization and Networking	Monitoring and Evaluation of Comprehensive School Safety (CSS)					√							

AUDIT SCHEDULE													
Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
SGOD- Social Mobilization and Networking	Partnership for Strengthening Resilience					√							
SGOD- Social Mobilization and Networking	Resilience Education					√							
SGOD- Social Mobilization and Networking	Commemorative and other related events management					√							
SGOD- Social Mobilization and Networking	Partnership Development and Management					√							
Budget Unit	Budget Accountability Reporting					√							
Budget UnitPlanning and Research Section	Budget Preparation and Approval					√							
Budget Unit Planning and Research Section	Budget Processing and Execution					√							
Cash Unit Administrative Unit	Collection and Deposits					√							

AUDIT SCHEDULE

Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Cash Unit Administrative Unit	Control of accountable forms					√							
Cash Unit Administrative Unit	Disbursement					√							
Accounting Unit	Financial Accountability and Recording					√							
Accounting Unit	Monitoring and Recording of Financial Status					√							
Accounting Unit	Pre-Audit and Disbursement					√							
Cash Unit Administrative Unit	Preparation of ACCIC/SLIIAE					√							
Accounting Unit	Provident Fund Management					√							
Accounting Unit	Systems Improvement and Administrative Service (EFRs)					√							
SGOD-School Health Section	Clinic Management					√							
Administrative Unit	Facilities Maintenance					√							
Administrative Unit	Housekeeping and Ground Maintenance					√							
Administrative Unit	Security Services					√							

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Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Administrative Unit	Transportation Service and Vehicle Maintenance					√							
Personnel Unit Finance Unit	Compensation and Benefits					√							
Personnel Unit	Employee Relations					√							
SGOD- Human Resource Development Section	Employee's Welfare					√							
Personnel Unit	Leave Management					√							
Personnel Unit	Personnel Inventory					√							
SGOD- Human Resource Development Section Personnel Unit	Personnel Performance Management					√							
Personnel Unit	Personnel Records Management					√							
SGOD- Human Resource Development Section	Professional Development/ Learning and Development					√							
Personnel Unit ,SGOD- Human Resource Development Section	Recruitment, Selection, Placement and Induction					√							

AUDIT SCHEDULE

Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
SGOD- Human Resource Development Section	Rewards and Recognition					√							
ICT Unit	Management of ICT- Solutions					√							
ICT Unit	Management of Technology Infrastructure					√							
ICT Unit	User Support/ Help Desk					√							
SGOD- Education Facilities Section	Evaluation/ Assessment of construction, repair, rehabilitation and maintenance of education facilities					√							
SGOD- Education Facilities Section	Inspection/Validation of accomplishment of BEFF projects					√							
SGOD- Education Facilities Section	Management of Construction, repair, rehabilitation and maintenance of education facilities					√							
Schools Division Superintendent Legal Unit or legal Officer Designate	Program Management					√							

AUDIT SCHEDULE													
Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Schools Division Superintendent , Legal Unit or legal Officer Designate	Assistance to the Office of the Solicitor General in pending cases involving DepEd					√							
Legal Unit or legal Officer Designate, SGOD	Development and Implementation of DepEd Child Protection Programs					√							
Legal Unit Legal Officer, Fact Finding/ Preliminary Investigation Committee	Evaluation, Investigation, Review and/or Resolution of Complaints/Cases of DepEd Officials, Teaching and Non-Teaching personnel					√							
Legal Unit or Legal Officer Designate	Legal Review of proposed DepEd policies/issuances, agreements, and other legal documents					√							
SDS ,Legal Unit or Legal Officer Designate	Sites Titling and oversight of DepEd school sites					√							

AUDIT SCHEDULE

Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
SGOD	Organization Management												
SGOD	Evaluation of Applications for the Grant of Permits to Operate and Recognitions					√							
SGOD	Evaluation of Applications of Special Orders (SO) of private schools/ Technical Vocational Institutions (TVL)/ Non-DepEd Public Schools					√							
SGOD	Endorsement of Notice of Voluntary (Temporary/Permanent) Closure					√							
SGOD	Validation and Evaluation of Application of Tuition and other Fees Increase, No Increase and Proposed New Fees of Private Schools					√							
OSDS	Bidding Processes					√							
End-Users	Contract Implementation					√							
OSDS	Contract Monitoring					√							

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Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
OSDS	Procurement Planning					√							
SGOD	Coordination and Linkages					√							
SGOD	Project Implementation Management					√							
Designated Division Information Officer	Information Management and Dissemination					√							
Designated Division Information Officer	Materials Production					√							
Designated Division Information Officer	Media Relations					√							
Designated Division Information Officer	Public Relations and Assistance					√							
Records Unit	Publication of Issuances					√							
Records Unit	Access, disclosure, and issuance of documents					√							
Records Unit	Handling of Incoming Documents					√							
Records Unit	Handling of Outgoing Documents					√							
Records Unit	Records Disposition					√							
Records Unit	Records Inventory					√							

AUDIT SCHEDULE

Address: Burgos St., Poblacion Oeste, Dagupan City
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email: dagupan.city@deped.gov.ph

Office	Declared Processes	Audit Month											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
SGOD- Planning and Research Section SDRC	Call for Proposal and Proposal Evaluation					√							
SGOD- Planning and Research Section	Implementation and Monitoring					√							
SGOD- Planning and Research Section	Dissemination of research results					√							
SGOD- Planning and Research Section	Archiving					√							

NOTES:

1. Audit Program shall be prepared by the Lead Internal Quality Auditor.
2. IQA Teams shall be assigned by the Lead Internal Quality Auditor.
3. Audit Itinerary, which includes the purpose, processes and office to be audited, assigned Audit Teams, actual date and time of the IQA and resource requirements, shall be prepared and communicated through an Office Memorandum to all concerned offices at least a week prior to the activity.
4. Utmost cooperation is expected from all offices.

Prepared by :

JANE T. CAJAYON
Lead Internal Quality Auditor
Date : _____

Approved by:

MARIA VICTORIA ANTONIO
Quality Management Representative
Date : _____

Annex B

Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
NONCONFORMITY DETECTION AND CONTROL MATRIX

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PAWIM-M-003		
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A. Detection Matrix

SOURCES OF NONCONFORMITY (NC)	DETAILS	DETECTED BY			
		CO	RO	SDO	Schools
INTERNAL					
A.1. Nonconforming Outputs and/or Services	Poor quality of outputs received by end users Employees dissatisfaction on internal support services	Any Employee who experienced dissatisfaction in the services and outputs			
A.2. Poor Process Evaluation Results	As a result of monitoring, measurement, analysis, and evaluation of data Occurrence of lapses such as: a. Lack of proper dissemination of policies or other issuances b. Incomplete or inappropriate documents submitted c. Human resource related d. processing delays e. violation of communication protocol f. Lack of resources	Head of Bureau/ Service	Head of Functional Division/ Section/Unit	Head of Functional Division/ Section/Unit	School Head
A.3. Poor Organizational Performance Results	Non-attainment of targets and plans found during management review, performance implementation review and accomplishment reporting	EXECOM Head of Bureau/ Service	REXECOM Head of Functional Division/ Section/Unit	DEXECOM Head of Functional Division/ Section/Unit	School Head and Program Coordinators
A.4. Low quality of the services, processes, and products from	As a result of the Supplier's Performance Assessment	End-user	End-user	End-user	End-user

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NONCONFORMITY DETECTION AND CONTROL MATRIX

SOURCES OF NONCONFORMITY (NC)	DETAILS	DETECTED BY			
		CO	RO	SDO	Schools
External providers					
A.5. Process Changes	A need to streamline a process as a result of a new law, policy/guideline, risk, and/or opportunities	Head of Bureau/ Service	Head of Functional Division/ Section/Unit	Head of Functional Division/ Section/Unit	School Head
A.6. Internal Quality Audit (IQA) Findings	As a result of the conduct of Internal Audit	IQA Team	IQA Team	IQA Team	IQA Team
EXTERNAL					
A.7. Client/Citizen Complaints	Complaints or negative feedback received	Public Affairs Service - PAAC	Public Affairs Unit	OSDS-Proper	Office of the School Head
A.8. External Audit	NC from the results of the Certification or Surveillance Audit	Certifying Body			

B. Matrix in Accomplishing the RFA

SOURCES OF NONCONFORMITY (NC)	Section 1 *(filled out after detection)*			Section 2 *(filled out after issuance)*	Section 3 *(filled out on the specified dates in the Action Plan)*	Section 4 *(filled out on the specified Target Completion date)*
	Issued by: *(Initiator)*	*Noted by:*	*Issued to:* *(Receiver)*			
A.1. Nonconforming Outputs and/or Services	Any Employee	Internal Quality Auditor (IQA) or Risk Management Team (RMT) Member	Head of Office	*Accomplished by:* Process Holder *Approved by:* Head of Office	*Verified by:* The person who Noted (Section 1) the RFA	Signed by: Initiator and Receiver
A.2. Poor Process Evaluation Results	Process Holder	IQA or RMT	Head of Office			

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NONCONFORMITY DETECTION AND CONTROL MATRIX

SOURCES OF NONCONFORMITY (NC)	Section 1 (filled out after detection)			Section 2 (filled out after issuance)	Section 3 (filled out on the specified dates in the Action Plan)	Section 4 (filled out on the specified Target Completion date)
	Issued by: (Initiator)	*Noted by:*	*Issued to:* (Receiver)			
A.3. Poor Organizational Performance Results	Process Holder	IQA	Head of Office			
A.4. Low quality of the services, processes, and products from External providers	End-User	Head of Office	**CO**: ProcMS **RO**: Finance **SDO**: OSDS-Finance **School**: Supplier Performance Assessment in-charge			
A.5. Process Changes	Process Holder	RMT	Head of Office			
A.6. Internal Quality Audit (IQA) Findings	Member IQA	Audit Team Leader or Lead IQA	Process Holder			
A.7. Client/Citizen Complaints	**CO**: PAAC **RO**: PAU **SDO**: OSDS	RMT	Process Holder			

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Republic of the Philippines
Department of Education
QUALITY MANAGEMENT SYSTEM
NONCONFORMITY DETECTION AND CONTROL MATRIX

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SOURCES OF NONCONFORMITY (NC)	Section 1 (filled out after detection)			Section 2 (filled out after issuance)	Section 3 (filled out on the specified dates in the Action Plan)	Section 4 (filled out on the specified Target Completion date)
	Issued by: (Initiator)	*Noted by:*	*Issued to: (Receiver)*			
	School: OSH					
A.8. External Audit	Certifying Body	Quality Management Representative	Process Holder			

Note:
Section 1 – Details of Nonconformity
Section 2 – Necessary Actions
Section 3 – Verification of Implementation and Effectiveness
Section 4 – Close out

Endorsed by:

WILFREDO E. CABRAL
Quality Management Representative

Approved by:

LEONOR MAGTOLIS BRIONES
Secretary

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