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**BATAAN PENINSULA STATE UNIVERSITY**  
**Balanga City 2100 Bataan**

# QUALITY MANUAL


Approved through  
Board Resolution No. 82 series 2016  
During the 46<sup>th</sup> Meeting of the Board of Regents  
23 November 2016

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## 0.2 INTRODUCTION

This Quality Manual defines the policies, system and procedures for the effective implementation and continual improvement of the BPSU Quality Management System (QMS) to meet the continuing demands of our customers and the requirements of the International Standards, ISO 9001.

This Quality Manual, together with associated documents herein mentioned aims to fulfill the basic needs in the organizational operation of QA to ensure that customer requirements and expectations are achieved efficiently, consistently and effectively for purposes as enumerated:


- a. Establish a concise reference of Standardized Practice and Procedures;
- b. Create the opportunity to factually review and improve performances;
- c. Sustain consistent practice and stable operation;
- d. Identify responsibilities in maintaining standards within the organization
- e. Update documents that will assume customers of our commitment to quality; and
- f. Maintain a system that will continuously improve our achievements.

## 3.0 AGENCY PROFILE

### 3.1 Historical Background

The Bataan Peninsula State University was established by virtue of Republic Act 9403, signed into law on 22nd of March 2007. It is a conglomeration of fine leading higher education institutions in Bataan seeking to contribute to the national and regional development through providing excellent quality of services in instruction, research, production and extension.


Guided by one Vision of becoming a university of excellence acknowledged not only in the country but also in the Asia-Pacific Region, BPSU shall continue to

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gear toward the realization of its mission of providing quality and relevant education in order to contribute to the national and regional development.

Before the conversion, BPSU used to have three campuses; two are located in the City of Balanga while the third is situated in Orani. The passage of RA 9403 resulted to the expansion of BPSU's campuses as the said Act duly integrated the Bataan State College in Dinalupihan and its satellite campus in Abucay (formerly Bataan National Agricultural School). The five campuses of the university have very humble beginnings and yet they all emerged with glorious histories to be proud of. More empowerment is expected to be bestowed to each campus as their strengths shall be utilized for the success of the 111 programs and other services of the university. On June 2008, the University made education more accessible to the residents of the towns of Bagac and Morong by establishing an extension in the Municipality of Bagac. The extension offers some of the most in demand courses in the country like BS Entrepreneurship, BS Hotel and Restaurant Management, first two years of Nursing, and General Engineering courses.

Contributing to national development has always been the topmost priority of the university; therefore BPSU relentlessly keeps itself updated on the recent trends to be responsive to the present and future demands of the community. At present university has three programs granted with Level 1 Accreditation from AACUP. Fifty-six (56) programs are scheduled for accreditation from 2008 to 2012. Moreover, the university continues to equip itself with faculty and employees who have remarkable skills and knowledge in order to uphold academic excellence and maintain its capacity of producing quality graduates. At present, 6 percent of its faculty have Doctorate degrees and 31 percent have master's degrees. The rest are still working on their post-baccalaureate studies.

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It is not surprising that the enrollment continues to increase over the years as the university has proven its capability to match and even to surpass the performance of other reputable universities in the country in various competitions and also in the licensure exams. Other than this, low tuition fee rates, and pollution-free and safe environment further encourage the Bataeños and those from other nearby provinces to patronize BPSU.

For BPSU, a life without challenges to conquer would be futile as the university always stretches the limit to adapt to the changes and to turn trials into opportunities. Even cuts in the budget will not impede BPSU from attaining its goals. Aside from relying on its several IGPs to augment the budget and sustain its programs, the university continues to strengthen and to establish partnerships with local and international agencies that are more than willing to work side by side BPSU as it continues its journey towards a more dignified future.


### 3.2 BPSU Mandate

The university shall primarily provide advanced instruction and professional training in education, engineering, science and technology, arts and humanities, computer and forestry, and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the socioeconomic development of Bataan and provide progressive leadership in its areas of specialization ((Section 2, Republic Act 9403).

### 3.3 BPSU Vision and Mission

#### *Vision*

A leading university in the Philippines recognized for its proactive contribution to Sustainable Development through equitable and inclusive programs and services by 2030

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### ***Mission***

To develop competitive graduates and empowered community members by providing relevant innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resource capabilities and institutional mechanisms

### **3.4 Core Values**

**Excellence.** We commit ourselves to be the best that we can be and do, by continuously enhancing our skills and developing proper attitude towards work and people to glorify the Lord Almighty.


**Ethics and Integrity.** Cognizant of the principle that “The public office is a public trust”, we pledge to always serve with honor, integrity and humility.

**Transparency.** To help the community be aware of the programs and projects being undertaken in the University, we endeavor to make all transactions, deals, records on any activity open and known by all people concerned.

**Creativity and Productivity.** We shall be a dynamic, open-minded and innovative workforce, offering efficient and effective intervention to varying needs of our clientele, responsive to the changing times and circumstances, constantly challenging the status quo and ever willing to face risk and confront uncertainties.

**Synergy and Community Spirit.** We regard ourselves as a family providing one another support and inspiration in our work. We believe in unity, practice and teamwork.

**Initiative.** We commit ourselves to act on our own, responsive and flexible to a given situation.

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### 3.5 BPSU Organizational Structure

APPROVED VIA RESOLUTION 45, S 2016  
 BPSU Governing Board during its 45<sup>th</sup> Regular Meeting  
 On 12 Aug 2016 at the HEEDC Building, CP Garcia Ave  
 UP Diliman, Quezon City



#### BATAAN PENINSULA STATE UNIVERSITY ORGANIZATIONAL STRUCTURE

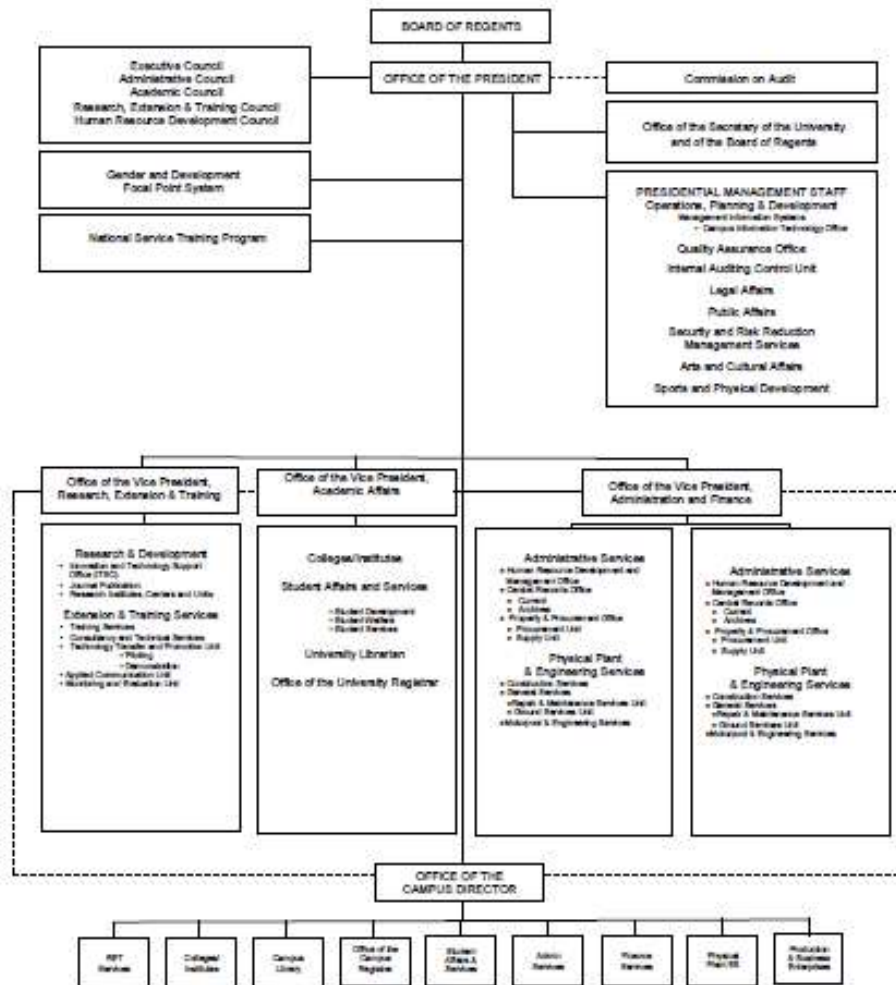



Figure 1



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### 3.6 Functional Description

#### 3.6.1 Office of the President

The University shall be headed by a president, who shall render full-time service. He/she shall be appointed by the Board, subject to the guidelines, qualifications and/or standards set by the Board, upon recommendation of a duly constituted search committee. He/she shall have a term of four years and shall be eligible for reappointment for another term:

#### 3.6.2 Office the Vice President for Academic Affairs


The President shall be assisted by a Vice-President for Academic Affairs (VPAA) who shall be appointed/designated by the Board upon the former's recommendation without prejudice to the appointment of more than one Vice-President when so warranted. (Sec. 6 RA 8292). The VPAA shall be directly responsible to the President for carrying out all educational policies, for implementing all programs and projects of the institution, and for supervising curricular, instructional, and other academic activities in the institution. He/She shall exercise general supervision over all colleges, institutes, and other academic related service offices. In the absence of the President he/she shall preside at meetings of the Academic Council.

#### 3.6.3 Office of the Vice President for Administration and Finance

The Vice President for Administration and Finance (VPAF) shall be appointed/designated by the Board upon the recommendation of the President. He/She shall be directly responsible to the President on all administrative operations and finance matters, and shall preside at meetings of the Administrative Council in the absence of the President.

#### 3.6.4 Office of the Vice President for Research, Extension and Auxiliary Services

The Vice President for Research, Extension and Auxiliary Services (VPREAS) shall be appointed/designated by the Board upon the recommendation of the President.

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He/She shall be directly responsible to the President on matters pertaining to research, extension services, and income generating units and activities.

## 5.0 QUALITY MANAGEMENT SYSTEM


This Quality Management Systems Manual specifies requirements for a Quality Management System where Bataan Peninsula State University needs to demonstrate its ability to consistently provide quality, efficiency, and effectiveness of higher education to achieve outcomes that matches international norms. CHED defines quality as the “alignment and consistency of the learning environment with the institution’s vision, mission, and goals demonstrated by exceptional learning and service outcomes and the development of a culture of quality.” Quality, thus, is premised on the university’s ideals and on its commitment to achieve them while involving the organization in the process.

### 5.1 Quality Management System Model

For Bataan Peninsula State University to function effectively, it must determine and manage numerous linked activities. A “process” is any activity or set of activities that uses resources and enables the transformation of inputs into outputs. Often, the process output from one process directly forms the input to the next process. Hence, a process-based quality management system model as suggested by the ISO shall be adopted.

The application of a system of processes within an organization, together with the identification and interactions of these processes, and their management, to produce the desired outcome, can be referred to as the “process approach.”

A model (Figure 1) shows two interacting processes. First, the “internal processes” covers the activities: (a) communicate the importance of meeting customer requirements and expectations; (b) define the management responsibility; (c) provide adequate resources to implement the QMS; (d) implement delivery of quality

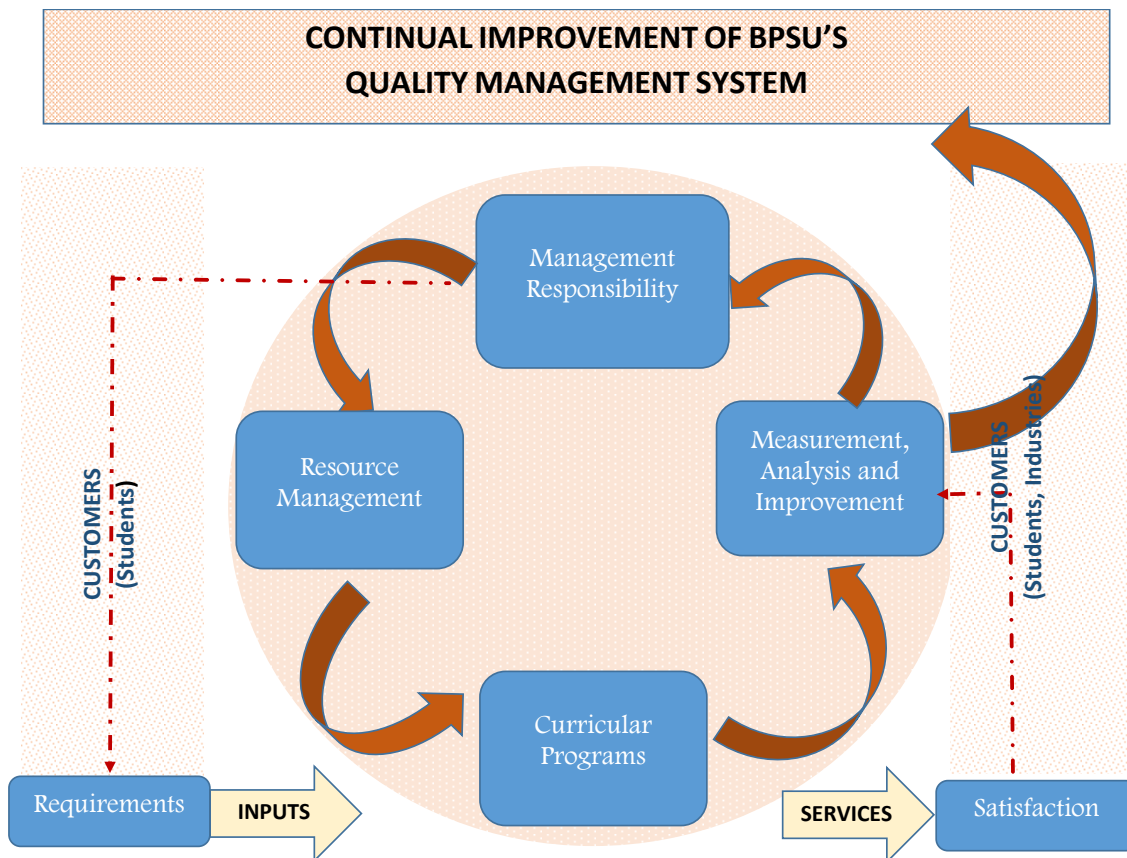
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education; € monitor, analyze and continually improve the management systems to meet and exceed customer expectations.

The second covers the “external processes.” It shows the processes for: (a) determining customer requirements, designing and implementing programs in line with customer requirements and expectations; and (b) determining customer satisfaction and communicating with customers about the university’s service offerings.

The methodology/known as “Plan-Do-Check-Act (PDCA) is also applied to all processes.

**Figure 2**



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## 5.2 Scope and Application

This Quality Manual applies to BPSU's Quality Management System and covers frontline services:

- Registrar
- Medical and Dental Clinic
- Library
- Admission and Guidance
- Application for Scholarship
- Cashier

It contains the basic policies, objectives and guidelines set by BPSU as regards to the different elements which can be implemented as a tool for exceeding internal and external customers' expectations.

The ISO 9001:2015 Standards will be adopted by the University and will be implemented to serve as the foundation of the quest to attain quality as a way of life in the University.


## 5.3 Documentation Structure

The BPSU QMS is designed to ensure consistency in meeting the customer's needs and expectations through the actual performance of the documented processes, procedures, work instructions and support policies, systems and procedures. The BPSU Quality Management System is described in the following documents:

**Level 1: Quality Manual** – The Quality Manual is the highest level of Quality Management System documentation. It contains the quality policy, organizational structure, resource management, and specific policies for business process and quality control and improvement.

**Level 2: Procedures and Work Instruction Manuals** is the operational guide on what the University does and how it achieves stated policies. It also provides guidance on how to communicate and perform various activities.

**Level 3: Policies and Guidelines (Internal and External)** – The Policies and Guidelines include records of University issuances such as Memorandum Circulars, Office Orders and Special Orders. It also includes Executive Orders and Memorandum Circulars issued by the Office of the President of the Philippines

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and/or particular oversight agencies which are relevant to the University's operations and should be complied with.

**Level 4: Quality Records** – The Quality Records include records providing evidence of conformity to the established procedures and work instructions, as well as the University's QMS.



**Figure 3**


### 5.4 Quality Manual Amendment

The introduction of new procedures or services may necessitate amendments to existing Quality Manual and relevant procedures.

A re-issue of this Quality Manual shall be reflected only when there is:

01. Change in the scope of certification;
02. Change in the management and/or organizational structure; and,
03. Change in the core business process.

Requests or suggestions shall be made in writing using the Document Feedback Form to the Quality Management Representative for his/her consideration to ensure that such changes are reflected in the manual.

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## 5.5 Confidentiality and Distribution

The Quality Manual and its related documents are treated as confidential and shall not be brought outside BPSU premises without prior authorization from the QMR.

## 6.0 MANAGEMENT RESPONSIBILITY


### 6.1 Management Commitment

BPSU shall continue to gear toward the realization of its mission of providing relevant innovative and transformative knowledge, research, extension and production programs and services through progressive enhancement of its human resource capabilities and institutional mechanisms.

### Quality Policy

This Quality Policy statement outlines BPSU's approach to the management of quality and standards and complies with the provisions of the Higher Education Act of 1994 and CHED Memorandum Order No. 46 series of 2012. BPSU acknowledges that it is ultimately responsible in enhancing the quality assurance system of the university to contribute to nation building by producing experts, knowledge and technical innovations that can be resources for long-term development processes in a globalized context. BPSU's quality policy has the following main aims and goals:

- To develop a quality culture that permeates all functions of the university for the benefit of the students, staff and the local, regional and national community.
- To ensure that the University's strategic planning and development and quality assurance and improvement mutually inform and support each other.
- To ensure that appropriate and transparent governance and management structures are in place to guarantee continuous progress in implementing and supporting quality assurance and improvement measures.

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- To implement and maintain procedures relating to the approval, monitoring and review of programs.
- To take the advice of external agencies like CHED and external accreditation bodies
- To gather quantitative and qualitative data and to conduct periodic surveys to get feedback from key stakeholder groups including students and employers, for quality improvement and policy making.
- To maintain the University in good standing in relation to its legislative obligations and to make the university a model public body.


To uphold this commitment, we shall ensure:

- Transparency in governance through participatory policy making and development planning
- Responsive, quality and relevant academic programs through attainment of internationally recognized standards of excellence
- Unequaled service to stakeholders via facilities and mechanisms upgrading as results of concrete and up to date monitoring and evaluation
- Sustainable partnership with national and international academic and industry entities
- Transformative research and extension programs through formidable pool of experts and replicated and functional outputs

### **Service Pledge based on Citizen’s Charter of the University**

The Bataan Peninsula State University Officials, Teaching and Non-Teaching Personnel commit to:

- Be responsive to the needs of the clients;**
- Perform the services we pledged to do;**
- Serve the public with promptness, courtesy and efficiency, and**
- Undertake measures to address all complaints and put matters right**

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This Quality Policy will be reviewed from time to time to ensure that it remains appropriate and fit for purpose.

## 6.2 Quality Management System Planning

**Medium-Term or Strategic Planning.** This kind of planning focuses on the nature and character of the University to guide its direction. Looking into the university's internal scenario and the external environment characterizes strategic planning. Monitoring major demographic, social, economic, political, and technological trends that may hold opportunities or threats for the University is a part of strategic planning. It is usually conducted within a span of 3-5 years. Its revision may be done within 3-5 years.


The following guidelines shall be observed in the conduct of strategic planning:

1. The University President shall call for a series of strategic planning session.
2. The ADCO shall conduct the strategic planning based on the schedule set by the President.
3. The OPD-TWG shall prepare pertinent statistics and information which shall be used by the Administrative Council in the planning session. International trend, national goals and priorities, regional and provincial situationers and the University's performance indicators for the last 3-5 years shall be made available to the members of the ADCO.
4. Resource persons from agencies such as, but not limited to the Commission on Higher Education, Department of Science and Technology, National Economic Development Authority, Technical Education and Skills Development Authority and Department of Agriculture may be invited to discuss the external environment and the emerging trends in their respective areas.
5. The conduct of Section 3 and Section 4 shall be scheduled whole day.
6. The ADCO shall be grouped according to functions. The following groupings are recommended:

***Instruction***

- Vice President for Academic Affairs
- Vice President for Student Affairs
- Campus Directors
- Deans



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- Directors (OSS, ACA, SPD, University Librarian)
- Associate Directors

***Research, Extension and Auxiliary***

- Vice President for Research, Extension and Auxiliary Services
- Campus Directors
- Directors (RDO, OES, AS)
- Area In-Charge
- Administration and Finance

***Administration and Finance***


- Vice President for Administration and Finance
- Directors (OAS, OPPEs, OFMS)
- Associate Directors

7. Each group shall have specific schedule of planning where OPD-TWG members will be designated to facilitate the planning. Each group shall be given five working days to come up with the plan for their area.
8. The OPD-TWG shall consolidate the outputs and shall prepare a report for presentation to the ADCO members for endorsement to the Board of Regents in form of a resolution.
9. The Board of Regents may subject the plan for review of the Oversight Committee on Administration and Planning.
10. In case of approval, the highlights of the Strategic Plan shall be disseminated to the academic community especially to the concerned offices.
11. Review of the strategic plan may start during last quarter of the year or earlier after three years of implementation of the previous plan.

***Annual Planning.*** This kind of planning is based on the targets set by the University in its strategic plan. General directions, programs and projects are operationalized in this kind of planning. Trends from previous years are also considered.

The following guidelines shall be observed in the conduct of strategic planning:

1. The University President shall call for a series of annual planning session.
2. The OPD-TWG shall prepare pertinent statistics and information which shall be used by the Administrative Council in the planning session. Highlights of

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- the strategic plan and the year’s target shall be presented by the OPD-TWG. University performance in the last three years shall also be presented.
3. Each group shall have specific schedule of planning where OPD-TWG members will be designated to facilitate the planning. Each group shall be given five working days to come up with the plan for their area.
  4. The OPD-TWG shall consolidate the outputs and shall prepare a report for presentation to the ADCO members for endorsement to the Board of Regents in form of a resolution.


**Monitoring and Evaluation.** Based on their area assignments, the OPD-TWG shall regularly conduct monitoring and evaluation (M&E) of plans and programs of areas assigned to them. The basis of M&E shall be those reflected in the University annual plans, and shall follow a prescribed format.

It shall be the responsibility of each OPD-TWG member to coordinate with the pertinent offices a synchronized schedule of evaluation.

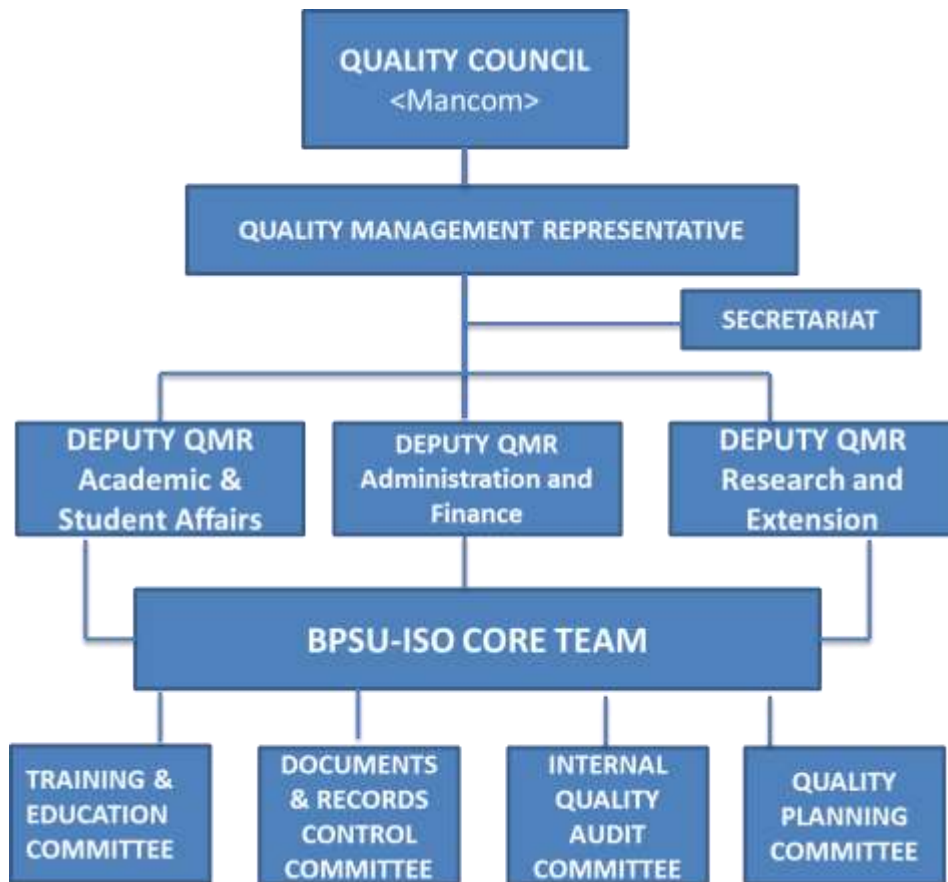
At the end of each year, the members shall submit a monitoring and evaluation report with recommendations to the Director for Operations, Planning and Development for submission to the University President for possible consideration during policy and decision making.

### 6.3 Quality Management Structure

The University shall establish the structure for total quality management as shown below:

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**Figure 4**




## 6.4

### Responsibility and Authority

The specific roles and responsibilities of each unit in the University's quality management structure are as follows:

#### Quality Council (MANCOM)

- Establishes, reviews and maintains the quality policy of the University;
- Ensures that quality objectives are relevant and aligned to the functions of the University;
- Ensures the allocation of needed resources to support the implementation of the BPSU QMS;
- Defines the responsibilities and authorities of each function in the organization;

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- Plans and reviews the effectiveness of the BPSU QMS, Quality Policy and Quality Objectives, and monitors the implementation of improvement action plans;
- Introduces mechanisms or programs to promote and improve ISO/QMS; and,
- Ensures the establishment and effective deployment of communications mechanisms.

### **Quality Management Representative (QMR)**

- Ensures the effective implementation and maintenance of the established QMS;
- Reports to the top management the performance of quality management systems, its effectiveness, and areas for further improvement;
- Ensures the promotion of awareness of meeting customer requirements within the relevant scope of the BPSU-QMS; and,
- Liaises with external parties on matters relating to the BPSU QMS.

### **Deputy QMR (Academics, Students, Administration & Finance, Research and Extension)**


- Ensures the effective planning, implementation, maintenance and continual improvement of the established QMS in their respective groups;
- Assists the QMR in performing assigned duties and responsibilities; and,
- Assumes responsibility of the QMR in his / her absence.

### **ISO Core Team**

- The ISO Core Team is the group tasked with overseeing and sustaining the University's Quality Management System as an ISO-certified organization.

### **Training and Education Committee**

- Ensures that concerned BPSU employees are aware of their roles and responsibilities relative to the attainment of the University's mission and vision;
- Reviews the results of the competency evaluation conducted for employees performing functions that affect product or service quality;
- Facilitates conduct of appropriate HR interventions to enhance their capabilities;
- Monitors and evaluates the effectiveness of HR actions taken; and,
- Ensures that records of education, training, skill and experience are maintained accordingly.

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### Document and Records Control Committee

- Establishes, documents, implements and maintains a procedure for the control of documents and records;
- Maintains the master copies and master list of the Quality Manual and Procedures and Work (Instructions Manual) as well as, the master list of externally-generated documents and references;
- Ensures that current versions of relevant documents are available at point of use;
- Prevents unintended use of obsolete documents, as well as, the unauthorized use of relevant documents and records;
- Ensure the traceability of documents;
- Coordinates enhancement of the Records Management System; and,
- Closely coordinates with Center / Unit Heads on all matters concerning records management, specifically on records generated from the project management process.

### Internal Quality Audit Committee


- Prepares, coordinates, and implements the audit plan;
- Identifies the necessary resources for managing the audit plan;
- Provides inputs during management review regarding audit findings; and,
- Monitors and maintains records of implementation of corrective and preventive actions for non-conformance found during audits.

### Quality Planning Committee

- Set the strategic directions of the University and formulate the University's Strategic Plan;
- Determine group responsibilities in the implementation of the Strategic Plan;
- Prioritize University agenda for Operations Planning;
- Ensure the establishment of Quality Improvement Plans and report the Integrated Quality Plan; and,
- Monitor the attainment of targets or organizational units and report progress of attainment in relation to the overall targets.

### ISO Secretariat

- Provides information and technical support to the QMR in overseeing the implementation and maintenance of the BPSU-QMS;

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- Coordinates with the ISO Committees and Deputy QMRs all matters of concern with regard to the BPSU-QMS;
- Coordinates with the Certifying Body all matters of concern with regard to the ISO 9001:2015 Certification of the BPSU-QMS; and,
- Ensures the documentation of ISO Core Team Meetings, Management Review, and other meetings called by the QMR.

## 6.5 Management Review

The review of the established quality management system is conducted at least once a year and/or whenever deemed necessary by the QMR or the Deputy QMRs to ensure continuing stability and effectiveness of the system in satisfying the requirements of customers and other stakeholders.


The review may cover, but will not be limited to, the following agenda items:

- Matters arising from the previous management review meeting;
- Reporting of attainment of quality and functional objectives;
- Review of the quality policy;
- Results of internal and external quality audits;
- Customer feedback and satisfaction results;
- Group/unit performance and product / service conformity;
- Status of corrective and preventive actions;
- Changes that could affect the quality management system;
- Overall assessment / evaluation of the quality management system; and,
- Actions taken on recommendations for improvement.

Likewise, to sustain the University's QMS efforts, quality concerns are made part of the agenda of the regular Management Committee (MANCOM) meetings.

The *MANCOM Secretariat* provides support to the management review meetings. In coordination with the QMR and /or the Deputy QMR, the MANCOM Secretariat:

1. Prepares and distributes agenda to all concerned;
2. Records and documents proceedings;
3. Monitors agreements and actions to be taken; and,
4. Provides all concerned with the minutes of meetings.

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## 7.0 RESOURCE MANAGEMENT

**7.1 Human Resource Management.** The University believes that human resources are its greatest assets. To ensure that the faculty and staff are equipped with the necessary knowledge and skills required to efficiently perform their functions, Human Resource Management and Development Council is charged to provide policy direction and serve as a strong advocacy voice for the Human Resource Management and Development Plan (HRMDP) throughout the academic community. Specifically, it is tasked to:

- Formulate the Human Resource Management and Development Plan (HRMDP)
- Coordinate and implement the projects, plans and evaluation of the Human Resource Management and Development Program (HRMDPro)
- Report directly to the President of the progress and other matters related to the conceptualization, operationalization and implementation of programs and projects based on the HRMDP
- Engage consultants on a regular and continuing basis to help provide assessment of the program
- Apprise the HRMDP of the latest trends in the areas of faculty and staff development
- Create a system of liaisons with academic and non-academic units in the University to provide lines of mutual communication about development needs, offered programs, and program effectiveness
- Recommend actions on applications for grants and assistance submitted by faculty or staff

**Human Resource Development Program.** The Human Resource Development Program (HRDP) is a comprehensive blueprint that would guide both the teaching and the non-teaching staff in achieving their full potential as teachers, scholars, and productive members of the University and external communities during all stages of their careers. The program promotes innovation, collaboration, collegiality, and love of learning. Through the HRDP as implemented by the Human Resource Development Council, the University shall adopt and implement a queuing system for equal distribution of in-service education opportunities.

Determining the capability building needs of personnel performing work affecting product/service quality;

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It is the commitment of the University to provide its staff with the proper training for the constant improvement of their knowledge, skills, managerial acumen and attitude on activities related to the quality system. This is in recognition that the behavior and performance of every individual directly impacts on the quality of services provided.

Training Needs Analysis (TNA) shall be conducted as demanded by organizational changes.


The training of personnel includes both formal and informal modes: coaching, on-the-job training, cross-posting, courses conducted by Office of the Administrative Services and other Operating Centers within the Academy, Asian Productivity Organization courses, Grants and Scholarships Programs. It also includes orientation and cascading sessions conducted by the ISO Core Team.

Recruitment, Examination, Selection and Placement is handled by The Office of Administrative Services (OAS) based on requirements as per NBC qualifications and CSC prescribed guidelines. There shall be no discrimination in the selection of employees on account of gender, civil status, physical disability, religion, ethnicity, or political affiliation. (CSC MC No. 03, s. 2001)

The Office of Administrative Services (OAS) shall conduct preliminary screening of applicants in consideration of civil service eligibility, personality, educational qualifications or any other relevant matters. In the case of faculty members, those to be hired should be at least holders of Masters degrees that are aligned with their baccalaureate programs (CHEDRO3 Memorandum No. 027, series of 2010) After which, qualified applicants will be ranked for a final interview with the members of the Merit Selection and Promotion Board (MSPB). Appropriate records of academic qualifications and training are maintained for all personnel by the OAS

**7.2 Infrastructure Management.** BPSU is committed to determine, provide and maintain the infrastructure needed to produce products and deliver services required by the customers. This infrastructure includes buildings, workstations, training/conference facilities and equipment, meeting rooms, customer receiving areas, library, transportation service, computer and internet/intranet facilities, project management and other software, storage facilities and areas for auxiliary services such as photocopying, parking, canteen services, etc.



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**7.3 Work Environment.** BPSU is committed to promote the well-being, satisfaction and motivation of its faculty and staff with the objective of establishing a quality work-life balance to enable them to work more effectively and efficiently. This is achieved by providing them a work environment that:

- promotes teamwork through sharing of project learning/technologies, inter-campus collaborations, and,
- is conducive for working and learning by defining workstations, and formulating and observing quality workplace standards.


## 8.0 OVERVIEW OF QUALITY PROCEDURES

### 8.1 Control of Documents

BPSU has established and maintains a documented procedure for creation / revision, approval, and issuance of the QM and Manual of Operations. The Document Control Procedure (BPSU-QP-01) provides for an organized monitoring, distribution, maintenance and updating of procedures and work instructions within the said manuals.

All documents included in the QMS are reviewed and approved for adequacy by authorized personnel prior to use. A masterlist/revision history, which indicates the current revision status of documents is maintained by the Document Controller and shall be made available to all. This will prevent the use of incorrect, valid or obsolete documents. Only the latest issues of documents are available at locations where business process operations are performed. Obsolete documents are identified, retrieved, and properly disposed of, retaining only the obsolete original copy document.

Any change in the QMS after its initial approval and issue are subjected to the document change procedure in BPSU QP-01 Control of Documents.

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## 8.2 Control of Records

The University maintained documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. The procedures are incorporated in BPSU-QP-02 Control of Records Procedure.

All campus, colleges, offices, units maintain relevant quality records to demonstrate achievement of the required quality and effective operation of the quality system.

Quality records are legible and stored and retained, in such a way that they are readily retrievable, in storage facilities that provide a suitable environment to prevent damage, deterioration, or loss.

Retention periods of quality records are established, recorded and maintained in accordance with the National Archives of the Philippines (NAP) Records Disposition Schedule.

## 8.3 Control of Non-Conformity


BPSU maintains a documented procedure to ensure that a process or service that does not conform to specified requirements is prevented from delivery to the customer.

BPSU QP-03 Control of Nonconformity procedure provides for the identification, evaluation, disposition and recording of nonconforming processes and services and for notification to the offices concerned.

The responsibility for review and disposition on nonconforming service is indicated in the Control of Nonconformity Matrix.

Nonconforming services are reviewed in accordance with documented procedures and may be reworked.

If a service does not conform to the Terms of Reference or to the agreed output as set forth during the contracting process, BPSU should be able to make the necessary corrective measures.

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#### 8.4 Corrective and Preventive Action

BPSU shall establish, implement, and maintain a documented procedure for corrective and preventive actions in order to efficiently and adequately address non-conformities and eliminate the causes of actual or potential non-conformities in the QMS based on Internal Quality Audit reports, third party audit reports, etc. and in its products and services.

BPSU-QP-04 Corrective and Preventive Action procedure includes:


- effective handling of customer complaints;
- investigating the causes of non-conformities and recording the results of such investigations;
- determining the corrective actions needed to eliminate the causes of non-conformities;
- determining the steps needed to deal with any potential problem requiring preventive actions;
- formulation, application, and implementation of controls to ensure the implementation of corrective and preventive actions and its effectivity;
- recording changes in procedures resulting from corrective actions;
- use of appropriate information such as audit results, quality records, service reports and customer complaints to detect, analyze and eliminate potential causes of non-conformities; and,
- ensuring that relevant information on actions taken is submitted for management review.

#### 8.5 Internal Quality Audit (IQA)

The University has established, implements, and maintains a documented procedure to verify whether quality activities and related results comply with planned arrangements, and to determine the effectiveness of the quality management system. The IQA procedure is established in BPSU-QP-05.

Internal Quality Audits are conducted on a regular basis as scheduled in the annual Audit Plan, and can only be performed by trained auditors who are independent from the area under audit. Results of audits are maintained by the IQA Team.

The results of the audits are recorded and reported. The report contains details of non-conformance and non-conformities found during the audit. These findings are brought

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to the attention of the personnel having responsibility in the audited area. The head of the audited area shall make timely corrective and preventive actions on the deficiencies found during the audit.

The head shall be responsible for the following:

- initial-root cause analysis
- corrective and preventive action including dates of completion


### 9.0 BPSU BUSINESS PURCHASING PROCESS

The nature of the University’s operations may require use of goods or services done by others to meet customer requirements. As such, the University has established and implements a policy and procedure to ensure that purchased goods and services conform to the University’s requirements and in accordance with the relevant regulations on such as Republic Act 9184, otherwise known as the GPRA, Government Procurement Reform Act (*Reference: Implementing Rules & Regulations of RA 9184*).

The purchasing information is provided through the prescribed Purchase Request (PR) form for the procurement of goods and services. The PR-form contains, as appropriate, the following information:

- Specification requirements for the approval of goods and services;
- Specification requirements for the qualifications of personnel; and,
- Quality management systems requirements.

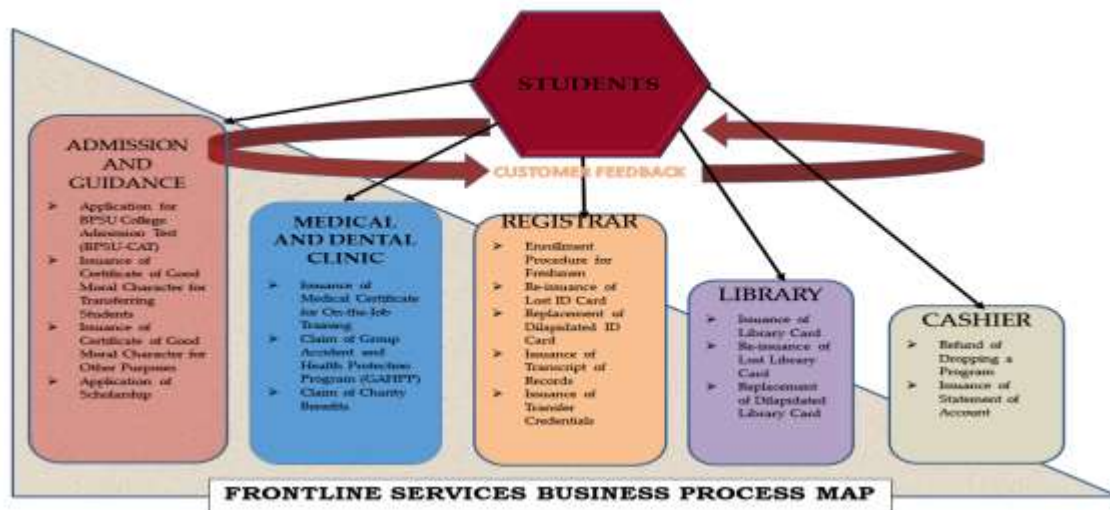
The responsible personnel reviews the adequacy of specified purchasing / outsourcing requirements prior to the approval and processing of requests. Prior to acceptance, purchasing personnel evaluates the purchased products against the specified requirements and when appropriate, secures acceptance by the End-User, or its authorized representative. The necessary evaluation, selection and re-evaluation of the performance of the supplier and the purchased goods and services are performed by responsible personnel.

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## 10. BPSU SERVICE PROCESS MODEL AND FRONTLINE SERVICES


The BPSU Service Process Model (Figure 5) revolves around the satisfaction of its customers, the key consideration for its programs and services. BPSU derives inputs for its services from its customers. At the very core are the frontline services and its procedures. This process is in a continuous feedback loop with the University's support processes engendering constant improvement.

**Figure 5**



The service standards of each frontline service provider in the University are compiled in the BPSU Citizen's Charter as an easy reference for clients which includes students, alumni and the general public. Required documents, applicable fees, estimated transaction time and client steps are specified to expedite the transaction process. The BPSU Citizen's Charter is a response of the University to the call for accountable and transparent governance as embodied in Republic Act 9485 otherwise known as the Anti Red Tape Act (ARTA) of 2007. In 2010, the first version of the BPSU Citizen's Charter was put in place, covering one service for each frontline office.

This document is the second version of the BPSU Citizens Charter, a product of review of the existing service standards and the inclusion of additional frontline services. Series of consultations with the concerned offices and stakeholders were conducted to come up with service standards acceptable to both the provider and the client. Improvement

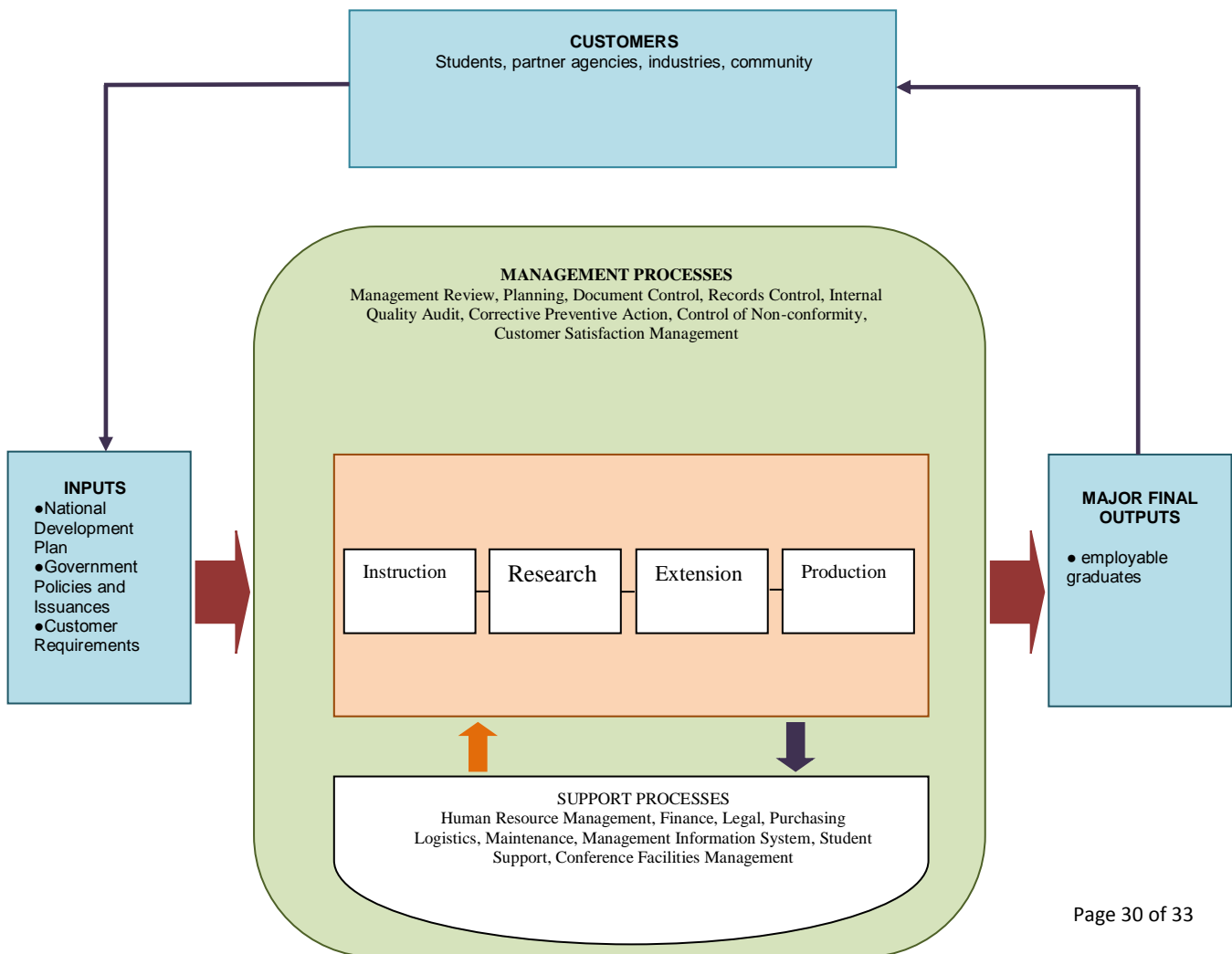
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in service delivery is one of the primary reasons why the Citizen’s Charter was formulated. And it is in that premise that the Citizen’s charter Team and the whole University commits to advance the spirit and enhance the contents and of this document for the benefits of our clients.

The BPSU Service Process Model (Figure 6) revolves around the satisfaction of its customers, the key consideration for its programs and services. BPSU derives inputs for its programs from its various customers, and its major final outputs, in terms of programs and services go back to its customers. At its very core are the four functions of the university. This process is in a continuous feedback loop with the University’s support processes, engendering constant improvement.

Figure 6

### UNIVERSITY SERVICE PROCESS MODEL



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## 11 MEASUREMENT, ANALYSIS AND IMPROVEMENT

### 11.1 Monitoring and Measurement

As a mechanism to measure the performance of the established Quality Management System, the BPSU monitors the implementation of quality management system through the periodic conduct of Internal Quality Audits (as defined under QP-04).

Likewise, to monitor the program/service outcomes in terms of meeting the customer requirements, periodic gathering of customer feedback and perception are conducted through any of the following approaches:

**Customer Satisfaction Survey.** The determination of customer satisfaction is designed to measure and monitor performance of the BPSU services in terms of meeting the customer requirements and expectations. Results of the survey shall be examined during the management reviews where improvement actions are identified for implementation accordingly.


- Industry and Professional Organizations as Customers
- Students as Customers

#### Review of Customer Feedback.

- As required under Republic Act 9485 also known as the Anti-Red Tape Act (ARTA), customer feedback are also gathered through the Public Assistance Desk (PAD).
- Students and other stakeholders give their comments and suggestions by filling out the customer feedback form, the results of which are used to improve the delivery of service.
- Teaching-Learning systems, course evaluation including teachers and personnel evaluation is done at the end of the course. Results of evaluations are used to improve/enhance curriculum, the quality of teaching and delivery of support services. The gathering of customer feedback during the semester and evaluation are used to ensure that customer's acceptance of outputs is satisfactory.


### 11.2 Data Analysis and Improvement

BPSU shall use applicable statistical techniques and tools to establish, control and verify process capability and characteristics. Data on customer satisfaction survey, conformity to process and service requirements and supplier performance shall be analyze on a regular basis.

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Graphs, diagrams, trend analysis and variance analysis are the most common tools used for data analysis depending on the information needs of management. Continual improvement is a permanent objective of BPSU. As such, various inputs are considered for continual improvement such as quality policy, objectives, audit findings, analysis of performance data, corrective and preventive actions and performance review meetings.



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### Document Reference

BPSU Administrative Manual

BPSU Citizen's Charter

Generic Manual on ISO 9001 Six Mandatory Procedures