BATAAN PENINSULA STATE UNIVERSITY
Balanga City 2100 Bataan

QUALITY MANUAL

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Table of Contents

I.   INTRODUCTION

In its commitment to quality service, the Bataan Peninsula State University (BPSU) developed this Quality Manual that defines the policies and procedures for the effective implementation and continual improvement of the BPSU Quality Management System (QMS) to remain abreast of the increasing demands of its stakeholders and the requirements of the International Standards, ISO 9001.

This Quality Manual, together with the associated documents herein mentioned, is a guide to the overall framework by which QMS is implemented 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 assure customers of our commitment to quality; and
f. Maintain a system that will continuously improve its achievements.

This document is maintained by and is under the responsibility of the BPSU Quality Assurance Office. Any queries about this document shall be addressed to:

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II. AGENCY PROFILE

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 quality services in instruction, research, production and extension.

Before its conversion into a university, BPSU, then Bataan Polytechnic State College, had only three campuses; two were located in the City of Balanga while the third was situated in Orani. The passage of RA 9403 resulted in the addition of two more campuses under its roof as the said Act duly integrated into BPSU the Bataan State College in Dinalupihan and its satellite campus in Abucay, formerly known as Bataan National Agricultural School. The five campuses of the University all emerged equally able despite their humble beginnings. On June 2008, the University made education more accessible to the residents of the towns of Bagac and Morong by establishing an extension campus in the Municipality of Bagac.

Contributing to national development has always been the topmost priority of the university; therefore BPSU relentlessly keeps itself updated on the recent developments in higher education to be responsive to the present and future demands of the community. At present, the university has 54 program offerings. Sixteen (16) programs have been granted with Level III Accreditation, 33 with Level II, and two (2) with Level I by the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCUP). 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 to produce quality graduates. At present, 6 percent (6%) of its faculty have Doctorate degrees and 31% have Master's degrees. The rest are still working on their post-baccalaureate studies.

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 in the licensure exams. Other than this, low tuition fee rates, 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 limits to adapt to the changes and to turn trials into

opportunities. 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.

2.1 BPSU Mandate

The university shall primarily provide advanced instruction and professional training in agriculture, 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).

2.2 BPSU Vision and Mission Statements

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

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

2.3 Development Thrust

Transparency in governance through participatory policy making and development planning;
Responsive, quality and relevant academic programs through attainment of internationally-recognized standards of excellence;
Unequalled 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; and
Transformative research and extension programs through formidable pool of experts and replicated and functional outputs.

2.4 Service Pledge

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.

(BPSU Citizens' Charter)

2.5 BPSU Organizational Structure

BPSU operates under the lead of the Board of Regents (BoR), the highest governing body of the University. Directly connected to the BoR is the University President who works in coordination with the major policy making bodies of the University, namely the Executive Council, the Administrative Council, and the Academic Council, Research, Extension & Training Council, Human Resource Development Council, Gender and Development Focal Point System, National Service Training Program, the Commission on Audit, the Presidential Management Staff, and the Secretary of the University and of the BoR.

Supporting the University President in the structure are the Vice Presidents, Campus Directors, College Deans, Service Directors, Unit Heads, and Program Heads.

The Operations Manual contains the full details of the organizational structure of BPSU.

III. BPSU CONTEXT

The QMS outlines the coverage of the management, core, support and outsourced processes and illustrates how these are administered per the ISO 9001 standards.

3.1 Quality Management System Model

For Bataan Peninsula State University to function effectively must determine and manage numerous interrelated activities. Often, the process output from one process directly forms the input of 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 for: (a) communicating the importance of meeting customer requirements and expectations; (b) defining the management responsibility; (c) providing adequate resources to implement the QMS; (d) implementing delivery of quality 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.
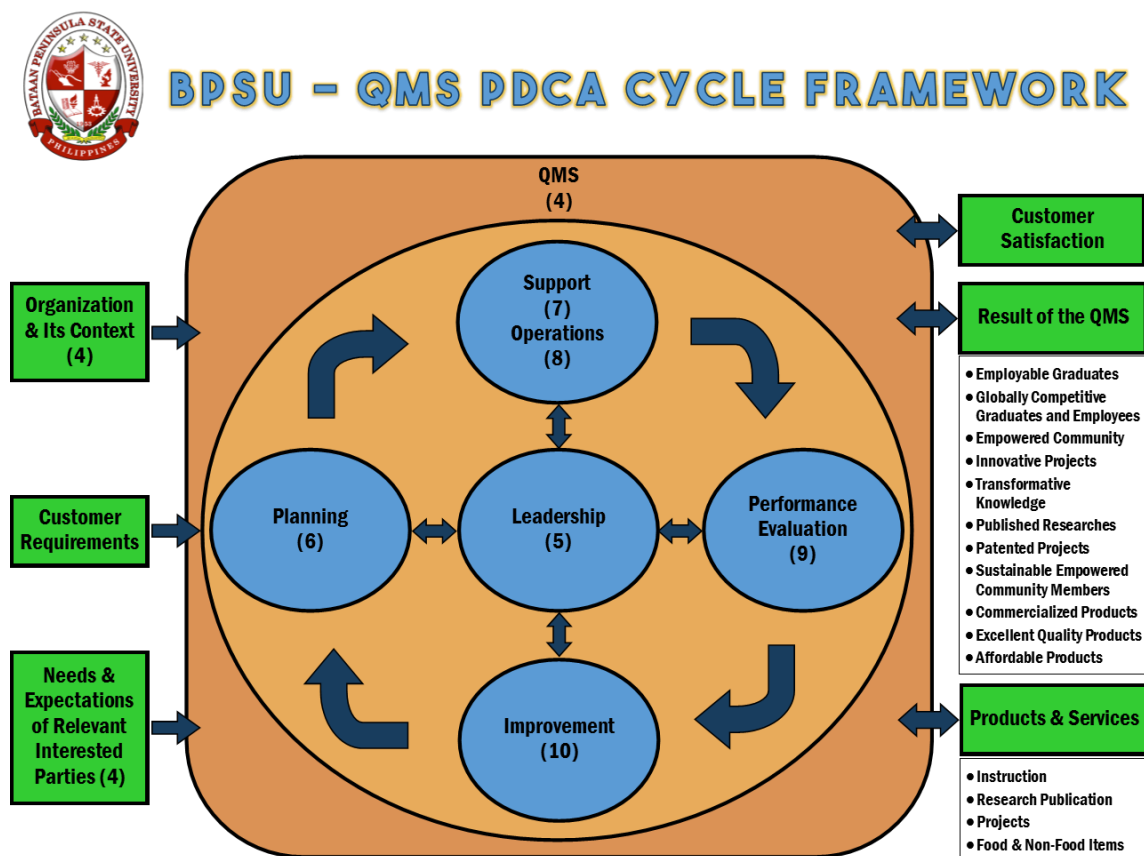
Figure 1

Figure 1 shows the organization context, customers and Relevant Interested Parties (RIPs) of the University and their requirements which become the basis in

providing quality products and services. It reflects the methodology that starts with establishing the objectives and processes necessary to deliver results, followed by implementing, monitoring and measuring of processes and product against policies, objectives and requirements in the product and services, and finally, taking actions to continually improve process performance.

3.2 QMS Scope
The QMS covers the following operational process and all interacting management and support processes:
- Academic
- Research and Production
- Extension

Central Office (Capitol Compound, Tenejero, City of Balanga, Bataan 2100)
Main Campus (Capitol Compound, Tenejero, City of Balanga, Bataan 2100)

The ISO 9001:2015 Standards is adopted and implemented by the University.

3.3 Relevant Interested Parties (RIP's)

The products and services offered by the University are designed for the satisfaction of RIPs specific to each of the processes covered by the QMS. The needs and expectations of the RIPs are determined through Relevant Interested Party Registry.

3.4 Internal and External Issues

Through the identification of the University's RIPs, it is able to recognize various issues whose nature is either external or internal. These issues significantly help the University in addressing risks and opportunities. The Political-Environmental-Social-Technological-Legal-Economic (PESTLE) Table summarized the University's internal and external issues.

IV.   Leadership

4.1 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.

4.2 Quality Policy

Bataan Peninsula State University commits itself to providing only the best to its stakeholders by

Building a culture of quality in all core functions of the University;
Providing responsive, relevant, innovative and transformative academic, research, extension and production programs and services to all its stakeholders;
Sustaining the University's nationally and internationally recognized standards through adherence to statutory and regulatory requirements and continual improvement of its quality management system; and
Upholding transparency in governance through participatory policy-making and development-planning.

"Tugon sa Tawag Ninyo'y
De-Kalidad na serbisyo:
Ito ang tatak BPSU!"

4.3 Operational Control and Supervision (Annex A)

4.3.1 Office of the President

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

4.3.2 Office of the Vice President for Academic Affairs

The President shall be assisted by a Vice-President for Academic Affairs (VPAA) who shall be designated by the BOR 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. General supervision over all colleges and other academic related service offices shall be exercised by the VPAA and, in the absence of the President, the same shall preside at meetings of the Academic Council.

4.3.3 Office of the Vice President for Administration and Finance

The Vice President for Administration and Finance (VPAF) shall be designated by the BOR upon the recommendation of the President, 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.

4.3.4 Office of the Vice President for Research, Extension and Training (VPRET)

The Vice President for Research, Extension and Training (VPRET) shall be designated by the BOR upon the recommendation of the President and shall be directly responsible to the President on matters pertaining to research, extension and training services.

4.4 Quality Management Structure
The University's framework for quality management is shown below:

Figure 2

4.4.1 Responsibility and Authority

The following are the roles and responsibilities specific to each unit in the University's quality management structure:

Top Management
- Leads the establishment, implementation, and monitoring of the QMS;
- Ensures effectiveness of the QMS through risk-based thinking;
- Establishes and communicates quality policy;
- Ensures that quality objectives are established;
- Communicates the importance of meeting customer requirements;
- Determines and provides necessary resources and ensures that they are adequately available; and
- Conducts Management Review meeting.

Composition
- Executive Council
- Administrative Council

QMS Leader/Head
- Oversees the establishment, documentation, and effective implementation of the QMS;
- Promotes risk-based thinking in overseeing the effectiveness of the QMS;
- Acts as liaison to external parties on matters relating to QMS;
- Ensures that procedures for IQA, Management Review, Corrective Actions are established and implemented; and
- Reports QMS performance to Top Management for review and continual improvement.

QMS Secretariat
- Provides administrative support to successfully implement the QMS up to the 3rd party certification;
- Facilitates the delivery of specific outputs in-line with the QMS; and
- Plans and coordinates effective deployment and efficient use of human, financial, and other physical resources for the QMS.

QMS Core Team
Risk Management Team

- Performs oversight function in ensuring that the established risk controls and related activities are consistently implemented;
- Plans and coordinates effective and efficient use of risk control tools;
- Ensures that risk-related information are maintained and retained.

Training and Advocacy Team

- Provides administrative support in terms of training and advocacy in the successful implementation and sustenance of the QMS;
- Plans and coordinates effective deployment and efficient use of resources in-line with training and advocacy activities; and
- Plans and coordinates echoing/cascading sessions on QMS-related training.

Knowledge Management Team

- Ensures that the requirements for maintaining and retaining documented information are established and implemented, and
- Coordinates and oversees activities related to managing organizational knowledge.

QMS Internal Audit Team

- Determines conformance of the QMS to the planned arrangements and to the requirements of ISO 9001;
- Determines whether the QMS is effectively implemented and maintained;
- Provides input to management review regarding the results of audits; and
- Keeps track of the implementation of the corrective and preventive actions for nonconformance raised during audits.

Quality Workplace Team

- Ensures that the environment for the operation of process needed to achieve conformity to service requirements is managed;
- Ensures consistent implementation of 5S program as applicable; and
- Monitors and assesses workplace cleanliness, orderliness, and safety.

Employees

- Contribute to and participate in all ISO-QMS related activities; and
- Commit to work together with the ISO Core Team towards continual improvement of the management systems.

BATAAN PENINSULA STATE UNIVERSITY
Quality Management System — PROCESS MAP

MANAGEMENT PROCESS

PLANNING	POLICY DEVELOPMENT	CURRICULUM DEVELOPMENT	PERFORMANCE EVALUATION	FEEDBACK MANAGEMENT	AUDIT	MANAGEMENT REVIEW	INTERNAL & EXTERNAL COMMUNICATION MANAGEMENT	CORRECTIVE ACTION

CORE PROCESS

	SOURCE	INPUT	PROCESS	OUTPUT	CUSTOMER
ACADEMIC PROCESSES	1. Applicants 2. Students 3. CHED, BPSU and Library 4. Instructors, Academic Council, Committee &Registrar 5. Companies/Agencies	1. Required forms/Documentary Requirements 2. Exam Results, Required Forms, Documentary Requirements 3. Applicable memo/OBE and Curriculum, Relevant Reference Materials 4. Exam, Practicum, Projects 5. Deliberation of Results 6. MOA	1. Student Admission 2. Registration and Enrollment 3. Syllabus and Instructional Materials Development 4. Classroom Instruction 5. Conferment of Degree 6. Job Placement	1. Exam Results 2. Certificate of Registration 3. Updated Syllabus 4. Report of Grades, Academic Program, Evaluation of Results 5. Diploma and Transcript of Records 6. Job Assistance and Job Referrals	1. Applicants 2. Students 3. Students 4. Students 5. Students 6. Graduates
RESEARCH & PRODUCTION PROCESSES	1. BPSU, CHED & Other Agencies 2. Faculty, BPSU, Funding Agencies 3. IPOPHL, BPSU, Faculty 4. BPSU	1. Invitation, Call for Proposal and Research Agenda 2. Approved Proposal 3. Documentary Requirements, Claims, Technical Drawings & Specification of the Project 4. IPO Certificate, Approved Product	1. Research Proposal Development 2. Implementation of Research 3. Research Patent Registration 4. Production	1. Proposal 2. Terminal Report, Research Presentation and Publication 3. Certificate of Patent 4. Commercialized Research-based Product	1. BPSU 2. Students 3. BPSU, Faculty 4. Consumers, End-users
EXTENSION PROCESSES	1. CHED and BPSU 2. BPSU and Funding Agency 3. BPSU 4. Extension Implementers	1. Completed and Approved Research Proposal 2. Approved Project/Program Proposal 3. Required Forms 4. Consolidated Reports	1. Project/Program Proposal Development 2. Project Implementation 3. Monitoring and Evaluation 4. Project/Program Completion	1. Project/Program Proposal 2. IEC Materials, Transferred Technology, Skills Developed, Trainings or Seminars Conducted 3. Progress and Financial Reports 4. Terminal Report and Publication	1. Extension Implementers 2. Community, LGU and other SUCs 3. Community and Funding Agency 4. Other SUCs, Researchers, other extension implementers

SUPPORT PROCESS

MANAGING ORGANIZATIONAL KNOWLEDGE	PRESIDENTIAL STAFF MANAGEMENT	CONTROL OF DOCUMENTED INFORMATION	FINANCIAL MANAGEMENT	INCOME GENERATING PROJECTS MANAGEMENT	RECORDS MANAGEMENT	PROCUREMENT & SUPPLY MANAGEMENT	PHYSICAL PLANT & ENGINEERING SERVICES	HUMAN RESOURCE MANAGEMENT	STUDENT SUPPORT SERVICES

OUTSOURCED PROCESS

MANPOWER SERVICES	LECTURERS	PUBLISHING SERVICES	REPAIR AND MAINTENANCE SERVICES	LEGAL SERVICES

14

4.5 Management Processes

4.5.1 Policy Development

As stipulated in Section 2 of RA 8292, the composition of the governing boards of state universities and colleges (SUCs) was modified to (a) achieve a more coordinated and integrated system of higher education; (b) render them more effective in the formulation and implementation of policies on higher education; (c) provide for more relevant direction in their governance; and (d) ensure the enjoyment of academic freedom as guaranteed by the Constitution.

The Board shall regularly meet at least once every quarter. (Sec. 8, RA 9403). The SUC President shall be responsible for the needed preparations to ensure the smooth conduct of Regular Board Meetings. (Sec. 12.3, RA 8292 IRR)

4.5.2 Curriculum Development

BPSU has the responsibility to design, administer, and deliver a rigorous and coherent curriculum to equip the students with the capability to become productive citizens who continually contribute to a global and rapidly changing society. Curriculum review facilitates curriculum development and approval, ensures alignment between the designed, delivered, and assessed curriculum, and evaluates the effectiveness of the curriculum (BPSU Academic Manual, Chapter 36. Curriculum, p15).

V.   Planning

5.1 Organizational 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.

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.

(Refer to Administrative Manual for the Guidelines in the conduct of strategic and annual planning)

5.2 Risk Based Thinking

Risk Based Thinking evaluates risks in processes and in content. It evaluates event data in order to measure levels of risk in an operational context. Risk assessment is repeatable and objective; it allows employee with a more guided decision-making approach. Furthermore, risk assessment helps drive change. It enables employee to build alerts for critical events and develop guidelines and solutions for risk levels that are unacceptable. These solutions are systematic and repeatable, and can be implemented on high risks in a more automatic and consistent manner through the use of a Risk Registry Template.

5.3 Risk Assessment

Risk assessment is a systematic process whereby the University methodically addresses the risks attached to its activities with the goal of achieving sustained benefit within each activity and across the portfolio of all activities.

5.4 Risks and Opportunities

The BPSU considers risks and opportunities when taking actions within the QMS. Risks and opportunities are identified as part of understanding the internal and external issues that are of concern to the University and its interested parties throughout all other activities of the QMS.

Risks and opportunities are managed in accordance with the Risk Register. This document defines how risks are managed in order to minimize their likelihood and impact and how opportunities are managed to improve their likelihood and benefit.

VI. Support Process

6.1 Student Support Services

Student Affairs and Services are the services and programs in the University that are concerned with academic support experiences of students for the attainment of their holistic development. These are services that relate to student welfare, student development, and institutional programs and services. The Office of the Director for Student Affairs and Services, accountable to the Vice President for Academic Affairs, shall directly manage the student affairs and services

The Welfare Programs and Services promote the welfare of the students which is vital to their holistic development. As such the following services shall be offered to the students of the University:

a. Scholarship and financial assistance
b. Medical and Dental
c. Guidance and counseling services
d. Job placement

BPSU promotes the welfare of the students vital to their holistic development. As such, the following services and programs shall be offered to the students of the University:

a. Library Services
b. Student Organizations and Activities
c. Student Councils and Government
d. Student Publications

6.2 Human Resource Management

The Human Resource Management and Development Council is composed of duly appointed administrators, faculty and staff who shall serve until their individual term of office expires. It shall be headed by the University President who shall act as Chairperson. It shall have the following uniform composition, namely:

a. University President as Chairperson;

b. Vice President for Administration and Finance as Vice Chair for Non-Teaching Personnel;

c. Vice President for Academic Affairs as Vice Chair for Teaching Personnel;

d. Director of Administrative Services or Chief Administrative Officer (as the case may be) as member;

e. President of the recognized and duly-registered employees association as member;

f. Director for Operations, Planning and Development Office as member; and

g. Secretary of the University and of the Board of Regents as *ex-officio* Secretary of the Council Secretariat. The Secretary of the University and of the Board of Regents may designate a staff to act as Secretary of the Council (Administrative Manual. Chapter 8 Human Resource Management and Development Council. Article 30 Composition).

6.3 Physical Plant and Engineering Services

Once a defect has been discovered in any University facility, the responsible official (i.e. the end-user/Unit Head/Director/Dean) shall notify the Director of the Physical Plant and Engineering Services (PPES) using the PPES Form I (Request for Repair Form). The Director shall prepare PPES Form I and assign it to the Technical/Maintenance Personnel concerned within one (1) hour from the time the report is received.

The Technical/Maintenance Personnel concerned shall inspect and evaluate the defect and submit a written report (PPES Form I) within one (1) hour from the time that notice is received from the PPES Director.

If the repair can be done using in-house Technical/Maintenance Personnel, the PPES Director shall assign the requested job within one (1) hour from the time that the pre-repair inspection report was properly accomplished, using the PPESGSO Form 2 (job order). The required time of completion of the job shall be agreed upon by the Technician/Maintenance Personnel and the PPES Director.

If repair requires an external technician, the necessary job order form (BPSU S.O. Form No. 5) shall be prepared and processed by the PPES Director. Once this is approved, it shall be given to the Procurement Office for the necessary canvass.

For repairs requiring materials to be used, the Technician/Maintenance Personnel shall prepare the issuance slip (Supply Office Form No. 1997-2) with the requesting official for the repair as the Requisitioning Officer and to be approved by the PPES Director based on the required materials identified in the pre-repair inspection report. If the materials are to be used outside the Main Campus, one of the issuance slips shall be presented to the guard-on-duty in the Campus where the materials shall be used. It is understood that no materials shall be allowed to be brought out of the Main Campus without a duly approved issuance slip. The Vice President for Administration and Finance approves requisition slips.

A report shall be made by the Technician/Maintenance Personnel as to the extent of damage repaired and the amount/volume of materials used for a specific repair. Excess materials shall be turned over to the Property and Procurement Office (Administrative Manual. Physical Plant and Engineering Services. Repair and Maintenance of the University Facilities Section 304. Procedure/Flow of Request for Repair)

6.4 Procurement and Supply Management

Procurement shall be governed by the provisions of RA 9184 and its IRR (Article 252. Procurement). The Procurement Unit shall only be concerned with the purchase of supplies/materials/equipment and fixed-assists regardless of the mode of procurement (Administrative Manual. Chapter 79 Property and Procurement Office).

An Annual Procurement Plan (APP) shall be prepared for supplies and materials in four (4) copies in order to properly plan purchases, prevent over stocks and minimize frequent emergency purchases.

The APP shall emanate from all operating units, each shall submit on the last quarter of the current year an itemized list of supplies and materials needed on a quarterly basis for the ensuing year based on allocation from the Budget Office.

The Procurement Unit shall maintain a list of Accredited Suppliers to lessen time spent on the pre-qualification process. Only those-non-accredited suppliers shall be required to submit necessary documents. Those previously pre-

qualified shall be included in the listing. However, the list shall be regularly revised to determine if the suppliers are still in good standing with the agency.

6.5 Records Management

The University maintains a Records Management Program under the Office of Administrative Services which aims to achieve and keep an orderly and efficient flow of information within the organization and to facilitate the management's problem-solving and decision-making processes. The program shall also support the performance of the management processes of planning, organization, control and communication (Administrative Manual. Part X Records Management. Chapter 53, Section 177 Objective).

6.6 Income Generating Projects Management

All recommendations for possible business ventures for additional income shall be made by University President based on proposals submitted by the Director for Production and Business Enterprise through the Vice President for Administration and Finance, subject to the approval of the Board of Regents (Administrative Manual. Article 248. General Provisions).

6.7 Financial Management

The Financial Management Service ensures that appropriate funds are generated to support all the projected programs, activities and projects of the University by taking proactive planning and budgeting strategies. It also facilitates accountability in accordance with the budgeting, accounting and auditing rules and regulations to ensure that all appropriated funds are expended within the prescribed period. It continuously refines and improves financial management procedures through the use of appropriate accounting and auditing standards to ensure timely, complete and accurate financial reporting. It ensures the effective use of financial resources through internal controls on all levels, including review of systems and procedures, and recommending measures and improved systems and procedures for improved internal check and balance of the financial resources (Administrative Manual. Part XII Financial Management).

6.8 The Presidential Staff

The Presidential Staff shall consist of the following units: Operations, Planning and Development Office, along with the Management Information Systems Office assisted by the Campus IT units; Public Affairs; Quality Assurance; the Security and Risk Reduction Management Services; Arts and Cultural Affairs, and Sports and Physical Development.

6.9 Managing Organizational Knowledge

Organizational knowledge management shall include all the knowledge resources within the university that can be realistically tapped. It can therefore reside in individuals and groups, or exist on the organizational level. The Organizational Knowledge Monitoring Table summarized all the knowledge resources within the university.

6.10 Control of Documented Information

The Documented Information Control Procedure defines the methods for controlling documents used in providing work direction or in setting policies. It covers methods for revision, approval, and distribution of documents with either external or internal origin. This procedure applies to all documents required by the ISO 9001:2015.

The Records Officers and/or Office In-Charge are responsible for ensuring that the latest versions of relevant documents are available at the point(s) of use, that these documents are legible, and that they are understood and followed. They are also responsible for reviewing and responding to document change requests in a timely manner.

VII. Operational Processes

This includes planning, implementation, review and evaluation, and improvement of the academic, research and production, and extension processes.

7.1 Academic

The term Academic Processes refers to the different levels of procedure that are involved from admission of student-applicants to employment of the alumni of the University. These processes include admission, registration and enrollment,

syllabus and instructional materials development, classroom instruction, conferment of degree, and job placement.

Specifically, the different processes are described below:

a. **Admission procedures** are undertaken by the student-applicant through the Office of Admissions where documentary requirements are submitted and the BPSU College Admission Test (BPSU-CAT) is taken.

b. **Registration and enrollment processes** are undergone either by student-applicants who passed the BPSU-CAT in order to become bona fide students of BPSU or by those who have been previously enrolled in the University. This process is primarily handled by the Office of the Registrar in coordination with the cashier and the college deans.

c. **Syllabus and instructional materials development** involves the processes that the faculty members must undertake in order to improve, to upgrade, or to innovate instructional materials used.

d. **Classroom instruction** includes the methods and strategies used by the faculty members to effectively deliver knowledge and skills to students.

e. **Conferment of degree** includes all the processes in graduating the students who satisfactorily completed the requirements of a program.

f. **Job placement** refers to the initiatives of the University to facilitate employment of its alumni by providing information on job opportunities and employment trends, job referrals and recommendations to companies, tips on job hunting, and employment and seminar.

7.2 Research and Production

The Research and Development Office (RDO) is under the direct supervision of the Director for Research and Development. It is the arm of the University which provides direction in the implementation of research and development programs. The RDO is a university-wide post responsible for overseeing all aspects of research at BPSU. It exists to advise and make recommendations to the University President through the VPRET. Likewise, it shall work in tandem with the Office for Extension and Training Services (BPSU Code, Article 83).

7.2.1 Research Proposal Development

Research involves a series of planned activities undertaken to obtain a valid, reliable, objective and verifiable answers to problems using the method of observation, documentation, and inquiry or other less direct approaches which are acceptable in scientific function of the University, and as such,

whether singly or in team, researchers are encouraged and given the opportunity and support to pursue researches in their areas of competence.

The approval of research proposal depends on how well it is written and conceptualized. Research proposals aligned with the approved University Research Agenda and directed towards the improvement of the socio-economic conditions in the region, as well as projects that will improve the quality of life of the Bataeños are prioritized topics and projects.

7.2.2 Implementation of Research

Evaluation activities should be included at various phases in the design and implementation and completion of a project whether its fund comes from external or local sources.

7.2.3 Patent Registration

As a government institution serving public interest, BPSU-owned technologies, creations and inventions when granted rights under existing intellectual property regimes, shall be made available for public use, consistent with BPSU's mandate to transfer and disseminate appropriate technologies, except for a valid reason that would prevent such a case. In all cases, public access to BPSU intellectual property rights is subject to rights of innovators, creators and inventors. Such patentable and copyrightable works produced by BPSU personnel shall be governed by the BPSU Intellectual Property Policy.

7.2.4 Production

Research outputs with potential technological and industrial application are marketed to entities with capability to provide capital and produce such outputs commercially through contracts and license agreements. In such a case, the income/resource generation projects manual will take effect.

7.3 Extension

The Office of Extension and Training Services is tasked to implement extension and training policies and programs promulgated by the Research, Extension and Training Council. It shall spearhead programs and projects in accordance with the approved plan of the Council. Moreover, it shall work

in tandem with the Office for Research and Development. It exists to advise and make recommendations to the University President through the VPRET (BPSU Code, Article 86).

7.3.1   Project/Program Proposal Development

The approval of extension proposals anchors on the program development process that outlines the important concepts, types, and characteristics and goals of the program. These goals are achieved through development or realistic and doable plans and programs which answer the problems and needs of clients. Extension proposals must be aligned with the approved University Extension Agenda and directed to uplift the quality of life of the Filipino particularly the people of Bataan.

7.3.2 Project Implementation

Appropriate training methods and training materials must be utilized during the actual delivery of the program. The success of implementation also depends on the strong relationship among resource persons, participants and the training management team.

7.3.3 Monitoring and Evaluation

7.3.3.1 Monitoring

Periodic internal assessment shall be done to guide the direction of the project operation and to identify issues confronting the project staff and the client partners in the process of working together to attain project goals. Monitoring allows the project management to know the status of the field operations as a basis for re-directing the development strategies and techniques for the succeeding months or year.

7.3.3.2 Evaluation

At the post-training phase, a summative evaluation and follow-up activities are undertaken.

A summative evaluation is conducted at the end of the training by the management staff and participants. It aims to determine the following: attainment of the training objective; the relevance, usefulness and

importance of the topics to the participants; appropriateness of the methods; the performance of the participants, resource persons and training management staff; and comparison of actual outputs and desired outputs. The results of the evaluation serve as guide or bases for the subsequent activities.

An evaluation team conducts regular visits to experimental sites for field evaluation. These visits are for them to discuss with the extension implementer/ proponents the progress of project implementation.

A follow-up should be undertaken to see what changes in behavior took place as a result of the program. The tangible results of the training program in terms of various factors should be determined.

7.3.4   Project/Program Completion

7.3.4.1. Terminal Report

The terminal report is one of the major outputs of extension implementer that will be submitted for every completed program/project.

7.3.4.2. Publication

Publication is another major outputs of an extension implementer. Scientific productivity, in the form of intellectual contributions to the advancement of science and ultimately communicated in written form, is considered to be fundamentally important to one's scientific career advancement.

VIII.   Performance Evaluation

8.1 Customer Satisfaction
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:

8.1.1 Evaluation of Student Services and Customer Feedback

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

8.1.2 Review of Customer Feedback

As required by 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 a customer feedback form. The results of which are used to improve the delivery of service.

8.1.3 Qualitative Contribution Evaluation (QCE)

The evaluation of teaching effectiveness is done at the end of each semester. The results of evaluations are used to improve/enhance the curriculum, the quality of teaching, and the delivery of support services, thereby ensuring customer satisfaction.

8.2 Data Analysis

The MIS Office shall have an Information System Related Service Unit (ISRSU), which shall primarily be responsible in the collection, consolidation, processing and presentation of University data and statistics. The MIS Office shall ensure that data is protected in all of its form from unauthorized or inappropriate access, use, modification, disclosure or destruction.

The MIS Office shall not be allowed to access or modify any information system unless permitted in writing by the concerned office. It shall not issue any data or statistics to individual or organization unless permitted in writing (Section 344. Policies on University Data and Statistics).

8.3 Audit

8.3.1 QMS Audit

QMS audits are conducted to ensure compliance with the requirements of the QMS standards, company policies and procedures. This is accomplished by auditing against all important processes and by applying all applicable sections of the standard. Audit requirements include those of ISO 9001:2015

clauses, University's quality system documentation, as well as requirements of customers or regulatory authorities as applicable.

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 QMS Internal Audit Team.

8.4 Management Review

The review of the established QMS is conducted at least once a year and/or whenever deemed necessary by the QMS Core Team to ensure continuing stability and effectiveness of the system in satisfying the requirements of stakeholders.

8.4.1 Inputs: The management review shall be planned and carried out taking into consideration:

a. The status of actions from previous management reviews;
b. Changes in external and internal issues that are relevant to the quality management system;
c. Information on the performance and effectiveness of the quality management system, including trends in:
1. Customer satisfaction and feedback from relevant interested parties;
2. The extent to which quality objectives have been met;
3. Process performance and conformity of products and services;
4. Non conformities and corrective actions;
5. Monitoring and measurement results;
6. Audit results;
7. The performance of external providers;
d. The adequacy of resources;
e. The effectiveness of action taken to address risks and opportunities
f. Opportunities for improvement

8.4.2 Outputs: The outputs of the management review shall include decisions and actions related to:

a. opportunities for improvement
b. any need for changes to the quality management system
c. resource needs

The organization shall retain documented information as evidence of the results of management reviews.

IX.   Improvement

BPSU shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

9.1 Control of Nonconformity

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

9.2 Continual Improvement

BPSU shall continually improve the suitability, adequacy and effectiveness of the quality management system. The organization shall consult the results of the analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.