



Republic of the Philippines  
**Department of Environment and Natural Resources**  
Visayas Avenue, Diliman, 1106 Quezon City  
Tel. Nos. (632) 929-66-26 to 29; 929-6633 to 35; 926-7041 to 43  
Website: <http://www.denr.gov.ph> / E-mail: [web@denr.gov.ph](mailto:web@denr.gov.ph)

**AUG 16 2021**

**MEMORANDUM**

**TO :** All Offices of the Undersecretaries  
All Offices of the Assistant Secretaries  
All Service Directors  
All Central Office Division Chiefs  
All Bureau Assistant Directors  
All Assistant Regional Directors for Management Services

**FROM :** **The Assistant Secretary**  
Finance, Information Systems and Mining Concerns  
and QMS Deputy Quality Management Representative

**SUBJECT :** **QUALITY MANAGEMENT SYSTEM WORKSHOP ON  
PROCESS IMPROVEMENT**

Please be informed that the third (3<sup>rd</sup>) Workshop Session of the Project on the Expansion of the Quality Management System of the DENR being implemented with the Government Quality Management Program (GQMP) and the Development Academy of the Philippines (DAP) will be held on August 18 to 20, 2021 from 9:00 a.m. to 5:00 p.m. daily. The workshop shall focus on Service Process Improvement and aims to effect actual process/service quality improvements and develop streamlined processes for enhanced service features to improve service delivery efficiency and effectiveness.

We request that the respective Quality Management Representatives, Core Team Members, Process Owners and Focal Persons should participate in the workshop, especially those who have participated in the previous workshop sessions and those involved in Service Process Improvement of Critical Services (SPICS) of the Department.

The participation of all concerned is required in accordance with DENR Special Order No. 2021-382, Conduct of Various Activities in Relation to the Expansion of the ISO 9001:2015 - Certified Quality Management of the Department of Environment and Natural Resources, dated July 09, 2021. The link shall be provided by the QMS Secretariat. For further details, the Secretariat can be reached at [qmssecretariat@denr.gov.ph](mailto:qmssecretariat@denr.gov.ph).

The cooperation of all concerned is highly enjoined.

  
**NONITA S. CAGUIOA**