



Technical Guidance on QMS and Service/Process Improvement Implementation

Date/Time : 20-24 September 2021
Duration : Five Days (8:00 AM to 5:00 PM)
Venue : Zoom Cloud Meetings Platform
Participants : DENR QMS Core Team members, and key officers and staff representing all the offices of the DENR within the Expanded QMS Scope

I. Activity Description

The activity aims to ensure effective and sustained implementation of the QMS in conformance with the requirements of ISO 9001:2015 Standard. A virtual site visit shall be conducted to provide coaching to the process owners of the additional office/processes, determine the adequacy of implementation vis-à-vis the established documented information, and identify gaps/improvement areas, if any.

II. Expected Outputs

Technical advice/inputs to enhance the implementation of the expanded QMS. A documented report containing DAP Project Team's comments on positive findings, observed pieces of evidence of actual implementation of the documented activities/controls and recommendations for improvement will be provided.

III. Methodology

- a. The DAP Project Team will ask samples of the Outputs/Products/Services from the Process Owners as specified in the Itinerary section of this Activity Guide.
- b. The DAP Project Team will ask each office/process owner to present the evidence of actual implementation of the controls specified in their documented procedures and Risks/Opportunities Assessment and Actions Planning (ROAAPs);
- c. Data to support the Actual Accomplishment indicated in the Office/Division Performance Commitment and Review (OPCRs/DPCR) will be requested from each office;
- d. Pieces of evidence to support the activities mentioned in the Citizen's Charter will be checked.
- e. Pieces of evidence to fulfill the requirements of ISO 9001:2015 relevant to each office will be verified; and,
- f. DAP Project Team will also review the status of the items listed in the Project Inventory.



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IV. Pre Activity Reminders

DENR's QMS Core Team, process owners and representatives are advised to make the following available for the purpose of this technical guidance:

- Latest version of the Quality Manual;
- Latest version of the Citizen's Charter;
- Latest versions of the documented procedures;
- Final versions of the ROAAPs;
- Evaluated OPCR/DPCR of the 1st semester of Y2021;
- Data and means of verification (MOV) to support the 1st semester of Y2021 OPCR/DPCR;
- OPCR/DPCR for the 2nd semester of Y2021;
- Sample Outputs/Products/Services as indicated in the Itinerary section of this Activity Guide; and,
- Pieces of evidence to demonstrate effective implementation of the above-mentioned documents, including the achievement of the set performance indicators.

V. DAP Project Team

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|--------------------------------|---|-----------------|
| a. Antonio P. Santos | - | Resource Person |
| b. Ritchell T. Furigay-Cunanan | - | Project Manager |
| c. Orlando B. Botero, Jr. | - | Project Staff |

VI. Programme:

Date and Time	Process / Key Activities	Outputs / Products / Services	Office / Process Owner
Management Processes			
Sept 20, 2021 8:30 A.M. - 10:00 A.M.	Strategic and Operational Planning	ENR Framework Plan, Work and Financial Plan	Policy and Planning Service (PPS)
10:00 A.M. - 2:00 P.M.	Performance Review and Evaluation, Corrective Action	Decision and Actions for Improvement, Evaluated Performance Commitments, Audit Reports,	ExeCom, ManCom, Internal Quality Audit Committee



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Date and Time	Process / Key Activities	Outputs / Products / Services	Office / Process Owner
		Analyzed and Evaluated Stakeholders Satisfaction	
2:00 P.M. - 5:00 P.M.	Policy Issuance and Standards Development	Issued DENR Administrative Orders; DENR Memorandum Circulars; DENR Memorandum Orders; Operating Standards (Technical, Administration and Management), DENR inputs to the Philippine positions and concurrences on international commitments	PPS, Policy Technical Working Group (PTWG)
Core Processes			
September 21, 2021 8:30 A.M. - 10:00 A.M.	ENR Conservation and Development (Program/Project Development, Implementation, Monitoring and Evaluation, Accomplishment Reporting and Stakeholder Capacity Building)	Approved programs and projects proposals, Operationalized work and financial plans, Evaluation Reports, Accomplishment Reports, Validation Reports,	Foreign-Assisted and Special Projects Service, PPS, Program Monitoring and Evaluation Division (PMED), Field Offices
10:00 A.M. - 11:00 A.M.	ENR Conservation and Development (Formulation, Clearing, Coordination, Implementation)	ENR-RDE PAPs, Accomplishment of PAPs, Draft policies	Ecosystem Research Development Bureau (ERDB), Research, Development



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Date and Time	Process / Key Activities	Outputs / Products / Services	Office / Process Owner
	and Monitoring of ENR-RDE PAPs for the RDECs)		and Extension Centers (RDECs), Technical Divisions
11:00 A.M. - 12:00 N.N.	ENR Conservation and Development (Assessment, Packaging and Promotion of ENR Technology)	STEEP-evaluated ENR Technology, STEEP Report, Information, education and communication (IEC)	ERDB, Technology Assessment Team (TAT), Technology Transfer Division (TTD)
1:00 P.M. - 2:00 P.M.	ENR Conservation and Development (Provision of Laboratory Services, Monitoring of Demonstration Areas)	Laboratory Analysis, Monitoring Report	ERDB Main Office, Laboratory and Experimental Division (LESD),
2:00 P.M. to 3:00 P.M.	ENR Regulation and Permitting (Land Disposition)	Processing of Agricultural and Residential Free Patents, Occupancy Permits	Land Management Bureau (LMB), Field Offices
3:00 P.M. - 4:00 P.M.	ENR Regulation and Permitting (Forestland Use Regulation)	Processing of Lease and Land Use Permits	Forest Management Bureau (FMB), Field Offices
4:00 P.M. - 5:00 P.M.	ENR Regulation and Permitting (Forest Resource Utilization)	Processing and Issuance of Permits and Licenses	FMB, Field Offices
September 22, 2021 8:30A.M. - 10:00 A.M.	ENR Regulation and Permitting	Processing and Issuance of Permits and Licenses	Biodiversity Management



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	(Wildlife Resource Regulation)		Bureau (BMB), Field Offices
10:00 A.M. - 11:00 A.M.	ENR Law Enforcement and Monitoring (Wildlife Law Enforcement)	Seizure, confiscation of wildlife and apprehension of law violators, and case filing	BMB, Field Offices
11:00 A.M. - 12:00 N.N.	ENR Law Enforcement and Monitoring (Protected Area Monitoring)	Monitoring of Compliance, Issuance of Permits	BMB, Field Offices
1:00 P.M. - 2:00 P.M.	ENR Regulation and Permitting (Forest Products Transport / Disposition)	Processing and Issuance of Transport Permits	FMB, Field Offices
2:00 P.M. - 3:00 P.M.	ENR Law Enforcement and Monitoring (Forest Law Enforcement)	Apprehension, seizure, confiscation of illegal forest products and/or machinery, tools and implements	FMB, Field Offices
3:00 P.M. - 4:00 P.M.	ENR Law Enforcement and Monitoring (Administrative Adjudication and Filing of Cases)	Administrative adjudication proceedings for illegal forest products	FMB, Field Offices
4:00 P.M. - 5:00 P.M.	ENR Law Enforcement and Monitoring (Tenure)	Monitoring of Compliance	LMB, Field Offices



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Date and Time	Process / Key Activities	Outputs / Products / Services	Office / Process Owner
	Compliance Monitoring)		
Support Processes			
September 23, 2021 8:30 A.M. - 10:00 A.M.	Financial Management (Budgeting)	Budget Execution Documents, Financial Plan	Financial Management Services (FMS), Budget Division, Field Offices
	Financial Management (Accounting)	Disbursement, Financial Reports	FMS, Accounting Division, Field Offices, Field Offices
10:00 A.M. - 12:00 N.N.	Human Resource Management (Recruitment, Selection and Placement)	Hiring and Promotion of Personnel	Human Resources Development Service (HRDS), Field Offices
	Human Resource Management (Learning and Development)	Capacity Building	Human Resources Development Service (HRDS), Field Offices
1:00 P.M. - 3:00 P.M.	Knowledge and Information Systems Management (Network Infrastructure Management)	Provision and maintenance of ICT hardware and software	Knowledge and Information Systems Service (KISS), Field Offices
	Knowledge and Information Systems Management (System Development and Management)	Development of Information Systems	Knowledge and Information Systems Service (KISS), Field Offices



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	Knowledge and Information Systems Management (Statistical Data Resource Management)	Integration of DENR-wide ENR Statistics	Knowledge and Information Systems Service (KISS), Field Offices
3:00 P.M. - 5:00 P.M.	Property and Supply Management (Procurement Management)	Procurement of goods and services	Property and Supply Management Division (PSMD), Bids and Awards Committee (BAC), Field Offices
	Property and Supply Management (Inspection and Acceptance)	Inspection of delivered goods	Inspection and Pre-Acceptance Committee, Field Offices
	Property and Supply Management (Supply Management)	Issuance of supplies	PSMD, Supply Management Section, Field Offices
	Property and Supply Management (Property Management)	Issuance, utilization and disposal of properties	PSMD, Property Management Section, Field Offices
September 24, 2021 8:30 A.M. - 10:30 A.M.	General Services (Infrastructure and Building Management)	Maintenance, repair, renovation, improvement of building and facilities	General Services Division (GSD), Field Offices



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	General Services (Fleet Management)	Maintenance and repair of vehicles	GSD, Field Offices
	General Services (Management of Work Environment)	Safe, secure and environment-friendly working environment	GSD, Field Offices
	General Services (Cash Management)	Collection and Disbursement of Cash	GSD, Field Offices
10:30AM to 12:00NN	Documented Information Management (Control of Documents)	Maintenance and distribution of QMS documents	Document Controller
	Documented Information Management (Control of Records)	Retaining, retrieval and disposition of records	All Process Owners
1:00 P.M. - 2:30 P.M.	Legal Support (Rendering of Legal Opinion and Review of Contracts)	Reviewed contracts	Legal Service (LS), Field Offices
	Legal Support (Conduct of Alternative Dispute Resolution)	Resolved Disputes	LS, Field Offices
2:30 P.M. - 4:30 P.M.	Issue Management (Issue Resolution)	Resolved Issues	Strategic Communication and Initiative Service (SCIS), Field Offices
	Information, Education and Communication (Development and	IEC Materials	SCIS, Regional Public Affairs Office (RPAO)



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	Dissemination of IEC Materials)		
	Information, Education and Communication (Handling Request for Media Interviews)	Enhanced presence of DENR in the media	SCIS, RPAOs
	Information, Education and Communication (Social Mobilization)	Implementing Soc Mob Strategies	SCIS, Field Offices

VII. Logistical Requirements

Online platform and IT resources:

- Session shall be hosted by the DENR through Zoom Meetings. Meeting link and password shall be communicated to the participants and the DAP team, in advance.
- The DAP Project Team shall create DENR folder in the shared Google Drive to access the activity-related documents and materials by the participants. The DENR QMS Secretariat shall be responsible for communicating and distributing these to the participants.
- Participants are encouraged to use laptop/desktop connected to the internet, which is needed when viewing/sharing documents during the activity.

Timeliness and attendance:

- Participants are encouraged to log-in at least 15 minutes before the scheduled time.
- Participants are discouraged from scheduling other activities or doing simultaneous tasks within the entire duration of the activity to maintain focus on the activity and discussions.



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Workplace Health and Safety Protocols, if working on-site:

- a. Participants are reminded of the observance of proper health protocols in accordance with IATF guidelines when participating in the activity from their office or in any public place.
- b. Participants and/or the secretariat shall ensure a conducive learning facility/area whether participating from their home, office, public place or venue provided by the DENR.

VIII. Data Privacy Statement

The DAP Project Team is committed to ensuring that your data privacy is protected. Personal and sensitive personal information to be collected by the project team such as name, age, email address, salary grade, and signature, along with digital recordings (chat, audio, screenshots, and/or video) of the session will be used for documentation as proof of project delivery and statistics reporting, in accordance with the Republic Act 10173 otherwise known as the Data Privacy Act of 2012. The personal and sensitive personal information collected during the activity and subsequent activities shall not be disclosed to any third party unless required for legal purposes. The data and information from this activity shall be used solely for the delivery of the project, in compliance with all related provisions of the law.


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Conforme:


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