Republic of the Philippines
ROMBLON STATE UNIVERSITY

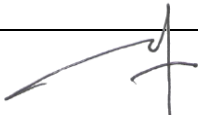# QUALITY MANUAL

The adoption of Quality Management System is a strategic decision of any organization to promote the confidence of its clients, stakeholders, business partners and the public because of the highly competitive business environment. In view of this, the Romblon State University approved the implementation of Quality Management System in Accordance with ISO 9001 under its regular funding mechanisms.

Said initiative is also in consonance with Executive Order No. 605, "Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161, S. 2006", which was issued by President Gloria Macapagal-Arroyo on 23 February 2007, directing all government agencies to adopt the ISO 9001:2008 Quality Management System as part of a government-wide quality management program.
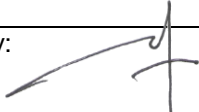
Aligned with this initiative, the ROMBLON STATE UNIVERSITY has undertaken actions that help secure and strengthen its position as a premier education provider in the region. The RSU was given the functions and responsibilities to provide world-class instruction, support local scientific and technological research initiatives, develop local capability to achieve technological self-reliance through extension activities, and promote public and private sector partnership to take productive role in income generating activities.

Thus, to further contribute to the continuous delivery of efficient and effective educational services in the region, the RSU opted to establish, implement and maintain a quality management system in conformance with ISO 9001:2008 for the implementation of its various core processes.

Prepared by:	Approved by:
QMR	SUC President

	Republic of the Philippines **ROMBLON STATE UNIVERSITY**	DOCUMENT CODE	**QM-RSU-01-02**
		REVISION NUMBER	**0**
	QUALITY MANUAL	PAGE NUMBER	**1 OF 2**
SECTION	**USER'S GUIDE**	EFFECTIVITY DATE	**1 January 2018**
SUBJECT	**TABLE OF CONTENTS**		

Prepared by:	Approved by:
QMR	SUC President

Prepared by:	Approved by:
QMR	SUC President

The Romblon State University administration shall ensure wide dissemination of this Quality Manual. Thus, it shall be distributed to the different units of the University in the main campus and its satellite campuses as follows:

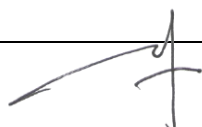| Copy Number	Office	Remarks
Original Copy	Document Custodian	Whole manual
1	SUC President	Whole manual
2	Board Secretary	Whole manual
3	Vice President for Academic Affairs	Whole manual
4	Vice President for Finance and Administration and Support Services	Whole manual
5	Vice President for Research Extension and Training	Whole manual
6	Presidential Assistant for Production, IGPs and Special Projects	Whole manual
7	Presidential Assistant for Tablas Campuses	Whole manual
8	Director, Planning and Development Office & Head, Intellectual Property Unit	Whole manual
9	Director, Office of Gender and Development	Whole manual
10	Director, Office of Faculty and Staff Development	Whole manual
11	Director, Office of Research	Whole manual
12	Director, Office of Training	Whole manual
13	Director, Office of Extension	Whole manual
14	Director, Office of Applied Research	Whole manual
15	Director, Office of Business Affairs	Whole manual
16	Director, Office of Admission, Faculty Evaluation and Accreditation	Whole manual
17	Director, Student Affairs Office	Whole manual
18	Director, Office of the National Services Training Program	Whole manual
19	Director, Office of Alumni Affairs	Whole manual
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23	Head, Office of Guidance and Placement Services	Whole manual
24	Head, Office of Dental and Medical Services	Whole manual
25	Head, Office of the Library	Whole manual
26	Dean, Institute of the Graduate Studies	Whole manual
27	Dean, College of Agriculture, Fishery and Forestry	Whole manual
28	Dean, College of Arts and Sciences	Whole manual
29	Dean, College of Business and Accountancy	Whole manual
30	Dean, College of Education	Whole manual
31	Dean, College of Engineering and Technology	Whole manual

Prepared by:	Approved by:
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33	Director, Institute of Criminal Justice Education	Whole manual
34	Director, Science High School	Whole manual
35	Campus Director, RSU San Andres Campus	Whole manual
36	Campus Director, School of Agro- Forestry, Calatrava Campus	Whole manual
37	Campus Director, School of Fisheries and Technology, San Agustin Campus	Whole manual
38	Campus Director, School Fisheries and Technology, Sta. Maria Campus	Whole manual
39	Campus Director, School of Inland Fisheries, Sta. Fe & San Jose Campuses	Whole manual
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43	Head, Cashiering Office	Whole manual
44	Head, Records Management	Whole manual
45	Head, Supply and Property Management	Whole manual
46	Head, Human Resource and Development Office	Whole manual
47	Head, Accounting Office	Whole manual
48	Head, Civil Security Services	Whole manual
49	Head, Internal Audit Group	Whole manual

Prepared by:	Approved by:
QMR	SUC President

Implementation of the contents of the manual is authorized and approved by the SUC President effective on the date specified in the manual.

Updating of the manual is the responsibility of the Quality Management Representative following PM-RSU-02-01 Control of Documents.

Their specimen signatures appear below:

ARNULFO F. DE LUNA, PhD.
SUC President II

ELVIN F. GAAC, PhD.
Quality Management Representative

MARIFE F. GARCIA, PhD.
Document Custodian

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QMR	SUC President

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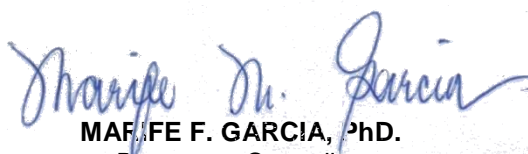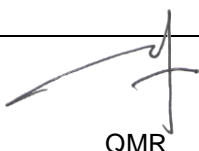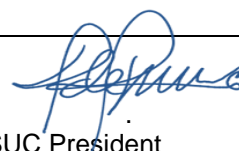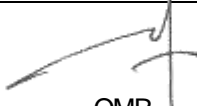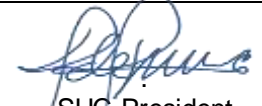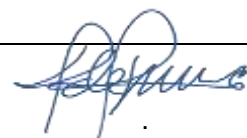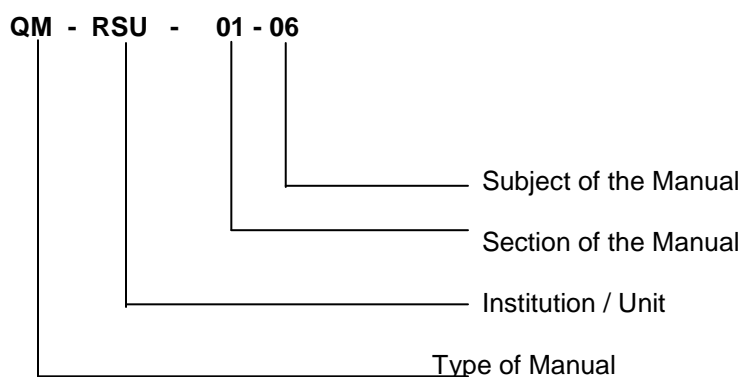| Copy Number	Office	Remarks
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An alpha-numeric coding system is being followed in the Quality Manual as shown:

QM - RSU - 01 - 06

— Subject of the Manual

— Section of the Manual

— Institution / Unit

— Type of Manual

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QMR	SUC President

This quality manual supports the aim of the university to provide quality education in the MIMAROPA Region. The academic services units shall continually find ways to improve the quality of its management system. It shall do so by conducting periodic management reviews and planning sessions based on customer feedback; result of accreditation; compliance to statutory, regulatory, and other requirements, preventive, corrective, and follow up actions and needed resources of the university.

The quality management system established by Romblon State University (RSU) as per ISO 9001:2008 requirements is applicable to all functions of the university including:

- The determination of the educational and other requirements of its clientele;
- Design and development of curriculum and syllabus;
- Promotion of curricular programs;
- Admission and registration of students*;
- Delivery of instruction, research and extension;
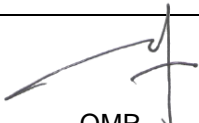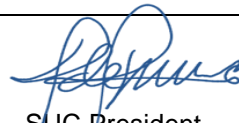- Student evaluation, assessment and graduation from the College of Agriculture, Fishery and Forestry, College of Business and Accountancy, College of Arts and Sciences, College of Education, College of Engineering and Technology, Institute of Information and Technology, Institute of Criminal Justice Education, Institute of Graduate Studies, San Andres Campus, School of Agro-Forestry in Calatrava Campus, School of Fisheries and Technology in San Agustin and Sta. Maria Campus, School of Inland Fisheries in Sta. Fe and San Jose Campus, School of Arts, Sciences and Technology in Romblon Campus, School of Agriculture and Environmental Sciences in Cajidiocan Campus and School of Industrial Technology in San Fernando Campus; and
- Accreditation of programs.

Administrative and Finance Services processes are also applicable including:

- Purchasing*
- Acceptance, Recording and Issuance of Supplies/Equipment*
- Cashiering
- Budgeting
- Accounting
- Human Resource Management

Other frontline services such as scholarship, guidance and counseling, provision of medical services, and other services in the Registrar's Office will likewise be covered. Moreover, the Production function of the University and its processes will also be included in the QMS.
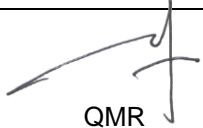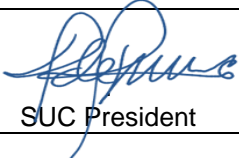
For the purpose of posting in the University Transparency Seal the processes with asterisks will be the initial processes included.

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The basis for the definition of terms is ISO 9000:2005 standard. The following acronyms shall be used in this Manual.

DC	-	Document Custodian
RSU	-	Romblon State University
SUC	-	State Universities and Colleges
AA	-	Academic Affairs
RET	-	Research Extension and Training
FAS	-	Finance and Administrative Services
ISO	-	International Organization for Standardization
MIMAROPA	-	MINDORO OCCIDENTAL and ORIENTAL, MARINDUQUE, ROMBLON and PALAWAN
NCAR	-	Nonconformity and Corrective Action Report
PM	-	Procedures Manual
QMS	-	Quality Management System
QMR	-	Quality Management Representative
WI	-	Work Instructions
FM	-	Forms Manual

Prepared by:	Approved by:
QMR	SUC President

Romblon State University (RSU) began with the founding of Odiongan Farm School (OFS) founded by John C. Early on 1915. The Odiongan Farm School was converted into Odiongan Rural High School (ORHS) offering complete Secondary Course headed by a Principal but under the supervision of Schools Division Superintendent on 1947.

On December 1, 1956, the Odiongan Rural High School was converted under RA No. 1391 into a Secondary Curriculum and was named Odiongan National Agricultural School (ONAS). ONAS remained as a regional school but the name was changed to Romblon National Agricultural School (RONAS) by virtue of General Appropriations Act of 1958.

On July 1, 1965, RONAS was converted into the Romblon National Agricultural College under Republic Act No. 4286. The name RONAC was incidentally shortened to the Romblon Agricultural College (RAC).

On May 18, 1983, the Romblon Agricultural College was converted into Romblon State College (RSC) by the late President, His Excellency Ferdinand E. Marcos through Batas Pambansa Blg. 393; and its was inaugurated on September 30, 1983, wherein it was fully operated as a State College under its own budget on 1985.

On January 12, 2001, the former Romblon College of Fisheries and Forestry (RCFF) created under Batas Pambansa Blg. 553 was fully integrated to Romblon State College-Odiongan Romblon by virtue of BOT Resolution No. 3, series of 2001, and named RSC Tablas Branch through joint resolution of the Administrative and Academic council in conformity with IGI-CSI issued under Memo Order No. 27, series of 2000.

On February 28, 2001, the former Sibuyan Polytechnic College (SPC) which was created by virtue of Batas Pambansa Blg. 614 was fully integrated to Romblon State College through BOT Resolution No. 11, series of 2001 and it was named and renamed RSC-Sibuyan Campus and RSC-Sibuyan Branch respectively.
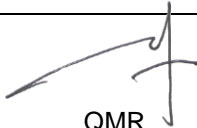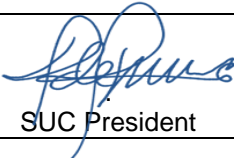
The past and present President of the Romblon State University are as follows:

Prof. Victorino L. Aguila - June 3, 1987-January 13, 1999
Dr. Ricardo A. Wagan   - February 15, 1999-October 29, 2001
Dr. Idelia Formilleza   - October 30, 2001-October 30, 2005
Dr. Jeter S. Sespene   - October 30, 2005-November 30, 2011
Dr. Arnullfo F. De Luna - April 12, 2012-present

On October 14, 2009, the Romblon State College was converted into Romblon State University (RSU) by Her Excellency, President Gloria Macapagal Arroyo through Republic Act 9721. The Romblon State University was inaugurated on November 28, 2009.

Vision Statement

Romblon State University as a premier institution of higher education in the   MIMAROPA Region for a globally competitive Province of Romblon.

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QMR	SUC President

Mission Statement

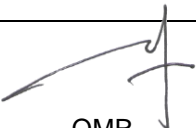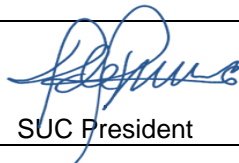The University is committed to provide advanced education, higher technological/professional instruction and training in agriculture and fishery, forestry, science and technology, education, arts and sciences, and other relevant fields of study. It shall undertake research and extension services, and provide progressive leadership in its areas of specialization.

Core Values
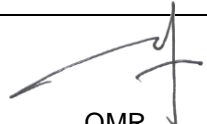
Within the context of its vision and mission, Romblon State University commits itself to the values of **SINCERITY** that upholds with dedication and commitment in the performance of responsibilities of its faculty and staff in pursuing its mission as higher learning institution; **NOBILITY in** which faculty and staff performs their responsibilities with the highest decency and dignity guided by the vision and mission of the Institution; and **INTEGRITY that** RSU maintains the highest standard of morality among its faculty and staff in the performance of their duties and responsibilities.

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The Quality Management System of RSU covers processes involving determining customer requirements, planning and managing the different activities involved to meet the requirements and expectations of its customers and conducting evaluation and improvement activities to enhance customer satisfaction. The diagram below illustrates the basic QMS processes:

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QMR	SUC President
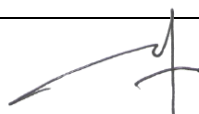
The Organizational Chart of the Romblon State University was approved per BOR Resolution No. 47 series of 2014.

ROMBLON STATE UNIVERSITY
University - Wide Organizational Chart
(Approved Per Board Resolution No. _____, Dated _____)

Prepared by:	Approved by:
QMR	SUC President

Romblon State University has established, documented, implemented and is maintaining a quality management system in accordance with the international standards (ISO 9001:2008) as a means of ensuring the products and services given to the present and future clientele is in conformity with the specified standards.

The RSU has identified the processes needed for their QMS and their application throughout the organization and have determined the sequence and interaction of these processes. The criteria and methods needed to ensure the effectiveness of both the operation and control of these processes are established through the control parameters and performance measures integrated in the procedures of the QMS.

The RSU President has provided resources and information necessary to support the control, operation and monitoring of these processes and related significant aspects. These ensure that processes within the scope of the QMS are monitored, measured and analyzed and actions necessary to achieve planned results and continual improvement of these processes are implemented.

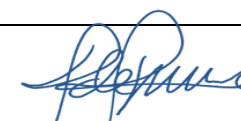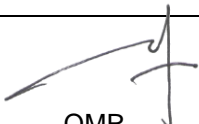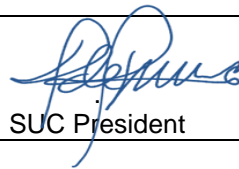Through the quality manual, procedure manual, work instructions, statutory and regulatory requirements such as but not limited to Commission on Higher Education (CHED), CHED Memorandum Orders (CMOs), all processes and their sequences of interactions are determined, including the criteria and control procedures to ensure their effectiveness.

Management review and internal quality audit are conducted to monitor and measure the effectiveness of the quality management system. Results of monitoring and measurements are analyzed so that necessary actions are implemented and the needed resources are provided for continual improvement.

The Romblon State University does not outsource any processes needed for its Management Quality System (QMS). All processes and activities are being done within and by the university.

REFERENCE:

ISO 9001:2008 Standard

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General

RSU ensures that its quality management system has a documented quality policy posted in appropriate locations, a quality manual, quality objectives/Key Result Areas (KRAs), documented procedures and records in conformity with the international standards and the organizational process.

The documentation structure follows:

Level 1 – Quality Manual, Quality Policy and Quality Objectives
Level 2 – Operations Manual
Level 3 – Work instructions, standards, applicable statutory and regulatory requirements, policies, supporting reference, documents and records,
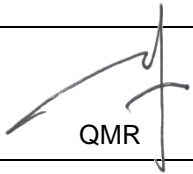
The hierarchy of the QMS documentation is shown below:
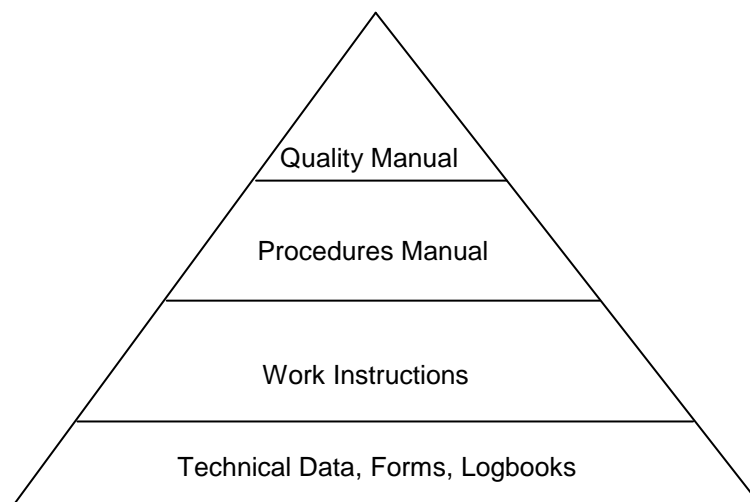
Required documents and records are maintained as evidence of implementation. The QMR is responsible for the implementation of this policy.

Quality Manual

RSU developed a quality manual that describes the scope of the quality management system of the university, describe the contents of the processes, their interactions and references of the documented procedures and the quality manual does not consists any exclusion.

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Control of Documents

Documentation of RSU QMS ensures that internally-generated and documents of external origin (in both hard copy and electronic form) needed for the effective implementations of its QMS are controlled. The documented procedure for control of documents is presented in PM-RSU-00-00 and is maintained by the Document Custodian to ensure that:

- Documents are reviewed and approved for adequacy prior to issue.

- Revisions resulting from reviews and updating are authorized by the same positions that performed the original review and approval**.** Letters in italics indicate changes to documents.

- The relevant versions of applicable documents are available in areas where these are needed.

- Documents are legible and readily identifiable. A coding system is utilized for this purpose.

- Documents of external origin are identified and their distribution controlled. A Master List of Externally Sourced Documents is maintained.

- A Master List of Controlled Documents is maintained by DC to prevent the use of obsolete documents. The list includes documents needed for knowledge-preservation and legal purposes. Such documents are properly marked.
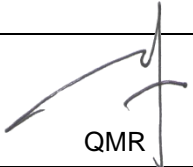
Control of Records

Documentation of the RSU QMS keeps and maintains records to provide evidence of conformance to ISO 9001:2008 requirements and implementation of the QMS. All records are identified, stored, protected, retrieved, retained for specific periods and disposed of following the documented procedure as presented in PM-RSU-02-01. The Document Custodian ensures that records remain legible, readily identifiable and retrievable.

A Master List of Quality Records is maintained to ensure control. Maintenance and storage of confidential records are the responsibility of the concerned division heads.

REFERENCES:

PM-RSU-02-01 Control of Documents
PM-RSU-02-02 Control of Records
Master List of Controlled Documents
Master List of Quality Records
Master List of Externally-Sourced Documents
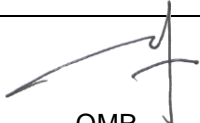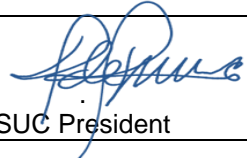
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QMR	SUC President

Top Management is committed to the development and implementation of the Quality Management System and to the continual improvement of its effectiveness. This commitment is shown by the following:

- Understanding by all employees the importance of meeting student/customer as well as relevant statutory and regulatory requirements;
- The establishment of quality policy;
- The establishment of documented mission statement and quality objectives at relevant functions in the organization;
- The periodic conduct of management reviews according to PM-RSU-03-01 and the Minutes of the Management Review; and
- Ensuring the availability of resources when required.

REFERENCES:

PM-RSU-03-01 Management Review
Quality Policy
Quality Objectives
Minutes of Management Review
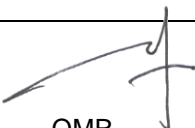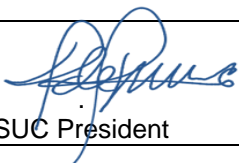
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Top management of the University ensures that customer satisfaction is systematically monitored as a measure of performance in determining and meeting the customer requirements through documented curriculum with well-defined learning outcomes and admission requirements.

Top Management also ensures that the current and future requirements of customers are determined and understood through the conduct of survey according to PM-RSU-05-01. Customer satisfaction or dissatisfaction feedback is gathered through the Customer Feedback Mechanism. Customer complaints are monitored, analyzed according to PM-RSU/IQA-06-02 and appropriate course/s of action are determined and implemented when necessary.

REFERENCES:

PM-RSU-05-01 Handling Customer Feedback
PM-RSU/IQA-06-02 Customer Satisfaction Measurement

Prepared by:	Approved by:
QMR	SUC President

In pursuit of its commitment of providing customer satisfaction, Top Management has established a Quality Policy that reflects the values of employees of the ROMBLON STATE UNIVERSITY (RSU). The Quality Policy is stated as follows:
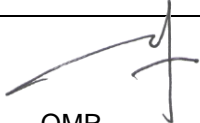
"*We are committed to provide relevant services to students and other stakeholders in both the government and private sectors with the highest standards of quality and value within our capabilities and resources according to the needs of the clientele and all applicable regulatory and statutory requirements to continually improve the effectiveness of the QMS at all times for client satisfaction.*"

To ensure that the Quality Policy is understood, implemented and maintained in all levels of the organization, the approved policy is posted at strategic locations. This is communicated and promoted among employees through training, meetings and other means deemed appropriate to the company.

The Management Representative ensures that the Quality Policy is reviewed during Management Review meetings to determine its suitability to the needs of the customer and the organization. The revision process will be in accordance with the established document control procedure.

REFERENCES:
PM-RSU-03-01 Management Review
Minutes of Meeting

Prepared by:	Approved by:
QMR	SUC President

Quality Objectives

RSU ensures that quality objectives are established at relevant functions and levels within the organization for the effective implementation of quality policy to satisfy customer requirements for products and services and for the continual improvement on the effectiveness of the quality management system and performance. The quality objectives are specific, measurable, attainable, relevant and time-bound and it shall be reviewed and updated yearly to be consistent with the quality policy.

Quality Management System Planning
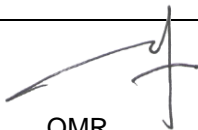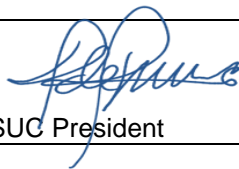
Top management of RSU carries out the quality management system planning as well as quality objectives and maintaining the integrity of the quality management system when changes to the quality management system are planned and implemented. This is done through operational and financial plans, project proposals, documented procedures, and work instructions.

The SUC President ensures that quality objectives are documented at relevant functions and levels within the organization to ensure that quality requirements of its products are satisfied and higher level of performance are attained. These objectives and targets are measurable, where practicable, and consistent with the quality policy.

To ensure the monitoring of the attainment of the functional objectives, semestral reports submitted to the SUC President are required and for discussions during management review. Objectives and targets that are not achieved as planned shall be addressed with corrective actions.

REFERENCES:
Corporate Objectives
Functional Objectives
IPCR
OPCR
Minutes of Meeting
Minutes of Management Review

Prepared by:	Approved by:
QMR	SUC President

Roles, Responsibility and Authority

Top management of RSU ensures that interrelation of all offices and personnel who manage work affecting over-all quality is identified in the Organizational Chart shown in QM-RSU-03-03 of this manual. Top management ensures that roles, responsibilities and authorities are documented and communicated within the organization through issuances of Office Orders, memorandums and during meetings in order to implement and maintain effective and efficient quality management system. The responsibilities and authorities of all employees throughout the organization are documented in the Actual Duties and Responsibilities received by the employees and communicated throughout the organization. These are communicated to all employees during their orientation or their assignment to new positions and/or whenever there are changes to the position descriptions to enable them to contribute to the achievement of the quality objectives and to establish their involvement, motivation and commitment.

The SUC President appointed the Vice President for Academic Affairs as the Quality Management Representative.
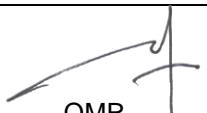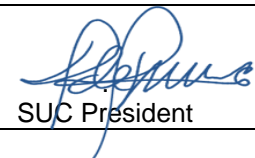
The responsibilities and authorities of the key personnel in the implementation and maintenance of the quality management system are described below:

SUC President

- Responsible for the formulation of organizational plans and methods for the internal operations of the University.
- Exercises general supervision and control over the Academic, Research, Extension and Production programs of the University.
- Initiates the formulation, adoption and implementation of internal organizational policies, rules, regulations, and other mechanisms to effectively carry out the objectives and functions of the institution.
- Supervises the monitoring and coordination of programs and projects of the main campus and other campuses of the University.
- Chairs the ISO management review meetings; and
- Provides the necessary resources for the effective implementation and maintenance of the quality management system.

Quality Management Representative

- Ensures that the quality management system is established, implemented and maintained in accordance with ISO 9001:2008 standard;
- Responsible for reporting and updating the top management on the performance of the quality management system for review, including recommendations for improvements;
- Ensures the promotion of awareness of customer requirements throughout the organization; and
- Acts as liaison with external parties on matters relating to quality management systems.

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Document Custodian

- Maintains and controls QMS documents, including the revision, formal issuance, distribution and withdrawal.
- Prepares Master Lists of Controlled Documents, Externally-Sourced Documents and Quality Records.
- Serves as secretariat during Management Review and QMS related meetings.

Human Resource Management Officer

- Responsible for recruitment, selection and placement of qualified personnel.
- Ensures the continuous supply of competent people to man the processes within the scope of the QMS.
- Ensures the effectiveness of the human resource interventions conducted for all personnel within the scope of the QMS.
- Ensures that relevant documents and records of employees are updated and filed;
- Responsible for the promotion of QMS in the University.
- Identifies training needs of the University's employees in relation to their roles in the effective implementation and maintenance of the QMS.
- Ensures that critical personnel and members are appropriately trained and competent to perform assigned task.

Supply and Property Officer
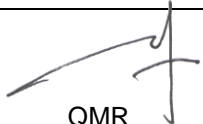
- Ensures that all purchases conform to the specified requirements and are acquired at the right time from the right source to the best advantage of the University.
- Ensures that suppliers are competent to provide quality products & services.

Budget Officer

- Prepares the annual budget of the University.
- Examines and processes vouchers and other fiscal papers for accuracy and conformance to budgeting, accounting and auditing regulations.
- Analyzes and classifies expenses for effective record of disbursements.
- Signs certificate of funds availability for Obligation Slips (OS), Statement of Allotments, Obligations and Balances (SAOB), Purchase Orders (POs), Memorandum of Agreement (MOA), and other contracts.
- Prepares report of physical operations and expenditures of the University.
- Performs other assigned tasks.

Cashier

- Prepares the (a) report of collection, (b) report of disbursement, and (c) payroll.
- Issues official receipts for cash or check collection.

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QMR	SUC President

- Reviews vouchers for check payments, payrolls, and other payment to employees and suppliers of the RSU.
- Makes deposits and withdraws cash for salary and wage.
- Prepares statements of accountability and statements of accountable forms.
- Performs other related duties for the general welfare of the unit to improve procedures and internal control flow.

Head Internal Audit Group
- Prepares annual audit program.
- Ensures timely preparation of audit plan and audit checklist.
- Implements the QMS internal audit based on the approved audit program.

Communication

RSU has established appropriate and adequate communication processes such as but not limited to regular meetings with different departments/units/campuses in the organization, awareness, trainings/seminars, memoranda, e-mails, inter-office memos, circulars, information boards, etc. to ensure the effectiveness of the quality management system.
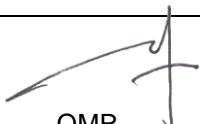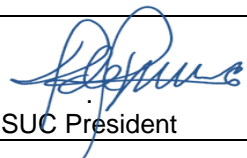
Pertinent information related to the effective implementation of the QMS are relayed to all employees through posting at strategic places.

Internal communication to all levels and functions of the University shall include but not limited to the following:

- Quality Policy;
- Quality objectives;
- Procedures relevant to their duties and responsibilities; and
- Results of monitoring, measurement, and analysis needed to ensure effective implementation.

REFERENCES:
Manual of Actual Duties and Responsibilities
Office Orders
Memoranda
Incoming/Outgoing Correspondences
Minutes of Meeting
Minutes of Management Review

Prepared by:	Approved by:
QMR	SUC President

General

Top Management, together with the Quality Management Representative, concerned Deans and Directors, review the effectiveness of the QMS at least once a year to ensure that it is adequate, effective and still suitable to meet changing requirements. The review involves identifying opportunities for improvement and possible need for changes, including the quality policy and objectives.

Review Input

The agenda for the review includes results of audits; customer feedback; process performance and product conformity; status of corrective and preventive action; follow-up actions from previous management reviews; changes that could affect the QMS; and recommendations for improvement.
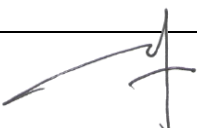
Review Output

Outputs of the management review include decisions and actions leading to improvement of the effectiveness of the QMS and its processes; improvement of product related to student/customer requirements; and identified resource needs.

Records from management reviews are maintained to provide for traceability and to facilitate evaluation of the management review process itself, to ensure its continued effectiveness and added value to the organization.

REFERENCES:

PM-RSU-03-01 Management Review

Prepared by:	Approved by:
QMR	SUC President

Top management ensures that the resources essential to the implementation of strategies and the achievement of the organization's objectives are identified and that the same are made available.

Decisions on the allocation of resources for operation and improvement of the QMS, enhancement of employees' competence through training, education and human resource intervention, the satisfaction of customers and other interested parties and planning for future resource needs are made during planning sessions. These resources may include people, infrastructure, work environment, information, suppliers and partners, and financial resources.

Plans are reviewed regularly to ensure the efficiency and the effectiveness of resource allocation.

REFERENCES:

Minutes of Planning Sessions
Minutes of Staff Meetings
Staff Development Plans and Programs

Prepared by:	Approved by:
QMR	SUC President

	Republic of the Philippines **ROMBLON STATE UNIVERSITY**	DOCUMENT CODE	**QM-RSU-06-02**
	QUALITY MANUAL	REVISION NUMBER	**0**
		PAGE NUMBER	**1 OF 1**
SECTION	**RESOURCE MANAGEMENT**	EFFECTIVITY DATE	**1 January 2018**
SUBJECT	**HUMAN RESOURCES**		

The SUC President ensures that personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience and are hired based on the necessary qualifications stated in the statutory and regulatory requirements from the Civil Service Commission (CSC).

To assess, enhance and develop further their competence in providing quality products to the customers, the Human Resource Development Officer conducts an annual training needs analysis based on competencies defined for each function. The Staff Development Plans and Program is prepared based on the identified training needs.

In addition to the provision of training, other actions and interventions are undertaken to address identified gaps in competence. Training and/or other actions taken are designed to ensure that all employees are aware of the relevance and importance of their activities and their contribution to the attainment of the quality objectives.

After each training or completion of other actions taken, the Human Resource Development Officer conducts evaluation of its effectiveness in improving competence of employees.
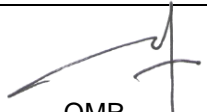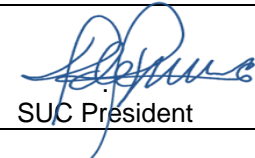
During the implementation of the QMS, all employees shall be appropriately provided with training and/or orientation to make them aware of the following:

- The importance of conformity with the quality policy and procedures and with the requirements of the quality management system; and
- Their roles and responsibilities in achieving conformity with the requirements of the quality management system; and

Records of education, training, skills and experience of employees are included in the 201 file.

REFERENCES:

Staff Development Plans and Programs
201 File

Prepared by:	Approved by:
QMR	SUC President
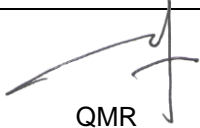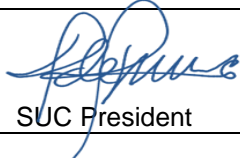
Management defines the infrastructure necessary for the realization of products while considering the needs and expectations of interested parties.

RSU determines, provides and maintains the infrastructure needed to achieve conformity to product requirements through its preventive maintenance plans and checklists for buildings, working spaces, classrooms, laboratories, workshops, libraries, green areas, water, electricity, lavatories, health services, farm equipment, equipment used for teaching-learning process, transport, internet services, telecommunication and other associated utilities.

REFERENCES:

PM-RSU-04-01 Corrective Maintenance
PM-RSU-04-02 Preventive Maintenance
Preventive Maintenance Plan

Prepared by:	Approved by:
QMR	SUC President
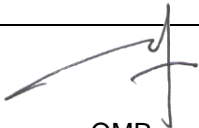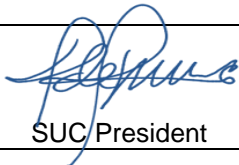
The RSU Management ensures that the work environment has a positive influence on motivation, satisfaction and performance of people in order to enhance the performance of the organization to ensure the achievement of conformity to product requirements.

RSU defines and manages the work environment through instructions for safety rules and guidance, the use of personal protective equipment, preventive maintenance plans and checklists in relation to lighting, hygiene, sanitation, environmental conditions for learning such as temperature, humidity, noise, pollution, ventilation and ergonomics to achieve conformity to product requirements.

The RSU Management supports the implementation of 5S program to provide employees opportunities for greater involvement thus, realizing the potential of people in the organization.

REFERENCES:

5S Program

Prepared by: QMR	Approved by: SUC President

	Republic of the Philippines	DOCUMENT CODE	QM-RSU-07-01
	ROMBLON STATE UNIVERSITY	REVISION NUMBER	0
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		EFFECTIVITY DATE	1 January 2018
SECTION	**PRODUCT REALIZATION**		
SUBJECT	**PLANNING OF PRODUCT REALIZATION**		

Planning of Product Realization for QMS

The Office of the VPAA of the ROMBLON STATE UNIVERSITY had planned and developed initial processes such as PM-RSU-05-01 and PM-RSU/AA-05-01 needed for product realization that are consistent with the requirements of the other processes of the QMS.

During the planning for product realization, the quality objectives and requirements for the product are determined and are integrated in the respective documented procedures. Processes are established, appropriate documents are determined and resources specific to the product are provided.
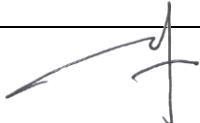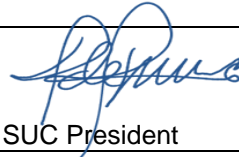
The required monitoring activities specific to the product and the criteria for product acceptance are also considered. Likewise, records that provide evidence that the realization processes and resulting product meet requirements are established and maintained.

The Office of the VPAFS had likewise planned and developed processes for administration like the PM-RSU/AFS-05-01 and PM-RSU/AFS-05-02 that are also consistent with the requirements for QMS.

More processes will be planned and included in the QMS by the Offices of the VPAA, VPAFS, VPRET, IGP and other Delivery Units as the QMS of the Romblon State University continue to evolve.

REFERENCES:

PM-RSU-05-01 Handling Customer Feedback
PM-RSU/AA-05-01 Admission and Registration of Students
PM-RSU/AFS-05-01 Purchasing
PM-RSU/AFS-05-02 Acceptance, Recording and Issuance of Supplies/Equipment

Prepared by:	Approved by:
QMR	SUC President

Determination of Requirements Related to the Product

For customer related process, the RSU determines the requirement specified by the customer, product requirements necessary for intended implementation, delivery and post-delivery of activities, applicable statutory and regulatory requirements, and additional requirements considered necessary by the organization.

Review of Requirements Related to the Product

RSU reviews the requirements related to the product or service given to customer prior to the implementation and commitment of the organization to supply the product or service to customer to ensure that service requirements are defined, different and conflicting requirements are resolved, and defined requirements can be met by the organization.

Records of the results of the review and corresponding actions shall be maintained. The customer requirements shall be confirmed by the organization before acceptance especially when the customer provides no documented statement of requirement. Amend documents to reflect any change in service requirements. Update information on service or product including status of customer feedback and complaints shall be communicated to concerned personnel and to the customer.
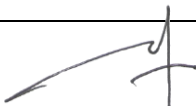
Customer Communication

RSU determines and implement effective arrangements for communicating with customers in relation to product information; enquiries, contacts or order handling, including amendments; and customer feedback, and complaints through phone, verbal or official written communication, meetings, newsletters, announcements and others.

Records of customer requirements and reviews are maintained.

REFERENCES:

PM-RSU-05-01 Handling Customer Feedback
PM-RSU/AA-05-01 Admission and Registration of Students
PM-RSU/AFS-05-01 Purchasing
PM-RSU/AFS-05-02 Acceptance, Recording and Issuance of Supplies/Equipment

Prepared by:	Approved by:
QMR	SUC President

Design and Development Planning

The SUC Management ensures that the services of the ROMBLON STATE UNIVERSITY has defined, implemented and maintained necessary design and developmental processes to respond effectively and efficiently to the needs and expectations of its customers and other interested parties.

Design and Development Inputs

Inputs to design and development include customer needs and expectations.

Design and Development Output

The design output is documented in order to be verified and validated against input requirements. A review before release is necessary to ensure that the design output meets the design input requirements, contain or make reference to acceptance criteria and to identify those characteristics of the design that are crucial to the effective implementation of the design requirements of the customers.

Design and Development Review

At appropriate stages, systematic reviews are conducted to determine that design and development objectives are achieved. Records of the review of any changes and any action taken are maintained.

Design and Development Verification

At suitable stages, design verification is also conducted to ensure that the design output meets the design input requirements. Records of verification are maintained.

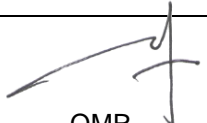**Design and Development Validation**

The designed service is further validated by the RSU Management. Feedbacks from top management are evaluated to determine if the design conforms to the requirement of the customers. Records of the results of validation and any necessary actions are maintained.

Control of Design and Development Changes

Design and development changes are identified and records are maintained. The changes are reviewed, verified and validated, as appropriate and approved by the SUC President before implementation. Records of the results of the review of changes and any necessary actions are maintained.

REFERENCES:

PM-RSU-03-02 Planning and Monitoring

Prepared by:	Approved by:
QMR	SUC President

![logo]	**Republic of the Philippines** **ROMBLON STATE UNIVERSITY**	DOCUMENT CODE	QM-RSU-07-04
	QUALITY MANUAL	REVISION NUMBER	**0**
		PAGE NUMBER	**1 OF 1**
SECTION	**PRODUCT REALIZATION**	EFFECTIVITY DATE	**1 January 2018**
SUBJECT	**PURCHASING**		

Purchasing Process

RSU ensures that all purchased products and services to be purchased are described on the purchase requisitions, performance or delivery contracts and purchase/sales orders, in conformity with the requirements of the Procurement Act or RA 9184 and as per approved purchase requisition and purchase order.

Supplier selection procedures as described in RA 9184 shall be followed. Criteria for selection, evaluation and re-evaluation of suppliers are established and the records of results of evaluation are properly maintained. The adequacy of purchased requirements is ensured by the Supply Office prior to communication with the suppliers.

Purchasing Information

RSU ensures that all products and services to be acquired are described on the purchase requisitions, performance or delivery contracts and purchase/sales orders. Prior to communication with the suppliers, the adequacy of purchase requirements is ensured by the Procurement Office.

Whenever purchase requests are made, complete specification and description of items are indicated to ensure that only the required items are purchased. No purchases are made without the approval of the SUC President or his Authorized Representative. Personnel implementing the purchase are competent based on their education, training and experience.
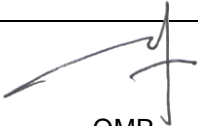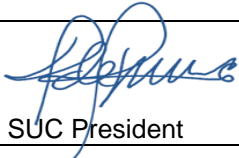
Verification of Purchased Products

RSU has established and implemented inspection activities to ensure that product purchased are in accordance to the requirements specified in the purchase request/order.

REFERENCES:

PM-RSU/AFS-05-01 Purchasing
PM-RSU/AFS-05-02 Acceptance, Recording and Issuance of Supplies/Equipment
List of Qualified Suppliers

Prepared by:	Approved by:
QMR	SUC President

Control of Service Provision

The ROMBLON STATE UNIVERSITY processes are planned and controlled to ensure that customer's requirements are met. Standards for the preliminary/initial evaluation of proposals are established. At various phases of the implementation, monitoring is conducted by concerned RSU personnel to determine if in accordance with the set guidelines/policies.

Only qualified personnel are assigned to carry out activities following the service realization processes/procedures as part of the quality management system.

Personal computers, typewriters or other equipment used in the delivery of RSU services are maintained according to the Preventive Maintenance Plan.

Other activities being done by the support services such as purchasing, human resource management and release of funds are also planned and controlled to ensure customer satisfaction. The Administrative and Finance Services Unit is responsible for these activities.

Customers are requested to evaluate the quality of services rendered by the RSU annually through the conduct of Customer Satisfaction Measurement.

Validation of Processes for Production and Service Provision

RSU validates processes for production and service provision to check whether the processes have achieved planned results.

In case educational service cannot be carried out such as administration of enrolment and assessment, record management and educational programs, the organization established defined criteria for review and approval of the processes, equipment and qualification of personnel and specific methods and procedures.
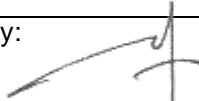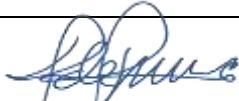
Identification and Traceability

RSU ensures that products and services provided to students and other stakeholders are identified and traceable as per issuance of material/supply/property identification, receipts, student identification, courses, schedules, academic units, laboratory equipment, and research contracts as applicable.

Provision of services is uniquely identified using Reference Number. The assigned Reference/Project No. can be traced from the time the customer inquiry is received up to the time the product is released. The Reference No. is indicated in all records.

Customer Property

RSU protects, identifies, verifies and safeguard customer property under its control. In case customer property is lost, damage or found unsuitable for use, the customer is informed and records are maintained.

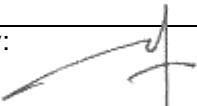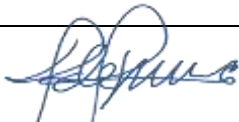| Prepared by:	Approved by:
QMR	SUC President

Customer properties are as follows but not limited to certificates, diplomas, Transcript of Records, personal ID, birth certificate, intellectual property agreements, medical examinations, students' certificates, examinations, tests or paperworks, final works, prototypes developed, applications, and records of registration.

Preservation of Products

RSU preserves the product during internal processing and delivery to maintain conformity to requirements. The university ensures the proper identification, handling, packaging, storage, and protection of products apply to academic documents such as syllabus, curricula, printed or electronic materials, chemicals and raw materials for laboratories, video tapes, compact disks, books, computer programs and equipment, office supplies and other materials, other supplies and equipment.

REFERENCES:

PM-RSU-05-01 Handling Customer Feedback
PM-RSU/AA-05-01 Admission and Registration of Students
PM-RSU/AFS-05-01 Purchasing
PM-RSU/AFS-05-02 Acceptance, Recording and Issuance of Supplies/Equipment
Approved MOA, Release of Funds

Prepared by:	Approved by:
QMR	SUC President

Top management ensures the effective and efficient measurement, collection and validation of data to determine the conformance of RSU to QMS as well as the customers' level of satisfaction. The validity and purpose of measurements and the intended use of data are reviewed to ensure that these processes add value to the organization.
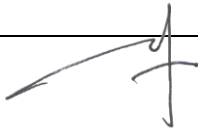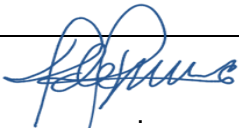
Performance of the organization's processes include measurement and evaluation of its products, capability of its processes, achievement of objectives, targets and programs, compliance to applicable legal and other requirements and satisfaction of customer both internal and external.

Data derived from the monitoring of RSU performance provide information and serves as guide in its continual improvement activities. Results of the analysis of data from improvement activities is considered as one input to management review in order to provide information for improving the performance of the organization.

Applicable methods including statistical techniques and the extent of their use are included.

REFERENCES:

Minutes of Management Review
Minutes of Meeting

Prepared by:	Approved by:
QMR	SUC President

Top management ensures the use of effective and efficient methods in order to identify areas for improvement of the quality management system. These methods include internal audits, customer satisfaction survey, and self-assessment.

Customer Satisfaction

In order to measure the performance of the QMS, the RSU monitors its customers' level of satisfaction through the conduct of Customer Satisfaction Survey conducted in the whole University. Results of these surveys are analysed for continual improvement of processes. The management is responsible for ensuring that appropriate action is implemented and that results of survey and actions taken are deployed effectively to concerned units/employees in the organization.

Internal Audit

The Internal Audit Group is responsible in planning and implementing internal audits in order to verify whether the quality management system conforms to the planned arrangements, to the requirements of ISO 9001:2008 and to the quality management system requirements established by the organization and whether the QMS is effectively implemented and maintained.

An audit program is planned and conducted at least two times a year, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The Audit Plan defines the audit criteria, scope, frequency and methods of audit. Auditors are selected based on competence and shall not audit their own work. Objectivity and impartiality of the audit process is ensured in the selection of auditors and conduct of audits.
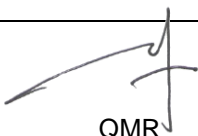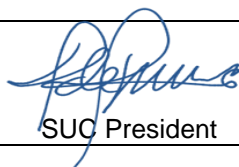
The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in PM-IQA-06-01 Internal Audit.

The Division/Section/Unit Heads responsible for the area being audited ensure that improvement actions are taken without undue delay in response to internal audit results.

Follow-up activities include the verification of the actions taken and the reporting of the verification results. Internal audit reports include evidence of excellent performance in order to provide opportunities for recognition by management and motivation of people.

Monitoring and Measurement of Processes

Suitable methods for monitoring and, where applicable, measurement of the quality management system processes are applied to demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, appropriate correction and corrective action are taken to ensure conformity of the product.

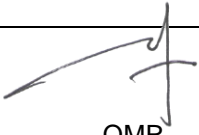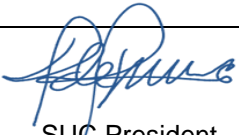| Prepared by:	Approved by:
QMR	SUC President

Monitoring and Measurement of Product

RSU monitors and measures the product/service to ensure that product and service requirements are met. Results of these evaluations are documented to demonstrate that the educational products maintained and achieved the planned objectives.

To verify that product requirements have been met, the organization ensures that monitoring and measurement are carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorizing the release of product. Only products which have been satisfactorily completed through the planned arrangements are released to the customer.

REFERENCES:

PM-RSU/IQA-06-02   Customer Satisfaction Measurement
PM-RSU/IQA-06-01   Internal Audit

Prepared by:	Approved by:
QMR	SUC President

RSU empowers the employees with the authority and responsibility to report nonconformities at any stage of a process in order to ensure timely detection and disposition of nonconformities. Authority for response to nonconformities and actions to be taken are defined in the documented procedures to maintain achievement of process and product requirements.
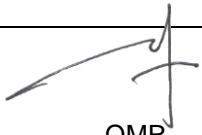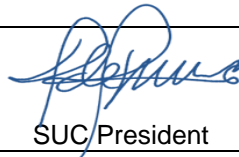
The Quality Management Representative ensures that appropriate action be taken to preclude the original intended use or application of any nonconforming product.

Review of nonconformities is conducted regularly to determine if any trends or patterns of occurrence require attention.

Records of the nature of nonconformities and any subsequent actions taken, including results of reviews, are maintained.

REFERENCES:

PM-RSU-06-01 Control of Nonconforming Products

Prepared by:	Approved by:
QMR	SUC President

The RSU determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate compliance where continual improvement of the effectiveness of the quality management system can be made. Data generated as a result of monitoring and measurement and from other relevant sources are included.
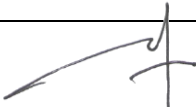
Analysis of data helps to determine the root cause of existing or potential problems, and guides decisions on the corrective and preventive actions needed for improvement.

The results of the organizations performance is deployed in all levels of the organization through suitable channels.

Results of analysis of data are used to determine trends, customer satisfaction, effectiveness and efficiency of processes, supplier contribution, success of the organization's performance improvement, objectives, targets and programs, and benchmarking of its performance including opportunities for preventive action.

REFERENCES:

Minutes of Meetings
Minutes of Management Review
Analysis of Data File/Report

Prepared by:		Approved by:	
	QMR		SUC President

Continual Improvement

The RSU ensures that data generated from the monitoring and measurements of processes are analyzed regularly to determine areas that need to be continually improved to ensure effective implementation of QMS. This information is taken from the regular reviews of the quality policy, objectives, audit results, corrective and preventive actions, results of management reviews and analysis of customer feedback. The concerned Deans/Directors/Unit Heads are responsible for ensuring that continual improvement activities are carried out.

Corrective Action

The Quality Management Representative ensures that corrective actions are undertaken to eliminate the cause of nonconformities to prevent their recurrence and that these actions are appropriate to the magnitude of the problems encountered.

Documented procedures are established to define requirements for corrective action and for handling customer complaints.

Corrective actions are initiated whenever there are complaints from customers; audit findings; performance standards, objectives and targets are not met within the defined time frame;   and nonconforming products, both internal and external to the organization, occur.

Causes of nonconformities are determined and then evaluated to ascertain whether corrective actions are needed. The actions taken are followed up and reviewed to determine effectiveness. Records of results of action taken are maintained.
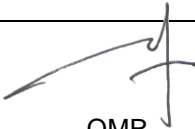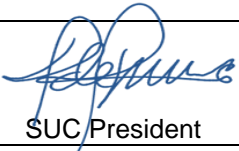
Preventive Action

On a regular basis, Deans/Directors/Unit Heads evaluate processes and quality products/service delivery to determine potential problem areas. Preventive actions should be appropriate to the magnitude of the potential problem.

The documented procedure has defined requirements for the determination of potential nonconformities and their causes, preparation and implementation of preventive actions where needed, and review of actions taken. The QMR maintains records of actions taken and is presented during management review meetings.

REFERENCES:

PM-RSU-06-02 Corrective Action
PM-RSU-06-03 Preventive Action

Prepared by: QMR	Approved by: SUC President