

PROCEDURES MANUAL

STATE UNILL	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-01-01
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Mongan, Rombion	PROCEDURES MANUAL	PAGE NUMBER	1 OF 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
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Mongan, Rombien	PROCEDURES MANUAL	PAGE NUMBER	1 OF 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
SUBJECT	OBJECTIVES OF THE PROC	CEDURES N	IANUAL

The objectives of the Procedures Manual are:

- To define the services and internal functions in accordance with the scope and purpose of the Quality Management System of the Romblon State University;
- To standardize procedures, outline the flow of processes in each of the services offered as well as for internal functions, and ensure quality products and services;
- To define the responsibilities of the process owners and the other persons responsible for each process;
- To serve as guidelines for all employees to be strictly adhered to and complied with.

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SUBJECT	AUTHORIZATION FOR IM	PLEMENTA	TION/
	UPDATING RESPO	NSIBILITY	

Implementation of the contents of the manual shall be authorized and approved by the SUC President and the Quality Management Representative effective on the date specified in the manual.

Updating of the manual is the responsibility of the QMR, Document Custodian and concerned process owners following the Control of Documents procedure as defined in PM-RSU -02-01.

Their specimen signatures appear below:

ARNULFO F. DE LUNA SUC President II

> ELVIN F. GAAC nagement Representativ

Quality Management Representative, and Vice President for Academic Affairs

MARIFE GARCIA
Document Custodian, and
Admissions Coordinator

Prepared by:

Document Custodian

Approved by:

QMR

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diongan, Rombide	PROCEDURES MANUAL	PAGE NUMBER	1 OF 2
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
SUBJECT	DISTRIBUTION OF THE PRO	CEDURES I	MANUAL

The Procedures Manual shall be distributed 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
20	Office of Sports, Physical Education and Recreation	Whole manual
21	Director, Office of Social and Cultural Affairs	Whole manual
22	Director, Office of Physical Planning, Auxiliary and Plant Services	Whole manual
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

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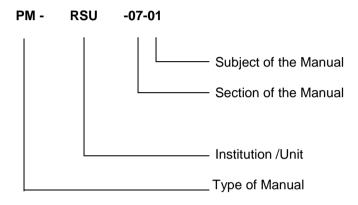
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30	Dean, College of Education	Whole manual
31	Dean, College of Engineering and Technology	Whole manual
32	Director, Institute of Information Technology	Whole manual
33	Director, Institute of Criminal Justice Education	Whole manual
34	Director, Science High School	Whole manual
35	Campus Director, RSU San Andres Campus	Whole manual
36	Campus Director, School of Agro- Forestry,	Whole manual
	Calatrava Campus	
37	Campus Director, School of Fisheries and	Whole manual
	Technology, San Agustin Campus	
38	Campus Director, School Fisheries and	Whole manual
	Technology, Sta. Maria Campus	
39	Campus Director, School of Inland Fisheries, Sta.	Whole manual
	Fe & San Jose Campuses	
40	School of Arts, Sciences and Technology,	Whole manual
	Romblon Campus	
41	Campus Director, School of Agriculture &	Whole manual
	Environmental Sciences, Cajidiocan Campus	
42	Campus Director, School of Industrial	Whole manual
	Technology, San Fernando Campus	
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
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Document Custodian	QMR

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SUBJECT	CODING		

An alpha-numeric coding system is being followed in the Procedures Manual as shown:



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STATE UNIVERSITY	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-02-01
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SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF DOCUMENTS		

To ensure that all documents in RSU's Quality Management System are approved for adequacy prior to use, reviewed and updated, changed with the current revision status identified, available at points of use, legible and readily identifiable, identified as to external origin, controlled as to distribution, and prevented from unintended use if already obsolete.

2.0 Scope

This procedure covers all activities of RSU related to the control of internal and external documents.

3.0 Definition of Terms

Controlled Documents	-	refer to documents for which there are specified requirements on initiation/ review/ approval/ registration/ issuance/ revision/ obsolescence and withdrawal.
DC	-	refers to Document Custodian.
Document Change Request Form	-	refers to form used to create or change a document.
Issue/Withdrawal Form	-	refers to form used to issue and withdraw controlled document.
Effectivity Date	-	refers to the date when a revision is made effective and is indicated on a per page per document basis.
External Documents	-	refer to documents generated outside of the RSU
Internal Documents	-	refer to documents generated by RSU
Electronic Data	-	refer to the documents in soft copy
Master List	-	refers to list which identifies the Quality Management System documents indicating current revision status and effectivity date.
Revision No.	-	refers to the frequency of revisions on a document as reflected on a per page per

document basis.

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STATE UNIVERSITY	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-02-01
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SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF DO	CUMENTS	

4.0 Records

DC F1 Document Change Request File DC F2 Issue/Withdrawal File Original Copy of Obsolete Documents

5.0 References

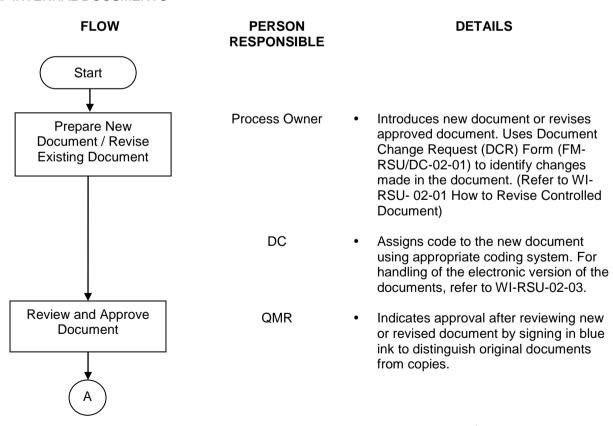
WI-RSU-02-01 How to Revise Controlled Document WI-RSU-02-02 Withdrawal of Obsolete Documents WI-RSU-02-03 Handling Electronic Data Master List of Controlled Documents Master List of External Documents ISO 9001:2008 Standard

6.0 Procedure

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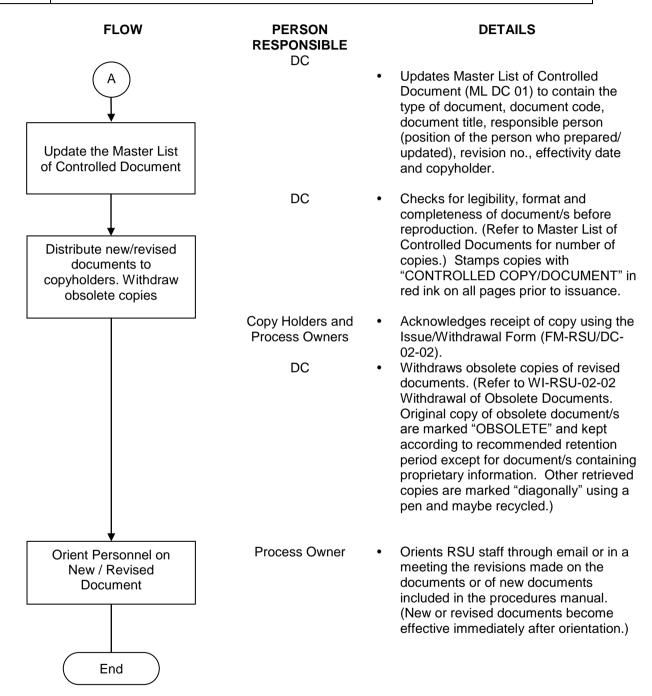
A. INTERNAL DOCUMENTS



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QMR

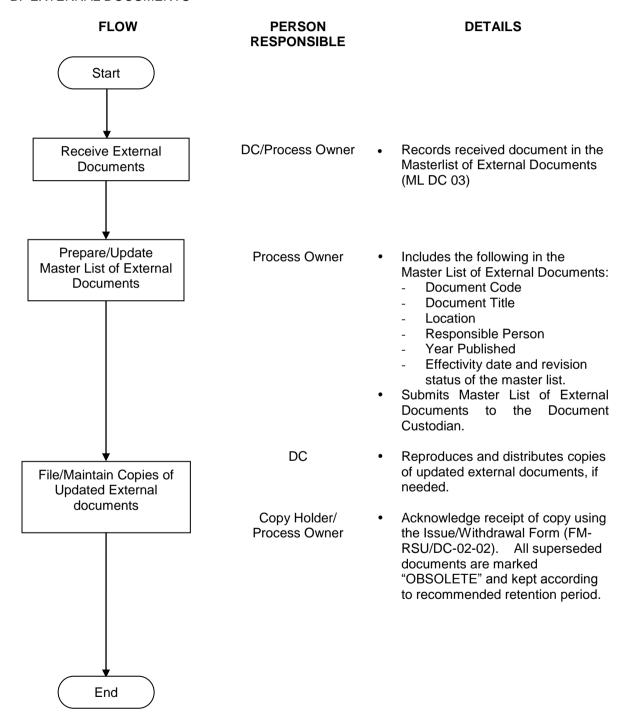




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B. EXTERNAL DOCUMENTS



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SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF RI	ECORDS	

To ensure that all records are properly identified, stored, protected, easily retrievable and disposed whenever necessary.

2.0 Scope:

This procedure covers all the activities on the control of QMS records from identification to disposal.

3.0 Definition of Terms:

Masterlist of Quality Records - refers to the details of all quality records of Romblon State University

Records – refers to documents that arise from the delivery of services of RSU or those that stem from activities which may include but not limited to logbook, filled-up forms, minutes of the meetings and communications (incoming and outgoing).

4.0 Records

Original Copy of Obsolete Documents List of Obsolete Records Turned-over to CRO FM-RSU/DC-02-02 Issue/Withdrawal File

5.0 Reference

- WI-RSU-02-02 Withdrawal of Obsolete Documents
- Pambansang Sinupan (Record Management and Archives Office) General Circular No. 1 dated 15 October 2003
- Master List of Quality Records
- ISO 9001:2008 Standard

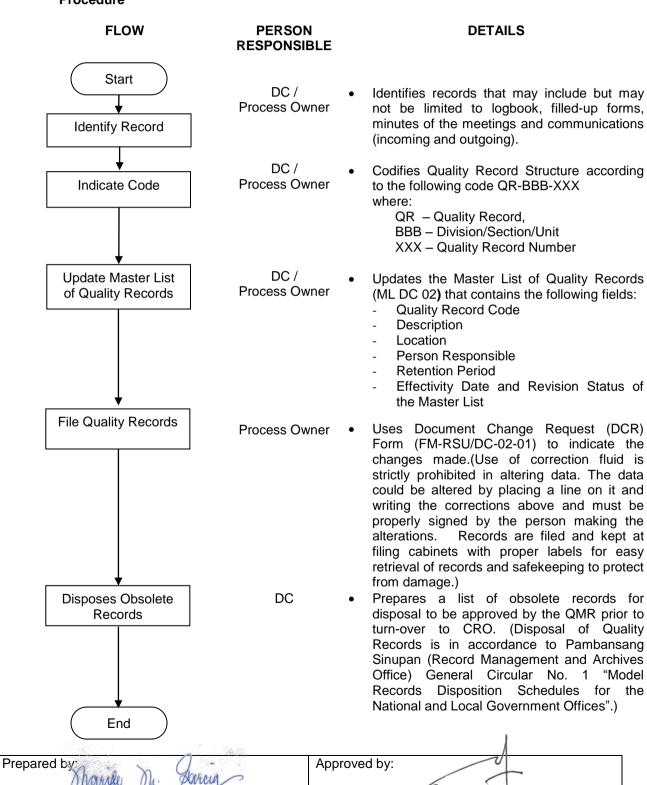
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SUBJECT	CONTROL OF RI	FCORDS	

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SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	1 January 2018
SUBJECT	T MANAGEMENT REVIEW		

To ensure that management conducts periodic review of the Quality Management System to determine its continuing suitability, adequacy and effectiveness.

2.0 Scope:

This procedure covers all activities involving the conduct of management review of RSU's Quality Management System.

3.0 Definition of Terms:

QMR - Quality Management Representative

4.0 Records

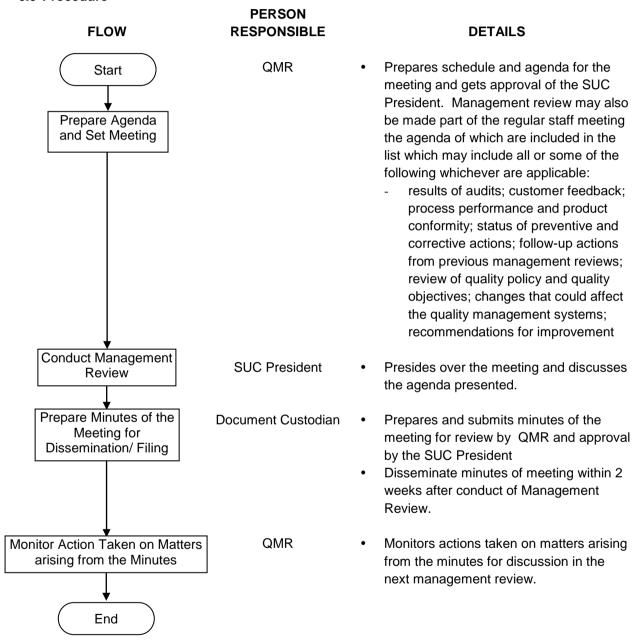
Notice of the Management Review Meeting Minutes of the Meeting

5.0 Reference

ISO 9001:2008 Standard

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SUBJECT	MANAGEMENT	REVIEW	



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SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	1 January 2018
SUBJECT	PLANNING AND MONITORING		

To ensure that management conducts periodic planning and monitoring of the Quality Management System to determine its continuing suitability, adequacy and effectiveness.

2.0 Scope:

This procedure covers activities involving the conduct of planning and monitoring of RSU's programs, projects, and activities in consonance with its Quality Management System.

3.0 Definition of Terms:

AA – Academic Affairs

AFS – Administrative and Finance Services

RET – Research Extension and Training

IGPU – Income Generating Projects Unit

4.0 Records

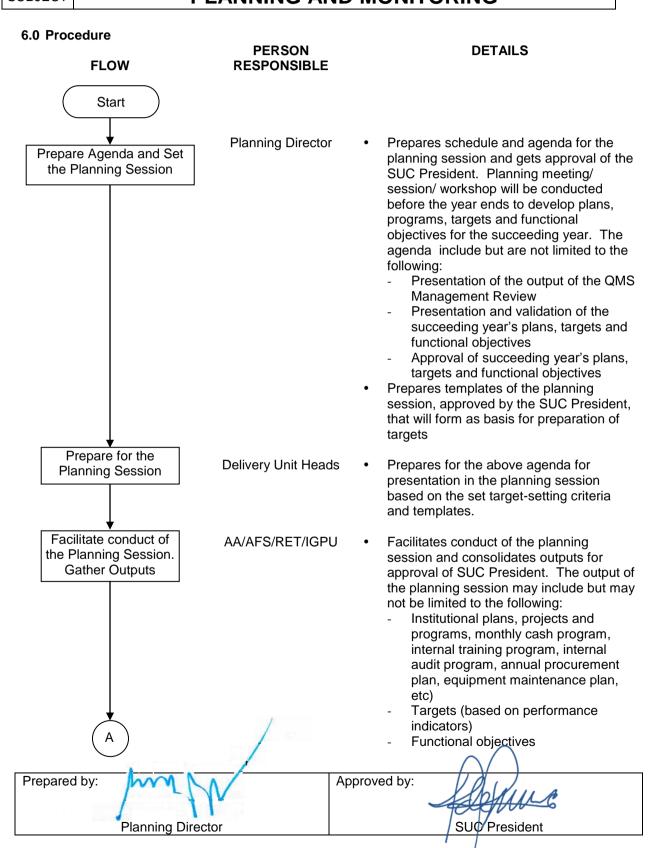
Planning Session Files (per year)
Plans, Targets and Functional Objectives (per year)
Monthly Cash Program (per PPA per year)
Annual Reports (per delivery unit)
Quarterly Reports (per delivery unit, per year)

5.0 Reference

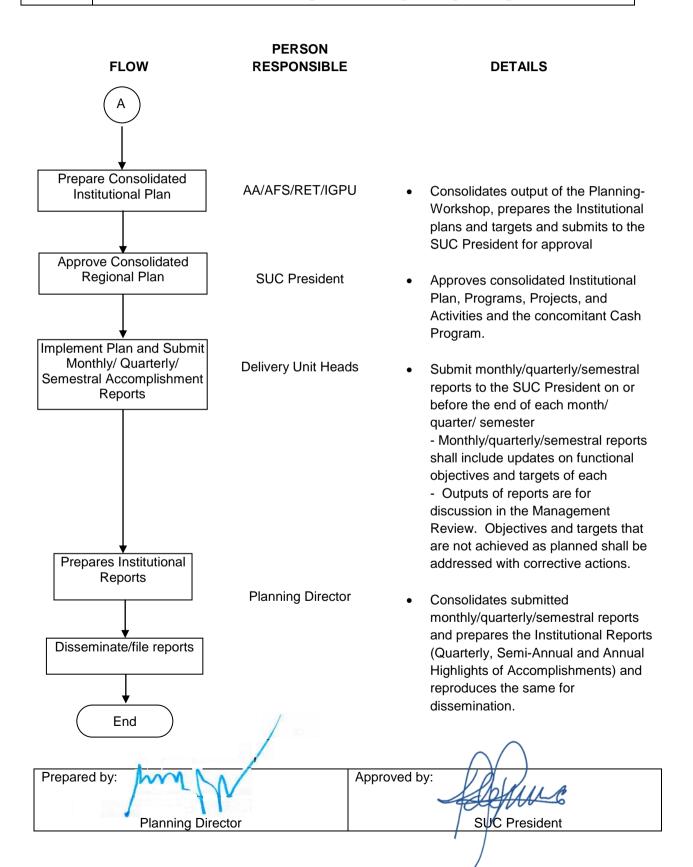
ISO 9001:2008 Standard CHED Memorandum Circulars National R&D Priorities Sustainable Development Goals 10+1 National Development Agenda

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SECTION	RESOURCE MANAGEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CORRECTIVE MAINTENANCE		

1.0 OBJECTIVE

To ensure that correction or restoration of equipment experiencing breakdown is carried out efficiently.

2.0 SCOPE

This operational procedure covers all equipment including vehicles, air conditioners, computers, and other IT equipment.

3.0 DEFINITION OF TERMS

Corrective Maintenance - maintenance carried out after failure of equipment has occurred.

Remedial Repair - maintenance carried to restore equipment function on a temporary basis.

Full Repair - maintenance carried to restore equipment function on a final basis.

AFS PSO - Administrative and Finance Services - Property and Supply Office

4.0 RECORDS

FM-RSU/AFS-03-02 Equipment Maintenance Record FM-RSU/AFS-03-01 Request for Maintenance File

5.0 REFERENCES

PM RSU/AFS-05-01 Purchasing

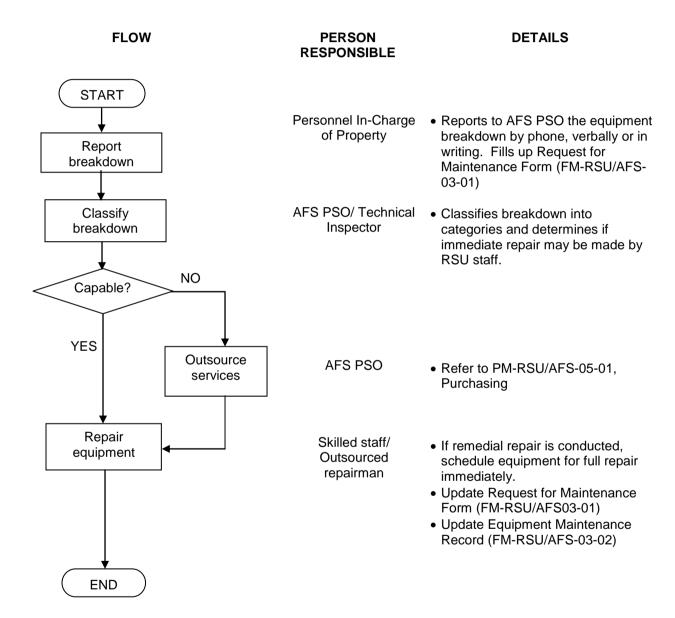
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SUBJECT	CORRECTIVE MAINTENANCE		



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SECTION	RESOURCE MANAGEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	PREVENTIVE MAINTENANCE		

1.0 OBJECTIVE

To ensure that all equipment are uniquely identified, have planned maintenance program and are properly functioning.

2.0 SCOPE

This operational procedure covers all equipment including vehicles, air conditioners, computers, and other IT equipment.

3.0 DEFINITION OF TERMS

Preventive Maintenance - maintenance carried out at predetermined schedule intended to reduce probability of failure or degradation of equipment.

4.0 RECORDS

FM-RSU/AFS-03-03 Equipment Maintenance Schedule FM-RSU/AFS-03-02 Equipment Maintenance Record

5.0 REFERENCES

PM-RSU/AFS-05-01 Purchasing WI-RSU/AFS-03-01 How to Clean the Computer WI-RSU/AFS-03-02 Maintenance of Air Conditioning Units

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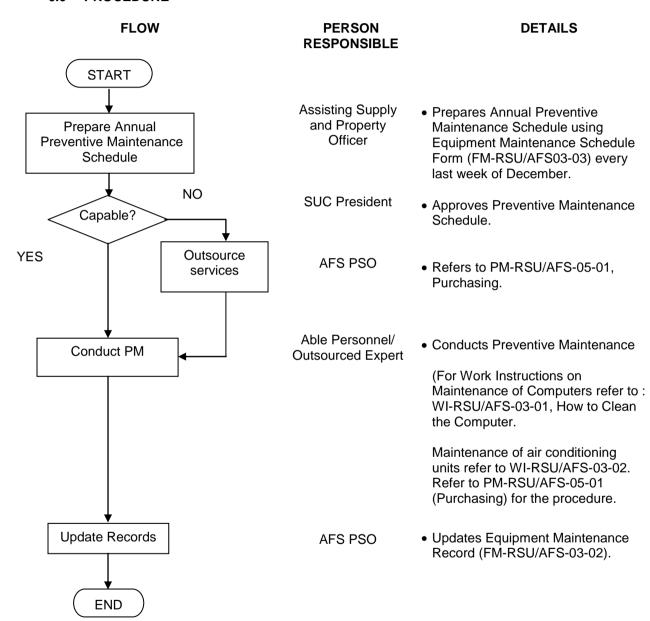
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SUC President

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SUBJECT	PREVENTIVE MAINTENANCE		

6.0 PROCEDURE



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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018	
SUBJECT	HANDLING CUSTOMER FEEDBACK			

To ensure that all customer feedback requiring attention are properly attended to and given immediate action/response.

2.0 Scope:

This procedure covers all activities from receipt of customer feedback up to the time appropriate action is made.

3.0 Definition of Terms:

Customer Feedback - refers to customer complaints, suggestions, issues and concerns requiring attention and immediate action.

4.0 Records

FM-RSU-04-01 Customer Satisfaction Feedback File FM-RSU-05-01 Nonconformity and Corrective Action Report (NCAR) Incoming / Outgoing Correspondence File

5.0 References

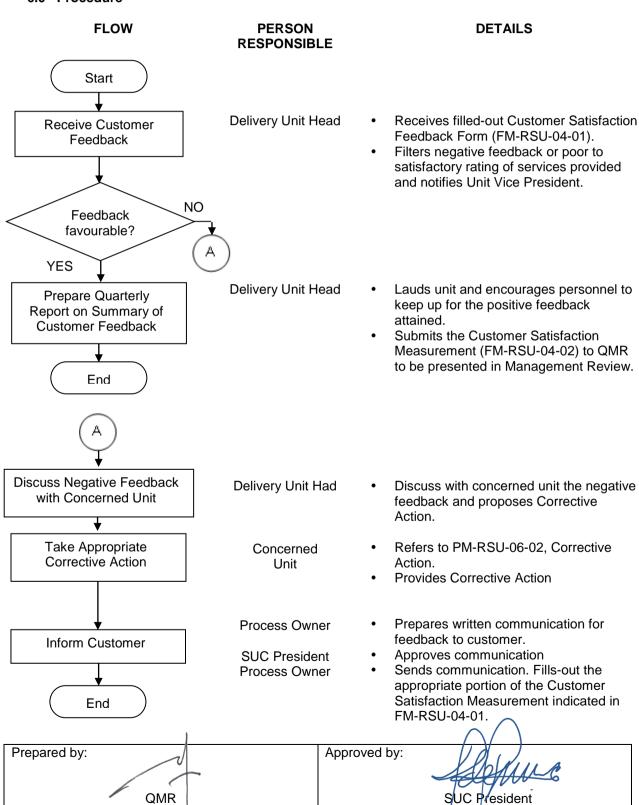
PM-RSU-06-02 Corrective Action

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Approved by:

SUC President

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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	ADMISSION AND REGISTRA	TION OF ST	TUDENTS

The general objective is to guide students on the step by step process for enrollment and introduce to them the policies and requirements for admission and registration.

2.0 Scope:

This procedure covers all freshmen hoping to seek admission to the University and also for transferees from other institutions.

3.0 Definition of Terms:

RSU Entrance Examination – an instrument for determining the entry levels of students as far as English, Mathematics and Science subjects are concerned. The examination intends to separate students that would take courses with board examinations and those that would take courses without board examinations. The Entrance Examination is administered by the University Admissions Office

University Admissions Office – an organization in the University that is tasked with screening of students for entry to the University. The organization is tasked with administering the University Entrance Examination and screening students for assignment to the courses they would have greater chance of succeeding. The admissions office is tasked with receiving student credentials and other admission requirements.

70% Cutoff Rate – the score in the entrance examination that the student has to make in order for her/him to take a course with board examination.

College Criteria – refers to the high school grade requirement and entrance exam score requirement of students for them to be eligible in enrolling in a particular course offered by some colleges. The criteria are set by some colleges in order to have a high probability of passing in the board examinations.

4.0 Records

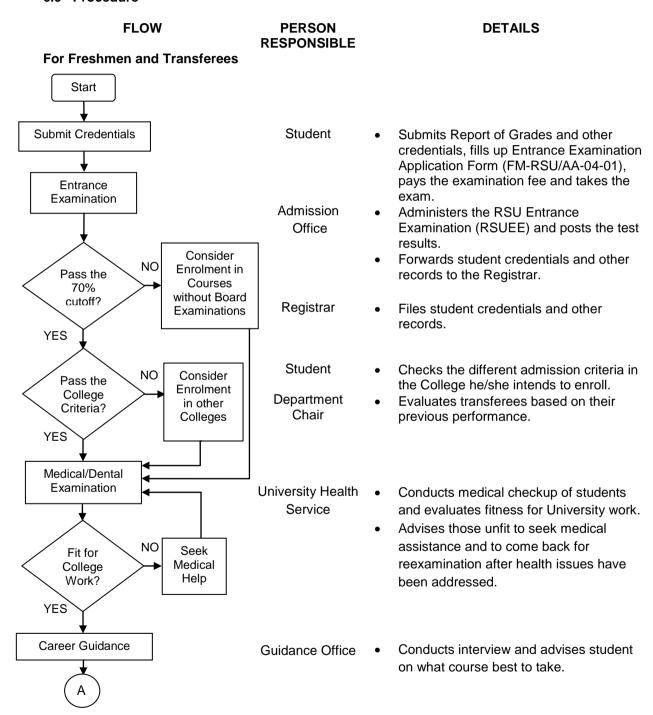
FM-RSU/AA-04-01 Entrance Examination Application Form FM-RSU/AA-04-03 Student Profile Form FM-RSU/AA-04-05 Registration Form Student Credentials

5.0 References

University Manual College Operations Manual Student Manual

Prepared by:	Approved by:
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Admissions Office	/SUQ/President

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FLOW PERSON DETAILS RESPONSIBLE Secure Admission Slip/ Admissions Issues Admission Slip (FM-RSU/AA-04-Endorsement Office 02) and endorsement to College where student will enroll. Student Submits Admission Slip and endorsement Submit Admission Slip/ **Endorsement to College** to College. College Clerk Receives Admission Slip and issues Personal Profile Form (FM-RSU/AA-04-03) and Trial Form (FM-RSU/AA-04-04). Fill up Personal Profile Student/ Fills up Personal Profile Form and Trial Form and Trial Form College IT Form. Creates account using student's Personnel email address and encodes personal data. Register to ROTC/NSTP Registers at the ROTC/NSTP Office and and Pay ROTC/NSTP fees Student pays fees. (transferees who have taken their ROTC/NSTP will omit this step) Pay Student-Managed Pays other student-managed fees at the Fees (SSC, Harrow, CSO) Harrow, SSC and College Student Organization (CSO) Offices. Approval of Trial Form Checks Trial Form entries and approves Department subjects for encoding. Chair Checks subjects entered in the student Check Subjects Enrolled in the College IT Online Enrolment System and account and generate fees to be paid; Personnel Print Registration Form prints student Registration Form (FM-RSU/AA-05-05). Pay School Fees Pays school fees to Cashier and submits Student copy of Registration Form to Registrar. Stamps the Registration form and enters Registrar student name as enrolled in the Secure ID automated admission system. Proceeds to the IIT to secure ID. Student End

Prepared by:

Admissions Office

Approved by:

SUC President

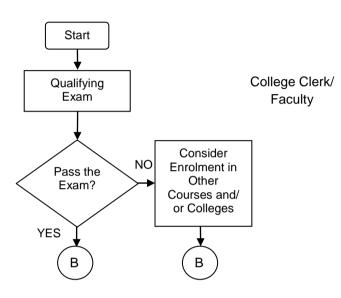
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RS177 Page 1915 Page 1916	DDOCEDUDEC MANUAL	REVISION NUMBER	1
	PROCEDURES MANUAL	PAGE NUMBER	4 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	ADMISSION AND REGISTRA	ATION OF ST	TUDENTS

RESPONSIBLE

FLOW PERSON

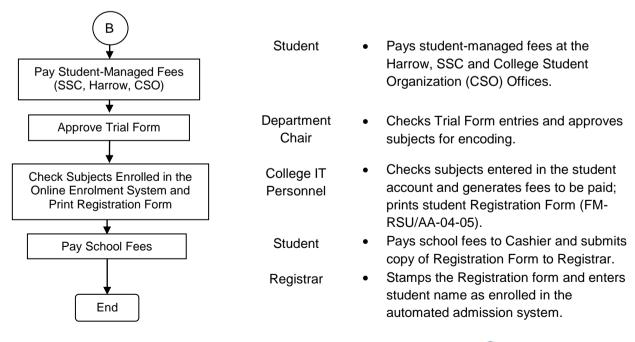
DETAILS

For 2nd Year or Higher-Year-Level Students in Colleges with Qualifying Examinations



 Administers the College Qualifying Exam/ Battery Test and qualifies student for next year level.

General Procedure for 2nd Year or Higher-Year-Level Students



Prepared by:

Admissions Office

Approved by:

SUC President

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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018	
SUBJECT	PURCHASING			

To ensure that all purchased supplies, equipment, and services conform to the specified requirements, acquired from the right source, delivered at the right time and to the best advantage of the office.

2.0 Scope:

This procedure covers all activities starting with the receipt of Annual Procurement Plan up to the evaluation of supplier's performance.

3.0 Definition of Terms:

BAC - Bids and Awards Committee

4.0 Records

FM-RSU/AFS-04-05 Purchase Request File FM-RSU/AFS-04-06 Request for Quotation File FM-RSU/AFS-04-07 Abstract of Canvass FM-RSU/AFS-04-08 Purchase Order File FM-RSU/AFS-04-01 Supplier Information Sheet File FM-RSU/AFS-04-02 Supplier Evaluation Sheet File FM-RSU/AFS-04-03 Supplier Performance Rating File

5.0 Reference

PM-RSU/AFS-05-02 Acceptance, Recording and Issuance of Supplies/Equipment WI-RSU/AFS-04-01 Accreditation of Suppliers WI-RSU/AFS-04-02 Supplier Performance Rating Annual Procurement Plan Master List of Accredited Suppliers RA 9184 and its Revised Implementing Rules and Regulations

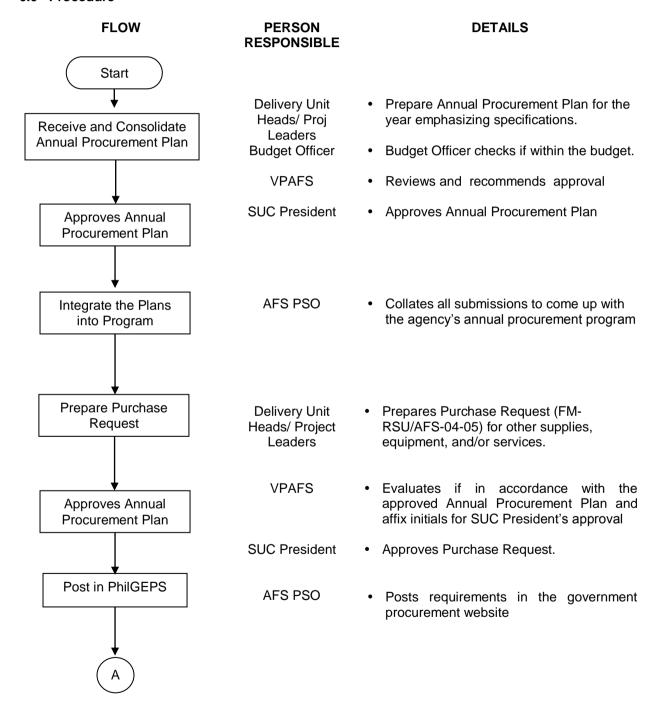
Prepared by:

Approved by:

Property and Supply Officer

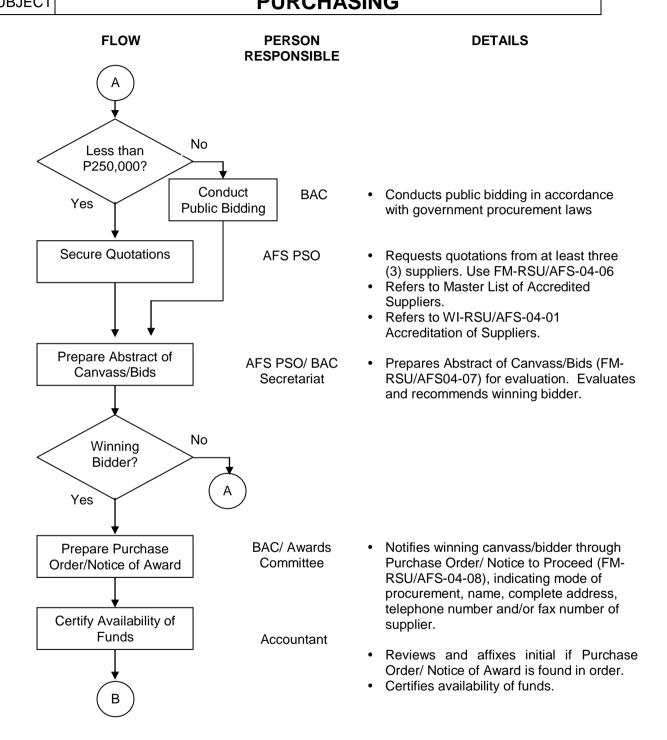
SUC President

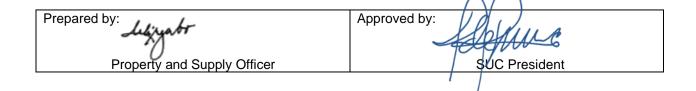
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RSITY 1915	DDOCTNIDEC MANIJAI	REVISION NUMBER	0	
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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018	
SUBJECT	PURCHASING			



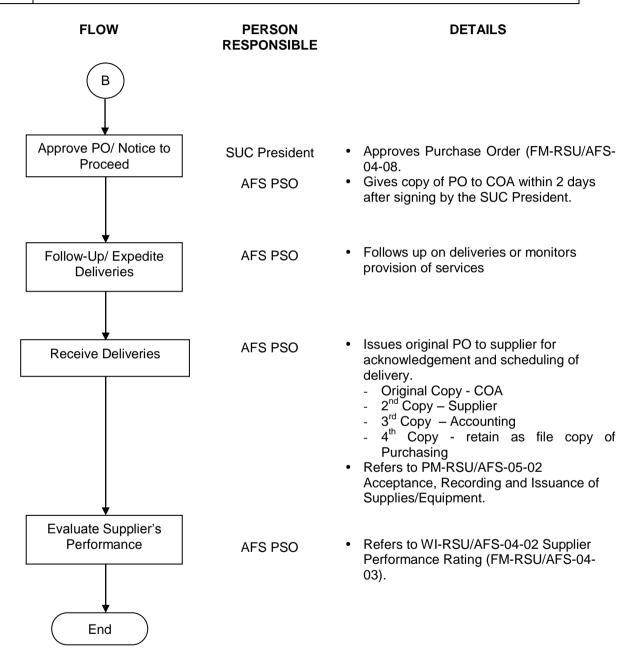
	Prepared by: Property and Supply Officer	Approved by:	C President
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SUBJECT	PURCHASING		





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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	PURCHASING		



Prepared by:

Property and Supply Officer

Approved by:

Suc President

STATE UNILL	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AFS-05-02
RSITY Griongan, Romand	DDOCTNIDEC MANIJAI	REVISION NUMBER	0
	PROCEDURES MANUAL	PAGE NUMBER	1 OF 2
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
CLID IECT	ACCEPTANCE, RECORDING AND ISSUANCE		

SUBJECT

ACCEPTANCE, RECORDING AND ISSUANCE OF SUPPLIES/EQUIPMENT

1.0 Objective:

To ensure that all incoming supplies, materials and equipment conform to the specified requirements, properly accepted, stored and released to the end user.

2.0 Scope:

This operational procedure covers the inspection of purchased items from the receipt of delivery up to release to the preparation of Monthly Report of Supplies and Materials Issued.

3.0 Definition of Terms:

DR - Delivery Receipt

PO - Purchase Order

ARE - Acknowledgment Receipt for Equipment

RIS - Requisition and Issue Slip

MRSMI - Monthly Report of Supplies and Materials Issued

4.0 Records

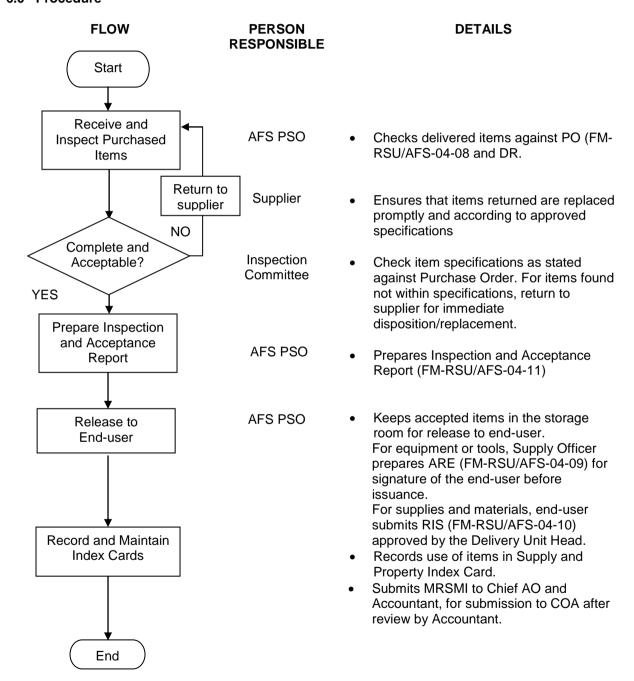
FM-RSU/AFS-04-05 Purchase Request File
Delivery Receipt File
FM-RSU/AFS-04-11 Inspection and Acceptance Report
FM-RSU/AFS-04-09 Acknowledgment Receipt for Equipment
FM-RSU/AFS-04-10 Requisition and Issue Slip
Supply and Property Index Card
Monthly Report of Supplies and Materials Issued

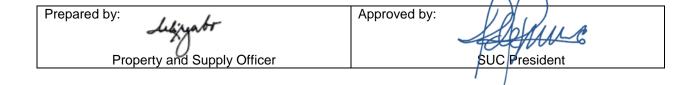
5.0 Reference

National Government Accounting System (NGAS)

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Prepared by:	Approved by:		λ)
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Property and Supply Officer		SUC	Presi	dent
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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018	
SUBJECT	ACCEPTANCE, RECORDING AND ISSUANCE OF SUPPLIES/EQUIPMENT			





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Giongan, Rombion	PROCEDURES MANUAL	PAGE NUMBER	1 OF 3
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF NONCONFO	RMING PRO	DDUCT

To ensure that any product or service which does not conform to customer requirements is identified and controlled to prevent its unintended use or delivery.

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2.0 Scope:

This procedure covers all activities from the identification of nonconformity up to the implementation of the most suitable course of action.

3.0 Definition of Terms:

NCAR - Nonconformity and Corrective Action Report

Nonconformity – is the nonfulfillment of a specified requirement.

Minor Nonconformity – refers to a nonconformity which could be given immediate action by concerned personnel.

Major Nonconformity – refers to nonconformity which can only be handled by the RSU Technical Committee and which may result into a rescheduling or cancellation of the activity. This may include but not limited to:

- · Non-compliance with the requirements of the terms and conditions
- Absence of qualified person to handle the activity

Hold Tag – used to identify a nonconforming product/service. It is filled-out and attached to the affected files of product/service and contains the name of product/service, quantity, description, reason for being on hold and name of person who detected the problem

4.0 Records

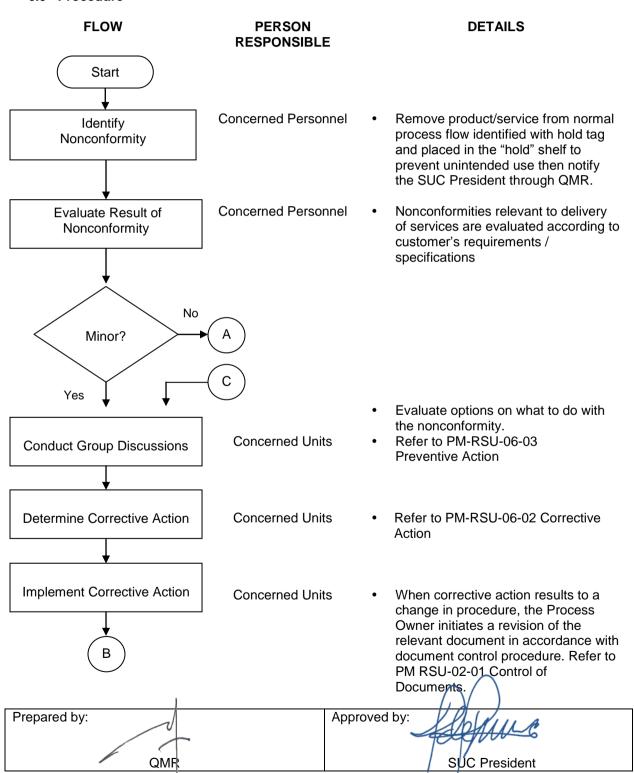
Hold Tag FM-RSU-05-01 Nonconformity and Corrective Action Report Minutes of Meeting

5.0 Reference

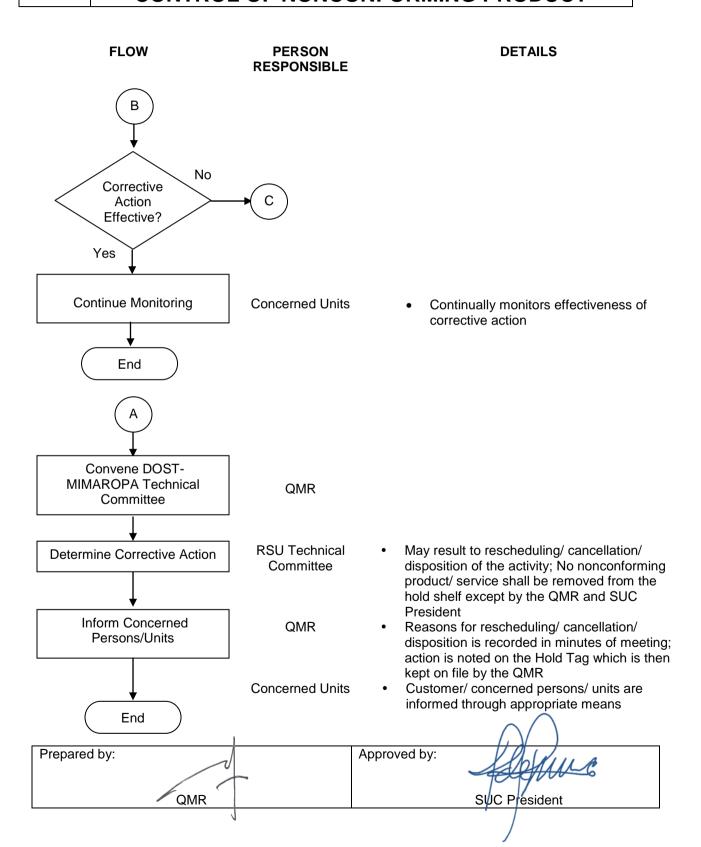
PM-RSU-02-01 Control of Documents PM-RSU-06-02 Corrective Action ISO 9001:2008 Standard

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Prepared by:	Approved by:	Pharia
QMR		JC President
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SUBJECT	CONTROL OF NONCONFORMING PRODUCT		



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SUBJECT	CONTROL OF NONCONFO	RMING PRO	DDUCT



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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018	
SUBJECT	CORRECTIVE ACTION			

To ensure that all nonconformities found in the implementation of Quality Management System are identified, investigated and addressed to eliminate the cause and avoid recurrence.

2.0 Scope:

This procedure covers all activities from the identification of nonconformities and implementation of corrective action up to monitoring of effectiveness.

3.0 Definition of Terms:

Designated Function - refers to the initiator of nonconformity report.

Concerned Personnel - refers to the person or group of persons responsible for

determining appropriate corrective action.

4.0 Records

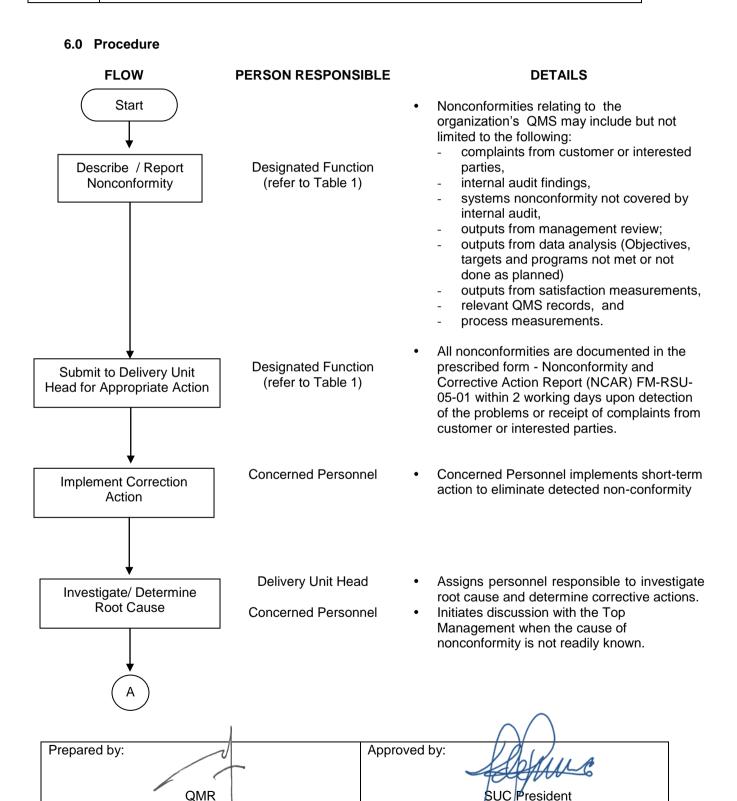
FM-RSU-05-01 Nonconformity and Corrective Action Report (NCAR)

5.0 Reference

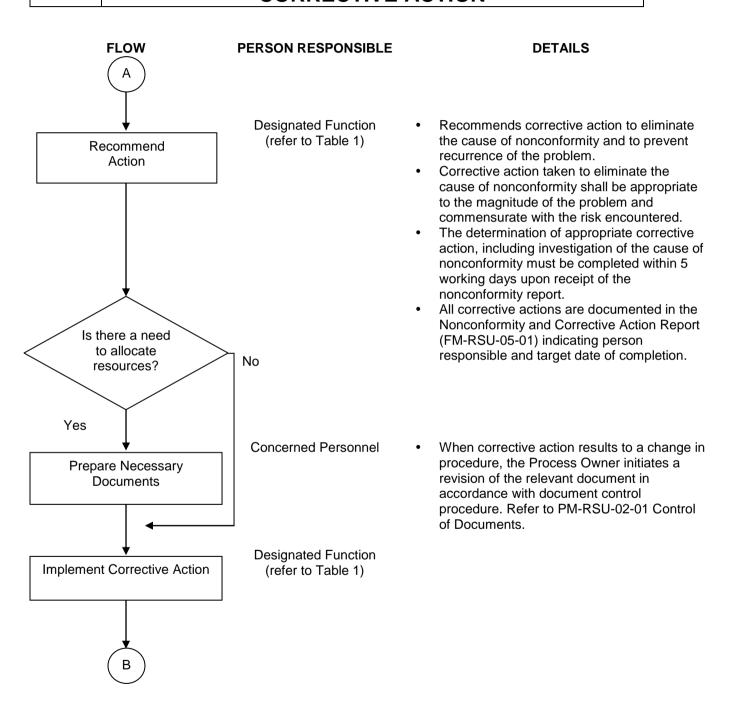
PM-RSU-02-01 Control of Documents PM-RSU-05-01 Handling Customer Feedback PM-RSU/IQA-06-02 Customer Satisfaction Measurement PM-RSU-06-01 Control of Nonconforming Products ISO 9001:2008 Standard

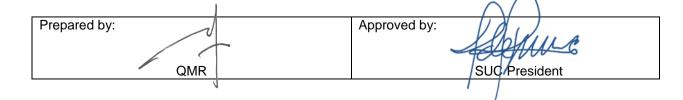
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018	
SUBJECT	CORRECTIVE ACTION			



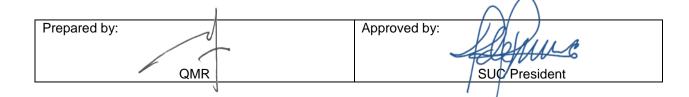
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SUBJECT	CORRECTIVE ACTION			





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SUBJECT	CORRECTIVE ACTION			

FLOW PERSON RESPONSIBLE DETAILS Designated Function Follow-up is conducted twice: (refer to Table 1) 1st follow-up - conducted one day after Follow-up the committed action to check Corrective Action implementation. 2nd follow-up – conducted one month after the 1st follow-up to determine the effectiveness. **Designated Function** Conducts further review in the event that Monitor Effectiveness of (refer to Table 1) corrective action is found not effective. Corrective Action **Designated Function** Conducts analysis until a satisfactory solution Close out Nonconformity (refer to Table 1) is reached. In which case, another nonconformity report is raised by the function making the follow-up.



End

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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	PREVENTIVE ACTION		

To ensure that potential nonconformities found in the implementation of Quality Management System are identified, investigated and addressed to eliminate the cause and prevent occurrence.

2.0 Scope:

This procedure covers all activities from the identification of potential nonconformities, implementation of preventive action up to monitoring of effectiveness.

3.0 Definition of Terms:

Concerned Personnel - refers to the person or group of persons responsible for determining appropriate preventive action.

4.0 Records

FM-RSU-05-02 Preventive Action Report

5.0 Reference

PM-RSU-02- 01 Control of Documents ISO 9001:2008 Standard

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QMR			SU	Pres	ident
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STATE UNITERSITY	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-03
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	PREVENTIVE A	CTION	

6.0 Procedure **PERSON FLOW RESPONSIBLE DETAILS** Start Concerned Initiates discussion with the Top Describe Potential Management when the cause of potential Personnel Nonconformity nonconformity is not readily known. Investigate the Cause of Concerned Conducts review and analysis of data and Potential Nonconformity Personnel recommend alternatives. Concerned Recommends appropriate preventive action Recommend Personnel in magnitude with the potential problem and Preventive Action commensurate with the risk involved. SUC President Approves recommendation. Concerned Initiates preventive action. Prepares Implement Preventive Action Personnel preventive action report. (FM-RSU-05-02) Monitor Effectiveness of Concerned Continuously monitors until a satisfactory Preventive Action Personnel solution is reached in the event that preventive action is found not effective. End Prepared by: Approved by: SUC President **QMR**

STATE UNIVERSITY	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/IQA-06-01
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	INTERNAL AUDIT		

To ensure continuous compliance to the organization's established requirements in accordance with the standard of ISO 9001:2008.

2.0 Scope:

This procedure covers all internal audit activities from the preparation of annual internal audit program up to the conduct of audit including monitoring and review.

3.0 Definition of Terms:

Audit cycle - refers to audit activities from planning/initiating the audit up to the issuance of nonconformities.

Audit Team Leader - refers to the person who has the competence to lead the audit team. He/She is responsible in implementing the activities stated in the Audit Plan and prepares the Consolidated Audit Findings and Summary Report of Audit Nonconformities after the audit.

Nonconformity and Corrective Action Report (NCAR) – form used to disposition nonconformities

4.0 Records

Annual Internal Audit Program
Audit Plan
Notice of Audit
FM-RSU/IQA-05-05 Audit Checklist
FM-RSU/IQA-05-12 Application for Internal Quality Auditor
FM-RSU/AFS-04-01 Internal Quality Auditor Performance Rating
Consolidated Audit Findings
Summary Report of Audit Nonconformities
FM-RSU-05-01 Nonconformity and Corrective Action Report (NCAR)

5.0 References

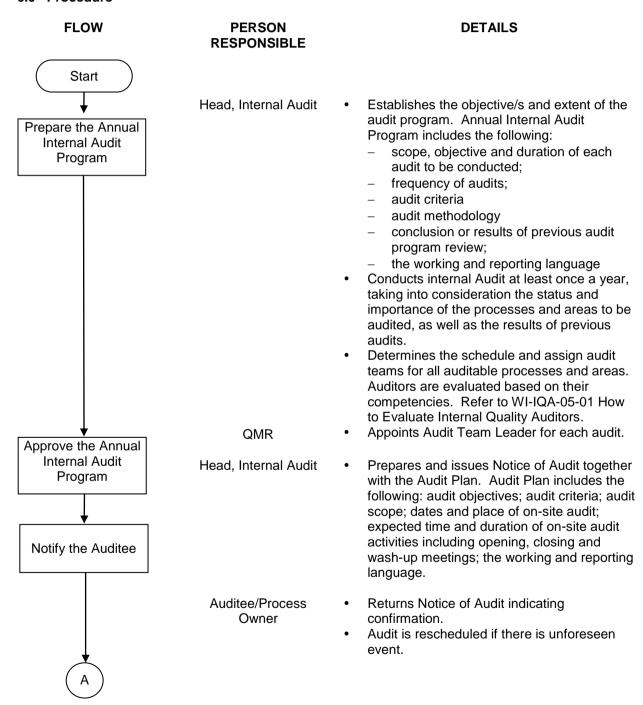
PM-RSU-06-03 Corrective Action PM-RSU-06-04 Preventive Action WI-RSU-05-01 How to Evaluate Internal Quality Auditors ISO 19011:2008

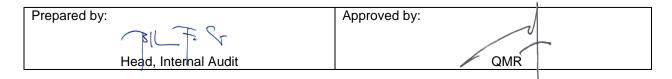
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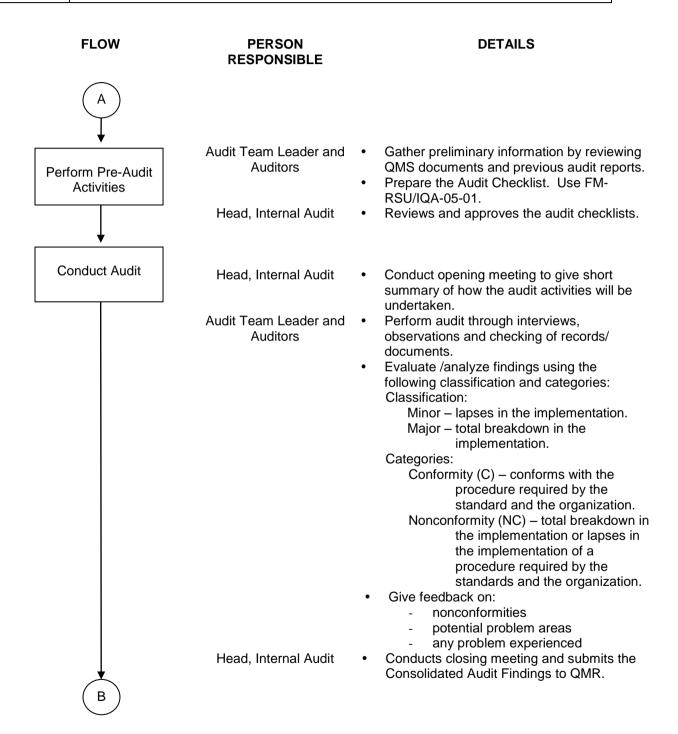
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	INTERNAL AUDIT		

6.0 Procedure





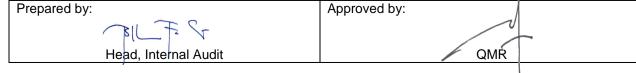
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	INTERNAL AUDIT		



Prepared by:	Approved by:	
Head, Internal Audit	QMR	~
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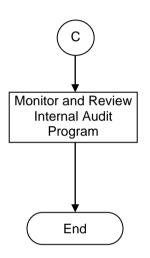
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	INTERNAL AUDIT		

FLOW DETAILS PERSON **RESPONSIBLE** Audit team Leader and Record nonconformities in the Prepare Nonconformity **Auditors** Nonconformity and Corrective Action Report Reports (FM-RSU/IQA-05-01) to be submitted to Auditee two (2) days after the last day of audit. Disagreement on any findings will be elevated for management review. Investigate Cause/s of Detected Auditee/Process Investigates cause of detected Nonconformity Owner nonconformity within 5 days after receipt of report. Refer to PM-RSU-06-02 Corrective Action and PM-RSU-06-03 Preventive Action Prepare Corrective/ Head, Internal Audit Submits Summary Report of Audit Preventive Nonconformities to the QMR to be discussed Action in Management Review. Auditee/Process Implements action plans Implement Action Owner **Plans** Audit Team Leader and Conduct follow-up audit twice as follows: Auditors 1st follow-up - conducted one day after Follow-up the committed action to check Action Plans on implementation. Corrective Action 2nd follow-up – conducted one month after the 1st follow-up to determine the effectiveness. When there is objective evidence that the corrective action is effective, the nonconformity report is closed out. If no such evidence exists, a new follow-up date is agreed upon by the Auditor and process owners/auditee. This date is noted on Follow-up Results portion of FM-RSU-05-01.



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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	INTERNAL AUDIT		

FLOW PERSON DETAILS RESPONSIBLE



Head, Internal Audit Monitors and reviews the implementation of the audit program at the end of every year to assess whether the objectives have been met and to identify opportunities for improvement and needs for corrective and preventive actions.

Prepared by:

Head, Internal Audit

Approved by:

QMR

STATE UNIVERSITY	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/IQA-06-02
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT		

To measure and monitor the level of customers' satisfaction and implement improvements to ensure its sustainability.

2.0 Scope:

This procedure covers all activities from gathering customers' feedback to analysis and implementation of action plan as a result of the study.

3.0 Definition of Terms:

CSF Form - refers to Customer Satisfaction Feedback form which is used to

gather information on the level of customer satisfaction.

Frontliner - person in direct contact with the customer.

CSM - Customer Satisfaction Monitoring

4.0 Records

Accomplished CSF File CSM Report

5.0 Reference

None

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Prepared by:	Approved by:	H	Ja (m))
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CUSTOMER SATISFACTIO	N MEASUR	EMENT

6.0 Procedure

