


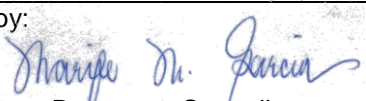
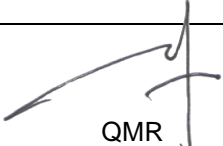



Republic of the Philippines
ROMBLON STATE UNIVERSITY

PROCEDURES MANUAL

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


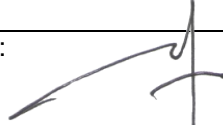
Section	Unit	Subject Title	No. of Pages
01		USER'S GUIDE	
	RSU	01 Table of Contents	1
		02 Objectives of the Procedures Manual	1
		03 Authorization for Implementation/Updating Responsibility	1
		04 Distribution of the Procedures Manual	2
		05 Coding System for the Procedures Manual	1
02		DOCUMENTATION REQUIREMENTS	
	RSU	01 Control of Documents	4
		02 Control of Records	2
03		MANAGEMENT RESPONSIBILITY	
	RSU	01 Management Review	2
		02 Planning and Monitoring	3
04		RESOURCE MANAGEMENT	
	AFS	01 Corrective Maintenance	2
		02 Preventive Maintenance	2
05		PRODUCT REALIZATION	
	RSU	01 Handling Customer Feedback	2
	AA	01 Admission and Registration of Students	4
	AFS	01 Purchasing	4
		02 Acceptance, Recording and Issuance of Supplies/ Equipment	2
06		MEASUREMENT, ANALYSIS AND IMPROVEMENT	
	RSU	01 Control of Nonconforming Products	3
		02 Corrective Action	4
		03 Preventive Action	2
	IQA	01 Internal Audit	5
		02 Customer Satisfaction Measurement	2


Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	WI-RSU-01-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
SUBJECT	OBJECTIVES OF THE PROCEDURES MANUAL		

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.

Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-01-03
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
SUBJECT	AUTHORIZATION FOR IMPLEMENTATION/ UPDATING RESPONSIBILITY		

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:



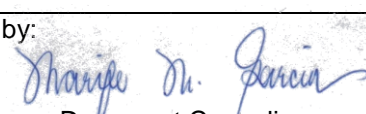
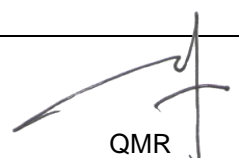
ARNULFO F. DE LUNA
SUC President II




ELVIN F. GAAC
Quality Management Representative, and
Vice President for Academic Affairs




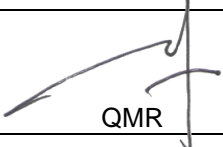
MARIFE GARCIA
Document Custodian, and
Admissions Coordinator


Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-01-04
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
SUBJECT	DISTRIBUTION OF THE PROCEDURES MANUAL		

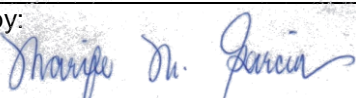
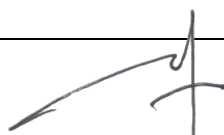
The Procedures Manual shall be distributed as follows:


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

Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-01-04
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 2
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
SUBJECT	DISTRIBUTION OF THE PROCEDURES MANUAL		

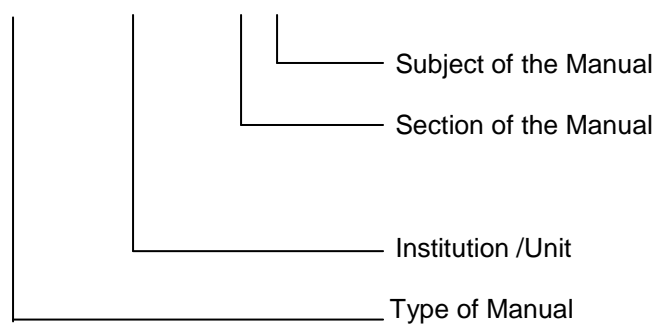
30	Dean, College of Education	Whole manual
31	Dean, College of Engineering and Technology	Whole manual
32	Director, Institute of Information Technology	Whole manual
33	Director, Institute of Criminal Justice Education	Whole manual
34	Director, Science High School	Whole manual
35	Campus Director, RSU San Andres Campus	Whole manual
36	Campus Director, School of Agro- Forestry, 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
40	School of Arts, Sciences and Technology, Romblon Campus	Whole manual
41	Campus Director, School of Agriculture & Environmental Sciences, Cajidiocan Campus	Whole manual
42	Campus Director, School of Industrial Technology, San Fernando Campus	Whole manual
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

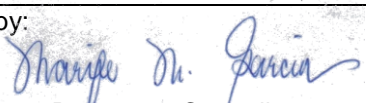
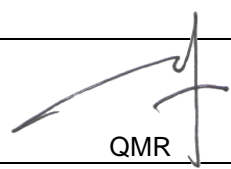
Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-01-05
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	1 January 2018
SUBJECT	CODING		

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

PM - RSU -07-01



Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-02-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 4
SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF DOCUMENTS		

1.0 Objective

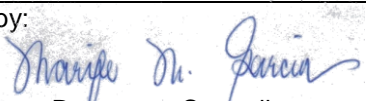
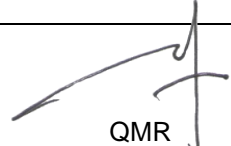
To ensure that all documents in RSU's Quality Management System are approved for adequacy prior to use, reviewed and updated, changed with the current revision status identified, available at points of use, legible and readily identifiable, identified as to external origin, controlled as to distribution,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

Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-02-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 4
SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF DOCUMENTS		

4.0 Records

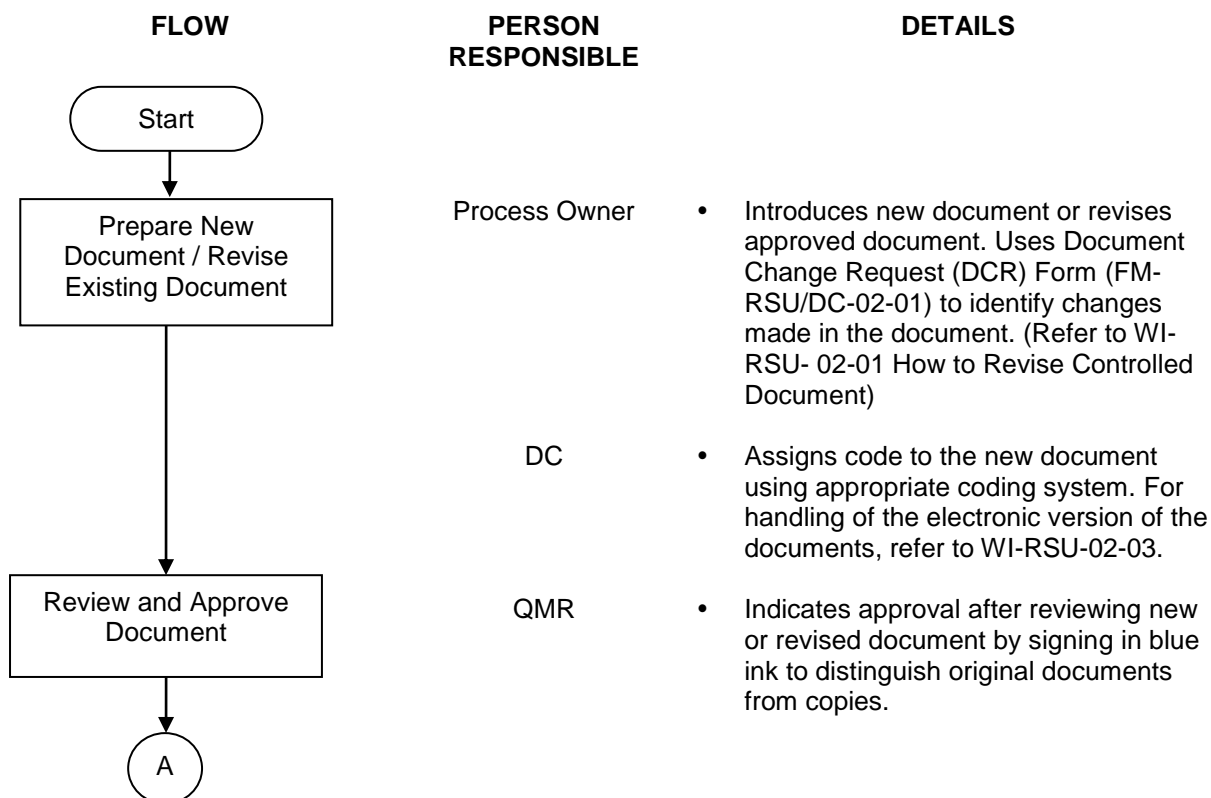
DC F1 Document Change Request File
 DC F2 Issue/Withdrawal File
 Original Copy of Obsolete Documents

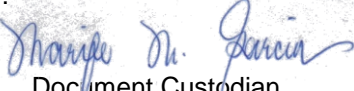
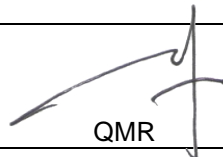
5.0 References

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

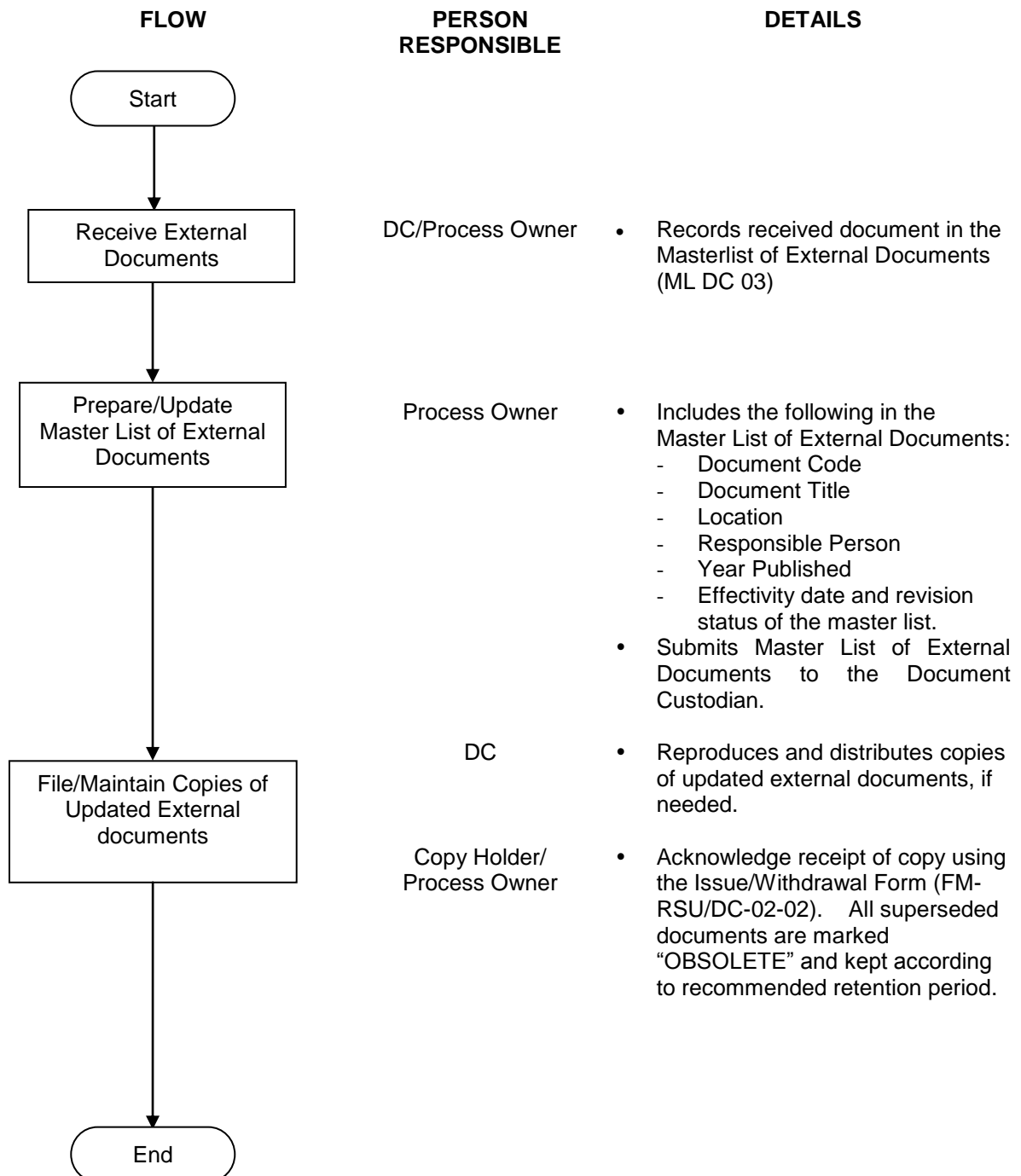
A. INTERNAL DOCUMENTS


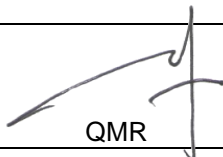


Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-02-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	4 OF 4
SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF DOCUMENTS		

B. EXTERNAL DOCUMENTS



Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-02-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF RECORDS		

1.0 Objective:

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).

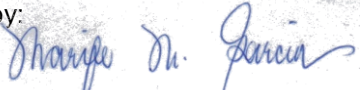
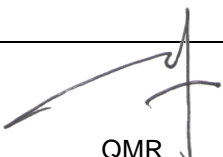
4.0 Records

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

5.0 Reference

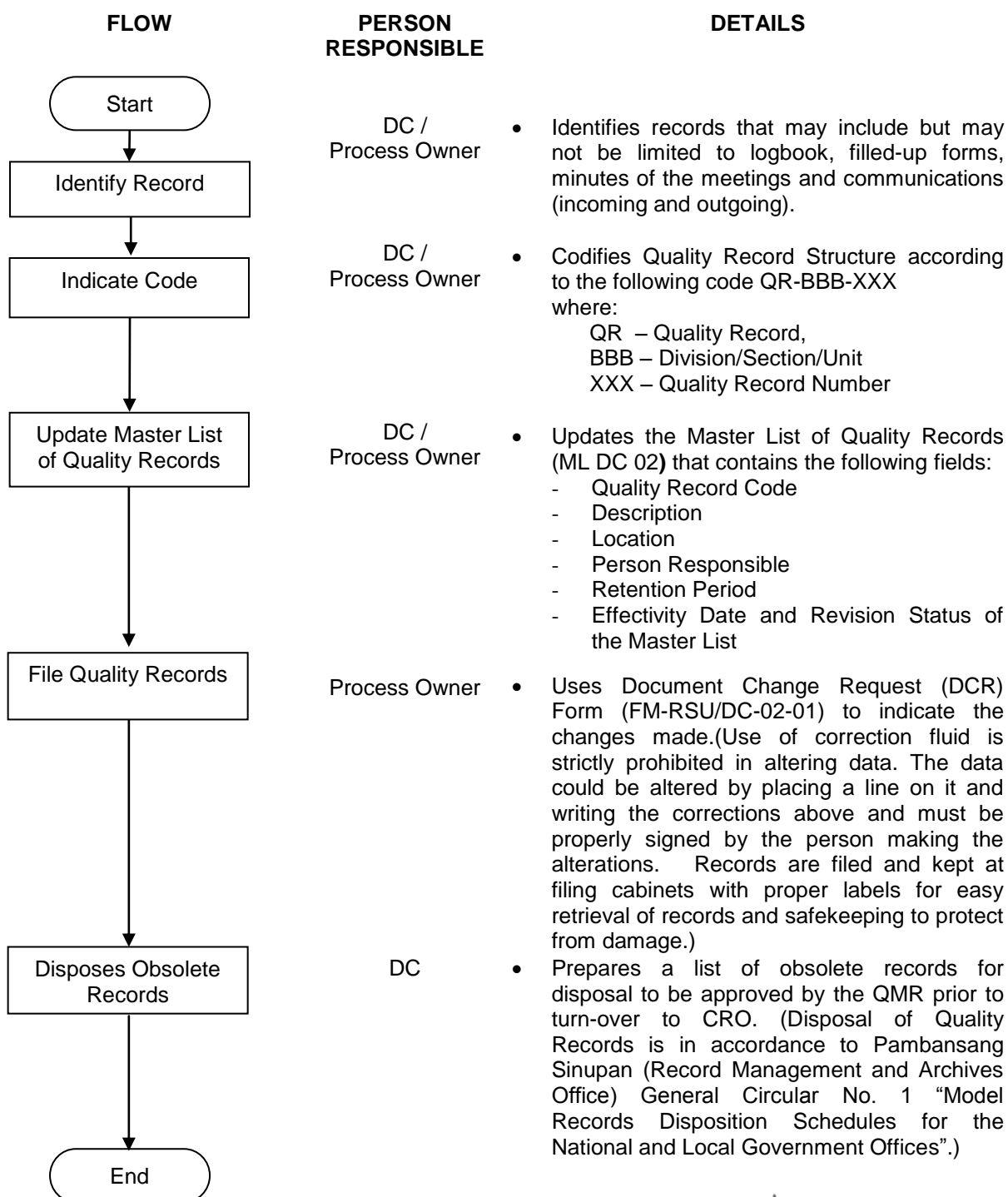
- WI-RSU-02-02 Withdrawal of Obsolete Documents
- Pambansang Sinupan (Record Management and Archives Office) General Circular No. 1 dated 15 October 2003
- Master List of Quality Records
- ISO 9001:2008 Standard

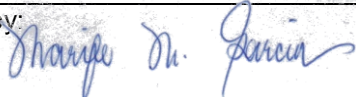
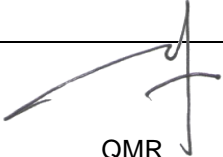
6.0


Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-02-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 2
SECTION	DOCUMENTATION REQUIREMENTS	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF RECORDS		

Procedure



Prepared by:  Document Custodian	Approved by:  QMR
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-03-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	1 January 2018
SUBJECT	MANAGEMENT REVIEW		

1.0 Objective:

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:

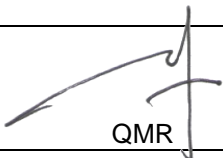

QMR - Quality Management Representative


4.0 Records

Notice of the Management Review Meeting
Minutes of the Meeting

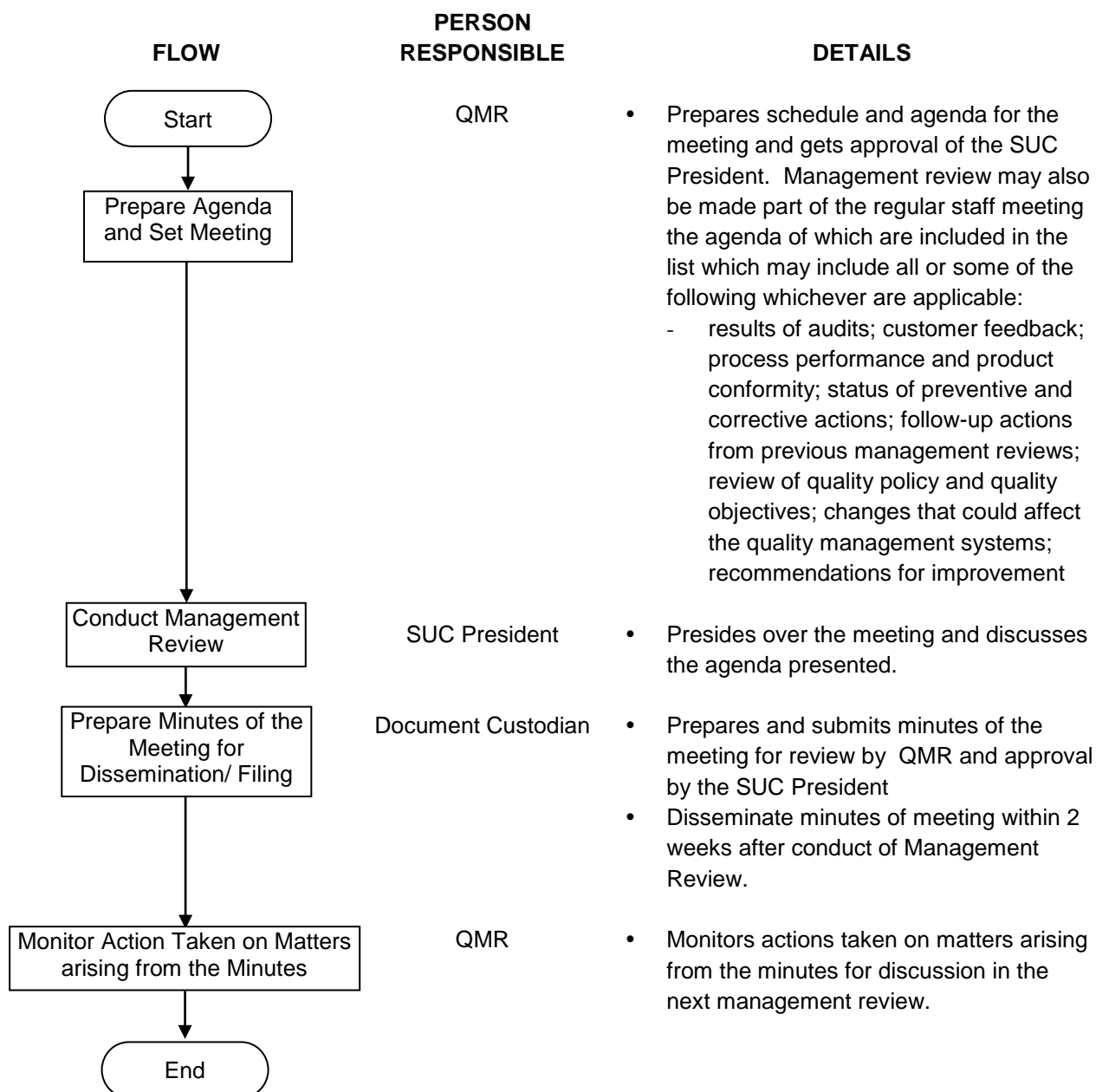
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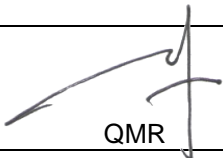

ISO 9001:2008 Standard


Prepared by:  QMR	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-03-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 2
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	1 January 2018
SUBJECT	MANAGEMENT REVIEW		

6.0 Procedure



Prepared by:	Approved by:
 QMR	 SUC President

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-03-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 3
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	1 January 2018
SUBJECT	PLANNING AND MONITORING		

1.0 Objective:

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:

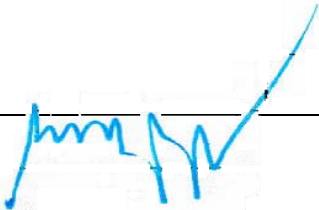

AA – Academic Affairs
 AFS – Administrative and Finance Services
 RET – Research Extension and Training
 IGPU – Income Generating Projects Unit


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)

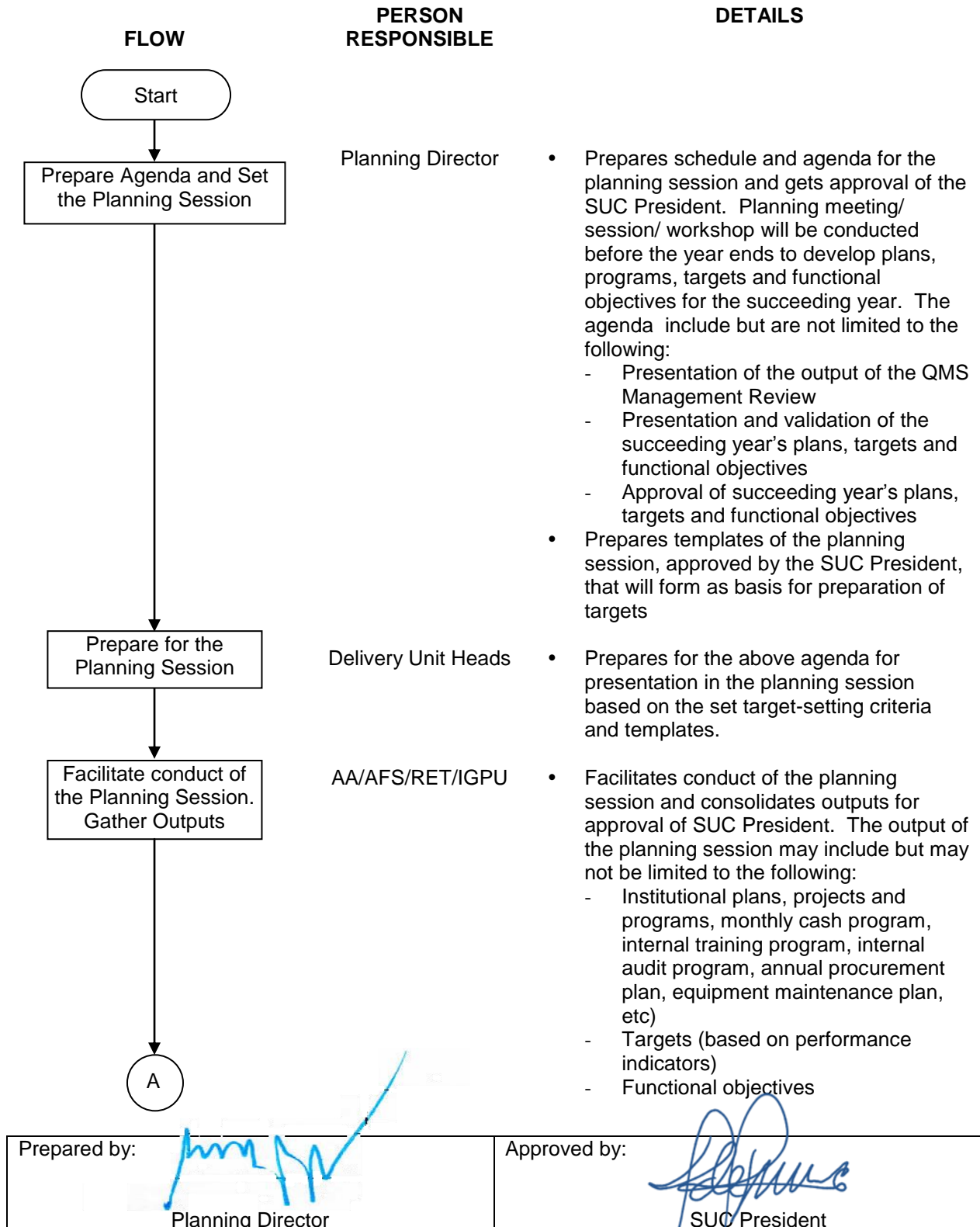
5.0 Reference


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

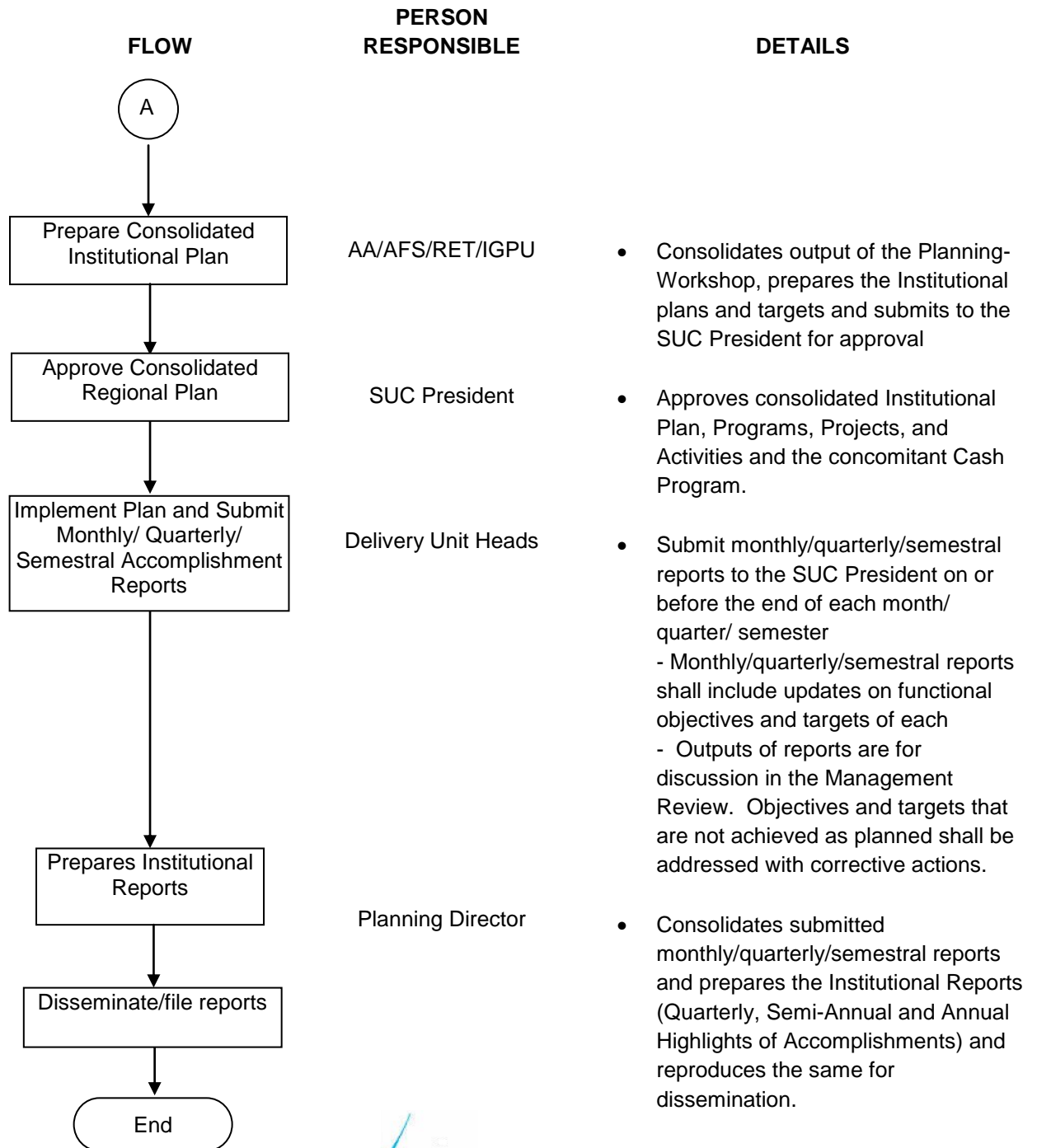
Prepared by:  Planning Director	Approved by:  SUC President
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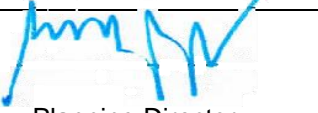

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-03-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 3
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	1 January 2018
SUBJECT	PLANNING AND MONITORING		


6.0 Procedure



	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-03-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	3 OF 3
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	1 January 2018
SUBJECT	PLANNING AND MONITORING		



Prepared by:  Planning Director	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-04-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
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

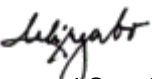
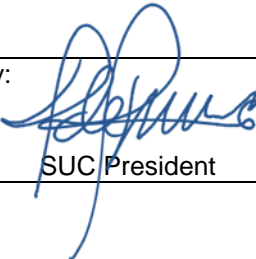
4.0 RECORDS


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

FM-RSU/AFS-03-01 Request for Maintenance File

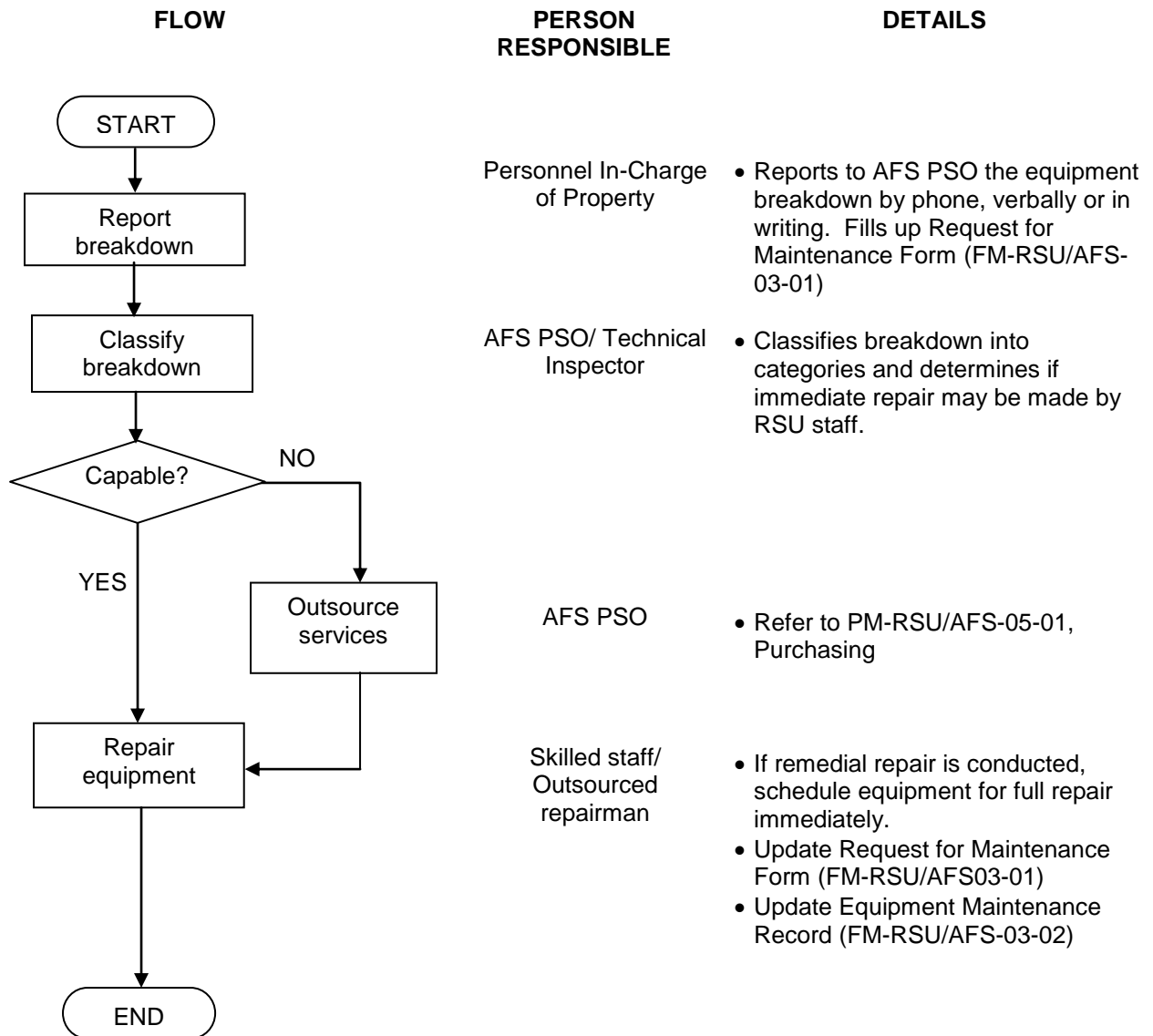
5.0 REFERENCES

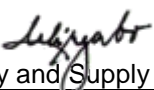
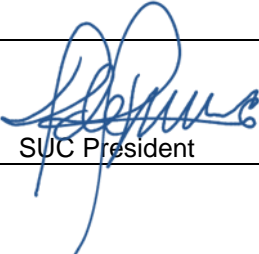
PM RSU/AFS-05-01 Purchasing


Prepared by:  Property and Supply Officer	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-04-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 2
SECTION	RESOURCE MANAGEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CORRECTIVE MAINTENANCE		

6.0 Procedure



Prepared by:  Property and Supply Officer	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-04-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
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


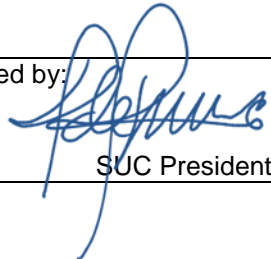
Preventive Maintenance - maintenance carried out at predetermined schedule intended to reduce probability of failure or degradation of equipment.


4.0 RECORDS

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

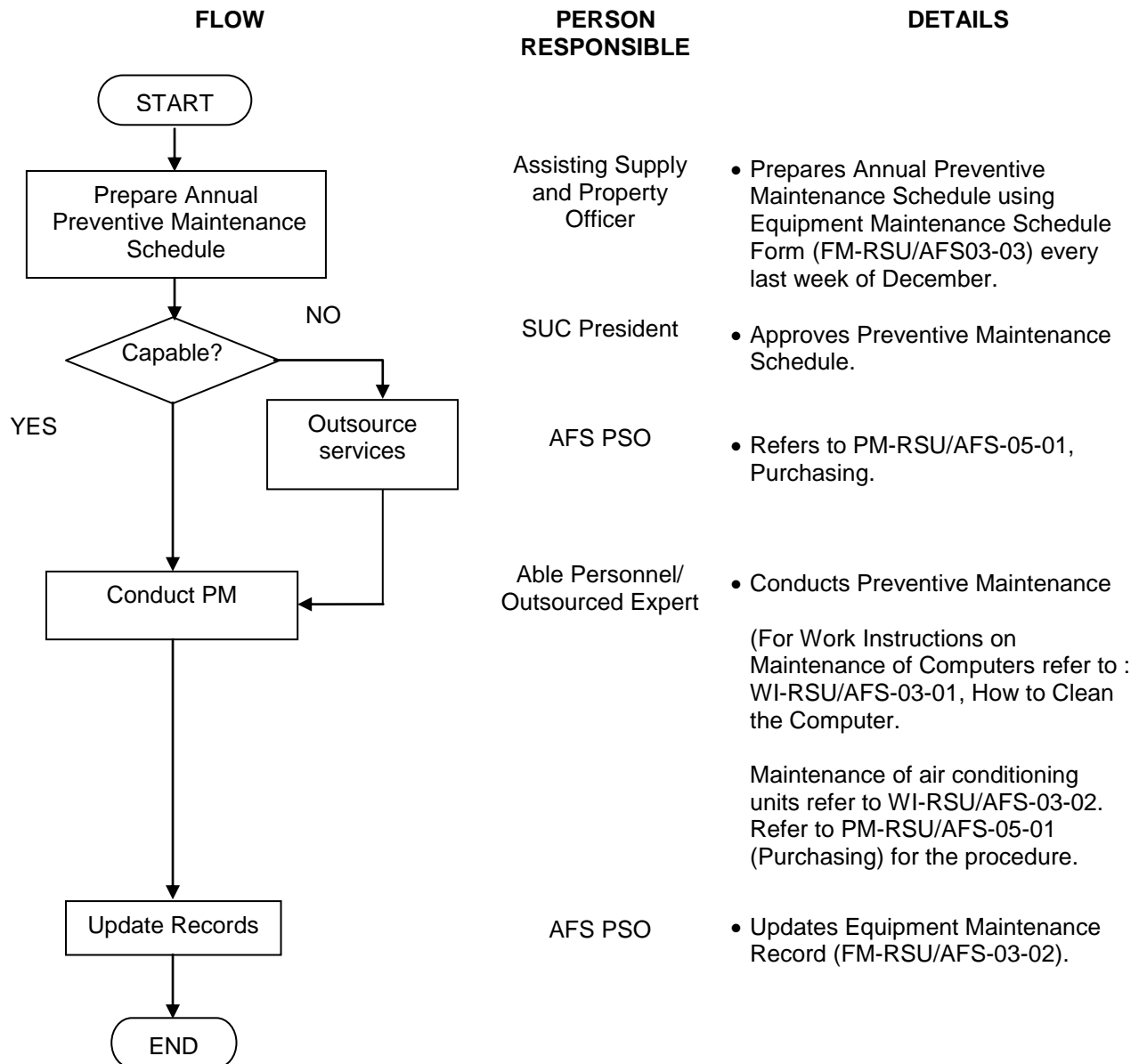
5.0 REFERENCES

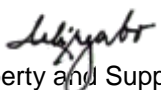
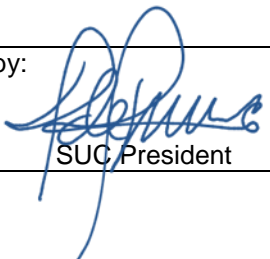
PM-RSU/AFS-05-01 Purchasing
WI-RSU/AFS-03-01 How to Clean the Computer
WI-RSU/AFS-03-02 Maintenance of Air Conditioning Units


Prepared by:  Property and Supply Officer	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-04-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 2
SECTION	RESOURCE MANAGEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	PREVENTIVE MAINTENANCE		

6.0 PROCEDURE



Prepared by:  Property and Supply Officer	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-05-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	HANDLING CUSTOMER FEEDBACK		

1.0 Objective:

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:

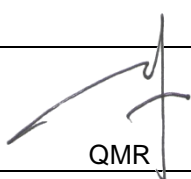

Customer Feedback - refers to customer complaints, suggestions, issues and concerns requiring attention and immediate action.

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

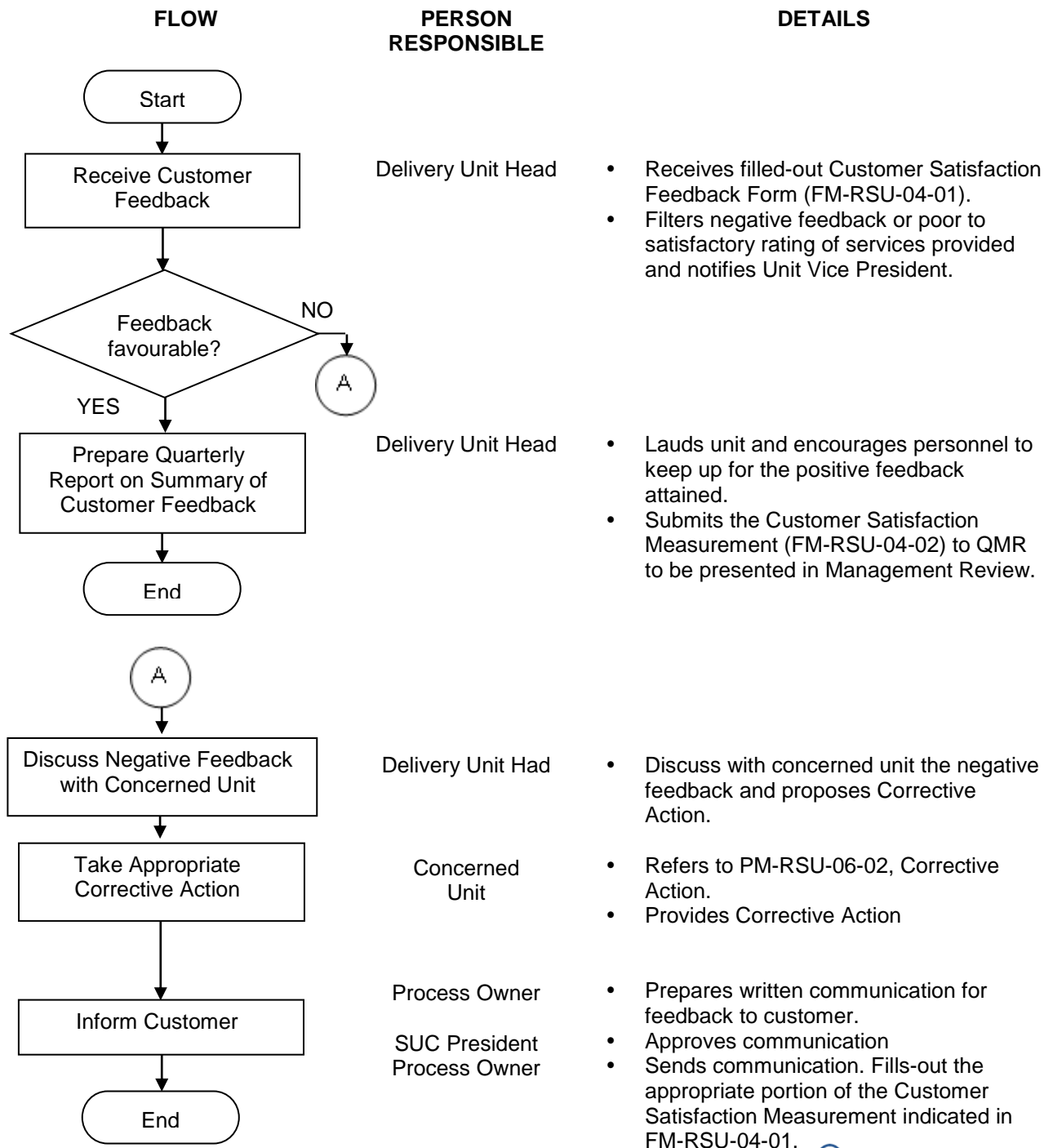
5.0 References

PM-RSU-06-02 Corrective Action

Prepared by:  QMR	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-05-01
	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	PRODUCT REALIZATION	PAGE NUMBER	2 OF 2
SUBJECT	HANDLING CUSTOMER FEEDBACK		

6.0 Procedure



Prepared by:

QMR

Approved by:

SUC President

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AA-05-01
	PROCEDURES MANUAL	REVISION NUMBER	1
		PAGE NUMBER	1 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	ADMISSION AND REGISTRATION OF STUDENTS		

1.0 Objective:

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.

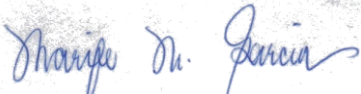
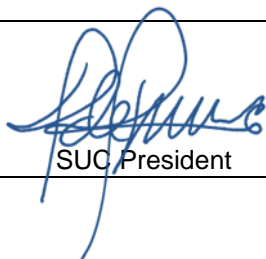
College Criteria – refers to the high school grade requirement and entrance exam score requirement of students for them to be eligible in enrolling in a particular course offered by some colleges. The criteria are set by some colleges in order to have a high probability of passing in the board examinations.

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

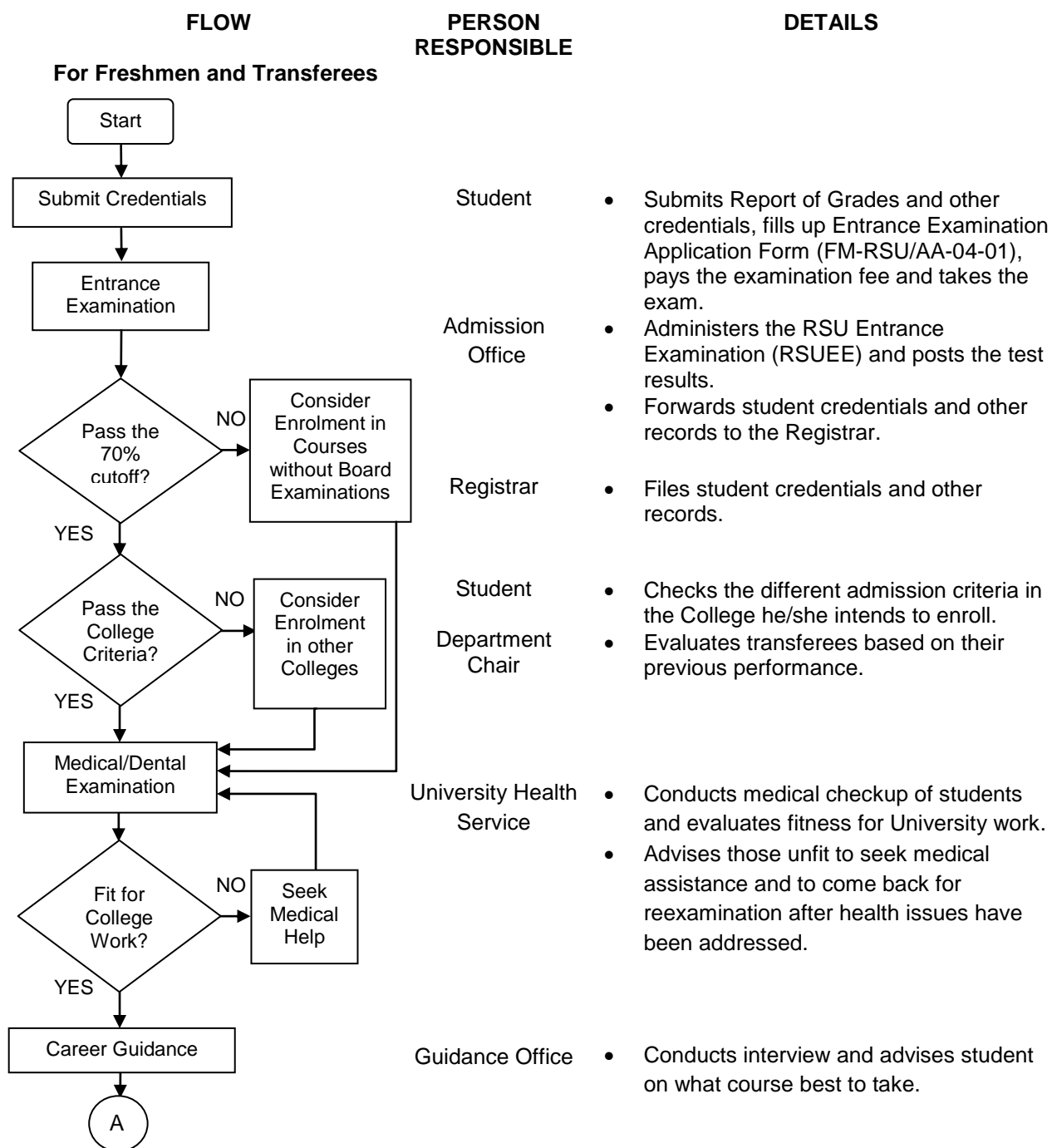
5.0 References

University Manual
 College Operations Manual
 Student Manual

Prepared by:  Admissions Office	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AA-05-01
	PROCEDURES MANUAL	REVISION NUMBER	1
		PAGE NUMBER	2 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	ADMISSION AND REGISTRATION OF STUDENTS		

6.0 Procedure



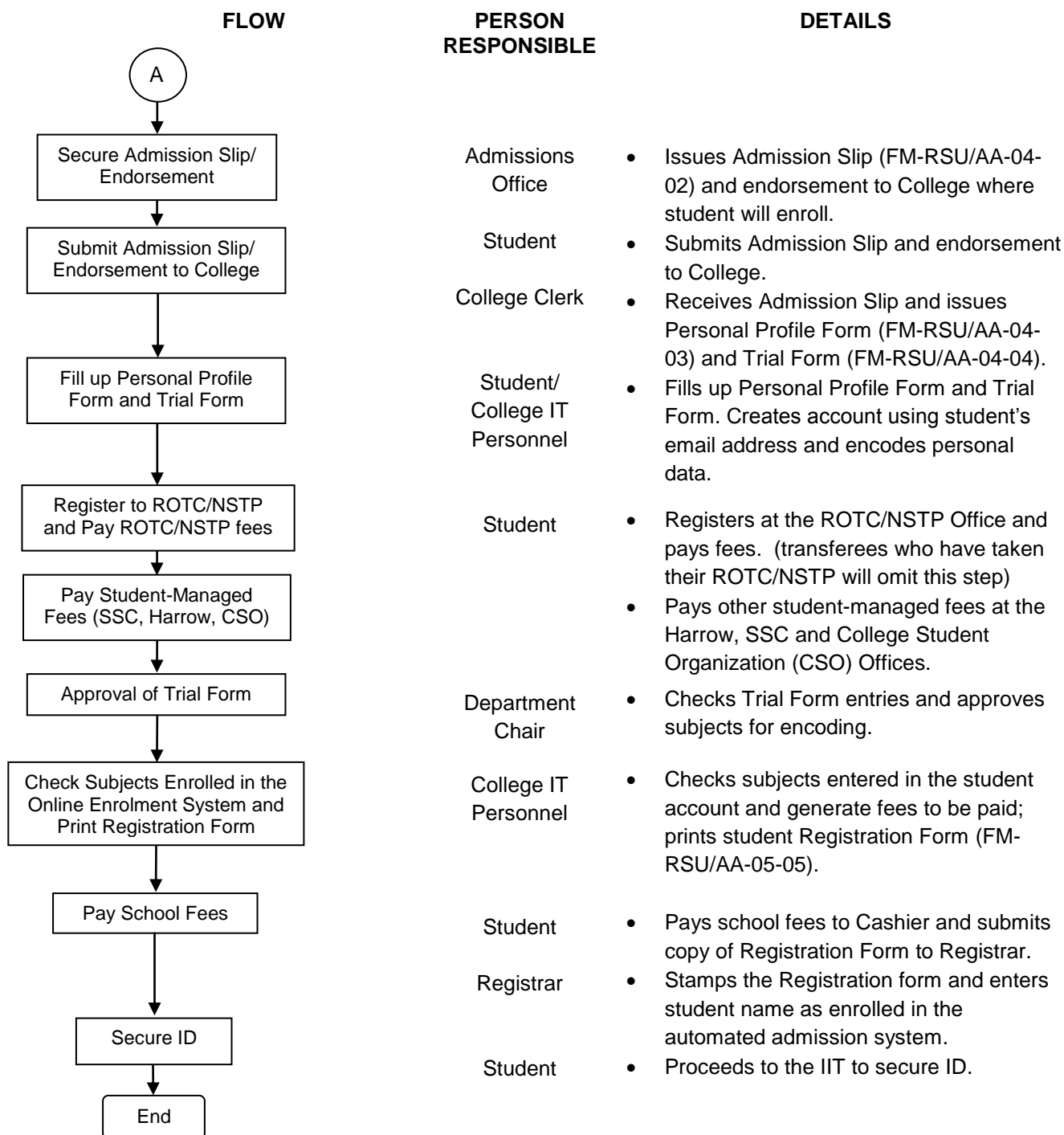
Prepared by:

Therese M. Garcia
Admissions Office

Approved by:

[Signature]
SUC President

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AA-05-01
	PROCEDURES MANUAL	REVISION NUMBER	1
		PAGE NUMBER	3 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	ADMISSION AND REGISTRATION OF STUDENTS		



Prepared by:

Therese M. Garcia
Admissions Office

Approved by:

[Signature]
SUC President

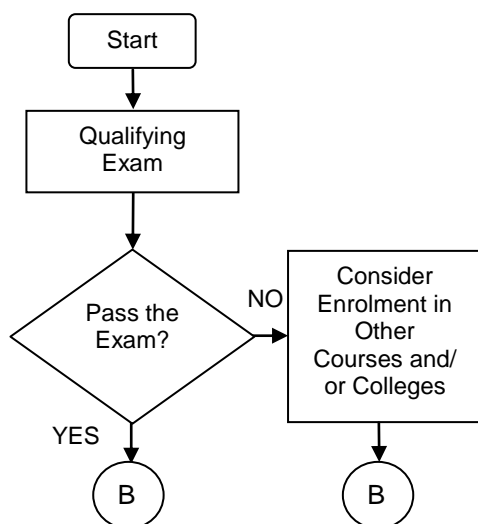
	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AA-05-01
	PROCEDURES MANUAL	REVISION NUMBER	1
		PAGE NUMBER	4 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	ADMISSION AND REGISTRATION OF STUDENTS		

FLOW

PERSON RESPONSIBLE

DETAILS

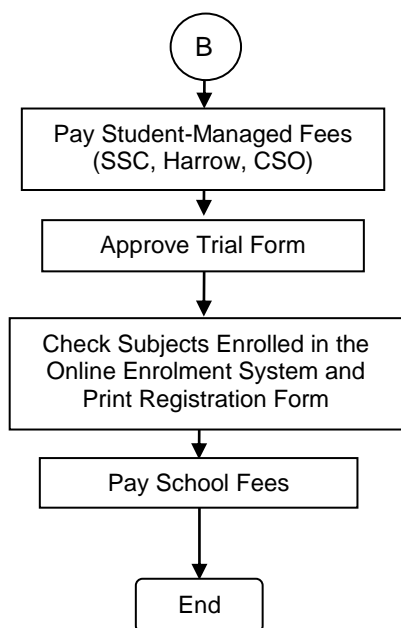
For 2nd Year or Higher-Year-Level Students in Colleges with Qualifying Examinations



College Clerk/
Faculty

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

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



Student

- Pays student-managed fees at the Harrow, SSC and College Student Organization (CSO) Offices.

Department
Chair

- Checks Trial Form entries and approves subjects for encoding.

College IT
Personnel

- Checks subjects entered in the student account and generates fees to be paid; prints student Registration Form (FM-RSU/AA-04-05).

Student

- Pays school fees to Cashier and submits copy of Registration Form to Registrar.

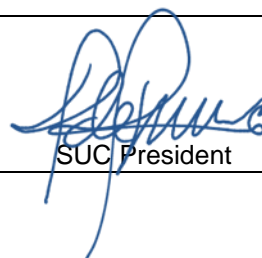
Registrar

- Stamps the Registration form and enters student name as enrolled in the automated admission system.

Prepared by:


Admissions Office

Approved by:


SUC President

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AFS-05-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	PURCHASING		

1.0 Objective:

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:

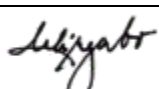

BAC – Bids and Awards Committee

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

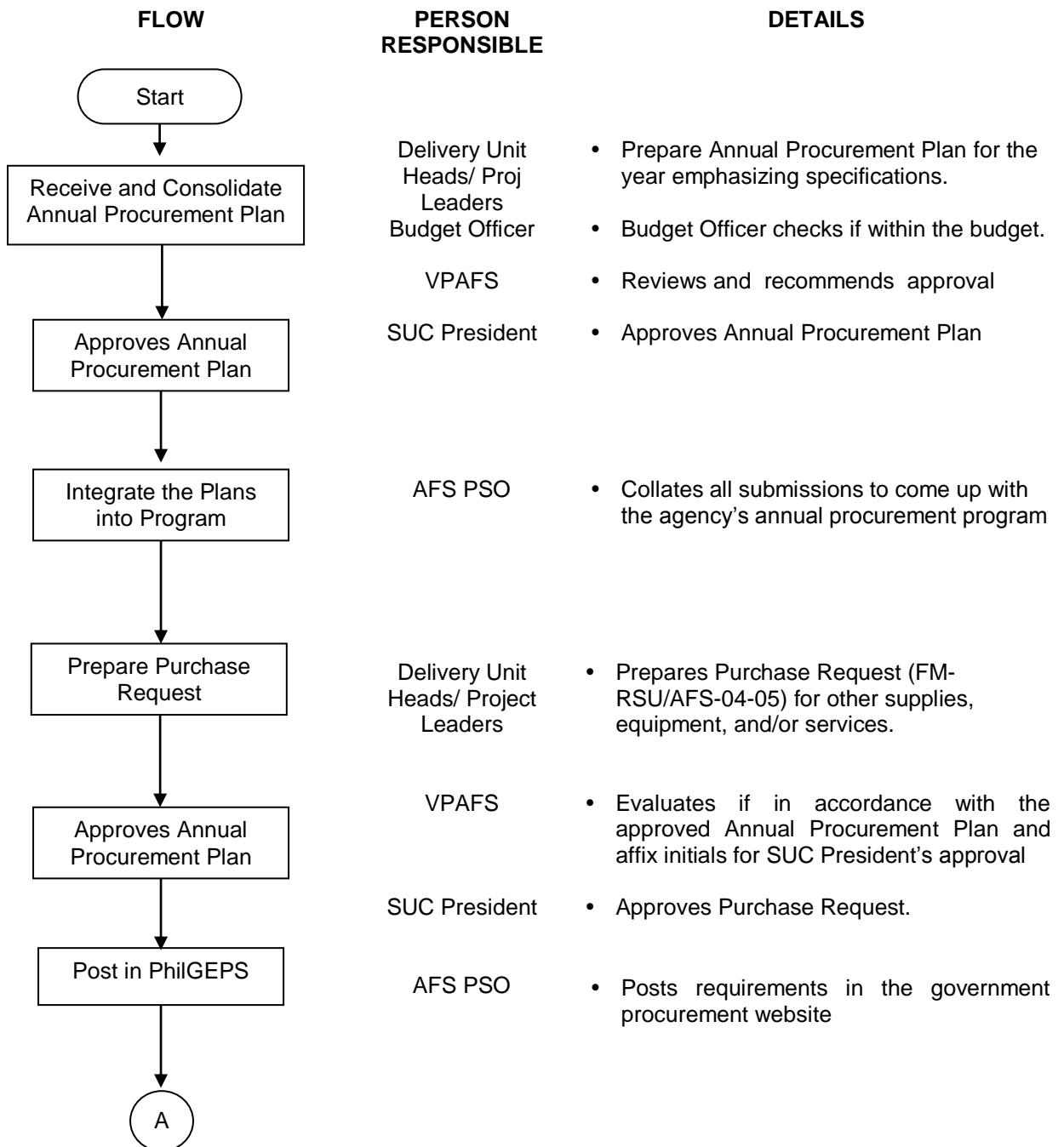
5.0 Reference



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:  Property and Supply Officer	Approved by:  SUC President
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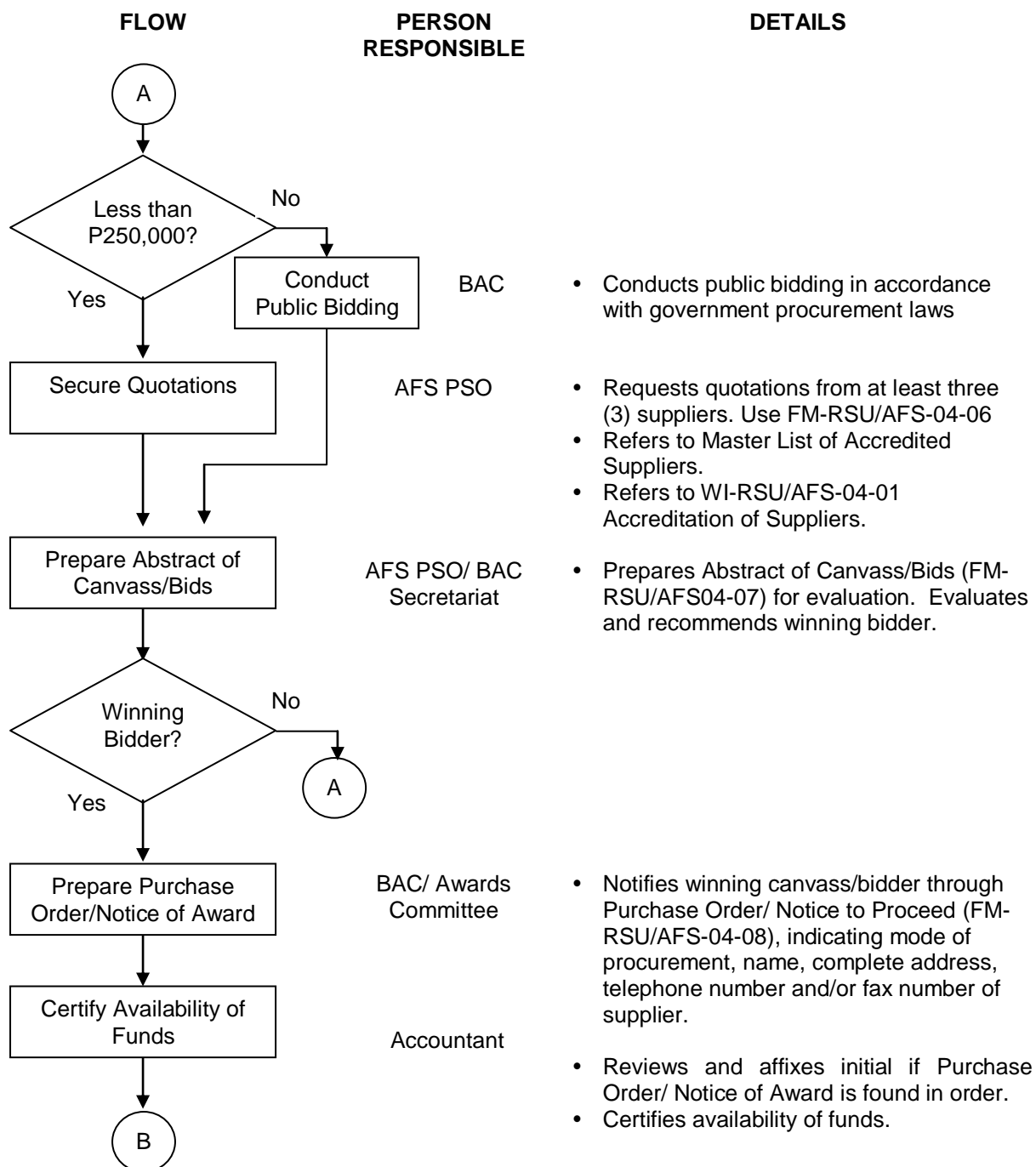
	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AFS-05-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	PURCHASING		


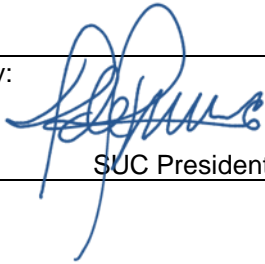
6.0 Procedure



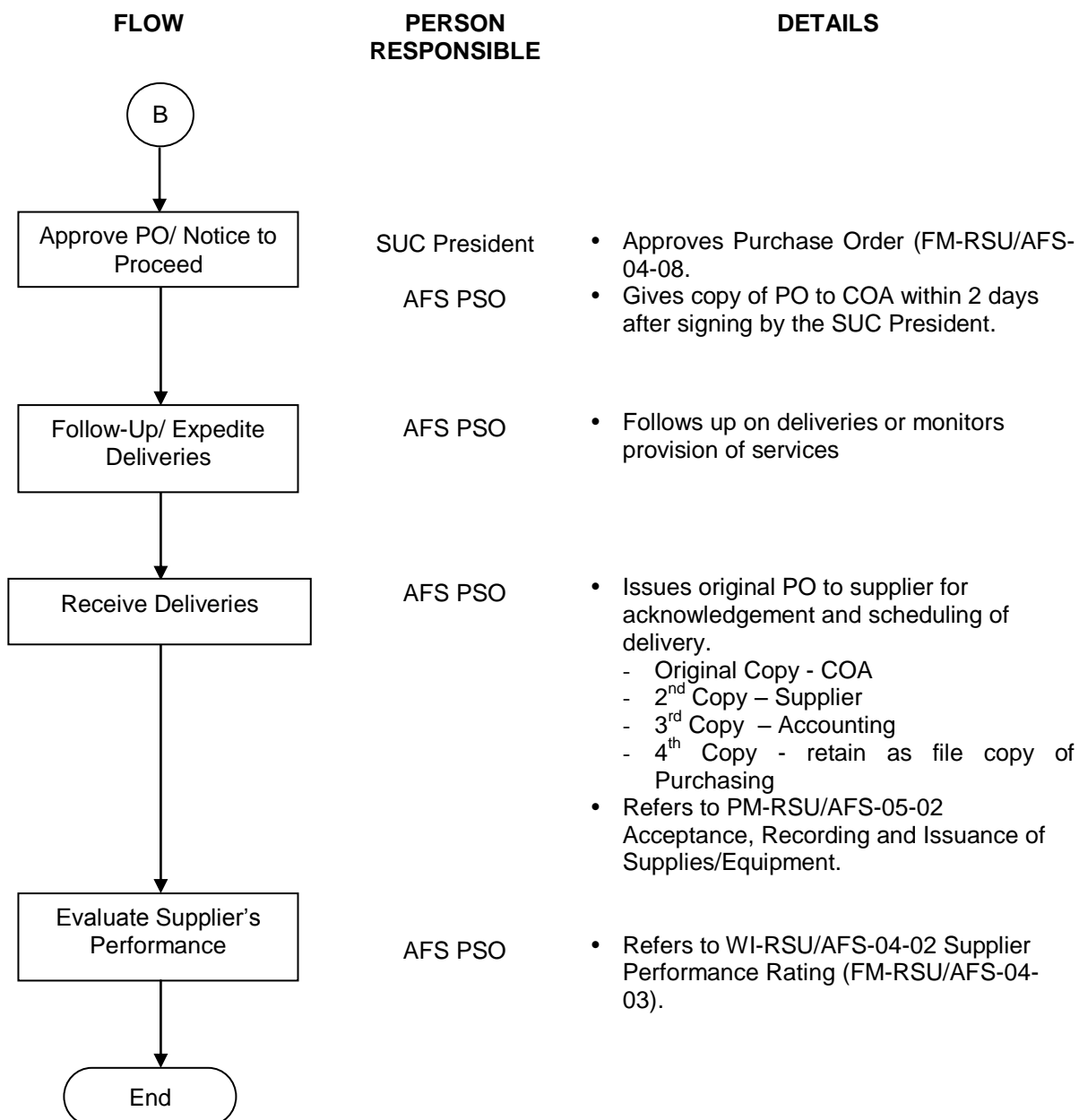
Prepared by:  Property and Supply Officer	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AFS-05-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	3 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	PURCHASING		




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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AFS-05-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	4 OF 4
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	PURCHASING		



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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AFS-05-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
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


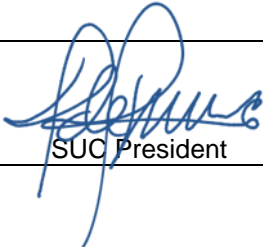
MRSMI – Monthly Report of Supplies and Materials Issued


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

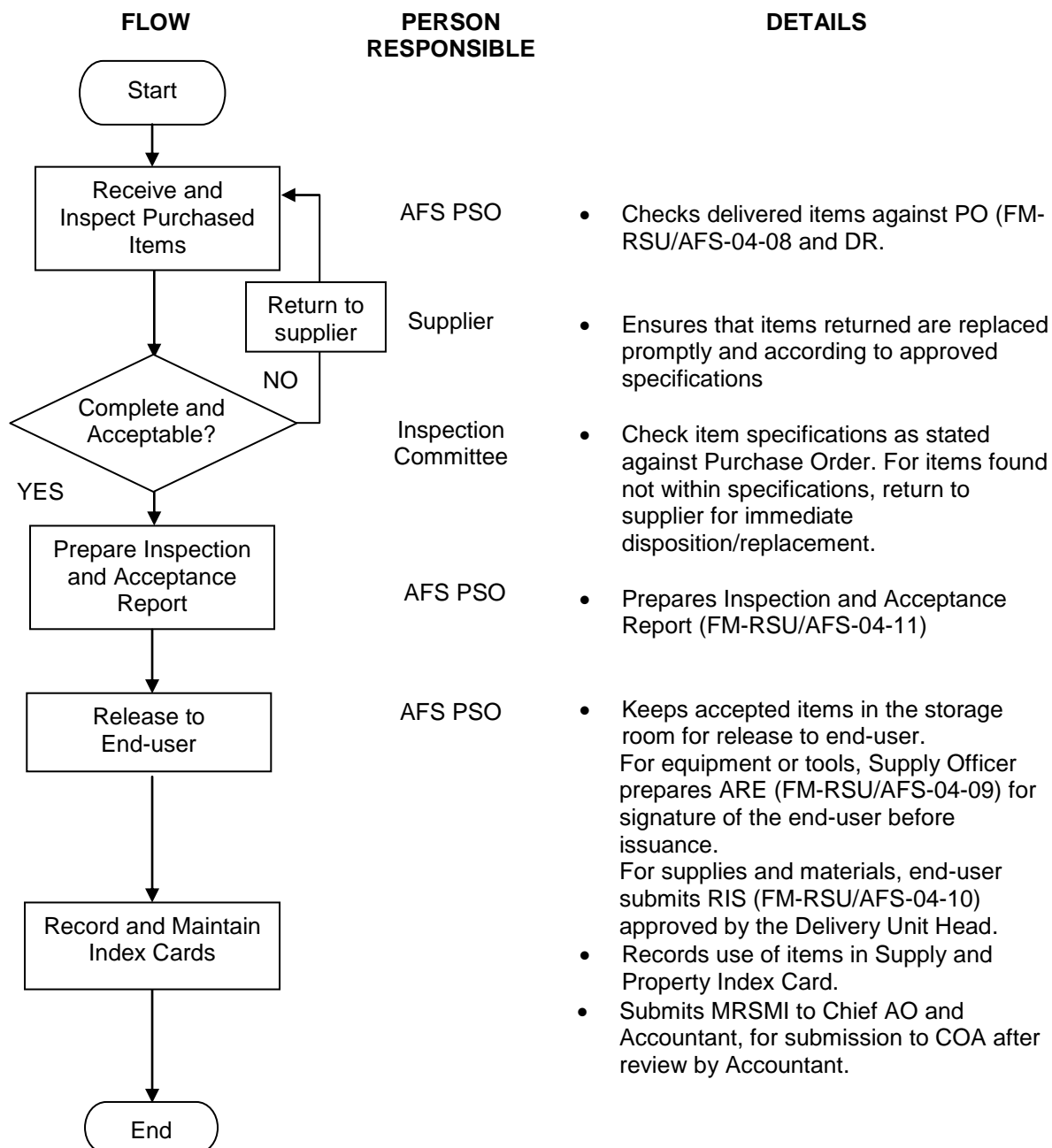
5.0 Reference



National Government Accounting System (NGAS)


Prepared by:  Property and Supply Officer	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/AFS-05-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	2 OF 2
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	1 January 2018
SUBJECT	ACCEPTANCE, RECORDING AND ISSUANCE OF SUPPLIES/EQUIPMENT		

6.0 Procedure



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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 3
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CONTROL OF NONCONFORMING PRODUCT		

1.0 Objective:

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.

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

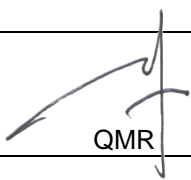

Hold Tag – used to identify a nonconforming product/service. It is filled-out and attached to the affected files of product/service and contains the name of product/service, quantity, description, reason for being on hold and name of person who detected the problem


4.0 Records

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

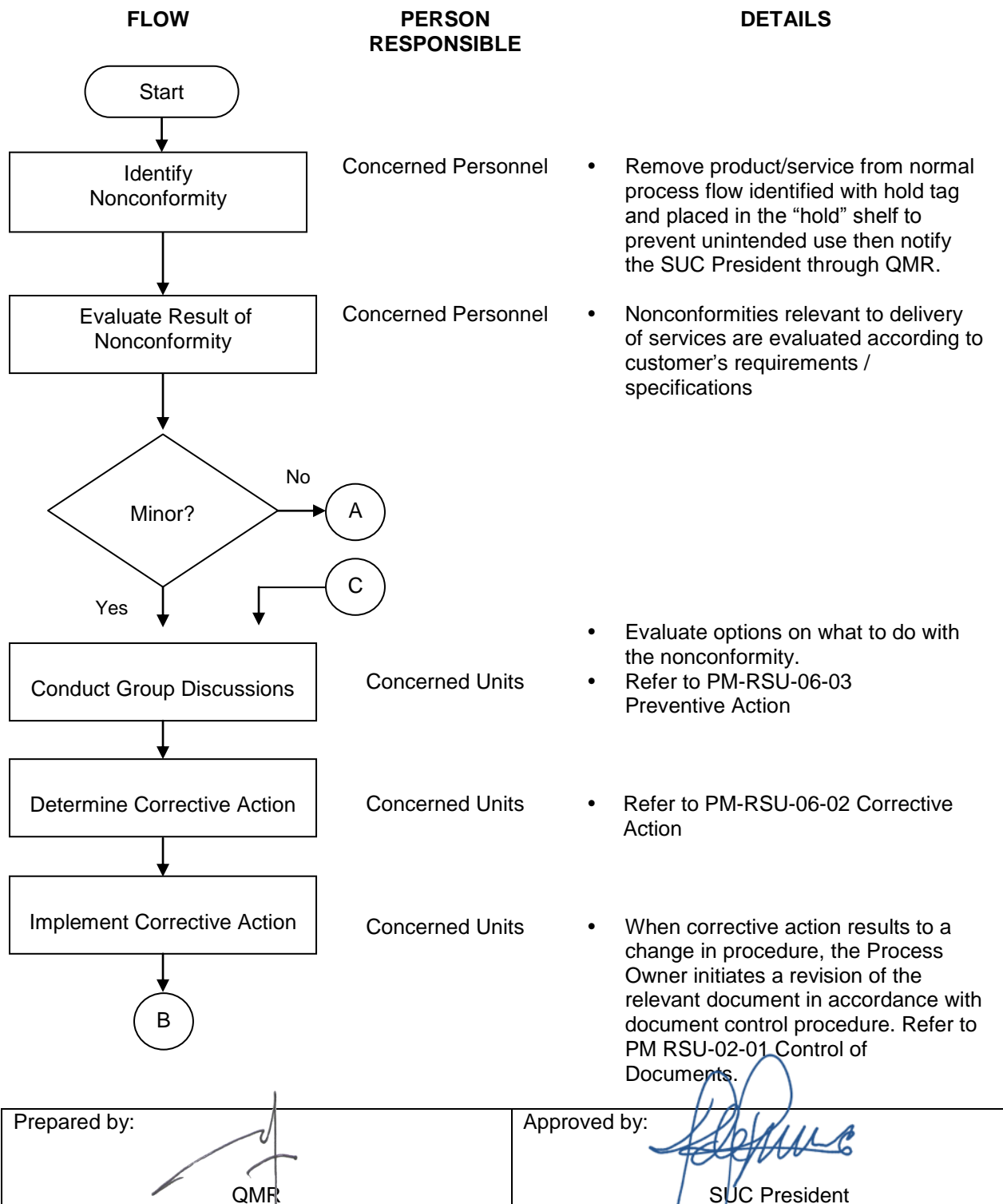
5.0 Reference


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

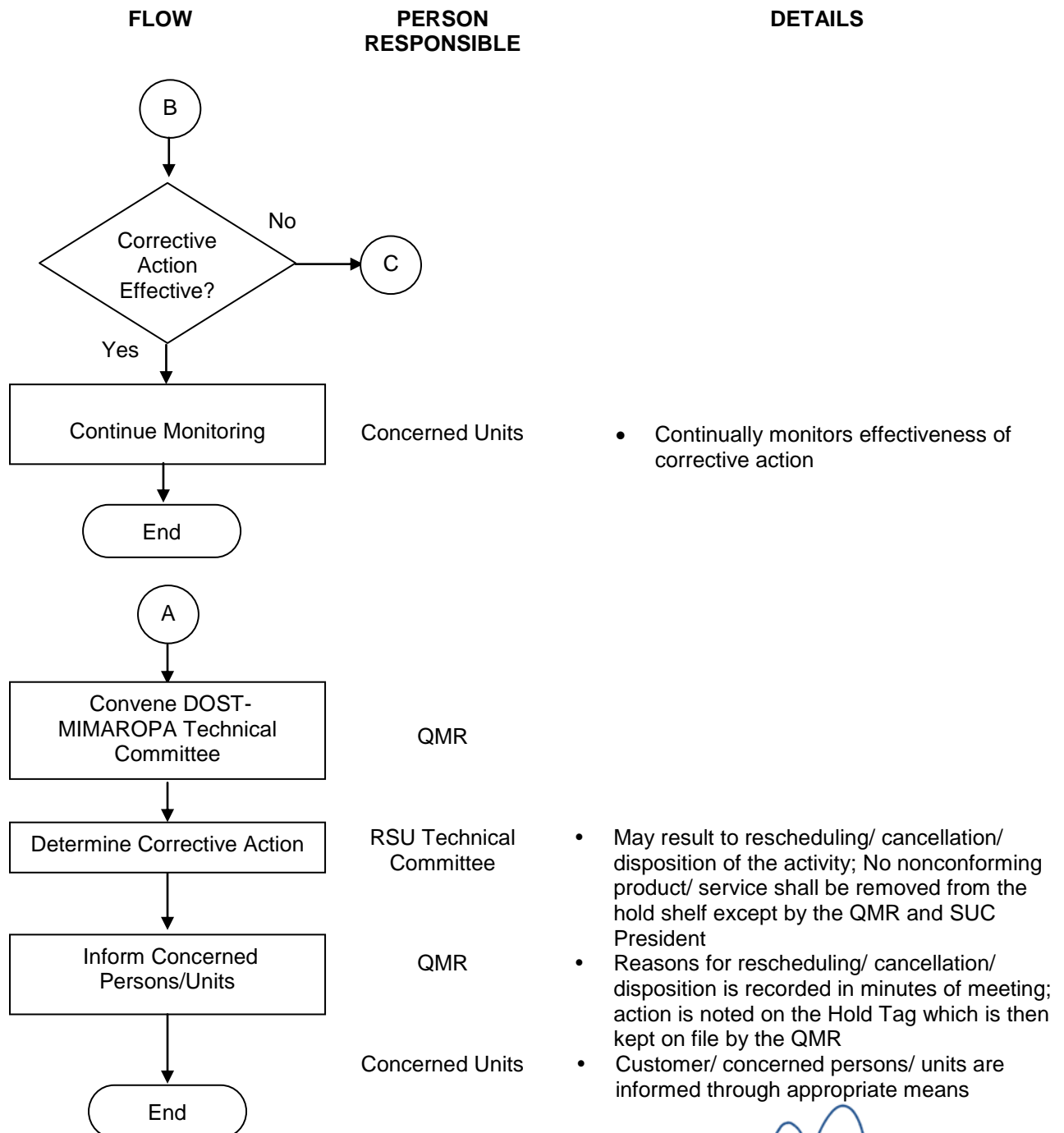
Prepared by:  QMR	Approved by:  SUC President
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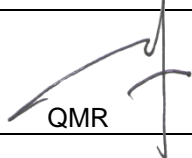

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-01
	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	2 OF 3
SUBJECT	CONTROL OF NONCONFORMING PRODUCT		


6.0 Procedure



	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-01
	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	3 OF 3
SUBJECT	CONTROL OF NONCONFORMING PRODUCT	EFFECTIVITY DATE	1 January 2018



Prepared by:  QMR	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 4
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CORRECTIVE ACTION		

1.0 Objective:

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:

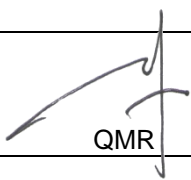

- Designated Function** - refers to the initiator of nonconformity report.
- Concerned Personnel** - refers to the person or group of persons responsible for determining appropriate corrective action.


4.0 Records

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

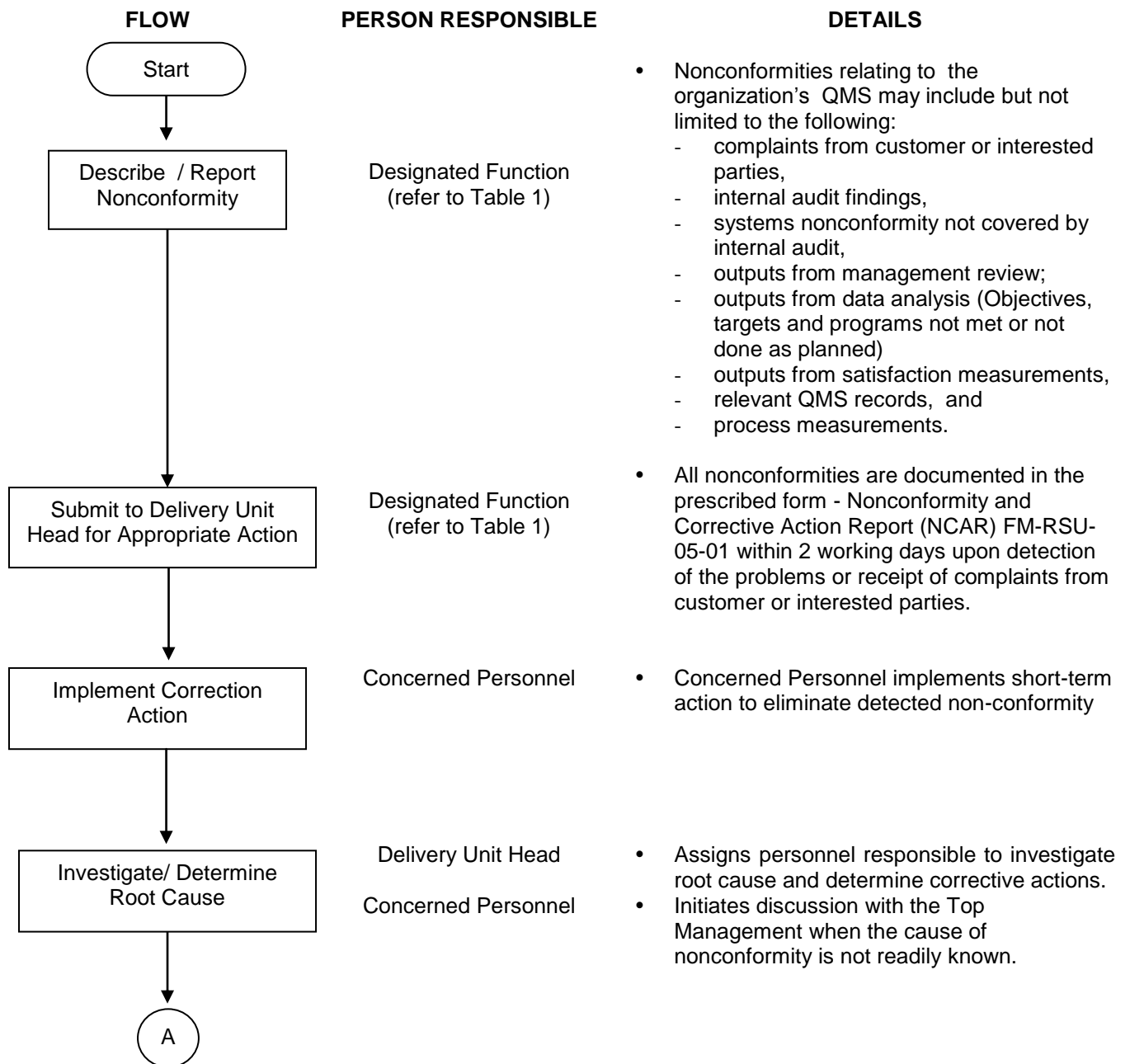
5.0 Reference

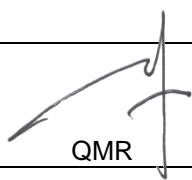

PM-RSU-02-01 Control of Documents
 PM-RSU-05-01 Handling Customer Feedback
 PM-RSU/IQA-06-02 Customer Satisfaction Measurement
 PM-RSU-06-01 Control of Nonconforming Products
 ISO 9001:2008 Standard


Prepared by:  QMR	Approved by:  SUC President
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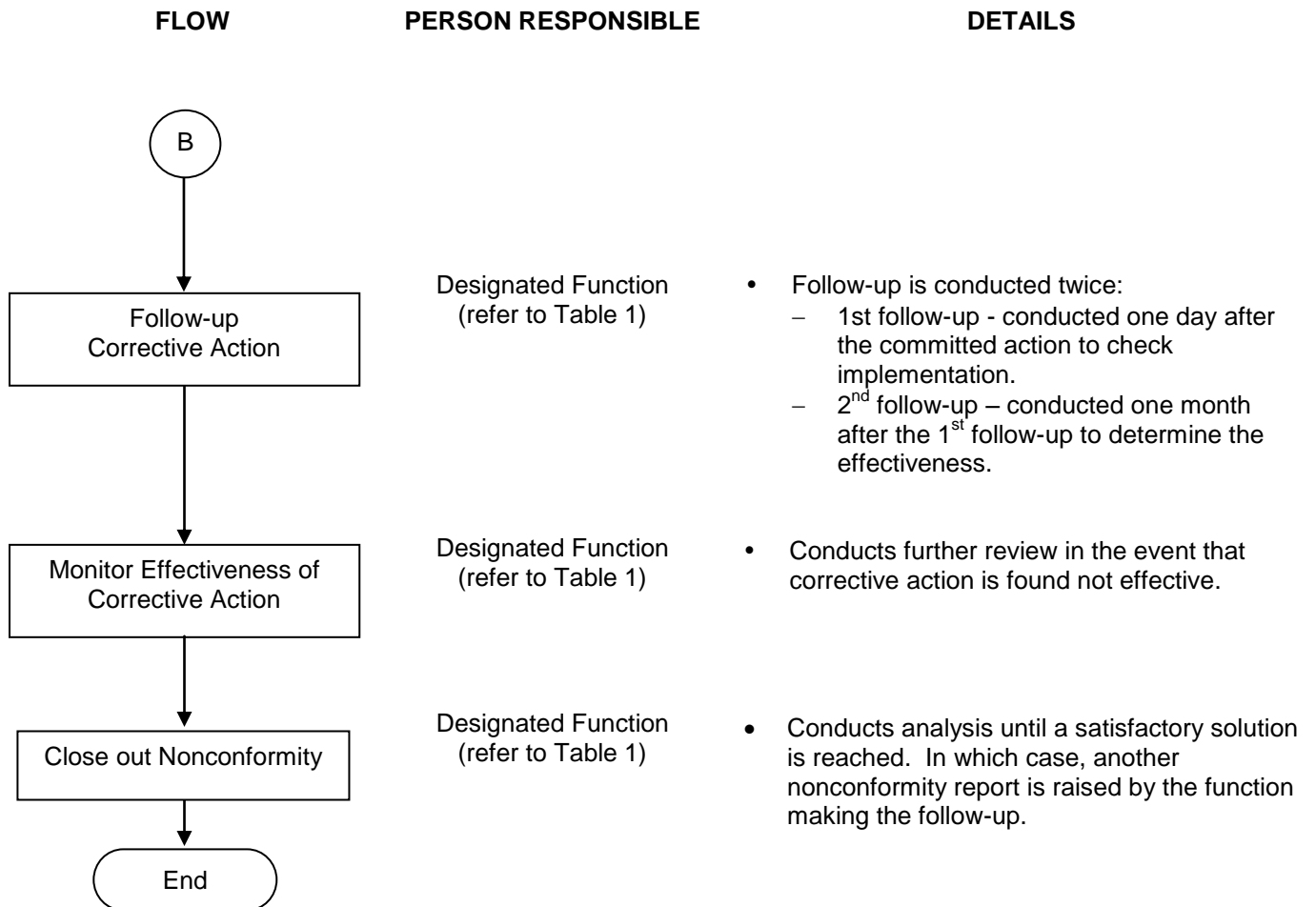
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	2 OF 4
SUBJECT	CORRECTIVE ACTION		

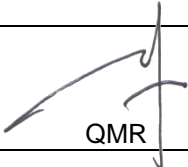

6.0 Procedure




Prepared by:	Approved by:
 QMR	 SUC President

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	4 OF 4
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CORRECTIVE ACTION		



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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-03
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	PREVENTIVE ACTION		

1.0 Objective:

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:

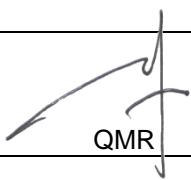

Concerned Personnel - refers to the person or group of persons responsible for determining appropriate preventive action.


4.0 Records

FM-RSU-05-02 Preventive Action Report

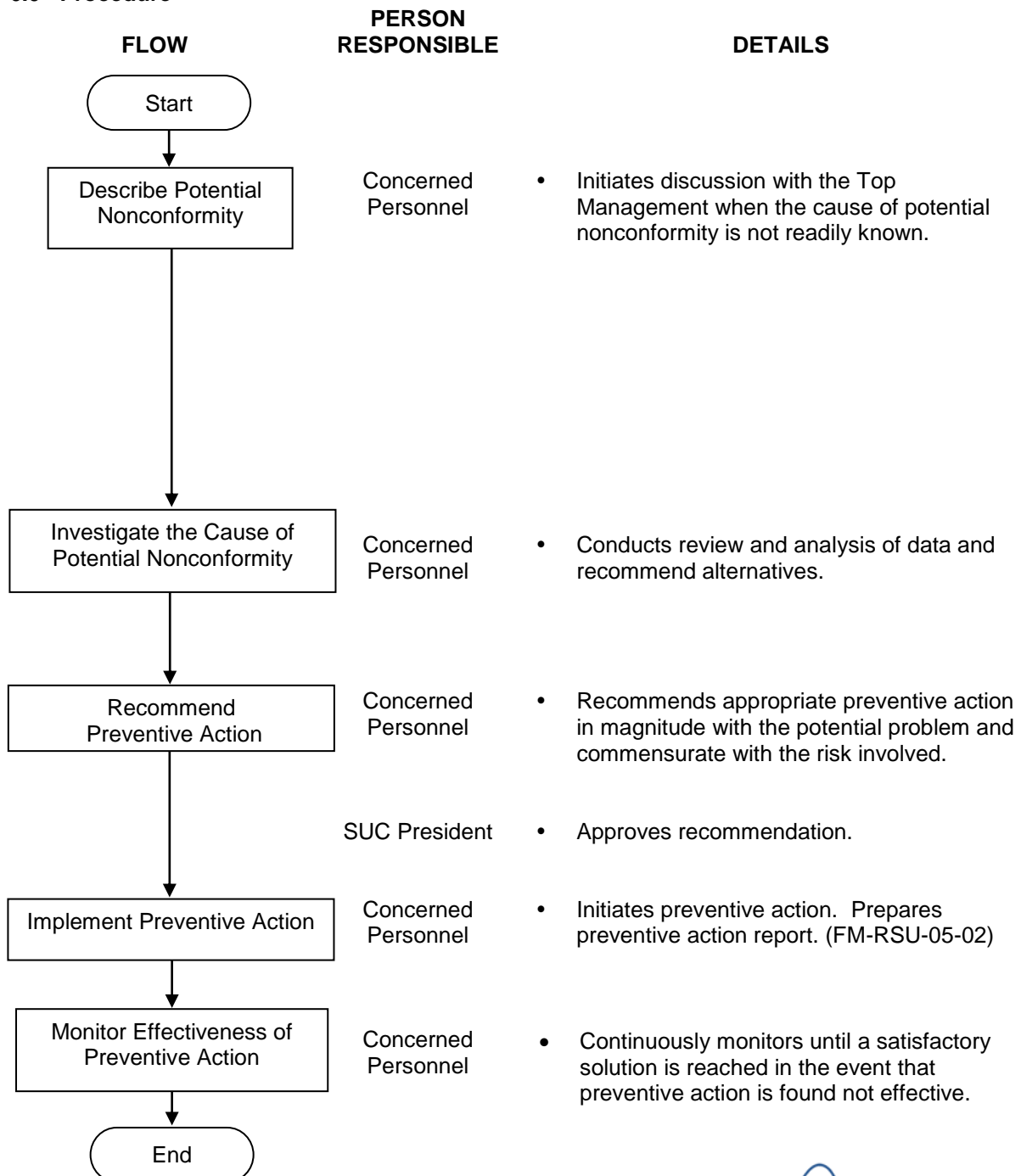
5.0 Reference

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

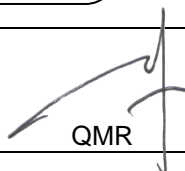
Prepared by:  QMR	Approved by:  SUC President
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	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU-06-03
	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	2 OF 2
SUBJECT	PREVENTIVE ACTION		

6.0 Procedure




Prepared by:


QMR

Approved by:


SUC President

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/IQA-06-01
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 5
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	INTERNAL AUDIT		

1.0 Objective:

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.

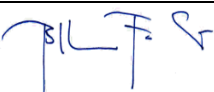
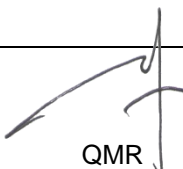
Nonconformity and Corrective Action Report (NCAR) – form used to disposition nonconformities


4.0 Records

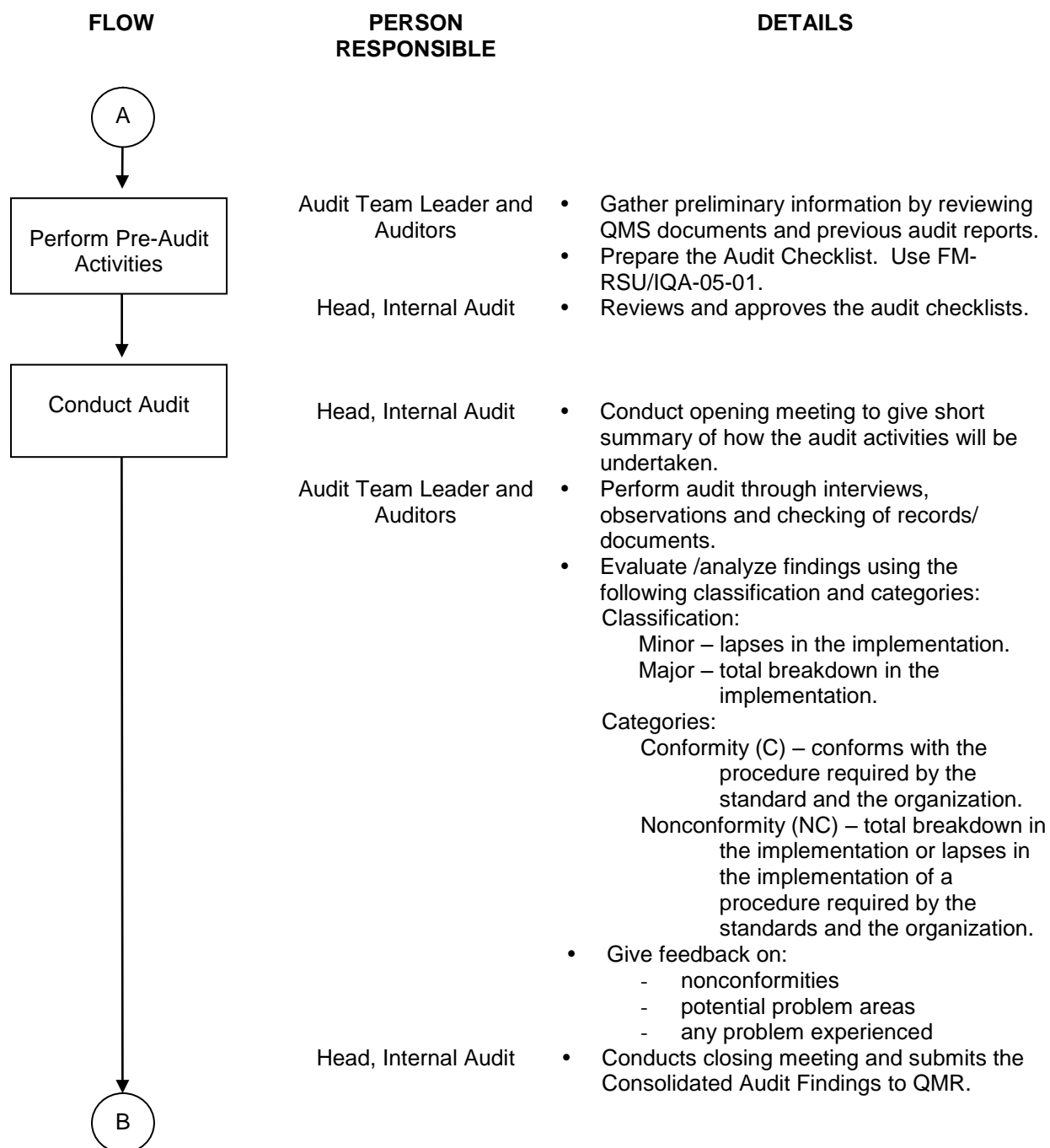
Annual Internal Audit Program
 Audit Plan
 Notice of Audit
 FM-RSU/IQA-05-05 Audit Checklist
 FM-RSU/IQA-05-12 Application for Internal Quality Auditor
 FM-RSU/AFS-04-01 Internal Quality Auditor Performance Rating
 Consolidated Audit Findings
 Summary Report of Audit Nonconformities
 FM-RSU-05-01 Nonconformity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


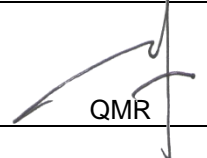
5.0 References


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

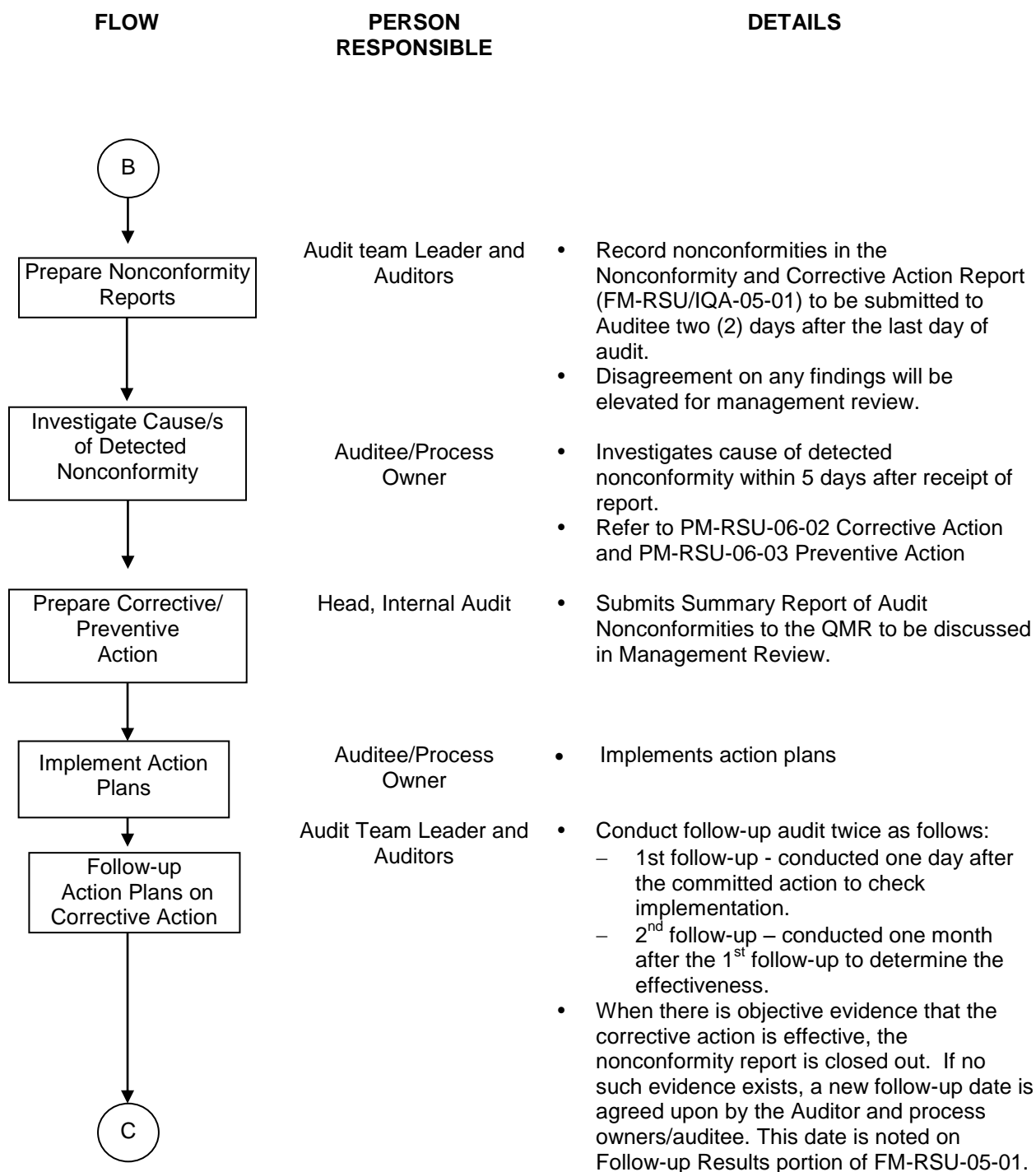
Prepared by:  Head, Internal Audit	Approved by:  QMR
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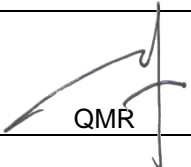
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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	3 OF 5
SUBJECT	INTERNAL AUDIT		
		EFFECTIVITY DATE	1 January 2018




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SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	4 OF 5
SUBJECT	INTERNAL AUDIT		



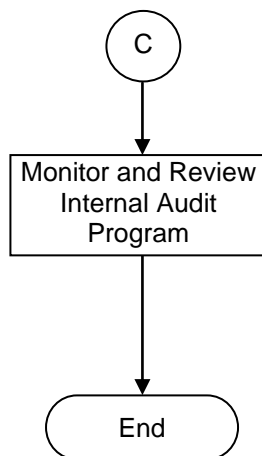
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	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	5 OF 5
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	INTERNAL AUDIT		

FLOW

PERSON RESPONSIBLE

DETAILS



Head,
Internal Audit

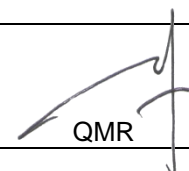
- Monitors and reviews the implementation of the audit program at the end of every year to assess whether the objectives have been met and to identify opportunities for improvement and needs for corrective and preventive actions.

Prepared by:




Head, Internal Audit

Approved by:



QMR

	Republic of the Philippines ROMBLON STATE UNIVERSITY	DOCUMENT CODE	PM-RSU/IQA-06-02
	PROCEDURES MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	1 January 2018
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT		

1.0 Objective:

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:

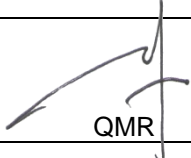

- CSF Form** - refers to Customer Satisfaction Feedback form which is used to gather information on the level of customer satisfaction.
- Frontliner** - person in direct contact with the customer.
- CSM** - Customer Satisfaction Monitoring


4.0 Records

Accomplished CSF File
CSM Report

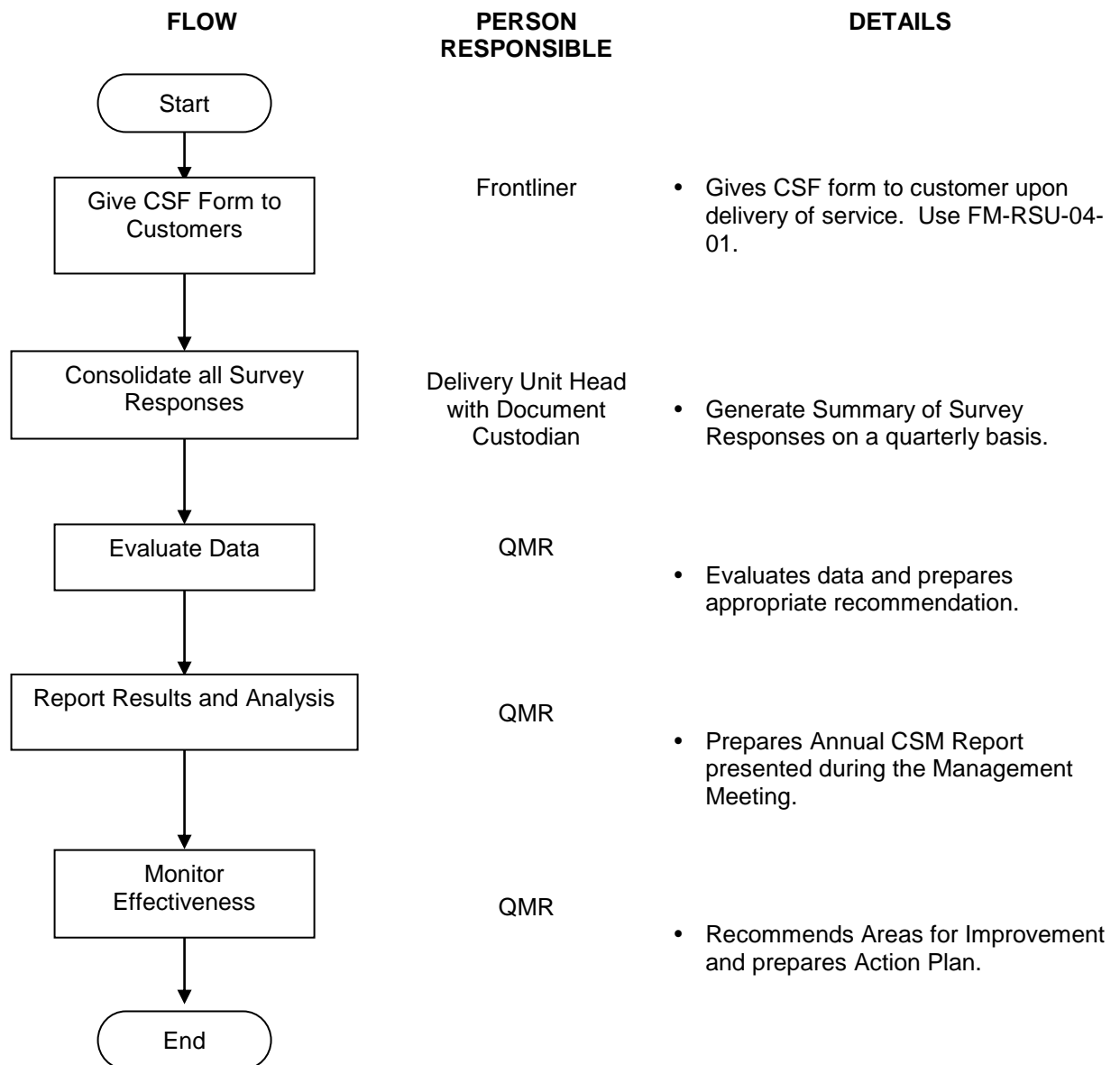
5.0 Reference

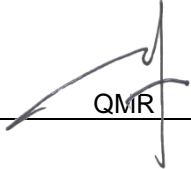

None

Prepared by:  QMR	Approved by:  SUC President
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	PROCEDURES MANUAL	REVISION NUMBER	0
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	2 OF 2
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT	EFFECTIVITY DATE	1 January 2018

6.0 Procedure



Prepared by:	Approved by:
 QMR	 SUC President