Minutes of Management Review
September 22, 2017
HRD Auditorium
PNU-Manila

Attendees:

Members of QMS Management:

1. Dr. Ester B. Ogena, University President and Chair of the QMS Management
2. Dr. Wilma S. Reyes, Vice President for Research, Planning and Quality Assurance
3. Dr. Rosemarievic V. Diaz, Vice President for Finance and Administration
4. Dr. Bert J. Tuga, Vice President for University Relations and Advancement
5. Dr. Marilyn U. Balagtas, Dean, College of Flexible Learning and e-PNU
6. Dr. Aurora B. Fulgencio, Dean, Office of Student Affairs and Student Services
7. Dr. Felicia I. Yeban, Dean, College of Graduate Studies and Teacher Education Research
8. Dr. Rita B. Ruscoe, Dean, College of Teacher Development
9. Mr. Alpheus Eugenio V. Ferreras, University and Board Secretary

Invited:

10. Dr. Erminda C. Fortes, University Coordinator for ISO Certification
11. Dr. Ma. Jhona B. Acuña, Associate Dean, Faculty of Arts and Languages
12. Dr. Antriman V. Orleans, Associate Dean, Graduate Teacher Education Faculty
13. Dr. Celia M. Ilanan, Associate Dean, Faculty of Education Sciences
14. Dr. Gladys P. Nivera, Associate Dean, Faculty of Science, Technology and Mathematics
15. Dr. NerissaS. Tantengco, Associate Dean, Faculty of Behavioral and Social Sciences
16. Prof. Lordinio V. Vergara, Director, Institute of Physical Education, Health, Recreation, Dance and Sports
17. Dr. Ma. Carmela T. Mancao, Chair, Faculty and Academic Staff Evaluation Committee
18. Ms. Mary Ann W. Cruz, Administrative Staff, Office of the University Registrar
19. Prof. Tito C. Baclagan, Director, Office of Admissions
20. Dr. Praksis A. Miranda, OIC-Director, University Center for Gender and Development
21. Prof. Jason A. Orozco, Deputy Dean, CFLEX
22. Mrs. Helen A. Advincula, University Librarian
23. Prof. Joemar D. Sajona, Faculty Member, School of Information and Knowledge Management
24. Prof. Cromwell L. Valeriano, Head, University Archives and Records Management Unit
25. Ms. Kimberly Ann S. Esquibel, Administrative Staff, Graduate Research Office
26. Dr. Edna R. Abulon, Director, Educational Policy Research and Development Center
27. Dr. Gina O. Gonong, Director, Research Center for Teacher Quality
28. Dr. Marie Paz E. Morales, Director, Publication Office
29. Ms. Gina D. Cruz, Director, Administrative Services
30. Ms. Jenith DG. Daligdig, OIC, Supply and Property Unit
31. Mr. Guillermo Raul G. Fernandez, Head, Press and Printing Unit
32. Dr. Rowena B. Escoto, Head, University Health Services Unit
33. Mr. Eduardo V. Pondare, Head, Security Services and Safety Management Unit
34. Ms. Rowena D. Mariñas, Head, Bids and Awards Unit
35. Mr. Harry P. Huliganga, Director, Facilities Management and Sustainability Services
36. Mr. Joseph G. Luceño, Director, Financial Management Services
37. Mr. Gerard G. Manuel, Manager, FMS

38. Ms. Florence A. Allejos, Head, Budget and Resource Planning Unit
39. Ms. Alden M. Medina, Senior Staff, BRPU
40. Ms. Jenny C. Malitao, Director, Human Resource Management and Development Services
41. Ms. Maribel C. Gerundio, Administrative Staff, HRMDS
42. Mr. John P. Natividad, Director, Management Information System Office
43. Dr. Serafin A. Arviola, Jr., Director, Community Partnership and Extension Office
44. Dr. Zenaida Q. Reyes, Director, Linkages and International Office
45. Prof. Janir T. Datukan, Director, Promotions and Business Development Office
46. Prof. Maria Eljie M. Mabunga, Director, Alumni Relations and Services Offices
47. Dr. Leonora P. Varela, Member, ISO TWG and Internal Quality Auditor
48. Dr. Josephine E. Tondo, Member, ISO TWG
49. Mr. Ronnie B. Pagal, Technical Assistant, CPQA
50. Prof. Carl O. Dellomos, Technical Assistant on Institutional Quality Assurance, OVPFA
51. Ms. Emilia C. Duque, Technical Assistant, University Project for ISO Certification (UPIC)
52. Mr. Guillermo A. Beringuel, Jr., TA, UPIC

The Management Review started at 1:45 a.m. at the HRD Auditorium, PNU Manila.

Dr. Wilma S. Reyes, Vice President for Research, Planning and Quality Assurance (OVPRPQA), opened the review and reiterated the University's goal of bagging the ISO 9001 certification sometime in 2018.

Dr. Fortes made her brief presentation on what shall be discussed in a Management Review as per University's Guidelines on Management Review. She reiterated that the Review shall include a discussion of, but not limited to, the following topics: a) the statuses of actions taken on recommendations from the previous management reviews; b) the changes in external and internal issues that are relevant to the University's QMS; c) the feedback on the QMS performance, including review of the quality policy, the extent to which the quality objectives have been met, process performance and conformity of products and services, non-conformities and corrective actions, trends in client satisfaction and feedback from relevant interested parties, monitoring and measurement results, IQA results, and the performance of external providers; d) the adequacy of resources; and e) the effectiveness of actions taken to address risks and opportunities.

Dr. Ogena stressed that this Management Review shall be focused on the summary of the Non-Conformities of the University that Dr. Fortes and other Internal Quality Auditors discovered during the recently-concluded First Round Internal Quality Audit (IQA), Station 7 of the PNU's ISO Roadmap.

Dr. Fortes presented said summary as follows:

I.   **Good Observations/Conformities:**

- The identification of processes for the QMS and their interactions have been done, implemented and maintained. These have been documented in the Quality Manual (QM) that was approved by the BOR prior to its use. Further, the QM contains the scope of the QMS. (4, 7.5.3)

- Majority of the processes have procedures that are consistent in format as seen in the Procedure Manuals (PM). The PMs were reviewed by authorities and approved by the BOR prior to their use. The control in the development and release of quality documentation and monitoring of the revision, location, retention and subsequent disposal of same has been identified. (7.5, 7.5.1, 7.5.2, 7.5.3, 8.1)

- There is a Quality Policy and quality objectives that guide the processes in the achievement of set performance goals. (5.2)

- The university has good systems of control of production and of traceability in the area of product realization. (8.5, 8.5.2)

II.   Summary of Non-conformities:

- The University has determined the internal and external issues that are relevant to its purpose and strategic directions. However, there is a need to monitor and review information about these internal and external issues. (4.1)

- The University has determined the interested parties (and their requirements) that are relevant to the QMS. However, there is a need to monitor and review this area. (4.2)

- The processes are customer-oriented; however no formal measurements that are directed along the lines of customer requirements, customer satisfaction, and enhancement of customer satisfaction. There was no evidence of a consistent process for customer communication specifically on gathering information on product perception. Further, there is a need to establish a process for addressing customer complaints. (5.3, 8.2.1, 9.1.3)

- Quality objectives of various units are being established and documented in the form of OPCR and such are consistent with the Quality Policy and Strategic Direction of the university. However, there is no monitoring and evaluation done to determine if such objectives were being achieved as planned. Further, the quality objectives of various units were not being communicated to their members and consequently, they were not aware of how they could contribute to the effectiveness of the QMS. (5.1.1.6, 6.2)

- Risks and opportunities that need to be addressed (particularly at the process level) have been identified but there is a strong need to implement, monitor, and evaluate the actions done to reduce the identified risks. (5.1, 6.1.2)

- Top Management has a clear understanding of the needs of the organization and has provided the necessary resources to support the operations of the business of some units. However, there is still a need to monitor and improve/maintain the following: offices of various units of the university, such as those of the VPURA Domain, infrastructure that includes buildings and associate utilities, equipment (hardware and software), transportation resources, and information and communication technology, and the persons necessary for the implementation and control of the processes of various units. (7.1.2, 7.1.3, 7.1.4)

- There is a need to communicate the Quality Policy and ensure that it is understood by all stakeholders of the organization. (5.2, 7.3a)
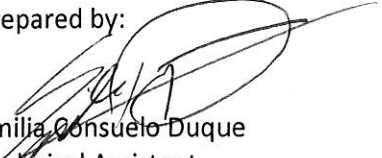
- There is a formal system for accreditation of external providers through PHILGEPS. However, there is no formal method to evaluate all suppliers to ensure consistency of goods being provided. The type and extent of control over outsourced services must be established and the method must be defined. There is a need to establish a policy on the control of these outsourced services because there are many items required by the product realization processes (such as field teaching experience, OJT, etc.) as well as support (such as janitorial and security services) that are being outsourced. (8.4)

- The control of documented information that is necessary for the implementation of processes must be strictly followed. Such documented information must be properly identified, made available, and easily retrieved, and retention and disposition schedule must be determined and strictly implemented. (7.5)

- There is a need to determine and implement a method to identify, verify, protect and safeguard customers' or external providers' property and document such. (8.5.3)

- There is a need to develop objectives, targets and programs related to the organization's compliance to the environmental, health and safety requirements and document the same. Measurement traceability of equipment (PNU's property) needs to be identified and improved and measuring equipment needs to be calibrated at specified interval against measurement standards and these shall be properly documented. (7.1.5, 8.5.2)

The following agreements were reached:

1. A copy of the Audit Observations shall be distributed to the heads of units/offices by the Auditors.
2. All unit heads/directors shall have a discussion-workshop with the members of their unit to talk about their specific Non-Conformities as indicated in the individual audit reports.
3. Root Cause Analysis shall be done per identified NC and OFI.
4. Correction shall be determined and monitored until such time that all OFIs and NCs shall have been addressed.
5. Corrective Actions done for the corresponding correction shall be recorded and closed by both Auditee and Auditor.
6. There shall be a discussion of strategies to be done with corresponding process owner to correct those NCs that are common to all VP Domains upon presentation of Dr. Fortes on the next Management Review.

Having no other matters to discuss, the review was adjourned at 5:15 p.m.

Prepared by:

Emilia Consuelo Duque
Technical Assistant
University Project for ISO Certification
Date: September 25, 2017

Noted by:

Erminda C. Fortes, Ph.D.
University Coordinator for ISO Certification
Date: September 26, 2017