



DILG REGION V

QUALITY PROCEDURE (QP)

QP-R05-ORD-06

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PROCEDURE TITLE	INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)		
SCOPE	This process starts with the issuance of Memo to all DILG operating units and provincial offices for the submission of news/feature articles by the designated information officers on documentation of all DILG activities, completed projects and accomplishments, writing of articles, lay outing and the publication of the newsletter HAMODYONG .		
PURPOSE	To define the process in the publication of HAMODYONG newsletter to improve public perception towards DILG.		
PROCESS DESCRIPTION			
INPUT		PROCESS	OUTPUT
MEMORANDUM OPERATING UNIT		INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)	NEWS/FEATURE ARTICLES/DOCUMENTATION OF COMPLETED PROJECTS HAMODYONG
DESCRIPTIVE STATEMENT:			
The DILG V implements various programs, projects and activities at all levels that need to be documented and written about. The DILG V operating units and focal persons prepare and submit news/feature articles on activities undertaken and/or accomplishments. The designated regional information officer edits the article and forward it to the ITO for layout and eventually to the printing press for final printing. The newsletter HAMODYONG is published on a quarterly basis. This is one of the effective medium in attaining publicity for what DILG does.			

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Information Officer	Prepare Memorandum	Prepare Memorandum tor the submission of news/feature articles Submit Memo to ORD for signature Disseminate Memo to Divisions/Provinces	Memorandum
2	Responsible Division /Provincial Information Officer	Prepares news/feature articles with photos and caption	Preparation of news/feature articles by concerned Divisions/POs/PFP Submit the news/feature articles to Info/Planning Unit	News/Feature Articles

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	Information Officer	Receive the news/feature articles submitted electronically	Download the news/feature articles from email Stamp RECEIVED the submitted hard copy of articles	Official Email
4	Information Officer	Edit articles submitted	All articles to be revised/rewritten based on editings/revisions	Articles submitted
5	Information Officer	Forward edited articles to ITO for layout	Submit articles to ITO for layouting	Articles submitted
6	ITO	Layout the newsletter	Layout the articles in newsletter format	Articles submitted
7	ITO	Remand the layouted newsletter to Info Officer	Remand the layouted newsletter to Info Officer for proofreading	Layouted Newsletter
8	Information Officer	Submit to ORD final draft copy of Newsletter	Submit copy to ORD for approval to print and release	Final Copy of newsletter
9	Info Officer	Comply with BAC requirements for commercial printing of the newsletter.	Prepare documentary requirements for the bidding process	Docs needed for BAC
10	Info Officer	Bring newsletter to printing press for final printing	Print final copies of Newsletter for distribution to stakeholders	Printed newsletter
11	Records Officer	Distribute copies to DILG operating units, partners and other stakeholders	Send out copies of Hamodyong to operating units, partners and other stakeholders	Newsletter - Hamodyong
12	Information Officer	Retain Records	Retain records in accordance with the Control of Retained Documented Information Procedure and the	Control of Retained Documented Information

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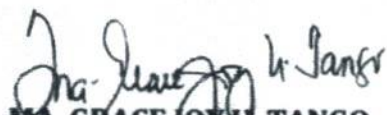
**QUALITY
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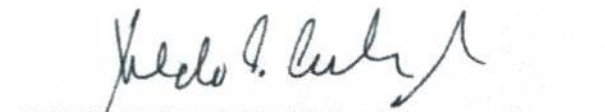
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Masterlist of Retained Documented Information.	Masterlist of Retained Documented Information

Prepared by:

Reviewed and Approved by:


MA. GRACE JOY U. TANGO
Planning Officer III


ATTY. ARNALDO E. ESCOBER, JR., CESO V
Assistant Regional Director

Process Owner

Regional QMR


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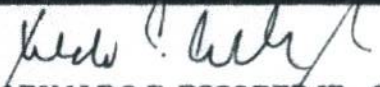
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**QUALITY
OBJECTIVE (QO)**

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UNIT	PLANNING UNIT
QUALITY PROCEDURE TITLE	INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)

FUNCTION	KEY PERFORMANCE INDICATOR			FREQUENCY OF MONITORING RESULTS	RESPONSIBLE FOR MONITORING	APPLICABLE DOCUMENTS (Monitoring Log Sheet, Memo, etc.)
	OBJECTIVE	TARGET	INDICATOR/FORMULA			
PUBLICATION OF IEC MATERIALS (HAMODYONG)	Timely publication of DILG V's Quarterly newsletter Hamodyong every 15 th day of the month of the ensuing quarter	200 copies of Hamodyong published quarterly	Publication of Newsletter Hamodyong	Quarterly	Regional Information Officer/ Designated Division and Provincial Information Officer	Memorandum News/Feature articles Monitoring Log Sheets

Prepared By:	Reviewed and Approved by:
 MA. GRACE JOY U. TANGO Planning Officer III Process Owner	 ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director Regional QMR

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PROCESS QUALITY MEASUREMENT
EVALUATION (QME)

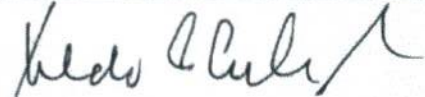
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OFFICE		PLANNING UNIT												
PROCEDURE TITLE		PRODUCTION OF IEC												
OBJECTIVE STATEMENT		TIMELY PUBLICATION OF DILG V'S QUARTERLY NEWSLETTER HAMODYONG EVERY 15TH DAY OF THE MONTH OF THE ENSUING QUARTER.												
CURRENT PERIOD		CY 2019												
INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Objective 1:														
A	Timely publication of DILG V's Quarterly newsletter Hamodyong basis every 15 th day of the ensuing Qtr													
B	Actual Date of Publication													
C	Formula: $\frac{A}{B} \times 100$ Target Result: 100%													
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)													
Note: For unmet targets, QMS Secretariat will initiate correction and corrective action using the Corrective Action Report (CAR duly signed by the Regional Quality Management Representative.														



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**PROCESS QUALITY MEASUREMENT
EVALUATION (QME)**

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Prepared by:	Reviewed and Approved by:
 MA. GRACEJOY U. TANGO Planning Officer III Process Owner	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional QMR



DILG REGION V

DEVELOPMENT OF IEC (NEWSLETTER) PROCESS MONITORING LOGSHEET

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QUALITY OBJECTIVE: Timely publication of DILG V's Quarterly newsletter Hamodyong every 15th day of the month of the ensuing quarter

FREQUENCY OF MONITORING: Quarterly

CURRENT PERIOD: 2019

NO.	OFFICE / UNIT	DATE OF SUBMISSION OF NEWS/FEATUR E ARTICLES	<u>Date Edited</u>	<u>Date Layouted</u>	SUBMITTED Draft Newsletter to RD WITH NO REVISION	Date of Final Printing	
A	B	D	E	F	G	H	M
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
Total							
Result							

Prepared by:	Approved by:
 MA. GRACE O. TANGO Planning Officer III Process Owner	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional QMR

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OFFICE: ORD-PLANNING UNIT
QUALITY PROCEDURE TITLE: INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
QP-R05-ORD-06	Information Education & Communication (IEC) Materials preparation (HAMODYONG) Quality Procedure	07.01.19					
QO-QP-R05-ORD-06	Information Education & Communication (IEC) Materials preparation (HAMODYONG) Quality Objective	07.01.19					
QME-QP-R05-ORD-06	Information Education & Communication (IEC) Materials preparation (HAMODYONG) Quality Monitoring & Evaluation	07.01.19					
FM-QP-R05-ORD-06-01	Information Education & Communication (IEC) Materials preparation (HAMODYONG) Monitoring Log Sheet	07.01.19					
RRP-QP-R05-ORD-06	Information Education & Communication (IEC) Materials preparation (HAMODYONG) Risk Register (Process Risk Assessment)	07.01.19					
RRO-QP-R05-ORD-06	Information Education & Communication (IEC) Materials preparation (HAMODYONG) Risk Register (Objective Risk Assessment)	07.01.19					
	Memorandum						
	News/Feature Articles						
	HAMODYONG						

Prepared by:	Noted By:
 EDEN S. LANUZA IT Officer 1 Regional Document Controller	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional OMK

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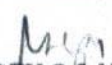
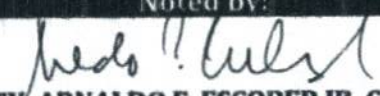
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OFFICE: **ORD-PLANNING UNIT**
QUALITY PROCEDURE TITLE: **INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)**

MASTERLIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
		00	01	02	03	04	05

Prepared by:	Noted by:
 EDEN S. LANUZA IT Officer 1 Regional Document Controller	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional QMR

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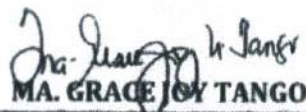
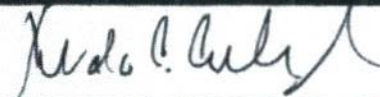
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OFFICE: ORD-Planning Unit

QUALITY PROCEDURE TITLE: **INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)**

MASTERLIST OF RETAINED DOCUMENTED INFORMATION

PROCESS	DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
					FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
INFORMATION EDUCATION AND COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)	QP-R05-ORD-06	Quality Procedure	Information Officer	Drawer 1	Articles Submitted	Per Province/Per Division (alphabetical)	2 years	3 years	5 years	Diposal through Records Section
			Information Officer	Drawer 2	Issues of Hamodyong	chronological (latest on top)	2 years	3 years	5 years	Diposal through Records Section

Prepared By:	Noted By:
 MA. GRACE JOY TANGO	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V
Process Owner	Regional QMR

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RISK REGISTER (PROCESS RISK ASSESSMENT)


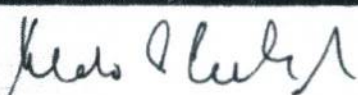
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OFFICE/UNIT **ORD-PLANNING UNIT**

PROCEDURE: **INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)**

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT				
					IMPACT	LIKELIHOOD	RATING	RISK LEVEL/OPPORTUNITY LEVEL (S,NS)	TYPE OF ACTION
Write news/feature article	delayed submission of articles/Lack of writing skills of DILG personnel	too many simultaneous activity	no articles written	pre writing of articles	3	3	9	S	Alert
Edit articles	lack of quality of written articles	lack of writing skills	needs rewriting that will take time	provision of training on writing	2	2	4	NS	
Layout the newsletter	power interruption	inefficiency of service provider	layouting is put on hold	use of generator set	1	2	2	NS	
Proofreading	lack of time to proofread	loaded schedule	lack of content of newsletter	request for early submission of articles	3	3	9	S	Alert
Print final copy for RD's approval	no electricity; no computer ink; no bond paper	inefficiency of service provider	delayed printing of newsletter	use of generator set	2	2	4	S	

Distribution or Circulation of Newsletter	absence of records officer	Unexpected Absence	delayed distribution of newsletter	Presence of Alternate Staff in the Records office	1	2	2	NS		
JUT			RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED					
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme		01-Jul	LOW	Not Significant	No further action required (Retain risk by informed decision)					
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain		08-Sep	MODERATE	Not Significant	Alert level but no further action required for now					
DETECTION 1 - Very likely, 2 - Likely; 3 - Low, 4 - Remote 5 - Very remote		Oct-25	HIGH	Significant	Control (e.g.. Treat/Mitigate Transfer, Terminate)					
Risk Rating = Impact X Likelihood X Detection										

Prepared by:	Reviewed and Noted by:
 MA. GRACE JON V. TANGO Planning Officer III Process Owner	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional QMR

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RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

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OFFICE **ORD-PLANNING UNIT**PROCESS **INFORMATION EDUCATION & COMMUNICATION (IEC) MATERIALS PREPARATION (HAMODYONG)**

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK or OPPORTUNITY	RISK TRIGGER (N/A FOR OPPORTUNITY)	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT					
							IMPACT	LIKELIHOOD	RATING	RISK/OPPORTUNITY LEVEL (S/NS)	TYPE OF ACTION	RISK CONTROL PLAN/OPPORTUNITY MANAGEMENT PLAN (For significant risk/opportunity)
Timely publication of Hamodyong on a quarterly basis	Delayed or non-submission of news/feature articles with photos; lack of skills/competencies of personnel in terms of writing and no permanent position for Information Officer.	DILG Management and employees	Delayed publication of Hamodyong	Increased work load of field officers	the target audience of Hamodyong is not informed of what DILG does	follow up submission of articles from the provinces and Division	3	3	9	NS	Alert	
RISK Assessment		Risk Rating		Risk Rating	Risk Description	Action Required						
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme		1 - 7		Low	Not Significant (NS)	No further action required (Retain risk by informed decision)						
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain		8 to 9		MODERATE	Not Significant (NS)	Alert level but no further action required for now						
DETECTION 1 - Very likely; 2 - Likely; 3 - Low; 4 - Remote; 5 - Very remote		10 to 25		HIGH	Significant (S)	Control (e.g. Treat/Mitigate Transfer, Terminate)						
Risk Rating = Impact X Likelihood X Detection												

Prepared by:	Reviewed and Noted by:
 MA. GRACE JOY U. TANGO Planning Officer III Process Owner	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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