



DILG REGION V

# **QUALITY PROCEDURE (QP)**

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<b>PROCEDURE TITLE</b>	<b>PROVISION OF LGRRRC SERVICES</b>
<b>SCOPE</b>	The process includes A) the acquisition of knowledge products (KP) and B) the sharing of knowledge products (KP) to personnel, agency, institution, LGU or the public. The sharing of knowledge products starts with a request from the client up to the issuance of the said document/material to the client.
<b>PURPOSE</b>	To standardize the process in the provision of LGRRRC services through the acquisition of knowledge products and sharing them to requesting client.

## **PROCESS DESCRIPTION**

INPUT	PROCESS	OUTPUT
<p>KPs from CO, partner agency/ institution, personnel, LGUs</p> <p><i>Client Request</i> →</p>	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <b>PROVISION OF LGRRRC SERVICES</b> </div>	<p>→ <i>KP shared</i></p> <p><b>Requesting personnel, agency, institution, LGU or the public</b></p>

## **DESCRIPTIVE STATEMENT:**

### **A) Acquisition/Processing of Knowledge Products**

Upon receiving newly acquired KP, the LGRRRC librarian designate shall process it, assign an accession number and update the KPs Master List and record it in the inventory.

### **B) Sharing of Knowledge Products**

A request form is filled up by client, the LGRRRC librarian reviews and records the request details. Upon approval of the request by the LGRRRC Manager, the librarian designate prepares the KP/reference material in appropriate format and issues the same to requesting client.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Designated LGRRRC Librarian	Accession of newly acquired knowledge products	<p>Receive and physically check the newly acquired KP</p> <p>Inform the LGRRRC manager of the newly acquired KP</p>	<p>KPs logbook</p> <p>Accession Record</p>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Record the new KP in the logbook  Put accession number on the KP and update the accession record	
2	Designated LGRRC Librarian	Update the Master List	Include the new KP in inventory by updating record in the Master list of Documents	Master List of Documents
<b>B</b>	<b>Sharing of Knowledge Products</b>			
1	Designated LGRRC Librarian	Receipt of request	Receive and acknowledge request form for KP or availment of LGRRC resources  Record in the logbook the name, position/designation, office and address, description, purpose of the request and other relevant details of the requesting client  Ask for the signature and proper identification of the requesting client (request form and logbook)	Request Form  Letter request, if any  LGRRC logbook  Client ID
2	LGRRC Manager	Approve the request	Receive the reviewed and acknowledged request form from the LGRRC librarian & approve the request	Request Form





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	Designated LGRRC Librarian	Facilitate the request	Record the approval of the request in the logbook  Search for the knowledge product requested  Prepare the knowledge product in proper format (photocopy if needed)  If KP is found in another LGRRC Facility or in the Division/Units, coordinate with concerned personnel and facilitate the request	Knowledge Product
4	Designated LGRRC Librarian	Issue the requested KP to client	Record the release of the requested KP in the logbook by securing the date, type of KP, name and signature of requesting client	Logbook
5	Designated LGRRC Librarian	Retain records	Update the LGRRC Services Process Summary Logsheet  Retain documented information in accordance with the control of Retained Documented Information and the Masterlist of Records	LGRRC Services PSL  Control of Records Procedure  Master List of Records

**Definition of Terms:**

- LGRRC Librarian – DILG personnel assigned to oversee the LGRRC library; personnel designated to ensure proper filing, safekeeping and accessing of LGRRC knowledge products and resources
- Requesting Client – personnel, agency, institution, LGU or the public requesting knowledge products or access to LGRRC reference materials

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## QUALITY PROCEDURE (QP)

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**QP-R05-LGCDD-19**

Rev. No.

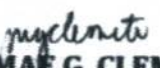

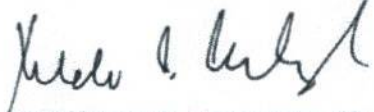
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DILG REGION V  
**QUALITY  
OBJECTIVE**

Document Code		
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<b>UNIT</b>		<b>DILG REGION 5 - LGRRRC</b>				
<b>QUALITY PROCEDURE TITLE</b>		<b>PROVISION OF LGRRRC SERVICES</b>				
FUNCTION	KEY PERFORMANCE INDICATOR			FREQUENCY OF MONITORING RESULTS	RESPONSIBLE FOR MONITORING	APPLICABLE DOCUMENTS (Monitoring Log Sheet, Memo, etc.)
	OBJECTIVE	TARGET	INDICATOR/FORMULA			
Management of LGRRRC service	A. Newly acquired KPs processed within 5 working days upon receipt	80%	Total no. of newly acquired KPs processed within 5 working days upon receipt <u>Total no. of KP newly acquired for the quarter</u>	Quarterly	Designated LGRRRC Librarian	Provision of LGRRRC Services Summary Logsheet
	B. Requested KP provided to clients within 5 working days upon request	80%	Total no. of KPs provided to clients within 5 working days upon receipt <u>Total no. of requests for KP from clients</u>	Quarterly	Designated LGRRRC Librarian	Forms, PSL

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DILG REGION V  
**PROCESS QUALITY MEASUREMENT  
 EVALUATION (QME)**

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<b>OFFICE</b>	<b>LGRRC V</b>						
<b>PROCEDURE TITLE</b>	<b>PROVISION OF LGRRC SERVICES</b>						
<b>OBJECTIVE STATEMENT</b>	1. 80% of newly acquired KPs processed within 5 working days upon receipt of KP 2. 80% of requested KPs provided to clients within 5 working days upon receipt of request						
<b>CURRENT PERIOD</b>							
	<b>INDICATORS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>	
<b>Objective 1: 80% of newly acquired KPs processed within 5 working days upon receipt of KP</b>							
A	Total no. of newly acquired KPs processed						
B	Total no. of KPs newly acquired for the quarter						
C	Formula: $\frac{A}{B} \times 100$ Target Result: 80%						
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)						
<b>Objective 2: 80% of requested KP provided to client within 5 working days upon receipt of request</b>							
A	Total no. of KPs provided to clients						
B	Total no. of requests for KP from clients						
C	Formula: $\frac{A}{B} \times 100$ Target Result: 80%						
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)						
Note: For unmet targets, the QMS Secretariat will initiate correction and corrective action report duly signed by the QMR.							

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**PROCESS QUALITY MEASUREMENT  
EVALUATION (QME)**

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Name of Bureau/Service/Division: **LGRRC V**

MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Provision of LGRRRC Services									
QME-QP-R05-LGCDD-19	Provision of LGRRRC Services Quality Monitoring and Evaluation	Librarian	filing cabinet	green folder	chronologically arranged by date				
FM-QP-R05-LGCDD-19-01	Provision of LGRRRC Logsheet (Processing of Newly Acquired KP								
FM-QP-R05-LGCDD-19-02	Provision of LGRRRC Logsheet (Provision of Requested KP to Client)								
FM-QP-R05-LGCDD-19-03	Knowledge Product Request Form								
FM-QP-R05-LGCDD-19-04	Borrower's Logbook								
FM-QP-R05-LGCDD-19-05	Borrower's Card								
FM-QP-R05-LGCDD-19-06	Knowledge Products (KPs) Inventory								
FM-QP-R05-LGCDD-19-07	Accession Record Book								

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Name of Bureau/Service/Division: **LGRRC V**

**MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION**

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION							
DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of LGRRC Services							
QP-R05-LGCDD-19	Quality Procedure	07.01.19					
QO-QP-R05-LGCDD-19	Quality Objective	07.01.19					
QME-QP-R05-LGCDD-19	Quality Measurement Evaluation	07.01.19					
FM-QP-R05-LGCDD-19-01	Process Summary Logsheets (Processing of Newly Acquired KP)	07.01.19					
FM-QP-R05-LGCDD-19-02	Process Summary Logsheets (Provision of Requested KP to Client)	07.01.19					
FM-QP-R05-LGCDD-19-03	Knowledge Product Request Form	07.01.19					
FM-QP-R05-LGCDD-19-04	Library Borrower's Logbook	07.01.19					
FM-QP-R05-LGCDD-19-05	Library Borrower's Card	07.01.19					
FM-QP-R05-LGCDD-19-06	Knowledge Products Inventory	07.01.19					
FM-QP-R05-LGCDD-19-07	Accession Record Book	07.01.19					
RRO-QP-R05-LGCDD-19	Risk Register Objective	07.01.19					
RRP-QP-R05-LGCDD-19	Risk Register Process	07.01.19					

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
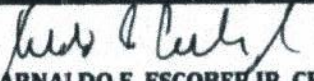
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Name of Bureau/Service/Division: LGRRRC V

**MASTER LIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
[Procedure]: PROVISION OF LGRRRC SERVICES							

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DILG REGION V  
**Provision of LGRRRC Services  
(Processing of Newly Acquired KP)  
LOGSHEET**

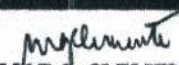
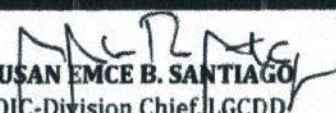
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**QUALITY OBJECTIVE:** 80% of newly acquired KPs processed within 5 working days

**FREQUENCY OF MONITORING:** Quarterly

**CURRENT PERIOD:**

NO.	Logbook Transaction No.	Date Received	Item No./Class	Author	Title of Book/Material	Edition	Volume	Accession No.
1								
2								
3								
4								

Prepared by:	Approved by:
 <b>MAE G. CLEMENTE</b> LG00 V Process Owner	 <b>SUSAN EMCE B. SANTIAGO</b> OIC-Division Chief, LGCDD Deputy QMR

  
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DILG-REGION V (BICOL)  
**Provision of LGRRRC Services  
(Provision of Requested KP to Client)**  
**LOGSHEET**

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**QUALITY OBJECTIVE:** 80% of requested KPs provided to clients within 5 working days upon receipt of request

**FREQUENCY OF MONITORING:** Quarterly

**CURRENT PERIOD:**

NO.	Logbook Transaction No.	Date of Receipt of Request	Name of Requesting Client	Position/ Designation	Agency/Address	Description/ Purpose	Date KP Released to Client	REMARKS

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**Provision of LGRRC Services - Knowledge  
Product Request Form**

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Name : \_\_\_\_\_

Address : \_\_\_\_\_

Email Add : \_\_\_\_\_ Contact Number : \_\_\_\_\_

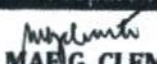

Book Title : \_\_\_\_\_

Edition : \_\_\_\_\_ Publication Year : \_\_\_\_\_

ISBN : \_\_\_\_\_ Series : \_\_\_\_\_

Purpose : \_\_\_\_\_

Date Borrowed : \_\_\_\_\_ Date Returned: \_\_\_\_\_

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Process Owner	Deputy OMR

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**Provision of LGRRRC Services -  
Library Borrower's Card**

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Book : \_\_\_\_\_

Author : \_\_\_\_\_

BORROWER'S NAME	DATE BORROWED	DATE RETURNED	SIGNATURE	REMARKS

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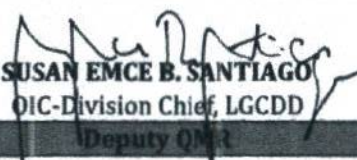


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**Provision of LGRRRC Services LIBRARY  
ACCESSION RECORD BOOK**

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NUMBER	DATE RECEIVED	Item No./Class	Author	Title of Book/Material	Edition	Volume	Pages

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DILG REGION V  
RISK REGISTER (PROCESS RISK ASSESSMENT)

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OFFICE **LGCDD**  
PROCEDURE TITLE **PROVISION OF LGRRC SERVICES**

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 / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	RISK CONTROL PLAN / OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Receipt of documents/records	Delay on the receipt of requests	Overlapping of incoming communications	Delayed service delivery	Daily checking of Incoming records in coordination with Records Office	3	3	9	NS	NS	N/A
		Late receipt/printing of documents sent thru email due to fluctuating internet connection/overlapping of workload/immediate absence of personnel	complaints from clients	Establishment of separate email address specifically for LGRRC  Designation of LGRRC Librarian						
Facilitate the request	Delay in giving the KPs to client	Difficulty in finding KPs	Longer time of processing and giving the knowledge products to the clients	Arranging the KPs; segregating frequently borrowed from not frequently borrowed	3	3	9	NS	NS	N/A
Retained documented information	Unable to retain documented information	Occurrence of disasters	Incomplete filing	Online back up	3	2	6	NS	NS	N/A
<b>RISK ASSESSMENT:</b>			<b>RISK RATING</b>	<b>RISK LEVEL</b>	<b>RISK DESCRIPTION</b>		<b>ACTION REQUIRED</b>			
<b>IMPACT:</b> 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme			1 - 7	LOW	Not Significant		No further action required (Maintain and sustain the existing control)			
<b>LIKELIHOOD:</b> 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain			8 - 9	MODERATE	Not Significant		Alert level (Maintain and sustain the existing control)			
<b>Risk Rating = Impact X Likelihood</b>			10 - 25	HIGH	Significant		Control (e.g. Avoid or Treat/Mitigate, Transfer, Terminate)			

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Process Owner	Risk Review Committee Head	Regional QMR

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DILG REGIONAL OFFICE V

**RISK REGISTER (OBJECTIVE RISK ASSESSMENT)**

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OFFICE

LGCDD

PROCEDURE TITLE

PROVISION OF LGRRC SERVICES

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK or OPPORTUNITY	RISK TRIGGER (N/A FOR OPPORTUNITY)	CONSEQUENCE (RISK) / BENEFIT (OPPORTUNITY)	EXISTING RISK CONTROL MEASURE (N/A FOR OPPORTUNITY)	RISK ASSESSMENT				
							IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	RISK CONTROL PLAN / OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Newly acquired KPs processed within 5 working days upon receipt	Overlapping of functions	researchers/ LGU/NGOs/ NGAs/CSOs/ Private individuals	no proper filing of KPs	non-availability of LGRRC Librarian on the day of Interested Parties' request	KPs not properly labelled and accounted	Designation of Librarian on duty	2	3	6	NS	N/A
Requested KP provided to clients within 5 working days upon receipt			unserved request		low customer satisfaction on the service provided	Posting of the schedule of assigned librarian of the day	2	3	6	NS	N/A

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	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 (Maintain and sustain the existing control)
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	8 - 9	MODERATE	Not Significant (NS)	Alert level (Maintain and sustain the existing control)
Risk/Opportunity Rating = Impact X Likelihood	10 - 25	HIGH	Significant (S)	Control (e.g. Avoid or Treat/ Mitigate, Transfer, Terminate)

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