



DILG-REGION V
QUALITY
PROCEDURE (QP)

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PROCEDURE TITLE	MAINTENANCE OF VEHICLES
SCOPE	Maintenance procedure starts from planning the preventive care and maintenance up to the actual maintenance and repair of service vehicles.
PURPOSE	To ensure that all service vehicles are safe, clean and roadworthy; and to ensure personnel satisfaction and safety.

INPUT	PROCESS	OUTPUT
Requesting Personnel/Driver Vehicle Inspection/Repair Form	<div style="border: 1px solid black; padding: 10px; text-align: center;"> Maintenance of Vehicle </div>	Conditioned Personnel Service Vehicle Requesting

DESCRIPTIVE STATEMENT:

This involves the provision of fully maintained service vehicles for the safety of riding personnel. The GSS/Motorpool and Provincial Offices monitors the status of service vehicle and take immediate actions on its proper corrective maintenance and repair.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Requesting Personnel	Request for inspection of vehicle.	Accomplish Vehicle Inspection Repair form and submit to Motorpool Supervisor at Regional Office and Program Manager in Provincial Office.	Vehicle Inspection Repair form
2	Motorpool Supervisors / Program Manager of POs/Mechanic	Conduct inspection and recommend appropriate action.	Conduct inspection and recommend appropriate action.	Request for Check-up/Inspection of Motor Vehicle Form
3	Motorpool Supervisors / Provincial mStaff	Prepare Job Order	Prepare Job Order in accordance to Procurement mode.	Request for Check-up/Inspection of Motor Vehicle Form Applicable Procurement Mode

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
4	Motorpool Supervisor / Provincial staff	Carry out Inspection, Acceptance and Delivery	Refer to Inspection, Acceptance and Deliveries Procedure.	Inspection, Acceptance and Issuance of Deliveries Procedure
5	Motorpool Supervisor / Provincial Staff	Retain documented information.	Retain documented information in accordance with the control of Retained Documented Information and the Masterlist of Retained Documented Information.	Request for Check-up/Inspection of Motor Vehicle Form. Maintenance of Vehicle Monitoring Log Sheet. Maintenance of Vehicle Summary Log Sheet. Control of Retained Documented Information. Master List of Retained Documented Information.

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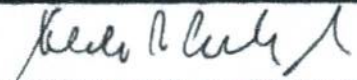


DILG - REGION V
**QUALITY
OBJECTIVES**

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BUREAU/SERVICE	FINANCE AND ADMINISTRATIVE DIVISION, GENERAL SERVICES SECTION
QUALITY PROCEDURE TITLE	MAINTENANCE OF VEHICLES

Function	Objective	KPI		Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
		Target	Key Performance Indicator (Formula, if applicable)			
Provision of fully maintained service vehicles for the safety of riding personnel	Conduct the maintenance of all vehicles within two (2) working days upon receipt of request for maintenance	90%	Total number of vehicles maintained Divided by Total Number of Requests Received Multiplied by 100%	Monthly	Motorpool Section Staff	Process Summary Log Sheet (PSL)

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DILG - REGION V
**PROCESS QUALITY MONITORING
 AND EVALUATION (QME)**

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BUREAU/SERVICE	ADMINISTRATIVE SERVICE, GENERAL SERVICES DIVISION													
PROCEDURE TITLE	MAINTENANCE OF VEHICLES													
OBJECTIVE STATEMENT	Conduct the maintenance of all vehicles within two (2) working days upon receipt of request for maintenance.													
CURRENT PERIOD														
	INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total number of vehicles maintained													
B	Total Number of Requests for Maintenance Received													
C	Formula: $A/B \times 100$ Target Result : 90%													
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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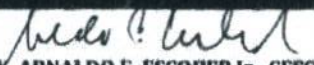
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Name of Bureau/Service/Division: **FAD / GSS / MOTORPOOL**
Maintenance of Vehicles

MASTERLIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Control of Document Procedure									
	Motor Vehidcle Inspection Form		ISO Corner						
	Motor Vehicle Inspection Form(in-house		ISO Corner						
	Motor Vehicle Inspection Form(outside		ISO Corner						
Process Performance Monitoring and Measurement Procedure									
Management Review Procedure									
QMS Planning Procedure									

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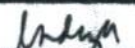
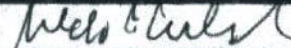
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Name of Bureau/Service/Division: Finance and Administrative Division

MASTERLIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
Statement of Account							

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Name of Bureau/Service/Division: FAD / GSS / MOTORPOOL

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION (MMIDI)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
QP-R05-FAD-33	Maintenance of Vehicles Quality Procedure	07.01.19					
QO-QP-R05-FAD-33	Maintenance of Vehicles Quality Objectives	07.01.19					
QME-QP-R05-FAD-33	Maintenance of Vehicles Process Quality Monitoring and Evaluation	07.01.19					
FM-QP-R05-FAD-33-01	Maintenance of Vehicles Process Summary Log Sheet	07.01.19					

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DILG REGION V
RISK REGISTER (PROCESS RISK ASSESSMENT)

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OFFICE **FINANCE AND ADMINISTRATIVE DIVISION - GSS**
PROCEDURE TITLE **MAINTENANCE OF VEHICLE**

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)
Prepares the preventive care and maintenance of the vehicles	Incomplete data provided to the Motorpool Supervisor like the number of kilometers or distance of travel	Travels conducted during week-ends	Vehicles may not be given the proper preventive and maintenance care	Drivers should properly accomplish the Trip Tickets before and after the trips had been conducted	3	3	9	M	Maintain and sustain the existing control	

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	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	Alert level (Maintain and sustain the existing control)
Risk Rating = Impact X Likelihood X Detection	10 - 25	HIGH	Significant	Control (e.g. Avoid or Treat/Mitigate, Transfer, Terminate)

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DILG REGIONAL OFFICE V
RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

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OFFICE: **FINANCE AND ADMINISTRATIVE DIVISION - GSS**
PROCEDURE TITLE: **MAINTENANCE OF VEHICLE**

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)	TYPE OF ACTION	RISK CONTROL PLAN / OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Conduct the maintenance of all vehicles within two (2) working days upon receipt of request for maintenance	Vehicles need immediate repair	Head of Office	The maintenance requested is not within the number of days required	Vehicles are needed in the implementation of the Project/ Program /Activity at hand	Possible inavailability of vehicle in good running condition	Drivers concerned are often reminded of the need for their vehicles to be given regular maintenance	2	2	4	LOW	Maintain and sustain the existing control	

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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