



**DILG - REGION V**  
**QUALITY**  
**PROCEDURE (QP)**

Document Code		
<b>QP-R05-FAD-34</b>		
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<b>PROCEDURE TITLE</b>	<b>PROVISION OF VEHICULAR SUPPORT SERVICE</b>		
<b>SCOPE</b>	The procedure starts from receipt of vehicle request to the approval of Driver's Trip Ticket.		
<b>PURPOSE</b>	To define a standard procedure in providing vehicular support to requesting Officers and employees.		
<b>PROCESS DESCRIPTION</b>			
<b>INPUT</b>		<b>PROCESS</b>	<b>OUTPUT</b>
Requesting Personnel	RVSS Form →	Provision of Vehicular Support Service	Processed Request for Vehicular Support Service Vehicle Provided
<b>DESCRIPTIVE STATEMENT:</b> The requesting personnel will fill out the RVSS form. Upon approval thereof, vehicle is dispatched with designated driver.			

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Requesting Personnel	Request for Vehicular /Driver Support Service	Submit to Motorpool Supervisor (Regional Office)/Program Managers (Provincial Offices) an accomplished Request for Vehicular Support Service (RVSS) form in 2 copies at least 2 days before the scheduled trip.	RVSS Distribution of 2 copies of RVSS form: 1- Motorpool Supervisor/Program Manager 1 - Requestor (Received copy)
2	Motorpool Supervisor/ Program Manager	Receive and record the request	Receive and record the request in RVSS logsheet.  Evaluate the request as to the following: Official nature of the trip;  Availability of driver;	RVSS Logsheets

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>Availability of Vehicle (based on load requirement and capacity of vehicle)</p> <p>If the above items are satisfactory complied with appropriate supporting documents; At the Regional Office, Motorpool Supervisor indicates the specific vehicle allotted and the assigned Driver for the trip requested in the RVSS form, seeks approval from the GSS Chief.</p> <p>At Provincial Office, Program Manager seeks approval from the Provincial Director.</p> <p>else, communicate to the requisitioner the noted deficiency.</p> <p>Motorpool Supervisor/Program Manager forwards the approved RVSS to the Driver assigned to conduct the trip for preparation of Trip Ticket by the latter.</p>	

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	Concerned Driver	Prepare and seek approval of Driver's Trip ticket	<p>Accomplish the Driver's Trip Ticket and seek approval by higher officers:</p> <p>At the Regional Office, Motorpool Supervisor and FAD Chief approve the 4 copies of Driver's Trip Ticket</p> <p>At the Provincial Office, Program Manager and Provincial Director approve the 4 copies of Driver's Trip Ticket</p>	<p>Approved RVSS Distribution of 4 copies Driver's Trip Ticket"</p> <p>2-Concerned Driver (original and duplicate)</p> <p>1-Guard on Duty</p> <p>1-Motorpool Supervisor/Accounting Clerk at Provincial Offices</p>
4	Driver/Mechanic	Prepare for the trip	<p>Check the vehicle to be used to ensure safety of the trip.</p> <p>Accomplish BLOWBAGS Checklist and certify safety of the vehicle for the trip.</p> <p>If replacement/repair is needed, refer to Maintenance of Vehicles Procedure</p>	<p>Travel Order</p> <p>Trip Ticket</p> <p>BLOWBAGS Checklist</p> <p>Maintenance of Vehicles Procedure</p>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
5	Driver	Carry-out the trip	<p>Carry out the trip. Reminder: the driver must:</p> <p>Not be intoxicated Physically fit to drive</p> <p>After the trip, accomplish Section B of the Vehicle Trip Log and Request passenger to sign in the Vehicle Trip Log.</p> <p>Submit the Driver's Trip Ticket (duplicate copy) with accomplished Section B and Signature of passenger to Motorpool at Regional Office/Accounting Clerk at Provincial Office.</p>	<p>Travel Order</p> <p>Driver's Trip Ticket</p>
6	Motorpool Supervisor/Accounting Clerk(P.O.)	Consolidate and file all trip tickets.	Consolidate and file all trip tickets.	Driver's Trip Ticket
7	Motorpool Supervisor/Accounting Clerk(P.O.)	Retain Documented Records	<p>Update the RVSS Log Sheet</p> <p>Retain Records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information.</p>	<p>RVSS Log Sheet</p> <p>Control of Retained Documented Information</p> <p>Master List of Retained Documented Information</p>

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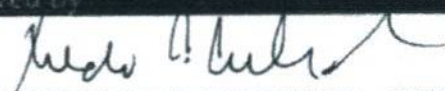


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<b>Process Owner</b>	<b>Deputy QMR</b>	<b>Regional QMR</b>



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DILG - REGION V  
**QUALITY  
OBJECTIVE**

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<b>DIVISION / SECTION</b>	<b>ADMINISTRATIVE DIVISION, GENERAL SERVICES SECTION</b>
<b>QUALITY PROCEDURE TITLE</b>	<b>PROVISION OF VEHICULAR SUPPORT SERVICES</b>

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Key Performance Indicator (Formula, if applicable)			
Provision of Vehicular Support Service	To satisfactorily provide vehicular support to requests received within 2 working days from officers and employees of DILG Regional Office	90% of Requests for vehicular support received within 2 days are satisfactorily provided.	Total No. of Requests Received within 2 days are satisfactorily provided with vehicular support Divided by Total No. of Requests Received within 2 days Multiplied by 100%	Monthly	Motorpool Staff at Regional Office/Accounting Clerk at Provincial Offices	RVSS Log Sheet

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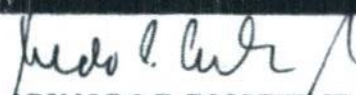




DILG - REGION V  
**PROCESS QUALITY MONITORING  
 AND EVALUATION (QME)**

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<b>DIVISION / SECTION</b>	<b>ADMINISTRATIVE DIVISION, GENERAL SERVICES SECTION</b>													
<b>PROCEDURE TITLE</b>	<b>PROVISION OF VEHICULAR SUPPORT SERVICE</b>													
<b>OBJECTIVE STATEMENT</b>	To satisfactorily provide vehicular support to 90% requests received within 2 working days from officers and employees of DILG Regional Office													
<b>CURRENT PERIOD</b>														
	<b>INDICATORS</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
A	Total number of requests received within 2 days satisfactorily provided with vehicular support													
B	Total number of requests received													
C	Formula: A/B x 100      Target Result : 90%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
<b>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.</b>														

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DILG-REGION V

**REQUEST FOR VEHICULAR SUPPORT SERVICES (RVSS)  
SUMMARY LOG SHEET**

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**QUALITY OBJECTIVE:** To satisfactorily provide vehicular support to 90% requests received within 2 working days from officers and employees of DILG Regional Office.

**FREQUENCY OF MONITORING:** Monthly

**CURRENT PERIOD:**

NO.	DATE RECEIVED	REQUISITION ER	PURPOSE	DESTINATION (indicate multiple destination, as appropriate)	Date of Trip (indicate inclusive dates, as appropriate)	DISPOSITION		TripTicket		NO. OF DAYS ELAPSED	RESULT		REMARKS
						DATE APPROVED	DATE DISAPPROVED	No.	Date		≤ 2 WD	> 2 WD	
A	B	C	D	E	F	G	H	I	J	K			

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**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
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Name of Bureau/Service/Division: FAD/GSS /Motorpool/Administrative Section

**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									
	REQUEST FOR VEHICULAR SUPPORT SERVICE	PROCESS OWNER	ISO Corner QMS Shelf 1, Data Control File	RVSS					
	DRIVER'S TRIP TICKET	PROCESS OWNER	ISO Corner QMS Shelf 1, Data Control File	TRIP TICKET					
	BLOWBAGS CHECKLIST	PROCESS OWNER	ISO Corner QMS Shelf 1, Data Control File	BLOWBAGS					
Process Performance Monitoring and Measurement Procedure									
	PROCESS SUMMARY LOG SHEET	PROCESS OWNER	ISO Corner QMS Shelf 1, Data Control File	LOG SHEET					
	PROCESS QUALITY MONITORING EVALUATION	PROCESS OWNER	ISO Corner QMS Shelf 1, Data Control File	QME					
Management Review Procedure									
QMS Planning Procedure									

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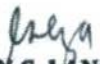
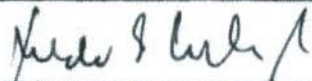
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Name of Bureau/Service/Division: FAD / GSS / MOTORPOOL

**MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
	RVSS						
	TRIP TICKET						
	BLOWBAGS						
FM-QP-R05-FAD-34-01	Provision of Vehicular Support Log Sheet	07.01.19					
QP-R05-FAD-32	Provision of Vehicular Support Quality Procedure	07.01.19					
QO-QP-R05-FAD-34	Provision of Vehicular Support Quality Objective	07.01.19					
QME-QP-R05-FAD-34	Provision of Vehicular Support Log Quality Monitoring Evaluation	07.01.19					

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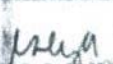
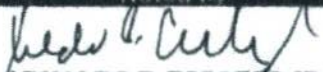
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Name of Bureau/Service/Division: FAD/GSS/Motorpool /Administrative Unit

**MASTERLIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					

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**DILG REGION V**  
**RISK REGISTER (PROCESS RISK ASSESSMENT)**

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OFFICE **FINANCE AND ADMINISTRATIVE DIVISION - GSS**  
 PROCEDURE TITLE **VEHICULAR SUPPORT**

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)
Evaluate the request as to official nature of the trip, availability of driver and availability of vehicle	Non-availability of driver	Verbal request during the day of the trip or SMS/CALL request on week end	Request for vehicular support will not be granted	Reminder that "requests for vehicular support should be done 2 days before the trip", has been incorporated in RVSS form.	2	2	4	NS	No further action required	

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

PROVISION OF VEHICULAR SUPPORT

OBJECTIVE	RELEVANT ISSUES	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					RISK CONTROL PLAN / OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
							IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	
To satisfactorily provide vehicular support to requests received within 2 working days from officers and employees of DILG Regional Office	Verbal request during the day of the trip or SMS/CALL request on week end	DILG Personnel	No available driver or all vehicles are previously assigned to other employees	The requestor does not give importance to the required number of days before a vehicle is scheduled to be used	Requestor are not provided with the vehicular support	Requestor should abide by the process on vehicular service	4	4	8	NS	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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