



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

Document Code		
<b>QP-R05-FAD-37</b>		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 3

<b>PROCEDURE TITLE</b>	<b>Evaluation of Suppliers/Service Providers' Performance</b>
<b>SCOPE</b>	This process starts from the end-user's evaluation of the supplier/service provider up to the transmission of Summary of Suppliers/Service Provider's Performance to the Bids and Awards Committee (BAC)
<b>PURPOSE</b>	To provide an evaluation in order to determine whether the suppliers/service providers are still worth to be requested to offer their services in the future procurements.

**PROCESS DESCRIPTION**

INPUT	PROCESS	OUTPUT
End User Evaluation of Suppliers/Service Providers' Performance Form	<div style="border: 1px solid black; padding: 5px; text-align: center;">             Evaluation of Suppliers/Service Providers' Performance           </div>	Quarterly Consolidation of Performance Ratings of Suppliers BAC

**DESCRIPTIVE STATEMENT:**

The performance of all suppliers/providers of goods and services of the office needs to be evaluated to ensure that only good suppliers/providers are hired. The End Users rate the performance of the suppliers/providers and the accomplished evaluation forms are submitted to the GSS. The GSS then summarize/consolidate the result of the evaluations and transmit to the BAC office to serve as a guide for the BAC in recommending future Suppliers and Service Providers.

Step No.	Responsible Personnel	Process/Activity	Details	References
1	End User	Accomplish the Evaluation of Suppliers/Service Provider's Performance Form(Form 1-4) and submit to General Services and Supply (GSS)	Administer the completion of the Survey Forms  Submit the accomplished Evaluation of Supplier's Performance Form to GSS within 5 working days after the receipt of supply or the conduct of the activity	-Evaluation of Supplier's Performance Form Catering Services Only (FM-QP-R05-FAD-37-01)  - Evaluation of Supplier's Performance Form Meals and Accommodation (FM-QP-R05-FAD-37-02)  - Evaluation of Supplier's Performance Form for Office Supplies, Materials, and

THIS DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED WITHOUT AUTHORIZATION







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

Document Code		
<b>QP-R05-FAD-37</b>		
Rev. No.	Eff. Date	Page
00	07.01.19	2 of 3

Step No.	Responsible Personnel	Process/Activity	Details	References
				Equipment (FM-QP-R05-FAD-37-03)  Evaluation of Supplier's Performance Form for Other Services (FM-QP-R05-FAD-37-04)
2	GSS Staff	Receive and record in Individual Supplier's Logbook the submitted accomplished Evaluation of Suppliers/Service Provider's Performance Form	Receive the accomplished Evaluation of Suppliers/Service Provider's Performance Form and complete the columns of Individual Supplier's Logbook	Individual Supplier's Logbook (FM-QP-R05-FAD-37-05)
3	GSS	Prepare Summary Report	Collate the results of the survey with the use of Summary Report  At the end of the Quarter, consolidate the Summary Report by Name of Supplier	Summary Report Form for Catering Services, and Hotel, and Accommodation (FM-QP-R05-FAD-37-06)  Summary Report Form for the suppliers of office supplies, materials, equipment and other services) (FM-QP-R05-FAD-37-07)  Quarterly Consolidation of Performance Ratings of Suppliers (FM-

THIS DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED WITHOUT AUTHORIZATION

**DILG R5CMS  
CONTROLLED COPY**



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

Document Code

**QP-R05-FAD-37**

Rev. No.

Eff. Date

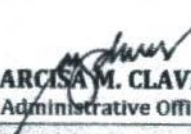

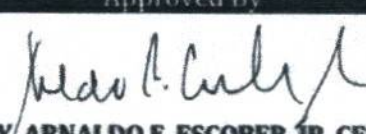
Page

00

07.01.19

3 of 3

Step No.	Responsible Personnel	Process/Activity	Details	References
				QP-R05-FAD-37-08)
4	GSS Chief	Review, sign, and submit the Summary of Supplier/Service Provider's Performance to BAC	Review, sign, and submit the Quarterly Consolidation of Performance Ratings of Suppliers to BAC  Submit to BAC within 10 working days after the end of each quarter for their reference	Transmittal letter
5	GSS Staff	Retain documented information	Retain documented information in accordance with the control of Retained Documented Information procedure and the Master List of Retained Documented Information	Master list of Records  Master list of External Records  Master list of Internal Records

Prepared By	Reviewed By	Approved By
 <b>NARCISA M. CLAVERON</b> Administrative Officer V  <b>Process Owner</b>	 <b>ALFREDO L. SALLAN, CPA</b> CAO, FAD Chief  <b>Deputy QMR</b>	 <b>ATTY. ARNALDO E. ESCOBAR, JR. CESO V</b> Assistant Regional Director  <b>Regional QMR</b>

THIS DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED WITHOUT AUTHORIZATION

  
**DILG R5 CMS  
CONTROLLED COPY**





DILG - REGION V

**QUALITY  
OBJECTIVE (QO)**

Document Code		
<b>QO-QP-R05-FAD-37</b>		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

<b>OFFICE</b>	Finance and Administrative Division
<b>QUALITY PROCEDURE TITLE</b>	<b>EVALUATION OF SUPPLIERS/SERVICE PROVIDER'S PERFORMANCE</b>

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (If applicable)			
Evaluation of suppliers/service provider's performance	To accurately evaluate the performance of a Supplier within a quarter in order to determine whether the suppliers/service providers are still worth to be requested to offer their services in the future procurements	1.Timeliness: All Suppliers who delivered/accomplished their services within the quarter are evaluated and submitted to the BAC within 10 working days after the end of each quarter	Number of Suppliers evaluated within the quarter Divided by The Total Number of Suppliers who delivered/ accomplished their services within the quarter Multiplied by 100%	Quarterly	GSS Chief	Logsheets
		2.Accuracy: 85% of Survey Forms distributed are retrieved	Number of survey forms retrieved during a quarter Divided by Total Number of Survey forms distributed Multiplied by 100%	Quarterly	GSS Chief	Logsheets

Prepared by:	Reviewed By	Approved By
 <b>NARCISA M. CLAVERON</b> Administrative Officer V	 <b>ALFREDO L. SALLAN, CPA</b> Chief-FAD	 <b>ATTY. ARNALDO E. ESCOBER, JR. CESO V</b> Assistant Regional Director
<b>Process Owner</b>	<b>Deputy QMR</b>	<b>Regional QMR</b>

**DILG R5 QMS  
CONTROLLED COPY**

THIS DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED WITHOUT AUTHORIZATION





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

Document Code		
<b>QME-QP-R05-FAD-37</b>		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

<b>OFFICE</b>	Finance and Administrative Division					
<b>PROCEDURE TITLE</b>	<b>EVALUATION OF SUPPLIERS/SERVICE PROVIDER'S PERFORMANCE</b>					
<b>OBJECTIVE STATEMENT</b>	To accurately evaluate the performance of a Supplier within a quarter in order to determine whether the suppliers/service providers are still worth to be requested to offer their services in the future procurements					
<b>CURRENT PERIOD</b>						
	<b>INDICATORS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Average Rating</b>
Objective 1: To evaluate the performance of the Suppliers within a quarter						
A	Number of deliveries made by the Supplier that was evaluated within a quarter					
B	Total Number of Deliveries made by this Supplier within a quarter					
C	Formula: A/Bx100	Target Result - 80%				
Objective No. 2: To accurately evaluate the performance of the suppliers						
A	Number of Survey Forms Retrieved during the quarter					
B	Total Number of Survey Forms Distributed during the quarter					
C	Formula: A/Bx100	Target Result - 80%				
<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>						

Prepared by:	Reviewed By:	Approved By:
 <b>NARCISA M. CLAVERON</b> Administrative Officer V Process Owner	 <b>ALFREDO L. SALLAN, CPA</b> Chief-FAD Deputy QMR	 <b>ATTY. ARNALDO E. ESCOBAR, JR. CESO V</b> Assistant Regional Director Regional QMR

**DILG R5 QMS  
CONTROLLED COPY**





DILG REGION V

**Evaluation of Suppliers Performance  
Summary Logsheets**

Document Code		
<b>FM-QP-R05-FAD-37-01</b>		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

**QUALITY OBJECTIVE:** Performance of suppliers who delivered/accomplished their services within the quarter are accurately evaluated

**FREQUENCY OF MONITORING:** Quarterly

**COVERED PERIOD:** \_\_\_\_\_

**Due Date of Submission:** 5 days after the end of the quarter

No.	Name of Logbook	ACTION IMPLEMENTATION			Objective Results			Remarks (Indicate reasons if Target is unmet or NPY)
		No. of Suppliers who delivered/accomplished their services within a quarter	No. of Suppliers Evaluated within a quarter	Date/Month	Met	Unmet	NPY (No Performance Yet)	
1	Catering Services							
2	Hotel and Accommodation							
3	Office Supplies, Materials and							
4	Other Services							

Prepared By	Noted By
 <b>NARCISA M. CLAVERON</b> Administrative Officer V Process Owner	 <b>ATTY. ARNALDO E. ESCOBAR JR., CESO V</b> Assistant Regional Director Regional QMR

DILG R5 QMS  
CONTROLLED COPY



Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
 DILG Regional Office No. 5, Rizal St., Legazpi City  
<http://region5.dilg.gov.ph>

FM-SP-R05-02-01		
00	07.01.19	1 of 1

Name of Division: Finance and Administrative Division

Evaluation of Suppliers' Performance

**MASTERLIST OF RETAINED DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
	Summary of Ratings for Suppliers of Catering Services	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 1	Chronologically arranged	x			
	Summary of Ratings of Suppliers of Hotel and Accommodation	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 2	Chronologically arranged	x			
	Office Supplies and Materials Summary of Ratings	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 3	Chronologically arranged	x			
	Other Services Summary Evaluation Sheet	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 4	Chronologically arranged	x			
	Quarterly Consolidation of Ratings for Suppliers of Catering Services	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 1	Chronologically arranged	x			
	Quarterly Consolidation of Ratings for Suppliers of Hotel and Accommodation	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 2	Chronologically arranged	x			
	Quarterly Consolidation of Ratings for Suppliers of Office Supplies, Materials and Equipment	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 3	Chronologically arranged	x			
	Quarterly Consolidation of Ratings for Suppliers of Other Services	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 4	Chronologically arranged	x			
	Logbook of Suppliers	Process Owner	Filing Cabinet 1; Drawer 1	Folder No. 5	Chronologically arranged	x			
	Evaluation Forms No. a, b, c and d						1 year		

Prepared By:  <b>NARCISA M. CLAVERON</b> Administrative Aide V Process Owner	Noted By:  <b>ATTY. ARNALDO E. ESCOBAR, JR. CESO V</b> Assistant Regional Director Regional QMR
--	---

**DILG R5 QMS  
 CONTROLLED COPY**





Republic of the Philippines  
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
DILG Regional Office No. 5, Rizal St., Legazpi City  
[region5.dilg.gov.ph](http://region5.dilg.gov.ph)

Document Code		
FM-SP-R05-01A-02		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

Name of Office

Evaluation of Suppliers' Performance

Finance and Administrative Division

**MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
QP-R05-FAD-37	Quality Procedure ((QP)						
QO-QP-R05-FAD-37	Quality Objective (QO)						
QME-QP-R05-FAD-37	Quality Monitoring Evaluation (QME)						
FM-QP-R05-FAD-37-01	Process Summary Logsheet						
FM-SP-R05-01A-01	Masterlist of Maintained Internal Documented Information						
FM-SP-R05-01B-01	Masterlist of Maintained External Documented Information						
RRO-QP-R05-FAD-37	Risk Register-Objective						
RRP-QP-R05-FAD-37	Risk Register-Process						

Prepared By	Noted By
 EDEN S. LANUZA Information Officer I Regional Document Controller	 ATTY. ARNALDO E. ESCOBAR, JR. CESO V Assistant Regional Director Deputy QMR

DILG R5 QMS  
CONTROLLED COPY





Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
DILG Regional Office No. 5, Rizal St. Legazpi City  
[region5.dilg.gov.ph](http://region5.dilg.gov.ph)


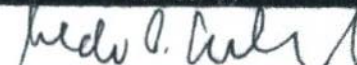
Document Code		
<b>FM-SP-R05-01B-01</b>		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

Name of Office:

**Finance and Administrative Division**  
**Evaluation of Suppliers' Performance**

**MASTER LIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
	Delivery Receipts						
	Sales Invoice/Charge Invoice						

Prepared By:	Noted By:
 <b>EDEN S. LANUZA</b> IT Officer I Regional Document Controller	 <b>ATTY. ARNALDO E. ESCOBAR, JR CESO V</b> Assistant Regional Director Regional QMR

 **DILG R5 QMS**  
**CONTROLLED COPY**





DILG REGIONAL OFFICE V  
RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

RRO-QP-ROS-FAD-37		
Rev. No.	Rev. Date	Page
00	07.01.19	1 of 1

DIVISION **FINANCE AND ADMINISTRATIVE DIVISION**  
PROCEDURE TITLE **EVALUATION OF SUPPLIERS/ SERVICE PROVIDER'S PERFORMANCE**

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)
To accurately evaluate the performance of a Supplier within a quarter in order to determine whether the suppliers/service providers are still worth to be requested to offer their services in the future procurements	Late submission of evaluation forms	End User	Less than 85% of evaluation forms will be retrieved	Suppliers will not be evaluated accurately and on time	BAC will repeatedly recommend suppliers/providers who did not delivered their services well	Certificate of Participation/ Appearance isn't given to participants who did not accomplish the evaluation form	3	3	9	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-Absolutely 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)

Prepared by:	Reviewed by:	Approved by:
 NARCISA M. CLAVERON Administrative Officer V Process Owner	 ALFREDO T. SALLAN Chief-FAD Risk Review Committee Head	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

DILG R5 QMS  
CONTROLLED COPY





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

<b>RRP-QP-R05-FAD-37</b>		
Rev. No.	Ed. Date	Page
00	07.01.19	1 of 1

**DIVISION** FINANCE AND ADMINISTRATIVE DIVISION  
**PROCEDURE TITLE** EVALUATION OF SUPPLIERS/SERVICE PROVIDER'S PERFORMANCE

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 (X, NR)	TYPE OF ACTION	RISK CONTROL PLAN / OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Accomplish the Evaluation of Suppliers/Service Provider's Performance Form and submit to General Services and Supply	Less than 85% of evaluation forms are retrieved by the end user	Secretariat/End User forget to accomplish and retrieve the evaluation forms	Suppliers/Providers are not evaluated accurately	Scheduling of activities and leaves	3	3	9	NS		
Receive and record in Individual Supplier's Logbook the submitted accomplished Evaluation of Suppliers/Service Provider's Performance Form	Delayed submission of documents to GSS	End user/ person-in-charge is on official travel or on leave Simultaneous office activities	Delay in receiving the evaluation forms	Designate staff, in case of absence of officer-in-charge	2	3	6	NS		
Prepare Summary Report	Delay in the preparation of report	Unavailability of staff/officer in charge	Delayed in the approval of Draft Report	Designate staff, in case of absence of officer-in-charge	3	3	9	NS		
Review, sign, and submit the Summary of Supplier/ Service Provider's Performance to BAC	Delay in the approval of draft	Unavailability of staff/officer in charge; no designated officer in charge	Delayed submission of Report to BAC	Designate senior staff, in case of absence of chief	2	3	6	NS		
Retain documented information	Unable to retain documented	Weather disturbances	Lost documented information	Online back up of files	2	2	4	NS		

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)
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,

Prepared by	Reviewed by	Approved by
 NARCISAM CLAVERON Administrative Officer V Process Owner	 ALFREDO T. SALLAN Chief-FAD Risk Review Committee Head	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

**DILG R5 QMS**  
**CONTROLLED COPY**