



DILG-REGION V
QUALITY
PROCEDURE (QP)

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QP-R05-FAD-41		
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PROCEDURE TITLE	MANAGEMENT OF FACILITIES
SCOPE	This process starts from receipt of request repair / installation of equipment or request to use the conference room and/or training hall up to provision of needed action.
PURPOSE	To ensure the effective and safe provision of needed corrective maintenance and related services to enable the different services and offices to operate continuously.

INPUT	PROCESS	OUTPUT
<p>Requesting Personnel</p> <p>Request Form</p>	<p>Management of Facilities</p>	<p>Rendered Personnel Service</p> <p>Requesting</p>

DESCRIPTIVE STATEMENT:

The requesting personnel will request for repair of equipment or request for use of Conference room and/or Training Hall from the Finance and Administrative Division or General Services Section. The FAD/GSS will process the request and render the required service.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Requesting Personnel	Request for repair of service	Submit the filled-up Repair Request Form.	Request for repair form
2	GSS personnel / Provincial HUC staff	Receive request from requesting personnel.	Receive the request form and log on to the repair request log sheet.	Repair request form Repair Request Monitoring Log Sheet
3	GSS personnel / Provincial HUC staff	Inspect and recommend appropriate action.	Upon verification as to extent of damaged, Minor repair shall be taken immediately. For Major repair, GSS personnel will prepare Job Order/Purchase Request to be submitted to BAC Secretariat and prepare Request for Quotation for Canvassing, prepares	Job Order Purchase Request Logbook Purchase Order

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			abstract of bids and recommending award to the winning bidder. For minor repair (less than 5,000.00) GSS personnel request petty cash, procure and undertake repair. In case repair is not feasible, decline the request.	
4	GSS personnel / Provincial HUC staff	Inform requesting personnel status / completion of requested service.	Inform requesting personnel status / completion of requested service	Repair request form
5	End user of Division, Section, Unit	Inspect and accept rendered service	Inspect rendered service and sign acceptance to Repair request form	Repair request form
6	GSS personnel / Provincial HUC 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.	Repair request summary logsheet Control of Retained Documented Information. Master List of Retained Documented Information.

Prepared By	Reviewed By	Approved By
 BEDA M. QUIAMBAO Administrative Assistant III Process Owner	 ALFREDO L. SALLAN Chief-FAD Deputy QMR	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional QMR

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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	MANAGEMENT OF FACILITIES

Function	Objective	KPI		Frequency of Monitorin g 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)			
Managemen t of Facilities	Conduct the request repair / maintenance within two (2) working days upon receipt of request.	90%	Total number of responded request Divided by Total Number of Requests Received Multiplied by 100%	Monthly	GSS personnel assigned	Process Summary Log Sheet (PSL)

Prepared By	Reviewed By	Approved By
 BEDA M. QUIAMBAO Administrative Assistant III Process Owner	 ALFREDO L. SALLAN Chief-FAD Deputy QMR	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional QMR

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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	MANAGEMENT OF FACILITIES													
OBJECTIVE STATEMENT	Conduct the request for repair / maintenance within two (2) working days upon receipt of request.													
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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 BEDA M. QUIAMBAO Administrative Assistant III Process Owner	 ALFREDO L. SALLAN Chief-FAD Deputy QMR	 ATTY. ARNALDO E. ESCOBAR JR, CESO V Assistant Regional Director Regional QMR

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG Regional Office No. 5, Rizal St., Legazpi City
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Name of Bureau/Service/Division: FAD / GSS / MOTORPOOL
Management of Facilities

MASTERLIST OF RETAINED DOCUMENTED INFORMATION

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									
	Repair / Maintenance Request Form		ISO Corner						
Process Performance Monitoring and Measurement Procedure									
Management Review Procedure									
QMS Planning Procedure									

Prepared By:	Reviewed By:
BEDA M. QUIAMBAO Administrative Officer III Process Owner	ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director Deputy QMR

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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
QP-R05-FAD-41	Management of Facilities Quality Procedure	07.01.19					
QO-QP-R05-FAD-41	Management of Facilities Quality Objective	07.01.19					
QME-QP-R05-FAD-41	Management of Facilities Quality Monitoring Evaluation	07.01.19					
FM-QP-R05-FAD-41-01	Management of Facilities Summary Logsheet	07.01.19					
RRO-QP-R05-FAD-41	Management of Facilities Objective Risk Assessment	07.01.19					
RRP-QP-R05-FAD-41	Management of Facilities Process Risk Assessment	07.01.19					

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

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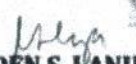
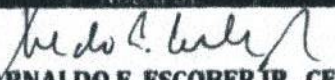
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Name of Bureau/Service/Division: FINANCE AND ADMINISTRATIVE DIVISION
Management of Facilities

MASTERLIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					

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

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DILG REGION V

RISK REGISTER (PROCESS RISK ASSESSMENT)

OFFICE

PROCEDURE TITLE

FINANCE AND ADMINISTRATIVE DIVISION - GSS
MANAGEMENT OF FACILITIES

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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)
Inspection of requested facility for repair	Availability of Inspectorate personnel	Scope of work	Detailed inspection	notify repair personnel	4	2	8	NS		
Verify extent of damage	Availability of Inspector	Costing for repairs	Detailed inspection	Scheduled request of inspection						
Approval of Purchase Request / Job Order	Availability of Signatories	Request for repair	Delayed Repairs	Petty cash on hand for repair	4	2	8	NS		
Retain documented information	Unable to retain documented	Natural disaster (Acts of God)	Lost Documented Information	Online Back-up	4	2	8	NS		

RISK ASSESSMENT:

IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme

LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain

Risk Rating = Impact X Likelihood X Detection

RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED
1 - 7	LOW	Not Significant	No further action required (Maintain and sustain the existing control)
8 - 9	MODERATE	Not Significant	Alert level (Maintain and sustain the existing control)
10 - 25	HIGH	Significant	Control (e.g. Avoid or Treat/Mitigate, Transfer, Terminate)

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

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DILG REGIONAL OFFICE V
RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

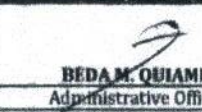
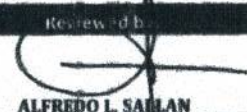
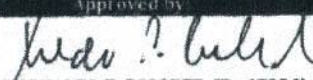
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OFFICE
PROCEDURE TITLE

FINANCE AND ADMINISTRATIVE DIVISION - GSS
MANAGEMENT OF FACILITIES

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)
Timely Processing of Request	Availability of Signatory	Head of Office	Major Repair	No Supplier	Need for Third Party Provider	Existing Provider	4	2	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)

Prepared by:	Reviewed by:	Approved by:
 BEDAM QUIAMBAO Administrative Officer III Process Owner	 ALFREDO L. SALLAN Chief-FAD Risk Review Committee Head	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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