

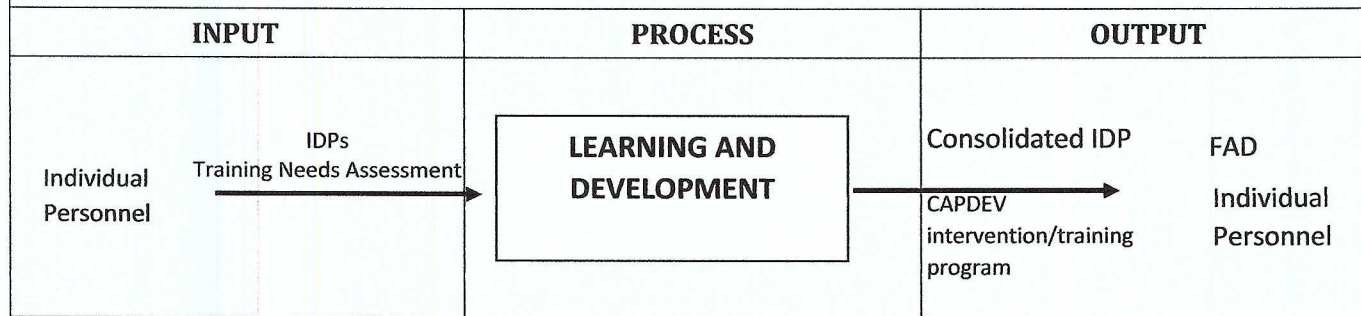


# QUALITY PROCEDURE (QP)

Document Code		
<b>QP-R12-FAD-08</b>		
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<b>PROCEDURE TITLE</b>	<b>LEARNING AND DEVELOPMENT</b>
<b>SCOPE</b>	This process starts from the submission of consolidated Individual Development Plan (IDP) by the Province/City/Region Offices up to the submission to Central Office and until a training intervention is provided.
<b>PURPOSE</b>	To provide appropriate CAPDEV intervention/s that will equip DILG Region XII personnel with the necessary competency, skills and attributes to maximize their potentials and enable them to effectively contribute to the realization of the Department's objectives.

**PROCESS DESCRIPTION**



**DESCRIPTIVE STATEMENT:**

All personnel prepares their own IDP that describes the training needs in attaining their respective functions. A regional consolidated IDP is prepared as basis for the formulation of appropriate training intervention.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Individual Personnel	Submits IDP/TNA	<ul style="list-style-type: none"> <li>Prepare IDP and submit to Program Manager/Regional Personnel Officer for consolidation</li> </ul>	<ul style="list-style-type: none"> <li>IDP form</li> </ul>
2	Program Manager/Personnel Officer	Consolidates the IDP/TNA	<ul style="list-style-type: none"> <li>Collect IDP and profile the competency gaps of each personnel</li> <li>Prepare master list of Training needs and forwards to Central Office               <ul style="list-style-type: none"> <li>If training need is within the capacity of the region to deliver, Personnel Officer submits list of training needs to RD for training intervention</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Consolidated IDP</li> <li>Master list of training needs</li> </ul>
3	RD	Reviews and approves the List of training needs	<ul style="list-style-type: none"> <li>Prioritizes training programs and refer to CAO to cause conduct of a training program</li> </ul>	<ul style="list-style-type: none"> <li>Prioritized training programs</li> </ul>
4	CAO	Implements the training program	<ul style="list-style-type: none"> <li>Causes preparation of training design and other</li> </ul>	<ul style="list-style-type: none"> <li>Training program</li> </ul>





# QUALITY PROCEDURE (QP)

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			administrative requirements • Facilitates conduct of training	
5	Process Owner	Maintain records	• Maintain records in accordance with Control of Records procedure and Masterlist of Records.	<ul style="list-style-type: none"> <li>• L&amp;D Log Sheet</li> <li>• Control of Records</li> <li>• Master list of Records</li> </ul>

### Definition of Terms:

- **Learning** - Refers to interventions organized outside the formal learning system which are recognized as coaching, mentoring, job rotation.
- **Development** - Refers to formal education that takes place within a teacher-student relationship.
- **Intervention** - The systematic process of assessment and planning employed to remediate or prevent a social, educational, or developmental problem.
- **Competency** - A set of observable, measurable, and vital skills, knowledge, and attitudes that are translations of capabilities deemed essential for organizational success.
- **Competency Gap** - Knowledge and skills that exist and those that need to be filled/developed and/or enhanced

### Documentary Requirements:

- Individual Development Plan (IDP)
- Professional Development Plan (PDP)
- Service Level Agreement / Memorandum of Understanding

### Records Maintained:

- DILG Competency Dictionary

### Legal References:

- **Executive Order No. 292, s. 1987 Administrative Code of 1987**
- **Civil Service Commission Resolution No. 1300979 dated May 17, 2013** Clarifying Qualification Requirements for Appointment to Executive/Managerial Positions in the Second Level
- **CSC Qualification Standards Manual series 1997**
- **Civil Service Commission Memorandum Circular No. 46, series 1993 Dated November 10, 1993** Policies on Qualification Standards
- **Civil Service Commission Memorandum Circular No. 12 series 2003 Dated October 29, 2003** Revised Policies on Qualification Standards

### Documentary Requirements:

- Learning and Development Database
- Learning and Development Effectiveness Tool

### Records Maintained:

- Learning and Development Database




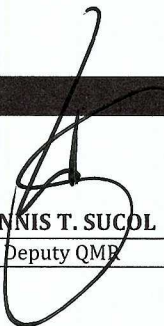

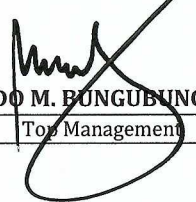


# QUALITY PROCEDURE (QP)

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### Definition of Terms & Acronyms:

- **Qualification Standard** - Norms and specification requirements comprised of education, eligibility, training, and experience regulating the **specific tasks attached to a particular work position.**
- **TNA**- Training Needs Analysis

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 <b>CATHERINE A. MACION</b> Process Owner	 <b>DENNIS T. SUCDOL</b> Deputy QMR	 <b>LAILYN A. ORTIZ, CESE</b> Regional QMR	 <b>REYNALDO M. BUNGBUNG, CESO IV</b> Top Management		





Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

**QUALITY  
OBJECTIVE (QO)**

Document Code		
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<b>OFFICE</b>	FINANCE & ADMINISTRATIVE DIVISION - PERSONNEL SECTION
<b>QUALITY PROCEDURE TITLE</b>	LEARNING AND DEVELOPMENT

Function	Key Performance Indicators (KPIs)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
<ul style="list-style-type: none"> <li>LEARNING AND DEVELOPMENT</li> </ul>	<ul style="list-style-type: none"> <li>Training programs delivered within the year( within Regional Capacity)</li> </ul>	100%	Training programs delivered within the year.	<ul style="list-style-type: none"> <li>Annually</li> </ul>	<ul style="list-style-type: none"> <li>Personnel Officer</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring Log Sheet</li> <li>Training program</li> </ul>

Prepared by:	Reviewed by:	Approved by:
 <b>MARY ANN R. TRASPE</b> Process Owner	 <b>DENNIS T. SUCOL</b> Deputy QMR	 <b>JOSEPHINE CABRIDO-LEYSA, CESO V</b> Top Management

**DILG XII QMS**



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## PROCESS QUALITY MONITORING AND EVALUATION (QME)

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<b>OFFICE</b>	FINANCE & ADMINISTRATIVE DIVISION - PERSONNEL SECTION
<b>PROCEDURE TITLE</b>	<b>LEARNING AND DEVELOPMENT</b>
<b>OBJECTIVE STATEMENT</b>	1. 100% of Training programs delivered within the year (within Regional Capacity).
<b>CURRENT PERIOD</b>	

INDICATORS		ANNUAL	TOTAL
Objective 1: 100% of Training programs delivered within the year( within Regional Capacity)			
A	Total No. of training programs delivered		
B	Total No. of identified competency gaps		
C	Formula: $\frac{A}{B} \times 100$ Target Result : 100%		
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)		

Note: For unmet targets, concerned QMS Secretariat shall initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.

<b>Prepared by:</b>	<b>Noted by:</b>
Process Owner	Division Chief / Deputy Q,MR

**DILG XII QMS**





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 DILG - REGION 12 (SOCCSKSARGEN)  
**PROCESS QUALITY MONITORING AND  
 EVALUATION (QME)**

Document Code		
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Prepared by:	Noted by:	Reviewed by:	Approved by:
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Republic of the Philippines  
 DILG - REGION 12 (SOCCSKSARGEN)  
**LEARNING AND DEVELOPMENT**  
**Process Summary Logsheet (PSL)**

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QUALITY OBJECTIVE: 1. 100% of Training programs delivered within the year (within Regional Capacity).

FREQUENCY OF MONITORING: **Monthly**

COVERED PERIOD:

Due Date of Submission:

No.	Particulars	OBJECTIVE NO. 1 SATISFACTORY RATING			
		Rating	Met	Unmet	REMARKS, IF UNMET
1					
TOTAL					

Prepared by:	Noted by:
Process Owner	Deputy Q,MR

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DILG - REGION 12 (SOCCSKSARGEN)

# LEARNING AND DEVELOPMENT Process Summary Logsheets (PSL)

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 MARY ANN R. TRASPE Process Owner	 DENNIS T. SUCOL Deputy QMR	 LAILYN A. ORTIZ, CESO V Quality Management Representative (QMR)

DILG XII QMS



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REGIONAL OFFICE XII

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Name of Division/Unit: QMS Secretariat

**MASTERLIST OF INTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>QUALITY MANUAL</b>							
QM-R12-01	INTRODUCTION	10.01.17	07.01.19				
QM-R12-02	DEFINITION OF TERMS	10.01.17	07.01.19				
QM-R12-03	ORGANIZATIONAL BACKGROUND	10.01.17	07.01.19				
QM-R12-04	CONTEXT OF ORGANIZATION	10.01.17	07.01.19				
QM-R12-05	LEADERSHIP	10.01.17	07.01.19				
QM-R12-06	PLANNING	10.01.17	07.01.19				
QM-R12-07	SUPPORT	10.01.17	07.01.19				
QM-R12-08	OPERATION	10.01.17	07.01.19				
QM-R12-09	PERFORMANCE EVALUATION	10.01.17	07.01.19				
QM-R12-10	IMPROVEMENT	10.01.17	07.01.19				
	CORRESPONDENCE						

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Regional Document Controller

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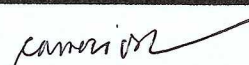
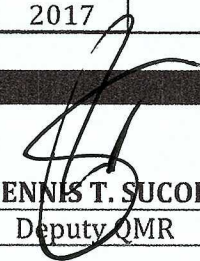
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Division: **FINANCE AND ADMINISTRATIVE DIVISION (PERSONNEL SECTION)**

**MASTER LIST OF EXTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>LEARNING AND DEVELOPMENT</b>							
Executive Order No. 292	The Revised Administrative Code of 1987 on the Civil Service Commission	1987					
CSC Resolution No. 1300979	Clarifying Qualification Requirements for Appointment to Executive/Managerial Positions in the Second Level	2013					
CSC Qualification Standards	CSC Qualification Standards Manual series 1997	1997					
CSC MC No. 46 series Of 1993	Policies on Qualification Standards	1993					
CSC MC No. 12 series Of 2003	Revised Policies on Qualification Standards	2003					
	DILG Competency Dictionary	2017					

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Division: **FINANCE AND ADMINISTRATIVE DIVISION (PERSONNEL SECTION)**

**MASTER LIST OF RETAINED DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
<b>LEARNING AND DEVELOPMENT</b>									
	CONSOLIDATED INDIVIDUAL DEVELOPMENT PLAN	PERSONNEL OFFICER	QMS SHELF INDIVIDUAL DEVELOPMENT PLAN FOLDER/COMPUTER DESKTOP SPMS/IDP FOLDER	INDIVIDUAL DEVELOPMENT PLAN FOLDER	RATING PERIOD	3 YEARS	3 YEARS	6 YEARS	SHREDDING/RE-USE
QME-QP-R12-FAD-08	PROCESS QUALITY MONITORING AND EVALUATION	PERSONNEL OFFICER	QMS SHELF INDIVIDUAL DEVELOPMENT PLAN FOLDER/COMPUTER DESKTOP SPMS/IDP FOLDER	INDIVIDUAL DEVELOPMENT PLAN FOLDER	CHRONOLOGICAL ORDER	2 YEARS	2 YEARS	4 YEARS	SHREDDING
FM-QP-R12-FAD-08-01	PROCESS SUMMARY LOGSHEET	PERSONNEL OFFICER	QMS SHELF INDIVIDUAL DEVELOPMENT PLAN FOLDER/COMPUTER DESKTOP SPMS/IDP FOLDER	INDIVIDUAL DEVELOPMENT PLAN FOLDER	CHRONOLOGICAL ORDER	2 YEARS	2 YEARS	4 YEARS	SHREDDING

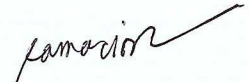
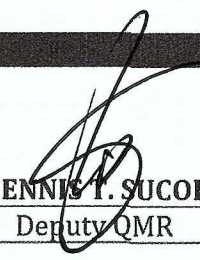




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**RISK REGISTRY**  
**(A) OBJECTIVE RISK ASSESSMENT**

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION - PERSONNEL SECTION**  
 PROCEDURE: **LEARNING AND DEVELOPMENT**

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT						RISK CONTROL PLAN					
							IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RISK CONTROL ACTION	RPN (Risk Priority No.)	ACTION PLAN (if risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE
<ul style="list-style-type: none"> <li>90 % Satisfactory rating obtained in the conduct of training program</li> <li>100% IDP submitted to CO before end of the first quarter of the ensuing year</li> </ul>	Peace and Order	DILG Regional and organic personnel	Not responsive to the needs of the personnel	Poor planning on the conduct of the activity	unable to attain objective. Unable to deliver needed intervention	Strict enforcement based on national policy.	5	5	1	25	H	S	Control	1	Competency Assessment tool Formulation	Top Management/ RD	2nd quarter 2018	Php 50,000
<b>RISK ASSESSMENT:</b>							<b>RISK RATING</b>	<b>RISK LEVEL</b>	<b>RISK DESCRIPTION</b>	<b>ACTION REQUIRED</b>	<b>RPN</b>							
<b>IMPACT:</b> 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme							1 - 25	LOW	Not Significant	No further action required (Retain risk by info)	3							
<b>LIKELIHOOD:</b> 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain							26-40	MODERATE	Not Significant	Alert level but no further action required for no	2							
<b>DETECTION:</b> 1 - Very likely, 2 - Likely; 3 - Low, 4 - Re							>40	HIGH	Significant	Control (e.g., Treat/Mitigate Transfer, Termina	1							
Risk Rating = Impact X Likelihood X Detection																		

Prepared by:	Reviewed by:	Recommending Approval:	Approved by:
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			 <b>REYNALDO M. BUNGUBUNG, CESO IV</b> Regional Director





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**RISK REGISTRY**  
**(B) PROCESS RISK ASSESSMENT**

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION – PERSONNEL SECTION**  
 PROCEDURE: **LEARNING AND DEVELOPMENT**

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT								RISK CONTROL PLAN					
					IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RPN (Risk Priority No.)	RISK CONTROL ACTION	ACTION PLAN (if risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE		
Submit IDP	Delayed submission of the IDP of Personnel	personnel is on travel or on sick leave	Delayed preparation of consolidated IDPs and Masterlist of Training Needs	none														
Consolidate the IDP	No trained personnel	Focal person/process owner is on travel or on sick leave	Delayed consolidation of the IDP and Masterlist of Training Needs for approval	none														
Review and approve the List of training needs	Delayed submission of the IDP and Masterlist of Training Needs to Regional Management	Focal person/process owner is on travel or on sick leave	Delayed approval of the Regional Masterlist of Training Needs	none	5	5	1	25	H	S	1	Control	Competency Assessment tool Formulation	Top Management/RD	2nd Quarter 2018	Php 50,000		
Implementation of training program	Delayed approval of the Regional Masterlist of Training Needs	Authorized signatory is on travel or on sick leave	Delayed delivery / implementation of the training programs (regional level)	designated OIC signs as approver														
<b>RISK ASSESSMENT:</b>		<b>RISK RATING</b>	<b>RISK LEVEL</b>	<b>RISK DESCRIPTION</b>	<b>ACTION REQUIRED</b>							<b>RPN</b>						
IMPACT:		1-Insignificant; 2-Minor; 3-	1 - 25	LOW	Not Significant							3						
LIKELIHOOD:		1-Rare; 2-Unlikely; 3-	26-40	MODERATE	Not Significant							2						
DETECTION		1 - Very likely; 2 - Likely; 3 -	>40	HIGH	Significant							1	Control (e.g., Treat/Mitigate Transfer, Terminate)					

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