

# QMS BULLETIN

www.nwssu.edu.ph

main@nwssu.edu.ph

(055) 209-3657/533-9857  nwssumaincalbayog

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## DAP orients NwSSU on ISO

### ■ Team conducts process walkthrough to assess existing QMS

The Northwest Samar State University has partnered with the Development Academy of the Philippines (DAP) to assess and improve its existing Quality Management System (QMS). This is to ensure the establishment of an ISO 9001:2015-certifiable QMS in time for the external certification audit by year's end.

On May 29-31, the DAP Project Team composed of Senior Consultant Mr. Arnel C. Nuñez, Associate Project Officer Ms. Samantha Sheane T. Chico, and Project Manager Ms. Lourdes P. Yalung, conducted a process walkthrough and orientation for the key officials, faculty and staff of the Main and San Jorge campuses.

The initial assessment includes a walkthrough of the various university office procedures, and a series of panel discussions with top management, support processes owners and core operations leads. The DAP team also

laid out the methodology, work plan and schedule for the entire consultancy process.

The university was also initially oriented on ISO 9001:2015, including laying down of different roles and responsibilities, identifying possible areas for improvement, and determining relevant key performance indicators.

By July 10, the team returned for a more detailed training course on ISO QMS requirements and documentation. This time, the participants obtained a more thorough understanding of the key terms, definitions, modules and the ISO standardized high-level structure, as well as on how to integrate these concepts and principles into the existing organizational processes.

The activity also included pre and post training tests, course and resource person evaluations, with process map and quality policy workshops. **ML.BILLATE/C.UY**

## University formulates Quality Policy Statement

The Northwest Samar State University has formulated a quality policy statement in one of the technical guidance conducted by the consultancy team last July 13. It will be endorsed to the Board of Regents for approval.

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## NwSSU auditors train on ISO audit, planning

Northwest Samar State University continuous to take more steps towards becoming ISO Certified by 2019.

On October 1-4, the identified university internal auditors underwent a training on "Auditing Management Systems" anchored on ISO 9001:2015. The auditors were taught on the rigid process of an ISO audit via a series of lectures and workshops.

To fully appreciate the various processes, the auditors also went through the "Auditing Quality Management System Planning" workshop on October 5. In here, they performed an actual audit to few identified university offices so that they can practically apply their learning.

As part of the workshop, the audit itinerary and audit checklist developed and prepared by the trainees themselves were utilized. Audit Summary Reports were perused and audit findings were addressed after the audit.

Additionally, the audit plan was laid down in preparation for the internal audit to be conducted before the end of this year.

Taking the lead in facilitating these very important undertakings were Lourdes P. Yalung, Team Project Manager, and Rose May O. De Leon, Resource Speaker, both from the Development Academy of the Philippines (DAP). **F.CANAMAN**



**LEADING:** University president Dr. Benjamin L. Pecayo (2nd, from left) gives his opening remarks for the "Workshop for QMS Documentation" last August 17-18 at the Business Development Center, Main Campus. Flanking the president are (L-R) Dr. Ramil Catamora, VP for administration; Mr. Reynaldo Uy, Procurement Head; and Mr. Danilo Ebit, Procurement Office personnel.

# DAP Trains NwSSU Personnel on QMS Implementation

The Development Academy of the Philippines (DAP) held a 3-day course on Quality Management System (QMS) Implementation from September 25-27. This was part of a series of activities in preparation for the University's ISO 9001:2015 Certification.

On the first day, the University QMS core team members and key officers attended a technical guidance session by the DAP Project Team at the Business Development Center.

The participants prepared and presented drafts of their strategic management plan and policy based on the logical framework of their respective offices.

On the second day, the DAP team did a series of QMS Implementation Check to assess the work environment, operations, and procedures particularly for student services, research project proposals and extension programs, waste management, budget planning, execution of regular

funds, procurement, property and supply management, and human resources management.

Enhancement of QMS implementation was discussed on the last day of the training.

The course served as a follow-up training for the technical guidance on review and enhancement of operational controls and procedures which the same participants attended last September 4-6.

## News Briefs >>>

### > ISO Certified University

His inaugural speech on August 20, Dr. Benjamin L. Pecayo expressed that his administration will pursue the ISO 9001:2015 certification of the University. The president even emphasized that as his personal commitment for the entire community to share, support and work with him during his term. In fact, ISO certification is one of the major highlights in the Strategic Development Plan (SDP) 2018-2022. Before the end of the year, ISO accreditors will visit the university on December 27-28 for Stage 1 certification survey, and another on January 2019 for Stage 2.

### > Communicating Quality Policy

The University has doubled its efforts in sharing the vision of ISO expressed through the NWSSU Quality Policy Statement, by virtue of BOR 64 s. 2018. To ensure that it was made known to the entire university community, the Policy were posted around the campus, university website, and social media. Since September, it has also been recited every flag ceremony. A QMS bulletin board will also be set up for quick references and important announcements.

### > Prepping for Certification Audit

The Development Academy of the Philippines (DAP), together with the university internal quality auditors, will make rounds on selected offices as part of the series of ISO internal audits. The mock audits are part of the DAP technical guidance to train university internal auditors on auditing quality management system until the official certification survey by external auditors. The offices to be audited include the Research Services, Extension Services, Guidance Office, Registrar Office, Dean Offices, among others. The activities are facilitated by the NWSSU Quality Management System (QMS) Core team.



University officials and process owners listen to a DAP consultant discuss on QMS implementation during the "Technical Guidance on QMS Implementation" last September 24-28.

## University office secretaries train on records management

All office secretaries of the Main and San Jorge Campuses underwent a 3-hour orientation on records management held at the Business Development Center on November 9.

The secretaries, as essential part of the process owners, went through a series of internal audits conducted by a select team of internal quality auditors. Much like a mock audit, they were prepared for the actual external certification audit on December.

The activity was facilitated by Engr. Rhio C. Dimakiling, the University Records Officer and Document Controller designate, and moderated by Dr. Leonida S. Bernadit.

University President Dr. Benjamin

L. Pecayo gave the rationale of the activity, as well as conveyed his mission of securing around 138 non-teaching positions to regularize hardworking Job Order employees, some of whom were the participants in the orientation.

In his speech, Dr. Pecayo explained that secretaries are frontline personnel, so they must be well-equipped with the knowledge and best practices in managing and safekeeping all documents that go in and out of their respective office/unit/college.

Dr. Pecayo also reminded the participants about observing due courtesy and proper phone etiquette, as well as implementing the 5S of workplace organization. **C.UY**

# InGraphics



1) Streamlining Frontline Services Seminar; 2) ISO 9005:2015 Orientation Seminar; 3) Technical Guidance on Review and Enhancement of Operational Controls and Procedures; 4) Training course on auditing QMS ; 5) Mock audit at REEA; 6) Records Management Orientation; 7) Readiness Assessment at San Jorge Campus; 8) Root cause analysis and corrective actions; 9) QMS Documentation; and 10) Workshop on 5s Good Housekeeping. (Photo credits: PREA, QA, QMS Core Team)



## Key officials train on 5S Good Housekeeping

University administration and academe officials attended an orientation on 5S Good Housekeeping, as part of the preparation for ISO 9001:2015 certification, last September 28 at the Business Development Center.

The objectives of 5S is to eliminate loss and wastage of office resources to ensure a smooth working condition for total satisfaction of both customers and stakeholders. 5S stands for Sort, Systemize, Sweep, Standardize and Self-discipline. The orientation was meant to ensure the university meets and follows them.

Mr. Wilfredo A. Aurea, Planning Officer and QMS Core Team member, said that the seminar was a prelude to other trainings to be conducted to the different units and offices of the university. **R.BUGNOS**

## NWSSU refines frontline services

University frontline personnel attended a seminar-workshop on "Streamlining Frontline Services" facilitated by the Development Academy of the Philippines (DAP) consultancy team last December 11-13.

The DAP team provided the participants with streamlining and process improvement tools and techniques, as well as exposed them to workshops where identified processes were analyzed for improvement.

The workshop activities were designed towards improving the efficiency and effectiveness in carrying out the services of the University.

The team included resource speaker Charlie Marquez and Lourdes P. Yalung, Project Manager.

The University acknowledges the fact that addressing client needs is as important as providing convenience to every transaction they have with the different offices of the University. With

this, it continues to strive for quality service along with its goal of becoming ISO Certified.

The streamlining of services was seen to be very beneficial not only to the clients but even to the process-owners. With the effort of the people behind this endeavor and the full cooperation of the different offices, it is not far that the quality of service that the University envisions will be achieved. **F.CANAMAN**

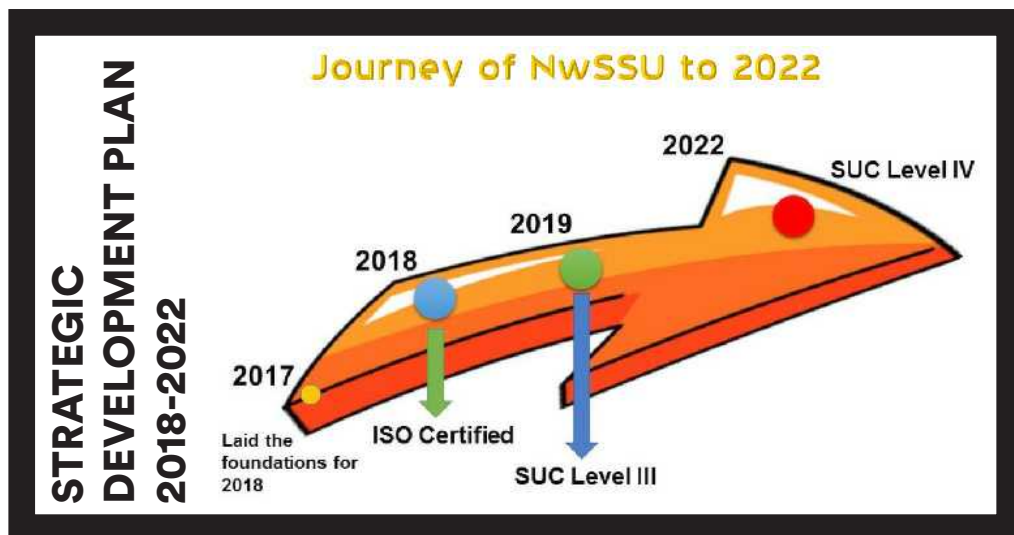
## University formulates...

Initiated by the university management, the "Technical Guidance on Development of a Quality Management System (QMS) Certifiable to International Organization Standards (ISO) 9001:2015" was facilitated by consultants Ma. Lourdes Yalung, project team manager, and Engr. Ronald Armin F. Ocampo, resource person, from Development Academy of the Philippines (DAP).

Once approved, the Quality Policy Statement must disseminated along with the university's mission and vision within the university.

The Policy is in accordance with clause 5.2 of the ISO 9001:2015 standards.

The activity was attended by the selected faculty and staff of the Main and San Jorge campuses. **F.ALAO**



## What is ISO and Why Does it Matter to NwSSU?

The International Organization for Standardization (ISO) is a global standard-setting body composed of representatives from national standards organizations from each of the 162 countries. ISO comes from the Greek word "isos" which means "equal."

ISO ensures that proprietary, commercial and industrial products and services meet standardized requirements for quality. For an academic institution like Northwest Samar State University, this means providing relevant and quality education at par with international standards.

The University must first establish a Quality Management System (QMS) aligned with the ISO 9001:2015 Standard, which provides an effective model QMS

that is applicable and valuable to all types of organizations. The application for ISO certification involves improvement in the management of various business processes to ensure the needs and expectations of the University's clients and stakeholders are met consistently and satisfactorily.

NwSSU President Dr. Benjamin L. Pecayo recognizes the potential benefits of being ISO certified, which include increased sensitivity and responsiveness to customer needs as well as effecting a systematic and more productive organization. With the tireless support and collective efforts of its top management, faculty and staff, the University is hitting milestone after milestone towards the realization of this endeavor. **C.UY**

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*Writers: Florabel Canaman, Flordelain Alao, Maria Lourdes Vergara, Chenzi Uy*

#### Layout/Graphics:

*Jose Gerwin Babon, Lito Tangaran, Ruel Bugnos*

*Photographers: Ruel Bugnos, Rey Rosalado*

The **NWSSU QMS BULLETIN** is published by the QMS Core Team in collaboration with the Public Relations and External Affairs, Northwest State University, Main Campus, Calbayog City, Samar 6710

Emails:  
main@nwssu.edu.ph  
information@nwssu.edu.ph

