097. 13 DPWH
03-01-2018

2 8 FEB 2018

DEPARTMENT ORDER)

No. **36**)

Series of 2018 03.02.18

SUBJECT: **Creation of the DPWH – ISO Quality Management System (QMS) Teams under the ISO 9001:2015 Standards**

To enhance and standardize the Department's quality of public service delivery and to become consistent with the requirements of the International Organization for Standardization (ISO), hereunder are the Teams that will manage the implementation of the QMS as to the requirements of ISO 9001:2015 and their responsibilities:

Top Management (Man Com)

1. Enforces the continuous updates, implementation and monitoring of the QMS;
2. Ensures effectiveness of the QMS through risk-based thinking;
3. Ensures that the quality policy is communicated;
4. Ensures that quality objectives are established;
5. Communicates the importance of meeting customer requirements;
6. Determines and provides necessary resources and ensures that they are adequately available; and,
7. Conducts Management Review meetings.

Overall Quality Management System (QMS) Head

1. Oversees the continuous updates, documentation, and effective implementation of the QMS;
2. Promotes risk-based thinking in overseeing the effectiveness of the QMS; and,
3. Reports QMS performance to Top Management for review and continual improvement.

Overall Deputy QMS Head

1. Leads the continuous update of the QMS;
2. Ensures that procedures for IQA, Management Review, Corrective Actions are established and implemented;
3. Reports QMS performance of all Department offices to the Overall QMS Head;
4. Liaises with external parties on matters relating to QMS; and,
5. Assumes responsibilities of the QMS Head in his/her absence.

Overall QMS Core Team

1. Provides technical support in the continuous updating, documentation, and effective implementation of the QMS;
2. Provides information to promote risk-based thinking in overseeing the effectiveness of the QMS that are implementable DPWH-wide;
3. Plans and prepares procedures for IQA, Management Review, Corrective Actions and all other QMS documentation requirements that are established and implementable DPWH-wide;

4. Acts as QMS team leaders in their respective office; and,
5. Reports QMS performance to Overall Deputy QMS Head for review and continual improvement.

Overall QMS Secretariat

1. Provides administrative support in the QMS project implementation, such as coordination with the consultants and preparation of necessary logistics;
2. Assists in planning the project activities to ensure the successful implementation;
3. Coordinates the activity schedule and necessary logistics, and other QMS requirements within the Department or through the Overall QMS Core Team; and,
4. Assists in monitoring the completion of the assigned tasks of the Overall QMS Core Team and other offices.

Office QMS Head

1. Oversees the effective implementation of the QMS within their office;
2. Promotes risk-based thinking within their office in overseeing the effectiveness of the QMS;
3. Ensures that procedures for IQA, Management Review, Corrective Actions are established and implemented within their office;
4. Liaises with other offices on matters relating to QMS; and,
5. Reports office QMS performance to the Deputy QMS Head for review and continual improvement.

Office QMS Core Team

1. Provides technical support in the establishment and implementation of the DPWH QMS within the office;
2. Plans and prepares QMS documentation requirements that are implementable within the office;
3. Cascades information on QMS matters to respective office and ensures implementation accordingly; and,
4. Implements the activities assigned to the following sub-teams: Risk Management Team, Training & Advocacy Team, Knowledge Management Team, QMS Internal Audit Team and Quality Workplace Team.

Office QMS Secretariat

1. Provides administrative support in the implementation of the QMS;
2. Assists in planning the activities to ensure successful implementation of the QMS;
3. Coordinates the activity schedule and necessary logistics, and other QMS requirements within the office; and,
4. Assists in monitoring the completion of the assigned tasks of the QMS core team and sub-teams.

Office QMS Sub-Teams

1. Risk Management Team
   - Performs oversight function in ensuring that the established risk controls and related activities are consistently implemented;
   - Plans and coordinates effective and efficient use of risk control tools; and,
   - Ensures that risk-related information are maintained and retained.

2. Training and Advocacy Team
   - Provides administrative support in terms of training and advocacy in the successful implementation and sustenance of the QMS;
   - Plans and coordinates effective deployment and efficient use of resources in-line with training and advocacy activities; and,
   - Plans and coordinates echoing/cascading sessions on QMS-related trainings.

3. Knowledge Management Team
   - Ensures that the requirements for maintaining and retaining documented information are established and implemented; and,
   - Coordinates and oversees activities related to managing organizational knowledge.

4. QMS Internal Audit Team
   - Determines whether the QMS effectively implemented and maintained through QMS Audit;
   - Provides input to the Office QMS Head regarding the results of audits; and,
   - Monitors actions taken to non-conformities raised during the QMS audits.

5. Quality Workplace Team
   - Ensures that the environment for the operation of processes needed to achieve conformity to service requirements are managed;
   - Ensures consistent implementation of the 5S programs; and,
   - Monitors and assesses workplace cleanliness, orderliness and safety.

This Order supersedes Department Order No. 73, Series of 2012 and shall take effect immediately.

MARK A. VILLAR
Secretary

Encl. DPWH ISO QMS Organization Structure

3.2 NJM/BEEY

Department of Public Works and Highways
Office of the Secretary

WIN8P01616