



10 APR 2017

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
OFFICE OF THE SECRETARY
Manila

897.13 DPWH
24-P-2017

DEPARTMENT ORDER)
NO. **52**)
Series of 2017)
24.10.17


SUBJECT: Implementation of the Quality Workplace Standards Checklist

To ensure effective implementation of ISO 9001:2015 Quality Management System all Bureaus, Services, Unified Project Management Offices, Regional Offices and District Engineering Offices are hereby required to implement the Quality Workplace Standards.

This checklist is aimed to promote a clean and conducive workplace and to maintain facilities in order to provide an optimum working environment for the employees of the Department. Workplace audits will be based on these guidelines on the areas only where it is applicable. This Department Order shall in no way be used as justification for office renovations and other similar activities.

Copies of this Standards (DPWH-QWS) will be provided by the Records Management Division (RMD) of the Human Resource and Administrative Service (HRAS).

This Order shall supersede D.O. 91, Series of 2013 and shall take effect immediately.


ROMEO S. MOMO, CESO I
Undersecretary
Officer-In-Charge

Department of Public Works and Highways
Office of the Secretary



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11.1.1 ETC/NSP/BEY



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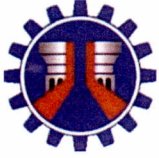
Component	Standards	(Y/N)	Remarks
APPLICABLE TO ALL COMPONENTS	<ol style="list-style-type: none"> All items are free from unwanted items such as stains, dusts, cobwebs, garbage, etc. at all times. Cracks, dents, scratches, deterioration and other defects are labeled and reported to the Facilities Management Division or the General Services Section or to appropriate office holding the function. 		
DOORS	<ol style="list-style-type: none"> Doors have clear signage and kept closed at all times. <i>Standard sizes of signage</i> <ul style="list-style-type: none"> Main Door – 45 cm x 10 cm Conference Room/Dining Area/Male / Female Comfort Rooms/ Storage Rooms – 30 cm x 8 cm Push / Pull - 16 cm x 9 cm 		
WALLS & FLOORS	<ol style="list-style-type: none"> Paintings and other decorations do not occupy more than 50% of the available wall and floor space and kept free from dusts at all times. Clear and updated transaction/ process flow for client services are posted in Receiving Areas. 		
TABLES	<ol style="list-style-type: none"> Desks/ tables are uniform in size, type and color in each area/ location, Table top contains (as necessary) laptop, computer monitor, keyboard, mouse, 1 file box for current files. Personal items such as table top calendar, picture frame or mirror should occupy a space not bigger than A4 size paper. Conference tables, when not in use are placed at the center, with chairs around tucked under the table, and no personal items, files, supplies, boxes are placed in the room. 		



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	<p>9. Name of staff is posted on the visible corner of the table (uniform to all desks/tables).</p> <p>10. Layout of individual tables and desks are arranged according to units and functions and provides clear passageways.</p> <p>11. Computer desktop, UPS and AVR placed on an appropriate compartment and trash bins are located under the table; No other items such as file boxes, shoes and bags are placed under the table.</p> <p>12. First level table drawers are used for office supplies which are neatly arranged and free from dusts and unnecessary items at all times.</p> <p>13. Bottom drawer is used to store personal items such as bags, mugs, cellphones, shoes, slippers and the like but no food is kept in workstation, pantry is provided for all food items of the staff.</p> <p>14. Eating is not allowed in individual tables/ desks/ cubicles anytime of the day.</p> <p>15. At the start of the day, 5-minute seiso is practiced to wipe the table tops and equipment, and arrange drawers.</p> <p>16. At the end of the day, table top is cleared from documents, paperworks, office supplies, and other items except the allowed items mentioned above.</p> <p>17. During the absence of the staff, a signage of "On-Leave or On Fieldwork" is placed on top of the desk.</p>		
CHAIRS	<p>18. Chairs are uniform in size, type and color in each area/ location.</p> <p>19. Chairs, when not in use are tucked under the table.</p>		



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	<p>20. Only one pillow may be placed on the chair but size is not bigger than the size of the long envelope.</p> <p>21. Only one jacket or shawl may be placed on the back seat during the day but is kept inside the personal drawer at the end of the day.</p>		
EQUIPMENT	<p>22. Equipment such as LCD projector, sound system, etc. are placed in cabinets (as appropriate) with lock for security.</p> <p>23. Kitchen appliances such as refrigerator, microwave oven, water dispenser, oven toaster, air pot, and the like are kept in the dining area only.</p> <p>24. Equipment are operated by OFFICE employee only.</p> <p>25. Equipment are turned off and unplugged (as necessary) when not in use.</p> <p>26. Equipment are labeled with clear instructions for proper use (as necessary).</p> <p>27. Maintenance labels are attached and updated during maintenance.</p> <p>28. One location is assigned for each division for the telephones, fax machines, and printers where pen and notepads are provided near the telephones, and paper supplies placed near the fax machine and printer.</p> <p>29. Computer monitors are on power-saving mode.</p>		
WIRES AND CABLES	<p>30. Wires and cables are neatly bundled with appropriate cable tie, arranged at straight line and right angles, safely covered with moldings when on floor or walls, and strategically placed to prevent accidents.</p>		



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WHITE BOARD	<p>31. White boards are clear of writings and postings at the end of the day and when not in use.</p> <p>32. Whiteboard markers and eraser are kept with the white board.</p> <p>33. White boards, when not in use, are placed at one corner of the room.</p>		
CABINETS	<p>34. With labels that are visible from one-meter distance, clear titles, and color coded. <i>Standard size of label – 4.7 cm x 11.8 cm</i></p> <p>35. Confidential files and expensive supplies are kept in locked cabinets, and keys are kept by an assigned personnel.</p> <p>36. Uniform in size, color and sizes in each location/ area.</p> <p>37. File boxes and big items are arranged systematically inside the cabinets (e.g. heavy items on the floor).</p> <p>38. Record folders are labeled clearly according to the QMS RDS Form, DPWH-QMSP-02-F01.</p>		
STORAGE AREAS	<p>39. Use of supplies follow “first-in, first-out” rule.</p> <p>40. Inventory of supplies is monitored through stock cards. Stock card form can be downloaded in the downloads section in the Department’s intranet website. http://dpwhweb/downloads/index.htm</p> <p>41. Each department has an assigned personnel to supervise the release of stocks and records.</p>		
BOOKS, MAGAZINES AND REFERENCE MATERIALS	<p>42. Inventory of official references or documents are maintained, and logbook for borrowed and returned documents kept and monitored.</p>		
TRASH BINS	<p>43. Trash bins are placed under the table or at the corner of the room.</p>		



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	<p>44. No leftover food and watery trash is thrown on these bins, restroom and pantry trash bins with sealable covers are used instead.</p> <p>45. Trash bins should not be overflowing and emptied at the end of the day.</p>		
SINK TOP IN DINING AREAS	<p>46. Sink top may contain the dish rack, soap dish and other kitchen equipment but should not occupy more than 60% of the top space.</p> <p>47. Sink top is kept dry when not in use.</p> <p>48. No unwashed and/or disorganized utensils and plates are left in the sink.</p>		
CLEANING MATERIALS AND SUPPLIES	<p>49. Cleaning materials are kept under the sink or inside cabinets in the dining area.</p> <p>50. Cleaning materials are maintained clean and no over spilling for cleaning supplies.</p>		
ITEMS THAT REQUIRE SPECIAL DISPOSAL	<p>51. Toners of printers and photocopiers, fax films, and batteries are collected by Facilities Management Division or the General Services Section every month for selling.</p> <p>52. One box for scrap papers is placed in one corner of the photocopying area.</p> <p>53. Confidential documents are shredded accordingly.</p>		
COUNTER/ FRONTLINE DESKS	<p>54. Signage are posted, such as: Start your transaction here, name of frontline staff.</p> <p>55. Counter top contains the computer monitor, keyboard, mouse, pens in a pencil holder or tied appropriately to the counter top, necessary forms placed trays, and client feedback form with pens, drop box and clear sign of "WE VALUE YOUR FEEDBACK, THANK YOU" located at one end of the counter; no personal items on counter top at all times.</p>		



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	<p>56. Computer desktop is placed under the counter table.</p> <p>57. Counter cabinets are used to store personal items, which are limited to bags, mugs/ water bottles, and a pair of shoes, are neatly arranged at all times.</p>		
CLIENT CHAIRS IN FRONTLINE COUNTERS	<p>58. Chairs, sofa and benches are arranged in such a way that there is a clear passageway to the counter at the center, and spaces between rows of chairs provide clear passageway as well.</p> <p>59. Color, type and size are uniform per area/ location.</p>		
BULLETIN BOARDS	<p>60. One bulletin board is allowed for each Division/ Section.</p> <p>61. Size, color and type are uniform in each area/ location.</p> <p>62. Contains memo, announcements, events, performance/ project monitoring, policies, etc. with clear and visible labels.</p> <p>63. Paper posts are covered with transparency films to protect from easy deterioration.</p> <p>64. Kept updated and neatly arranged by the assigned person.</p>		
PRAYER ALTARS	<p>65. One location is assigned for each floor.</p> <p>66. Table allotted is not bigger than the individual desk.</p> <p>67. Water vase is cleaned at the start of the day and spoiled flowers are replaced by fresh ones.</p>		