



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

097.13 DPWH.
10-03-2013

OCT 03 2013

DEPARTMENT ORDER)


SUBJECT: IMPLEMENTATION OF QUALITY
WORKPLACE STANDARDS

NO. 91)
Series of 2013 10.03.13)

In line with the Department's policy to continuously improve the delivery of its services, all offices in the Central Office, including Bureaus and Services, NCR and Region XI regional Offices, and, South Manila and Davao City District Engineering Offices, are hereby required to implement the quality workplace standards, hereto attached as Annex "A".

The objective of the implementation of the quality workplace standards is to achieve total organization, cleanliness and standardization in the workplace which will relate to quality and productivity improvement in accordance with the Quality Management System (QMS) Manual.

This Order shall take effect immediately.


ROGELIO L. SINGSON
Secretary

Department of Public Works and Highways
Office of the Secretary



WIN3P00906

Office: ALL DEPARTMENTS		Area: Workstation
Purpose: <ul style="list-style-type: none"> Serves as official station of the employees to do their reports, consolidate data, and accomplish their clerical, administrative and technical tasks Employees stay on for about 8 hours a day when not in field work 		
Components	Standards	References
1. Partitions	✓ Division or Unit Name signage is posted (may be hanged on ceiling) for clear identification of offices	•
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
2. Walls	✓ Free from stains, dusts and cobwebs at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Paintings and other decorations posted do not occupy more than 50% of the wall and are free from dusts at all times	• Cleaning schedule
3. Passageways	✓ Floor is free from stains, dusts and garbage at all times, and waxed regularly	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Free from any obstruction such as unused equipment, boxes of files, broken chairs, unused tables, etc.	•
4. Individual Clerical Desks and Computer Tables	✓ Name of staff is posted on the visible corner of the table (uniform to all desks/tables)	•
	✓ Layout of individual tables and desks: <ul style="list-style-type: none"> ✓ Arranged according to units and functions ✓ Spaces provide clear passageways 	•
	✓ Free from stains, dusts, food, and personal items (except those that are allowed) at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Table top contains (as necessary) laptop, computer monitor, keyboard, mouse, 1 file box for current files and 3 personal items such as	•

Office: ALL DEPARTMENTS		Area: Workstation
Purpose: <ul style="list-style-type: none"> Serves as official station of the employees to do their reports, consolidate data, and accomplish their clerical, administrative and technical tasks Employees stay on for about 8 hours a day when not in field work 		
Components	Standards	References
	table top calendar, and a picture frame or mirror with a size not bigger than A4 paper	
	✓ Computer desktop, UPS and AVR placed on an appropriate elevated compartment and trash bins are located under the table; No other items such as file boxes, shoes and bags are placed under the table	•
	✓ First level table drawers are used for office supplies which are neatly arranged and free from dusts and unnecessary items at all times	•
	✓ Bottom drawer is used to store personal items such as bags, mugs, cellphones, shoes, slippers .	•
	✓ At the start of the day, 5-minute seiso is practiced to wipe the table tops and equipment, and arrange drawers	•
	✓ At the end of the day, table top is cleared from documents, paperworks, office supplies, and other items except the allowed items mentioned above	•
	✓ During the absence of the staff, a signage of "On-Leave or On Fieldwork" is placed on top of the desk	•
5. Clerical Chairs	✓ Uniform in size, type and color	•
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Only one pillow and a chair cover may be placed on the chair but size is not bigger than the size of the long envelope	•
	✓ Tucked under the table when not in use and at the end of the day	•
	✓ 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	•
6. Equipment	✓ Equipment kept in the workstations are the following: laptop; computer desktop, monitor, keyboard, mouse and speaker; telephone; fax machine; printer	•
	✓ Free from stains and dusts at all times	• Cleaning schedule

Office: ALL DEPARTMENTS		Area: Workstation
Purpose: <ul style="list-style-type: none"> Serves as official station of the employees to do their reports, consolidate data, and accomplish their clerical, administrative and technical tasks Employees stay on for about 8 hours a day when not in field work 		
Components	Standards	References
	✓ Cracks, dents, scratches, deterioration and other defects, as well as non-operational equipment are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form Procedure of Corrective Maintenance Procedure on Turn-Over of Non-Operational Equipment
	✓ Operated by OFFICE employee only	
	✓ Turned off and unplugged (as necessary) when not in use	
	✓ 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	
	✓ Clear instructions for proper use is posted (as necessary)	
	✓ Maintenance labels are attached and updated during maintenance	<ul style="list-style-type: none"> Maintenance label Preventive maintenance plan/schedule
	✓ Computer monitors are on power-saving mode	
	✓ Each equipment in common location has a personnel assigned for daily seiso, while daily seiso of equipment located on individual tables/ desks are assigned to the individual concern	<ul style="list-style-type: none"> Responsibility label
	✓ No water dispenser, microwave oven, oven toaster, and water pot are seen in workstations, they are placed in the pantry	
	✓ Placed under the table/ desk	<ul style="list-style-type: none"> Cleaning schedule
7. Trash Bins	✓ No leftover food and watery trash is thrown on this bins, restroom and pantry trash bins are used instead	

Office: ALL DEPARTMENTS		Area: Workstation
Purpose: <ul style="list-style-type: none"> Serves as official station of the employees to do their reports, consolidate data, and accomplish their clerical, administrative and technical tasks Employees stay on for about 8 hours a day when not in field work 		
Components	Standards	References
	✓ Outside cover is free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Kept not overflowing and emptied at the end of the day	• Cleaning schedule
	✓ Toners of printers and photocopiers, fax films, and batteries are collected by FMD every month for selling	• Procedure/ Guidelines for Recyclable Items
	✓ Cabinets and boxes contain files, records or empty forms	
8. Cabinets and file boxes	✓ One location is assigned for each division/ department	
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Cabinet tops may contain file boxes but no non-operational equipment and personal items such as umbrella and bags are placed on top of cabinets	
	✓ With labels that are visible from one-meter distance, clear titles, and color coded according to retention schedule	
	✓ File boxes are arranged systematically	
	✓ Folders are labeled clearly and in color-coding according to retention schedule	
	✓ One bulletin board for each department	
9. Bulletin Board	✓ Size, color and type is uniform to all departments	
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Contains memo, announcements, events, performance/ project monitoring, policies, etc. with clear and visible labels	
	✓ Paper posts are covered with transparency films	

Office: ALL DEPARTMENTS		Area: Workstation
Purpose: <ul style="list-style-type: none"> Serves as official station of the employees to do their reports, consolidate data, and accomplish their clerical, administrative and technical tasks Employees stay on for about 8 hours a day when not in field work 		
Components	Standards	References
	to protect from easy deterioration	
	✓ Kept updated and neatly arranged by the assigned person	• Responsibility Label
	✓ One location is assigned for each floor	
10. Prayer Altar	✓ Table allotted is not bigger than the individual desk	
	✓ All items are free from stains and dusts at all times	• Cleaning schedule
	✓ Water vase is cleaned at the start of the day and spoiled flowers are replaced by fresh ones	• Cleaning schedule
	✓	•

Office: ALL FLOORS		Area: Reception/ Help Desk
Purpose: <ul style="list-style-type: none"> Receives client requests, inquiries and transactions Serves as waiting area for clients Serves as entry point for employees 		
Components	Standards	References
1. Doors	✓ Signage are posted, such as: Welcome to (office name), Push/Pull	
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
2. Walls	✓ Free from stains, dusts and cobwebs at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Clear and updated transaction/ process flow for client services are posted	
	✓ Paintings posted do not occupy more than 50% of the wall and are free from dusts at all times	• Cleaning schedule
3. Counter/ Frontline Staff Desk	✓ Signage are posted, such as: Start your transaction here, name of frontline staff, and other important information	

Office: ALL FLOORS		Area: Reception/ Help Desk
Purpose: <ul style="list-style-type: none"> • Receives client requests, inquiries and transactions • Serves as waiting area for clients • Serves as entry point for employees 		
Components	Standards	References
	✓ Free from stains, dusts, scratch papers, and other unnecessary items at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ 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	
	✓ Computer desktop is placed under the counter table	
	✓ Counter cabinets are used to store personal items, which are limited to bags, mugs/ water bottles, and a pair of shoes	
	✓ All items such as forms, pens, personal items are neatly arranged at all times	
4. Clerical Chairs	✓ Free from stains and dusts at all times	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• Cleaning schedule
	✓ High clerical chair is provided for counter tables that are high for comfort of staff	
	✓ Neatly arranged at all times and tucked under the table when not in use	
5. Client Chairs	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled (F-label) and reported to FMD	• F-label • Reporting form
	✓ 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	

Office: ALL DEPARTMENTS		Area: Conference Room
Purpose: <ul style="list-style-type: none"> Used for meetings and conferences 		
Components	Standards	References
1. Door	✓ A clear signage of "Conference Room" is posted	
	✓ A sign of "Conference/ Meeting on _____ On-Going" is posted during meetings	
	✓ Kept closed at all times	
2. Walls	✓ Free from stains, dusts and cobwebs at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Paintings and other decorations posted do not occupy more than 50% of the wall and are free from dusts at all times	• Cleaning schedule
3. Conference Table	✓ Desks/ tables are uniform in size, type and color	
	✓ When not in use: <ul style="list-style-type: none"> ✓ Conference table is placed at the center ✓ Chairs are placed around the table and tucked under the table ✓ No personal items, files, supplies, boxes are placed in the room 	
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
4. Clerical Chairs	✓ Uniform in size, type and color	
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
5. Equipment	✓ Equipment such as lcd projector, sound system, etc. that are placed in cabinets (as appropriate) with lock for security	
	✓ Free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects, as well as non-operational equipment are labeled and reported to FMD	• F-label • Reporting form

Office: ALL DEPARTMENTS		Area: Conference Room
Purpose: <ul style="list-style-type: none"> • Used for meetings and conferences 		
Components	Standards	References
		<ul style="list-style-type: none"> • Procedure of Corrective Maintenance • Procedure on Turn-Over of Non-Operational Equipment
	✓ Operated by OFFICE employee only	
	✓ Turned off and unplugged (as necessary) when not in use	
	✓ 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	
	✓ Clear instructions for proper use is posted (as necessary)	
	✓ Maintenance labels are attached and updated during maintenance	<ul style="list-style-type: none"> • Maintenance label • Preventive maintenance plan/schedule
6. White Board / Glass Boards	✓ Free from stains and dusts at all times	<ul style="list-style-type: none"> • Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects, as well as non-operational equipment are labeled and reported to FMD	<ul style="list-style-type: none"> • F-label • Reporting form • Procedure of Corrective Maintenance • Procedure on Turn-Over of Non-Operational Equipment
	✓ Clear of writings and postings at the end of the day and when not in use	
	✓ White Board / Glass Boards markers and eraser are kept with the White Board / Glass Board	
	✓ When not in use, it is placed at one corner of the room	
7. Cabinets	✓ Free from stains and dusts at all times	<ul style="list-style-type: none"> • Cleaning

Office: ALL DEPARTMENTS		Area: Conference Room
Purpose: <ul style="list-style-type: none"> Used for meetings and conferences 		
Components	Standards	References
		schedule
	✓ Cracks, dents, scratches, deterioration and other defects, as well as non-operational equipment are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form Procedure of Corrective Maintenance Procedure on Turn-Over of Non-Operational Equipment
	✓ Used for storage of equipment only	
	✓ With appropriate lock, and keys are kept by an assigned personnel	<ul style="list-style-type: none"> Responsibility label

Office: ALL DEPARTMENTS		Area: Photocopying Area
Purpose: <ul style="list-style-type: none"> Common location for the Department photocopiers Photocopiers are used to reproduce hard files and documents 		
Components	Standards	References
1. Photocopiers	✓ A sign of "Photocopying Area" is posted	
	✓ Clear instructions or guidelines for proper use is posted	
	✓ Free from stains, dusts, staple wires, paper clips and other unnecessary items at all times	<ul style="list-style-type: none"> Cleaning schedule
	✓ No papers (scrap or clean) are left on the trays	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form
	✓ Operated by OFFICE employee only	
	✓ Turned off and unplugged (as necessary) when not in use	
	✓ 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	
	✓ Maintenance labels are attached and updated during maintenance	<ul style="list-style-type: none"> Maintenance label Preventive maintenance

Office: ALL DEPARTMENTS		Area: Photocopying Area
Purpose: <ul style="list-style-type: none"> • Common location for the Department photocopiers • Photocopiers are used to reproduce hard files and documents 		
Components	Standards	References
		plan/ schedule
	✓ Assign a personnel to do daily seiso	• Responsibility label
2. Trash Bins	✓ No leftover food and watery trash is thrown on these bins, restroom and pantry trash bins are used instead	
	✓ Outside cover is free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Kept not overflowing and emptied at the end of the day	• Cleaning schedule
	✓ Toners of printers and photocopiers, fax films, and batteries are collected by FMD every month for selling	• Procedure/ Guidelines for Recyclable Items
3. Box of Scrap Papers	✓ One box for scrap papers is placed in one corner, confidential documents are shredded accordingly	
	✓ The box is emptied every 2 months by FMD for selling	• Procedure/ Guidelines for Recyclable Items

Office: ALL DEPARTMENTS		Area: Records and Supplies Area
Purpose: <ul style="list-style-type: none"> Used for storage of records and supplies 		
Components	Standards	References
1. Door	✓ A clear signage of "Records/ Supplies Room" is posted	
	✓ Kept closed at all times	
	✓ Locked at the end of the day	
2. Walls	✓ Free from stains, dusts and cobwebs at all times	<ul style="list-style-type: none"> Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form
3. Cabinets	✓ Free from stains and dusts at all times	<ul style="list-style-type: none"> Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects, as well as non-operational cabinets are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form Procedure of Corrective Maintenance Procedure on Turn-Over of Non-Operational Equipment
	✓ With labels that are visible from one-meter distance, clear titles, and color coded according to retention schedule	
	✓ Confidential files and expensive supplies are kept in locked cabinets, and keys are kept by an assigned personnel	<ul style="list-style-type: none"> Responsibility label
	✓ File boxes and big items are arranged systematically (e.g. heavy items on the floor)	
	✓ Record folders are labeled clearly and in color-coding according to retention schedule	
	✓ Use of supplies follow "first-in, first-out" rule	
	✓ Inventory of supplies is monitored through stock cards	<ul style="list-style-type: none"> Inventory System
	✓ Each department has an assigned personnel to supervise the release of stocks and records	<ul style="list-style-type: none"> Responsibility label

Office:		Area: Library	
Purpose:		<ul style="list-style-type: none"> • A place where large collection of books, magazines and other references are stored, controlled and maintained 	
Components	Standards	References	
1. Door	✓ A clear signage of "Library" is posted	•	
	✓	•	
	✓ Kept closed at all times	•	
2. Walls and Floor	✓ Free from stains, dusts, cobwebs, and garbage at all times	• Cleaning schedule	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> • F-label • Reporting form 	
	✓ Paintings and other decorations posted do not occupy more than 50% of the wall and are free from dusts at all times	• Cleaning schedule	
3. Reading/ Conference Tables	• Desks/ tables are uniform in size, type and color	•	
	✓ Free from stains, dusts, cobwebs, and unnecessary items at all times	•	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	•	
	✓ Nothing on top when not in use	•	
	✓	•	
4. Cabinets, Bookshelves, Magazine Racks, and Brochure Stand	✓ Free from stains, dusts, cobwebs, leftover food, used utensils, and garbage at all times	•	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	•	
	✓ With labels that are visible from one-meter distance, clear titles, and color coded	•	
	✓ Arranged systematically	•	
	✓	•	
5. Equipment	✓ The following equipment are kept: <ul style="list-style-type: none"> ✓ LCD projector ✓ Computer, monitor, speaker, keyboard and mouse 	• Equipment inventory	
	✓ Free from stains, dusts, cobwebs, leftover food, used utensils, and garbage at all times; Cleaned and wiped every after use	• Cleaning schedule	
	✓ Cracks, dents, scratches, deterioration and other defects, as well as non-operational equipment are labeled and reported to FMD	<ul style="list-style-type: none"> • F-label • Reporting form • Procedure of Corrective Maintenance • Procedure on Turn-Over of 	

Office:		Area: Library
Purpose: <ul style="list-style-type: none"> • A place where large collection of books, magazines and other references are stored, controlled and maintained 		
Components	Standards	References
		Non-Operational Equipment
	✓ Operated by OFFICE employee only	•
	✓ Turned off and unplugged (as necessary) when not in use	•
	✓ 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	•
	✓ Clear instructions for proper use is posted (as necessary)	•
6. Books and magazines	✓ Free from dusts and cobwebs at all times; Cleaned and wiped regularly	• Cleaning schedule
	✓ Arranged according to the standard catalogue of the library	•
	✓ Properly labeled and catalogued according to JEL	•
	✓ Inventory of books maintained, and logbook for borrowed and returned books kept and monitored	•
7. Trash Bins	✓ Placed under table or at the corner of the room	• Cleaning schedule
	✓ No leftover food and watery trash is thrown on these bins, restroom and pantry trash bins are used instead	•
	✓ Outside cover is free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Kept not overflowing and emptied at the end of the day	• Cleaning schedule

Office:		Area: Pantry Area	
Purpose:		<ul style="list-style-type: none"> • A room where food, provisions or dishes, kitchen equipment and other utensils are stored and served • For employees to store their personal food and utensils, and have their meals and snacks 	
Components		Standards	References
1. Door	✓	A clear signage of "Pantry" is posted	•
	✓	A sign of "Cleaning On-Going" is posted during cleaning schedule	• Cleaning schedule
	✓	Kept closed at all times	•
2. Walls and Floor	✓	Free from stains, dusts, cobwebs, and garbage at all times	• Cleaning schedule
	✓	Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓	Paintings and other decorations posted do not occupy more than 50% of the wall and are free from dusts at all times	• Cleaning schedule
	✓	Kept dry at all times	•
3. Sink Top	✓	Free from stains, dusts, cobwebs, leftover food and garbage at all times	•
	✓	Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	•
	✓	May contain the dish rack, soap dish and other kitchen equipment. Items do not occupy more than 60% of the top to provide space for washing dishes.	• Cleaning schedule
	✓	Kept dry at all times	• F-label • Reporting form
4. Sink	✓	Free from stains, dusts, cobwebs, leftover food, used utensils, and garbage at all times	•
	✓	Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	•
	✓	Used utensils and plates are washed and organized right after use	•
5. Table	✓	Free from stains, dusts, cobwebs, leftover food, used utensils, and garbage at all times; Cleaned and wiped every after use	•
	✓	Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	•
	✓	Kept dry at all times	•
6. Chairs	✓	Free from stains and dusts at all times	• Cleaning schedule
	✓	Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting

Office:		Area: Pantry Area
Purpose: <ul style="list-style-type: none"> • A room where food, provisions or dishes, kitchen equipment and other utensils are stored and served • For employees to store their personal food and utensils, and have their meals and snacks 		
Components	Standards	References
	✓ Arranged and tuck under the table when not in use	• form
7. Equipment	✓ The following equipment are kept in pantry: <ul style="list-style-type: none"> ✓ Refrigerator ✓ Microwave oven ✓ Oven toaster ✓ Water dispenser ✓ Electric fan ✓ Coffee maker 	• Equipment inventory
	✓ Free from stains, dusts, cobwebs, leftover food, used utensils, and garbage at all times; Cleaned and wiped every after use	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects, as well as non-operational equipment are labeled and reported to FMD	• F-label • Reporting form • Procedure of Corrective Maintenance • Procedure on Turn-Over of Non-Operational Equipment
	✓ Operated by OFFICE employee only	
	✓ Turned off and unplugged (as necessary) when not in use	
	✓ 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	
	✓ Clear instructions for proper use is posted (as necessary)	
	✓ Stocks of water bottles for the water dispenser are arranged in one corner of the room	
	✓ Maintenance labels are attached and updated during maintenance	• Maintenance label • Preventive maintenance plan/schedule

Office:		Area: Pantry Area	
Purpose:		<ul style="list-style-type: none"> • A room where food, provisions or dishes, kitchen equipment and other utensils are stored and served • For employees to store their personal food and utensils, and have their meals and snacks 	
Components	Standards	References	
8. Cleaning Materials	<ul style="list-style-type: none"> ✓ The following cleaning materials are kept in the pantry: <ul style="list-style-type: none"> ✓ Pale Floor mop ✓ Broom ✓ Rag ✓ Soap, detergent, disinfectant liquid, etc. 		
	✓ Kept under the sink or inside cabinets		
	✓ Maintained clean and no over spilled for cleaning supplies		
9. Cabinets	✓ Free from stains and dusts at all times	<ul style="list-style-type: none"> • Cleaning schedule 	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> • F-label • Reporting form • Procedure of Corrective Maintenance • Procedure on Turn-Over of Non-Operational Equipment 	
	✓ Used for storage of equipment and cleaning materials only		
10. Trash Bins	✓ Placed under or near the sink, not near the utensils and plates	<ul style="list-style-type: none"> • Cleaning schedule 	
	✓ Can be used for leftover food and watery trash		
	✓ With sealed cover that is free from stains and dusts at all times	<ul style="list-style-type: none"> • Cleaning schedule 	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> • F-label • Reporting form 	
	✓ Kept not overflowing and emptied at the end of the day	<ul style="list-style-type: none"> • Cleaning schedule 	

Office: All floors		Area: Restroom
Purpose: <ul style="list-style-type: none"> A room equipped with toilets and lavatories for public and employee use 		
Components	Standards	References
1. Door	✓ A clear signage of "Restroom" and corresponding signage "Male" or "Female" are posted	
	✓ Kept closed at all times	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form
2. Walls and Floor	✓ Free from stains, dusts, cobwebs, and garbage at all times	<ul style="list-style-type: none"> Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form
	✓ Kept dry at all times	
3. Mirror	✓ Free from stains, dusts and cobwebs at all times	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	
4. Sink Top	✓ Free from stains, dusts, cobwebs, leftover food and garbage at all times	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	
	✓ May contain soap dish/ dispenser	
	✓ Kept clean and dry at all times	
5. Sink	✓ Free from stains, dusts, cobwebs, leftover food, used utensils, and garbage at all times	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	
6. Toilets	✓ Free from stains, dusts, cobwebs, and garbage at all times	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form
	✓ Kept clean and dry at all times	<ul style="list-style-type: none"> Cleaning schedule
7. Cubicle Doors	✓ Free from stains, dusts, cobwebs, and garbage at all times	
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	<ul style="list-style-type: none"> F-label Reporting form
	✓ Clear instructions for proper use of toilet is posted (as necessary)	<ul style="list-style-type: none">

Office: All floors		Area: Restroom
Purpose: <ul style="list-style-type: none"> A room equipped with toilets and lavatories for public and employee use 		
Components	Standards	References
8. Trash Bins	✓ Placed inside cubicles	• Cleaning schedule
	✓ Outside cover is free from stains and dusts at all times	• Cleaning schedule
	✓ Cracks, dents, scratches, deterioration and other defects are labeled and reported to FMD	• F-label • Reporting form
	✓ Kept not overflowing and emptied at the end of the day	• Cleaning schedule