



MAY 06 2024

DEPARTMENT ORDER)

NO. 66)

Series of 2024 *46 05/06/2024*

**SUBJECT: Guidelines on the Creation of the
DPWH – Quality Management
System (QMS) Teams**

To enhance and standardize the Department's quality of public service delivery and to ensure consistency with the requirements of ISO 9001:2015 standards, particularly on Clause 5.3 Organizational Roles, Responsibilities and Authorities, hereunder are the Teams that will manage the continuous implementation of the DPWH-QMS:

I. Top Management

1. Shall include the DPWH Secretary, Undersecretaries and Assistant Secretaries;
2. Enforces the continuous update, implementation and monitoring of the QMS with respect to the duties and responsibilities of DPWH officials that are periodically defined and communicated, as approved by the Secretary thru a Department Order;
3. Ensures that the Department's QMS conforms to the requirements of ISO 9001:2015 standards;
4. Ensures that the Quality Policy and its Process Model are relevant with respect to the Department's Mandate, Vision, Mission and Core Values, and are effectively communicated;
5. Ensures effectiveness of the QMS through risk-based thinking, following the most current policy on Risk and Opportunity Management;
6. Ensures that quality objectives are established, following the most current policy on Strategic and Operations Planning;
7. Communicates with Relevant Interested Parties, focusing on the importance of obtaining customer feedback and meeting customer requirements;
8. Conducts review on the organization's QMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the Department, following the most current policy on Management Review (MR); and,
9. Through the approval of the Secretary, designates an Overall QMS Head, Overall Deputy QMS Head, Overall QMS Core Team and Overall QMS Secretariat which shall be established and updated as necessary through issuance of a Special Order.

II. Overall QMS Head

1. Shall be a member of the DPWH Top Management;
2. Oversees the continuous updates, documentation, and effective implementation of the QMS through the QMS Manual and its Process Model;
3. Promotes risk-based thinking in overseeing the effectiveness of the QMS;
4. Promotes customer focus through effective and efficient public service in the Department; and,
5. Facilitates all QMS-related functions and reports QMS performance to Top Management for review and continual improvement.

III. Overall Deputy QMS Head

1. Shall be a member of the DPWH Top Management;
2. Ensures the implementation of the Internal Quality Audit (IQA), MR and all other pertinent activities that are required by the QMS;
3. Recommends the composition of the Overall QMS Core Team;
4. Liaises with external parties on matters relating to the QMS; and,
5. Assumes responsibilities of the QMS Head in his/her absence.

IV. Overall QMS Core Team

1. Shall be composed of one (1) QMS Representative from each Bureau and Service considered as a process owner of standardized process in the DPWH-QMS Process Model;
2. Shall include one (1) QMS Coordinator from the Unified Project Management Office (UPMO) and one (1) from each of the 16 Regional Offices;
3. Shall be capable to provide recommendations and resolutions on behalf of the office he/she represents;
4. For process owner representatives, they shall plan, prepare, communicate and execute standardized processes under their respective jurisdiction, including all necessary documentation requirements;
5. For UPMO and Regional Office coordinators, they shall act as official QMS Subject-Matter Expert (SME) in any QMS trainings requested by the offices under their jurisdiction. Further, they shall manage and maintain all QMS related documentation of the office they represent.
6. Provides technical support in the continuous updating, documentation, and harmonized implementation of the QMS, with respect to their standardized processes; and,
7. Cascades information on QMS matters to their respective offices and ensures knowledge retention.

The Overall QMS Core Team shall be headed by a **Leader**, who shall be selected by the Overall QMS Head and Deputy.

1. Represents the Overall Core Team during small group meetings; and,
2. Reports QMS performance and provide initial action plans to the Overall QMS Deputy and Head, for review and continual improvement.

V. Overall QMS Secretariat

1. Shall be composed of employees from the Corporate Planning and Management Division (CPMD) and selected permanent DPWH employees as identified by the Overall QMS Head and Deputy;
2. Provides administrative support in the QMS implementation, such as coordination with the certifying body, service providers and consultants;
3. Prepares the annual QMS calendar to be approved by the Overall QMS Head;
4. Coordinates the activities that are scheduled in the approved QMS Calendar, including the necessary logistical requirements;
5. Consolidates documented information that results from the implementation of QMS Activities and provide analysis to the Overall QMS Core Team, Deputy and Head; and,
6. Assists in monitoring the completion of the assigned tasks of the Overall QMS Core Team and other offices.



VI. Office QMS Core Team

Following the Plan-Do-Check-Act (PDCA) cycle and to ensure immediate planning, implementation, monitoring and resolution of the Department's QMS within their respective units, all Bureaus, Services, UPMO Clusters, Regional Offices (RO) and District Engineering Offices (DEOs) shall have an equivalent Office QMS Core Team.

A. Office QMS Core Team Leader

1. Shall be the Head of the Office;
2. Understands the Context of the Organization and the QMS Process Model;
3. Oversees the effective implementation of policy-mandated QMS activities;
4. Ensures that standardized processes of the QMS are implemented within their office; and
5. Provides status updates and information about the office with respect to QMS-related activities (i.e., IQA, MR and Recertification/Surveillance Audits).

In the absence of the Team Leader, the Assistant Office Head or the next highest official shall act as an interim Team Leader thru an Office Order.

B. Office QMS Secretariat

1. Shall be composed of at most three (3) permanent employees including – one (1) head and two (2) members;
2. Assists in planning the schedule of policy-mandated QMS activities (e.g., MR, IQA, etc.) and ensure implementation;
3. Coordinates the activity schedule, necessary logistics, and other QMS requirements within the office;
4. Consolidates, manages and maintains all QMS-related documentation of the office that will be required by the Office QMS Core Team Leader; and,
5. Assists in monitoring the completion of the assigned tasks of the QMS core team and sub-teams.

The Office QMS Core Team shall also be composed of four (4) Sub-Teams – Risk Management, Awareness Advocacy, Knowledge Management, and Quality Workplace. Each sub-team shall be composed of at most three (3) permanent employees, one being the designated Team Leader. The following are the roles and responsibilities of each sub-team.

C. 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 and opportunity control tools in relation to ISO 9001:2015 Clause 6.1;
- Ensures that risk-related information are maintained and retained; and,
- Ensures the overall compliance of the office with respect to the most current policy on Risk and Opportunity Management.



D. Awareness Advocacy Team

- Ensures that all personnel in the office are made aware of the Department quality policy, relevant quality objectives, their contribution to the effectiveness of QMS benefits of improved performance and implications of non-conformance with the QMS requirements in relation to ISO 9001:2015 Clause 7.3; and,
- Ensures the overall compliance of the office with respect to the most current policy on QMS Awareness.

E. Knowledge Management Team

- Ensures that the organizational knowledge necessary for the operation of its processes to achieve conformity to service requirements, quality objective and intended results are managed in relation to ISO 9001:2015 Clause 7.1.6;
- Encourage acquisition of organizational knowledge from internal and external sources and by learning from experience, mentoring and benchmarking;
- Safeguard from loss of knowledge through maintenance and retention of documented information; and,
- Ensures the overall compliance of the office with respect to the most current policy on the Management of Documented Information.

F. Quality Workplace Team

- Ensures that the environment for the operation of processes needed to achieve conformity to service requirements are managed in relation to ISO 9001:2015 Clause 7.1.4;
- Promotes and coordinates programs in the office with other concerned units and committees to provide a suitable environment for all employees covering social, psychological and physical factors depending on the processes and services provided by the office; and,
- Ensures the overall compliance of the office with respect to the most current policy on the Implementation of Quality Workplace Standards.

VII. Office QMS Core Team Chart

The Office QMS Core Team Chart shall be updated every 15th of January and, as an office level document, shall be approved following the most current policy on the Management of Documented Information. Membership to the Office QMS Core Team, in any capacity as made mention above, shall be effective for one (1) year from its approval. Updating in less than one (1) year shall only be allowed due to any personnel movement, transfer and/or retirement.



Each DEO shall submit a copy of their Office QMS Core Team chart to their concerned QMS-Regional Office Coordinator, which the latter shall consolidate together with the chart of the Regional Office, and transmit to the overall QMS Secretariat on or before the 31st of January.

This order supersedes Department Order No. 36, series of 2018 and shall take effect immediately.


MANUEL M. BONOAN
Secretary

Encl: Standard Template of Office QMS Core Team Chart

2.2.1 MAP/AGC

Department of Public Works and Highways
Office of the Secretary



WIN4D01161



DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
Quality Management System

Document Code:
















Office QMS Core Team Chart
<Office Name>

Page No.

**Insert most
current close-up
photo of
employee, in
complete
uniform behind
white
background*

NAME

Core Team Leader

Secretariat	Risk Management Team	Awareness Advocacy Team	Knowledge Management Team	Quality Workplace Team
 NAME Leader	 NAME Leader	 NAME Leader	 NAME Leader	 NAME Leader
 NAME Member	 NAME Member	 NAME Member	 NAME Member	 NAME Member
 NAME Member	 NAME Member	 NAME Member	 NAME Member	 NAME Member

Approved by:

NAME

Director

Date Signed: