



OCT 31 2024

**DEPARTMENT ORDER** )  
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**SUBJECT: Management Review**  
 )  
**NO.** 200 )  
 )  
**Series of 2024** )  
 )  
 11/5/2024

**1. Background**

1.1. In connection with the implementation of the Department’s Quality Management System (QMS) and its provisions, the DPWH shall review the organization’s QMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the Department. Consistent with the requirements of ISO 9001:2015 standard, particularly on Clause 9.3, the Management Review procedure and pertinent forms are hereby established.

**2. Definition of Terms**

<b>Management Review (MR)</b>	Refers to a formal and documented review of the existing organizational structure, methods, measures, systems and processes to ensure continuing suitability, adequacy, effectiveness and alignment with the DPWH strategic direction. This is conducted by the DPWH Top Management to introduce necessary actions for the continual improvement of its QMS.
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**3. General Procedure**

- 3.1. Within the first quarter of the year, the overall/office QMS Core Team shall conduct a General Assembly where required/necessary QMS activities will be planned and scheduled for the year. Department-level MR shall be conducted at least once a year, preferably after the completion of the previous year’s Internal Quality Audit (IQA) and the conduct of the 3<sup>rd</sup> Party Audit. For individual offices (i.e., Bureau, Service, UPMO Cluster, Regional or District Engineering Office), a localized MR shall also be conducted at least once a year, preferably aligned with the performance planning and commitment.
- 3.2. Once the Annual Schedule of QMS Activities has been finalized, the QMS Core Team shall identify the key officials or personnel that will be tasked to discuss each of the 10-point MR Agenda. These are:

Agenda 1: Follow up Actions from last MR – This agenda focuses on the instructions, directives and assignments that were agreed upon from the previous MR. The approved minutes-of-meeting shall be the primary basis, and the concerned process owner/counterpart office representative shall provide updates on the completion of these actions. The overall QMS Head/Office QMS Core Team Leader shall be the assigned resource speaker.



Agenda 2: Changes that could affect the QMS – This agenda focuses on the planned or implemented relevant changes in any of the major processes, whether internal or external, that may impact upon the QMS and how these changes shall be integrated across the Department. This may be based on the risks that needs to be mitigated, opportunities that is associated with the changes, and/or new legislations or regulations that may affect any of the major processes of the QMS. The overall QMS Head/Office QMS Core Team Leader shall be the assigned resource speaker. However, the process owner/counterpart office representative may be designated to provide deeper insights on the affected process, including the necessary communication, resources and review to ensure that the changes are effective.

Agenda 3: Customer Feedback – This agenda focuses on the measured level of satisfaction of relevant stakeholders in the delivery of the Department’s products and services. This shall cover both internal and external sources of feedback, including customer complaints, and how these are analyzed with respect to the effectiveness of the QMS. The highest official representing the process owner of feedback management shall be the assigned resource speaker.

Agenda 4: Status of Objectives and Targets – This agenda focuses on the established quality objectives, the underlying targets, and the current accomplishments. Proposed actions and directives are discussed to improve the accomplishments and the compatibility of current policies and resources with respect to the measure’s/success indicator’s design, criteria, and tools for monitoring. This may also include the consistency between the Department-level accomplishments and the whole-of-government, results-based management system. In the Department-level MR, the highest official who leads/heads the DPWH Performance Governance System (PGS) shall be the assigned resource speaker. While in the localized MR, the head of office shall be the assigned resource speaker and shall refer to his/her most current Performance Commitment Review (PCR) form. The assigned speaker may consider to focus only on specific measures and targets that need attention.

Agenda 5: Status of Physical Accomplishment – This agenda focuses on the current and relevant statistics (overall or office-specific) on the accomplishment of infrastructure projects being implemented by the Department, and the relevant issues related to project implementation that needs to be addressed. The highest official handling the office mandated to generate the status of physical accomplishment following the most current policy on the Project and Contract Management Application (PCMA) shall be the assigned resource speaker.

Agenda 6: Status of Financial Accomplishment – This agenda focuses on the current and relevant statistics (overall or office-specific) on the financial values, and the relevant issues related to the four (4) major processes under financial management that needs to be addressed. The highest official handling the office mandated to generate the status of financial accomplishment shall be the assigned resource speaker.

Agenda 7: Results of Audit since last MR and the status of Non-Conformities and Corrective Action – This agenda focuses on the relevant findings that were identified from the latest results of the IQA, ISO 9001:2015 3<sup>rd</sup> Party Audits and External Regulatory Audits from Validating or Oversight Agencies (i.e., COA and ARTA), and the details of Corrective Action Report (CAR) form issued from the noted non-conformities, if applicable. Focus is given to the Department-wide interventions that will lessen the frequency of occurrence, or complete elimination of such non-compliance. The aim is to

evaluate the action plan to address findings that affects the compliance to the QMS. Further, this agenda shall include the improvement opportunities that will better enable the Department to achieve the intended outcomes of the QMS as recommended from the results of various audits. The highest official handling the results of the IQA and the 3<sup>rd</sup> Party Audits shall be the assigned resource speaker. However, the process owner/counterpart office representative may be requested to provide deeper insights on the affected process.

Agenda 8: Performance of External Providers – This agenda focuses on the established policy of the Department that provides the scope, extent and criteria for evaluating the performance of external providers, primarily contractors, consultants, and suppliers. The criteria must show relevant statistics on the performance of external providers in their ability to meet the requirements set by the Department. The status of such compliance shall be discussed. The highest official representing the process owner of performance evaluation under procurement management shall be the assigned resource speaker.

Agenda 9: Adequacy of Resources – This agenda focuses on the current provision of resources needed for the continuous implementation of the QMS with consideration on the existing state of the Department and its environment, including the proactive actions that have been taken to ensure sustainability of the QMS. Resources include materials, facilities, human capital, organizational knowledge and information technology. The overall QMS Head/Office QMS Core Team Leader may choose to prioritize any specific resource that is currently encountering adequacy challenges and whose risk will impact the QMS the most. The highest official representing the process owner affected by the prioritized resource shall be the resource speaker.

Agenda 10: Effectiveness of Actions Taken to Address Risks and Opportunities – This agenda, which is complementary to agenda no. 9, shows the results of monitoring and measurement that confirms if the actions to address the prioritized risks and the possible opportunities of the actions, have been effective. Data from internal and external sources may be presented to show if the appropriate controls are in place to ensure that the Department still meets its policies, objectives, and targets. The highest official representing the process owner that handles the monitoring and measurement processes shall be the assigned resource speaker.

- 3.3. The Overall/Office QMS Secretariat shall prepare notification to the attendees thru a memorandum containing the agenda and shall be issued and disseminated at least three (3) working days before the scheduled date of the MR. For the Department-level MR, the attendees shall be the Top Management, all heads of process owners (i.e., Bureaus and Services), UPMO Cluster Directors and Regional Directors. For localized-MR, the attendees shall include all the chiefs of Divisions/Sections. A separate notification shall also be provided to the resource speakers and other personalities as recommended, thru a separate memorandum at least five (5) working days before the scheduled MR date. This shall give enough time for the resource speakers to prepare the necessary agenda materials and references.
- 3.4. The localized-MR shall be presided by Office Core Team Leader. In the case of the Department-level MR, the Overall QMS Head shall preside the MR. Once quorum has been reached, the presider shall indicate the start of the meeting by stating each agenda and its corresponding resource speakers. The meeting must address the potential effects of the 10-point agenda to the QMS and its relevance. Clarificatory questions and policy instructions shall be accommodated during the open forum at the end of the last

agenda. The secretariat shall spearhead the accomplishment of the minutes of the meeting (DPWH-QMS-01-01-Rev01) and the attendance sheet (DPWH-QMS-01-02-Rev01), the former shall be approved by the Core Team Leader/Overall QMS Head. Alteration of the aforementioned forms in terms of form and style is strictly prohibited.

- 3.5. Resolutions that were agreed upon during the MR that may involve action plans shall be carried out by the identified and/or concerned official. The Overall QMS Head/office Core Team Leader shall exercise overall authority with regard to the implementation and monitoring of the proposed actions. Proper monitoring is supported by the approved Minutes of the Meeting. Intermediate updates may be discussed in any succeeding QMS Core Team meetings. Evidence of completion shall be managed by the concerned official and shall form part of agenda 3 for the next scheduled MR.
- 3.6. To evaluate the compliance with this Order, the MR shall be included as an audit item during the conduct of the Internal Quality Audit (IQA), following its most current policy. For the Department-level MR, this shall be evaluated during the IQA of the Top Management. The Overall/Office QMS secretariat shall provide all the documents required in aid of the audit. The audit results shall be provided to the Overall QMS Head, seven (7) days after the audit of the Top Management.

This Order, shall supersede Department Order 60, series of 2022 and shall take effect immediately.

  
**MANUEL M. BONOAN**  
Secretary

Department of Public Works and Highways  
Office of the Secretary  
  
WIN4G03296

Encl: 1) DPWH-QMS-01-01-Rev01  
2) DPWH-QMS-01-02-Rev01

2.2.1 MAP/AGC