

MINUTES OF 2017 QMS MANAGEMENT REVIEW MEETING

29 November 2017, 2:30 p.m. – 3:30 p.m.
CBAA Conference Room, 7/F EDPC Building, BSP Complex, Roxas Blvd., Manila

I. ATTENDANCE:

I.1 PRESENT¹:

1. Chairperson Manuel D.J. Siayngco (Presiding Officer) (MDJS)
2. Commissioner Thelma A. Mariano (TAM)
3. Atty. Rita Marie B. Cubangbang (RMBC)
4. Rona D.S. Palomares (RDSP)
5. Anna Maria A. Oliva (AMAO)
6. Ma. Cielo P. Labrague (MCPL)

II. AGENDA

1. Memorandum Circular No. 2017-1 issued by the Government Quality Management Committee (GQMC) on 23 June 2017;
2. CBAA 2017 Quality Procedures; and
3. Proposed conduct of 2017 Internal Quality Audit.

III. HIGHLIGHTS:

1. The meeting started at around 2:30 p.m. and presided by the CBAA Chairperson, Ret. Judge Manuel D.J. Siayngco.
2. **Memorandum Circular No. 2017-1 issued by the Government Quality Management Committee (GQMC) on 23 June 2017:**

At the outset, TAM inquired about Memorandum Circular No. 2017-1 issued by the Government Quality Management Committee (GQMC) on 23 June

¹ Annex A: Attendance Sheet

2017². RDSP showed a copy and mentioned that said MC, entitled "Guidelines on the Validation of the ISO 9001 Quality Management System (QMS) Certification or ISO-aligned QMS Documents as a Requirement for the Grant of the FY 2017 Performance-Based Bonus (PBB), is one of the reasons why we need to come up with the QMS Manual, Quality Procedures, Work Instruction Documents (WID) and conduct of Internal Quality Audit. The provision highlighted was:

"1.1.2 If an agency is not yet ISO certified, at least an ISO-aligned documentation of its QMS for at least one (1) core process, to include the following: (1) Approved Quality Manual and approved Procedures and Work Instructions Manual (PAWIM), including forms; and (2) Evidence of ISO 9001-aligned QMS implementation, i.e., (a) Certification of the Head of Agency on the conduct of Internal Quality Audit and (b) Minutes of the FY 2017 Management Review."

RDSP also mentioned that ISO-aligned QMS Document is one of the requirements on the grant of FY2017 PBB specified in Memorandum Circular No. 2017-1 issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (Administrative Order No. 25 s. 2011) on 09 March 2017³. The provision highlighted was:

"6.2 (b) If an agency is not yet ISO certified, it should have at least an ISO-aligned documentation for at least one (1) core process, to include the following: (b.1) Approved Quality Manual, including forms; and (b2) Evidence of ISO 9001-aligned QMS implementation, i.e. (1) Certification of the Head of Agency on the conduct of Internal Quality Audit; and (2) Minutes of the FY 2017 Management Review. For the frontline agencies, it is expected that the core process pertains to an agency process most demanded by citizens and businesses."

² Annex B: Memorandum Circular No. 2017-1 dated 23 June 2017

³ Annex C: Memorandum Circular No. 2017-1 dated 09 March 2017

TAM and RMBC inquired if a not so big agency like CBAA really have to be ISO-certified or comply with the QMS requirements. RDSP answered yes, since QMS is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work. It doesn't specify what objectives relating to "quality" or "meeting customer needs" should be, but requires organizations to define these objectives themselves and continually improve their processes in order to reach them.

3. CBAA 2017 Quality Procedures:

RDSP reported that on 27 November 2017, the Chairperson approved / signed the CBAA 2017 Quality Procedures, a subsection of the CBAA 2016 QMS Quality Manual. Next year, we need to come up with the Work Instruction Documents (WIDs) to be prepared each by concerned personnel per work area. Development of WIDs will be part of the IPCR/OPCR targets.

Discussion on the approved 2017 Quality Procedures (QP) follows. The seven (7) QP are as follows: (QP1) Document and Data Control), (QP2) Control of Records, (QP3) Quality Procedure Purchasing, (QP4) Non-Conformance, (QP5) Corrective and Preventive Action, (QP6) Handling of Complaints, and (QP7) Internal Quality Audit.

4. Proposed conduct of 2017 Internal Quality Audit:

MDJS asked if we can still conduct the Internal Quality Audit in December, do we still have enough time for that?

RDSP shared that we are fortunate that when CBAA representatives participated in the PAGBA 3rd Quarterly Meeting and Seminar, one of the topics covered was about Internal Audit. Said topic emphasized the three (3) types of Internal Audit: (1) Compliance Audit, (2) Management Audit, and (3) Operations Audit. Compliance Audit is the evaluation of the degree of compliance with laws, regulations and managerial policies and operating procedures in the agency, including compliance with accountability measures, ethical standards and contractual obligations. This type of audit is a

necessary first step to, and part of, management and operations audit. For an employee to qualify as member of the Internal Quality Audit Team, one must have attended an Internal Audit Training or Seminar.

Considering that conduct of IQA is a must and we have qualified employees to conduct the IQA, RDSP responded, yes, we can for a Compliance Audit.

MDJS further asked, when can we conduct the IQA and what specific area?

RDSP suggested if this year IQA will focus Records Management core process, subject for the Management's approval. CBAA has no frontline service but the Records Officer (MCPL) caters the most demanded service both external and internal. Hence, we may prioritize Records Management Compliance Audit.

RMBC inquired that since MCPL was just appointed this year, is she qualified to be the the auditee?

RDSP explained that conduct of IQA will assess the overall context of the organization and meeting the necessary statutory and regulatory requirements and "not" very specific with the person in-charge. This will benefit our organization in a way we work in a more efficient way as all our processes will be aligned and understood by everyone in the organization. We will be using standard forms following our Quality Procedures.

RMBC further inquired on the standards to be used in conducting the Records Management Compliance Audit?

RDSP said that we will be using the National Archives of the Philippines (NAP) standards and other related statutory and regulatory requirements.

IV. AGREEMENTS REACHED / TIMELINES:

- 4.1 The core process to be audited this year will be Records Management Compliance Audit. The auditee is our sole Records Officer, Ms. Ma. Cielo P. Labrague.

4.2 Timelines:

01 Dec. 2017	:	Preparation of the Records Management Compliance Audit Plan and all forms
04 Dec. 2017	:	Issuance of Audit Notification Memo to the Auditee
05-06 Dec. 2017	:	IQA Team Final Preparation and Meeting
07-08 Dec. 2017	:	Conduct of Actual IQA
11-13 Dec. 2017	:	Preparation of the IQA Report and Submission to the Chairperson
14 Dec. 2017	:	Issuance of the Certification of the Head of Agency (Chairperson on the Conduct of Internal Quality Audit)

V. ADJOURNMENT:

With no other matters to discuss, the meeting was adjourned at 3:30 p.m.

Prepared by:


RONA D.S. PALOMARES
Administrative Officer V

Noted:


MANUEL D.J. SIAYNGCO
Chairperson


ATTENDANCE SHEET

2017 QMS MANAGEMENT REVIEW MEETING

29-Nov-17

Place: CBAA CONFERENCE OFFICE

Time: 10:00-12:00 Noon

NAME	SEX	DESIGNATION	Contact Details	SIGNATURE
1. MANUEL D.J. SIAYNGCO	M	Chairperson	email add: mdjs@cbaa.gov.ph mobile no.: 0917-8043756	
2. THELMA A. MARIANO	F	Commissioner	email add: tmariano@cbaa.gov.ph mobile no.: 0905-4047774	
3. RITA MARIE B. CUBANGKANG	F	Hearing Officer for LAW	email add: rmbcubangkang@cbaa.gov.ph mobile no.: 0917 828 8511	
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5. MA. CIELO P. LABRAGUE	F	AO I	email add: cielolabrague@cbaa.gov.ph mobile no.: 09483648551	
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*Please complete details



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Department of Finance

CENTRAL BOARD OF ASSESSMENT APPEALS

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OFFICE ORDER NO. 38-17

JUL 17 2017,

In the exigency of the service and pursuant to Memorandum Circular No. 2017-1 dated 09 March 2017 issued by the Inter-Agency Task Force re Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2017; and Memorandum Circular 2017-1 dated 23 June 2017 issued by the Government Quality Management Committee (GQMC) pertaining to the Guidelines on the Validation of the ISO 9001 Quality Management Certification or ISO-aligned QMS Documents as a Requirement for the Grant of FY 2017 Performance-Based Bonus (PBB), hereby constituted is the CBAA QMS Team to be composed of the following:

Head : **Ms. RONA D.S. PALOMARES** - *Ms. Palomares 7/17*
Administrative Officer V

Members : **MS. ANNA MARIA A. OLIVA** - *7/17/17*
Board Secretary II

MS. MA. CIELO P. LABRAGUE - *7/17/17*
Records Officer I

The QMS Team shall be responsible for this Board's compliance with the establishment and implementation of the CBAA-QMS.

For guidance and compliance.


MANUEL D.J. SIYANGCO
Chairperson