



**MINDORO STATE  
COLLEGE OF  
AGRICULTURE  
AND TECHNOLOGY**

**QUALITY  
MANUAL**







**Quality Manual  
Mindoro State College  
of Agriculture and  
Technology**

QM-MINSCAT

00

Revision Code: 0

Page: 1 of 3

Section: Quality Manual

Effectivity Date: November 2, 2016

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Prepared by: QMR

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Approved by: President

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Subject: **Foreword**

**FOREWORD**

In order to establish a competitive edge in the global market, the quality of our educational services must be assured. Such quality will only be accepted if it is beyond minimum requirements of CHED and at par with world-class standards. This will only be realized if our policies, procedures and processes are documented and in compliance with the globally-accepted and recognized ISO 9001:2008 standard. This is the Core of our Quality Manual. It is applicable to all functions of the organization, including: the determination of the educational and other requirements of the clients and students; design and development of curriculum and syllabus; marketing/promotion of curricular programs; admission and registration of students, delivery of instruction, research, extension, and production; and student evaluation, assessment and graduation.

Our quest for market leadership and being the best in academic industry should inspire us to continue improving our systems and processes following our institutional policies and the requirements of ISO 9001: 2008 Standard.

We enjoin each academic and administrative personnel of Mindoro State College of Agriculture and Technology to adhere to and contribute to the improvement of our documented quality management system working as a team and strive to satisfy and delight our students as they are the reason why these institutions exist.

Prepared by: **QMR**

*QMR*

Approved by: **President**

*[Signature]*





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Section: Quality Manual

Effectivity Date: November 2, 2016

Subject: Objectives of Quality Manual

### OBJECTIVES OF THE QUALITY MANUAL

The Quality Manual of Mindoro State College of Agriculture and Technology (MinSCAT) serves as a guide and reference for all personnel of the College. It provides a common understanding of the various institutional policies and procedures in the effective implementation of the quality management system

Specifically, this Quality Manual aims:

- To document the quality management system of MinSCAT.
- To communicate throughout the institution its policies and total commitment to quality.
- To provide a basis for internal audit and management review.
- To demonstrate to students, academic and administrative personnel, the suppliers, the partner industries and the public, MinSCAT's ability to meet their requirements.

Prepared by: QMR

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Approved by: President

*[Signature]*





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**DISTRIBUTION LIST OF THE QUALITY MANUAL**

**COPY**

**RECIPIENT**

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Document Control Custodian  
Quality Management Representative (QMR)  
President  
Bongabong Campus Deputy MR  
Masipit, Calapan City Campus – Deputy MR

Prepared by:

QMR

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Approved by:

PRESIDENT

*[Signature]*





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Subject: Authorization for Implementation and Updating Responsibility

**AUTHORIZATION FOR IMPLEMENTATION AND UPDATING RESPONSIBILITY**

Implementation of the contents of the Quality Manual shall be authorized and approved by the President of the MinSCAT effective on the date specified in the manual.

Updating of the Quality Manual shall be the responsibility of the Management Representative (MR), following the document control procedures, as defined in the procedures, as defined in the procedures for Control of Document. (PM MinSCAT- 4.2.3)

The specimen signatures appear below:

**CHRISTIAN ANTHONY C. AGUTAYA, Ph.D.**  
Quality Management Representative

*Christian Anthony C. Agutaya*

**JESSE T. ZAMORA, Ed.D., Ph.D.**  
SUC President II

*Jesse T. Zamora*

Prepared by:

QMR

*Christian Anthony C. Agutaya*

Approved by:

PRESIDENT

*Jesse T. Zamora*





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**4.1**

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**Section: Quality Manual**

**Effectivity Date: November 2, 2016**

**Subject: Appointment of Quality Management Representative (QMR)**

**Appointment Letter**

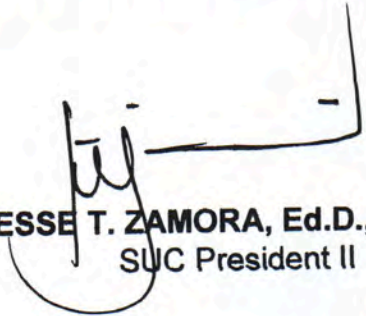
**Appointment of Quality Management Representative (QMR)**

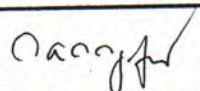
I hereby appoint DR, CHRISTIAN ANTHONY C. AGUTAYA to be the Quality Management Representative effective August 25, 2016 with the following responsibilities and authorities, in addition to his functions as Director for Research and Graduate Studies:

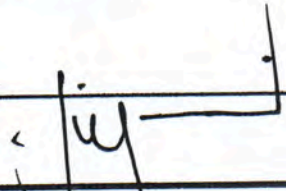
- a. ensures that quality management systems are established, implemented and maintained in accordance with ISO 9001:2008 international standards;
- b. reports on the performance of the quality management system to the management for review and as basis for improvement of the system;
- c. ensures the promotion of awareness of customer requirements through the organization;
- d. acts as liaison with external parties on matters relating to the quality management system; and
- e. shall manage the audit program as per ISO 9001:2008.

This appointment is without additional compensation and shall be in effect for one year unless earlier revoked.

Be guided accordingly.

  
**JESSE T. ZAMORA, Ed.D., Ph.D.**  
SUC President II

Prepared by: **QMR** 

Approved by: **PRESIDENT** 





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Effectivity Date: **November 2, 2016**

Subject: **Scope of the Quality Management System**

**SCOPE OF THE QUALITY MANAGEMENT SYSTEM**

The scope of the MinSCAT's Quality Management System starts with Program Identification and Development and ends with Graduation of students and subsequent alumni – related activities. The scope also includes the processes of all support units and the process required by ISO 9001:2008.

MinSCAT 's QMS has excluded this ISO 9001:2008 element:

7.5.2 Validation of processes for Production Refer to QM MinSCAT 7.5.1  
Control of Process and Service Provision Page 13.7

Prepared by:

QMR

Approved by:

PRESIDENT





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Section: 0

Effectivity Date: **November 2, 2016**

Subject: **Introduction**

**SECTION 0**

**INTRODUCTION**

**A. PURPOSE**

The present Mindoro State College of Agriculture and Technology (MinSCAT) was originally the Mindoro National Agricultural School (MINAS), created by R.A. 506 as a national agricultural secondary school in the island of Mindoro. It formally opened its doors for learning on August 26, 1951.

In 1963, authority of R.A. 3758 opened the Collegiate Department. This steered the offering of several collegiate courses. The first two years leading to the degree of Bachelor of Science in Agriculture (BSA) was initially offered. This was followed by the two-year course leading to Associate in Agricultural Technology (AAT) in 1973, then the complete course offerings of Bachelor of Science in Agricultural Education (BSAE) in 1975 and BSA in 1977. Later in 1981, the two-year AAT course was changed to the Agricultural Technician Curriculum (ATC) course. At the same time, a new BSA curriculum developed by the Technical Panel for Agricultural Education (TPAE) based at Los Baños, Laguna was adopted by the school. This gradually replaced the old BSA curriculum as well as the BSAE.

The continued offering of collegiate courses, in addition to the secondary curriculum which was offered since the founding of the school made MINAS a full-pledged college, hence the change of name from MINAS to Mindoro State College of Agriculture and Technology (MCAT) on June 10, 1976 as approved by then Secretary Juan L. Manuel of the Department of Education, Culture and Sports. Then, it was converted into State College, and so now named MinSCAT by virtue of RA 8007 on May 25, 1995. It is mandated to provide higher vocational, professional and technical instruction and training in agricultural and industrial

Prepared by:

QMR

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Approved by:

PRESIDENT

*[Signature]*





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fields. It is also mandated to promote research, advanced studies and progressive leadership in the fields of agriculture including agricultural education and home technology, with special emphasis given to agricultural industry, fishery, forestry, and industrial education.

The leadership of MinSCAT as an educational institution has progressed from its first Superintendent, Mr. Eligio C. Ureta Sr. (1951-1962), then to Mr. Onofre F. Martin (1962-1965) to Mr. Crispin E. Cabanilla (1963-1965), Mr. Antonio U. Ganir (1965-1979), Mr. Camilo P. Silvestre (1979-1990), then to Mr. Manolito V. Icalla as Principal-OIC (1990-1991), Mr. Jeremias A. Ortiz as Administrator-OIC (1991-1994), and to Dr. Angelito A. Bacudo as Principal-OIC (1994-1996).

MinSCAT as a State College makes strides through the leadership of Dr. Angelito A. Bacudo who was installed as its first President on July 8, 1996.

MinSCAT is the only state college in the whole province of Oriental Mindoro with three campuses, the MinSCAT Main Campus in Alcate, Victoria, Oriental Mindoro, MinSCAT Bongabong Campus in Labasan, Bongabong, Oriental Mindoro, and MinSCAT Calapan Campus in Masipit, Calapan City. MinSCAT strengthens the desire to work harder towards its direction of working with the Commission on Higher Education (CHED) requirements of Republic Act No. 10596 which is known as "An Act Converting the Mindoro State College of Agriculture and Technology in the Municipality of Victoria, Province of Oriental Mindoro into a state university to be known as the Mindoro State University". With its widening service area, more curricular offerings in the graduate and undergraduate levels and greater infrastructure development, Dr. Jesse T. Zamora, the second President of MinSCAT takes the lead to continuously serve the College role as a center for training students to become useful professionals and change agents responsible in fostering agricultural and industrial development guided by the MinSCAT core values Responsibility, Involvement, Commitment and Excellence.

Prepared by:

QMR

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Approved by:

PRESIDENT

*[Signature]*





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Subject: Statement of the Institutional Philosophy, Vision, Mission, Goals and Objectives

**STATEMENT OF THE INSTITUTIONAL PHILOSOPHY, VISION, MISSION, GOALS AND OBJECTIVES**

**1. The Institutional Philosophy**

The Mindoro State College of Agriculture and Technology believes in the supremacy of God over His creation, and that man as His special creation has the capacity to learn and can be developed physically, mentally, socially and spiritually. The College strongly upholds education as an indispensable aspect in the changes of the individual. Equipped with functional and more effective education, the individual must strive to maintain an honest and productive life coupled with his duties and obligations to serve humanity and his country and to recognize his responsibility of conserving and developing the rich natural resources for sustainable development.

*Ang Mindoro State College of Agriculture and Technology ay naniniwala sa paghahari ng Diyos sa sanlibutan at nananalig na ang tao bilang tanging nilikha ng Diyos ay may kakayahang matuto at maaaring paunlarin sa mga paraang pisikal, mental, sosyal at espiritwal. Pinagtitibay ng MinSCAT na ang edukasyon ay higit na kinakailangan tungo sa pagbabago ng isang tao. Sa pagkakaroon ng magagamit at mas higit na epektibong edukasyon, and tao ay dapat magsikap upang panatilihin and isang buhay na matapat at produktibo na may kaakibat na mga tungkulin at obligasyon upang paglingkuran ang kapwa at ang bayan at kilalanin ang kanyang responsibilidad na pangalagaan at paunlarin ang likas na yaman tungo sa pinaninindigang pag-unlad.*

Prepared by:

QMR

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Subject: Statement of the Institutional Philosophy, Vision, Mission, Goals and Objectives

**STATEMENT OF THE INSTITUTIONAL PHILOSOPHY, VISION, MISSION, GOALS AND OBJECTIVES**

**2. The Vision of the Institution**

A self-reliant center of development in Oriental Mindoro that provides sustained leadership in instruction, research and extension to produce globally competitive professionals and appropriate technologies crucial in helping develop a productive and spiritually and morally upright citizenry, in a diverse yet cohesive society.

*Isang sentro ng kaunlaran na maaasahan sa Silangang Mindoro na nagtatadhana ng patuloy na pamumuno sa larangan ng pagtuturo, pananaliksik at pagpapalaganap upang magbunga ng mga propesyonal na maipapantay sa buong mundo at mga angkop na teknolohiya na mahalaga sa pagtulong upang mapaunlad ang mga mamamayan na kapaki-pakinabang, na may banal na paniniwala at may kagandahang asal sa magkakaiba ngunit magkakaugnay na lipunan.*

**3. The Mission of the Institution**

The Institution exists to promote professional and technological education by intensifying instruction and training, conducting more viable and relevant researches, utilizing knowledge and technology, sustaining income generation through adoption of feasible state of the art technologies, establishment of extensive and efficient linkages and networking and continuous organizational development.

*Ang institusyon ay magtataguyod ng mataas na uri ng pampropesyonal at panteknolohiyang edukasyon sa pamamagitan ng pagtuturo at pagsasanay, sa pagsasagawa ng higit na kapaki-pakinabang na mga pananaliksik, paggamit ng kaalaman at teknolohiya, pagkakaroon ng matatag na paskakakitaan sa pamamagitan ng paggamit ng mga makabagong teknolohiya, pagtatatag ng malawakan at mahusay na mga pakikipag-ugnayan at patuloy na pag-unlad.*

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QMR

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Approved by:

PRESIDENT

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**STATEMENT OF THE INSTITUTIONAL PHILOSOPHY, VISION, MISSION, GOALS AND OBJECTIVES**

**5. The Objectives of the Institution**

Strengthen the capabilities of the institution to:

- 5.1. Offer quality education;
- 5.2. Provide opportunities for the youth to develop their potentials as human beings and as productive members of the society;
- 5.3. Expand financial assistance to poor but deserving students toward greater access to education;
- 5.4 Maximize productivity to sustain income generation; and
- 5.5. Intensify research and extension services, which are relevant to the needs of the community.

*Palakasin ang mga kakayahan ng institusyon na:*

- 5.1. *maghandog ng edukasyong may mataas na uri;*
- 5.2. *maglaan ng mga pagkakataon sa mga kabataan upang paunlarin ang kanilang mga kakayahan bilang mga tao at kapaki-pakinabang na kasapi ng lipunan;*
- 5.3. *magpalawak ng tulong pinansyal sa mga mahihirap ngunit karapat-dapat na mga mag-aaral patungo sa higit na malawak na daan sa edukasyon;*
- 5.4. *magparami ng produksyon tungo sa matatag na pagkakakitaan; at*
- 5.5. *mapabuti ang mga paglilingkod ng pananaliksik at pagpapalaganap na may kaugnayan sa mga pangangailangan ng pamayanan.*

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Subject: Core Values

**Core Values**

**Denotations**

Responsibility

*WE BELIEVE* that as members of the MinSCAT- key officials, faculty, staff and students- everyone must be conscientious of one's duties and responsibilities bearing the accountability inherent to one's task or position.

*WE BELIEVE* that students must likewise exhibit responsibility in all their undertakings –studies and behavior, inside and outside the University Campus.

Involverment

*WE ALSO BELIEVE* that everybody must lend their support and get involved in all institutional activities-instruction, research, extension and production.

*WE BELIEVE* that each member of the organization must help to facilitate performance of functions of all Units by sharing resources, ideas and skills.

*WE BELIEVE* the every student should also get involved in the activities of the College and extend support in whatever capacity they can.

Commitment

*WE BELIEVE* that the College must internalize the value of dedication to hard work to surpass minimum expectations and raise the standards of performance in the College.

*WE BELIEVE* that students must likewise share this value as a zeal in producing excellent performance.

Excellence

*WE BELIEVE* that it must be the ultimate goal of MinSCAT to excel in its quadruple functions – instructions, research, extension and production – and therefore must surpass minimum standards of performance.

*WE BELIEVE* that as student of MinSCAT, everyone is expected to excel in their field of learning and to be more competitive in the outside world of the academe.

*WE BELIEVE* that every graduate of MinSCAT should the core values of R.I.C.E. in whatever endeavor he/she gets involved in and must strive to spread the good values advocated by the University.

Prepared by:

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Approved by:

PRESIDENT

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Subject: Curricular Offerings

**Main Campus**

**Graduate Programs**

Doctor of Education

Major in Educational Management

Doctor of Philosophy in Crop Science

Master in Business Administration

Master in Public Administration

Master of Arts in Education

Major: Pagtuturo ng Wika

English Language Teaching

Biological Sciences

Mathematics

Guidance and Counselling

Educational Management

Master of Science in Agriculture

Major in Crop Science

Animal Science

**Undergraduate Programs**

Bachelor of Secondary Education

Major in: Biological Sciences

English

Filipino

Mathematics

Bachelor of Elementary Education

Bachelor of Science in Entrepreneurship

Bachelor of Science in Eco-tourism Management

Bachelor of Science in Horticulture

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PRESIDENT

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Subject: **Curricular Offerings**

Bachelor of Science in Environmental Science

Bachelor of Science in Agroforestry

Bachelor of Arts— AB English

Certificate in Entrepreneurship— (1 year)

(Distance Learning Education)

Ladderized Courses

Bachelor of Science in Agricultural Engineering

Bachelor of Science in Information Technology

Bachelor of Science in Agriculture

Major: Crop Science

Animal Science

**Calapan Campus**

Bachelor of Science in Technical Teacher Education

Major in Automotive

Drafting

Electrical

Electronics

Garments and Fashion Design Technology

Food Services Management Technology

Bachelor of Arts in English Language

Bachelor of Arts in Psychology

Bachelor of Secondary Education

Major in Physical Sciences

English

Filipino

Mathematics

Technology and Livelihood Education

Prepared by: **QMR**

Approved by: **PRESIDENT**





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Subject: Curricular Offerings

Bachelor of Science in Criminology  
Bachelor of Science in Hotel and Restaurant Management  
Bachelor of Science in Hotel and Tourism Management

**Bongabong Campus**

Bachelor of Secondary Education

Major in Biological Science

English

Filipino

Mathematics

Technology and Livelihood Education

Bachelor of Elementary Education

Bachelor of Science in Information Technology

Bachelor of Science in Fisheries

Bachelor of Science in Hotel and Restaurant Management

Bachelor of Science in Hotel and Tourism Management

Bachelor of Science in Criminology

Bachelor of Science in Computer Engineering

Bachelor of Arts in Political Science

Diploma on Entrepreneurship (Farm Business)

NC II in Food and Beverages

NC II in Housekeeping

Prepared by: QMR

Approved by: PRESIDENT





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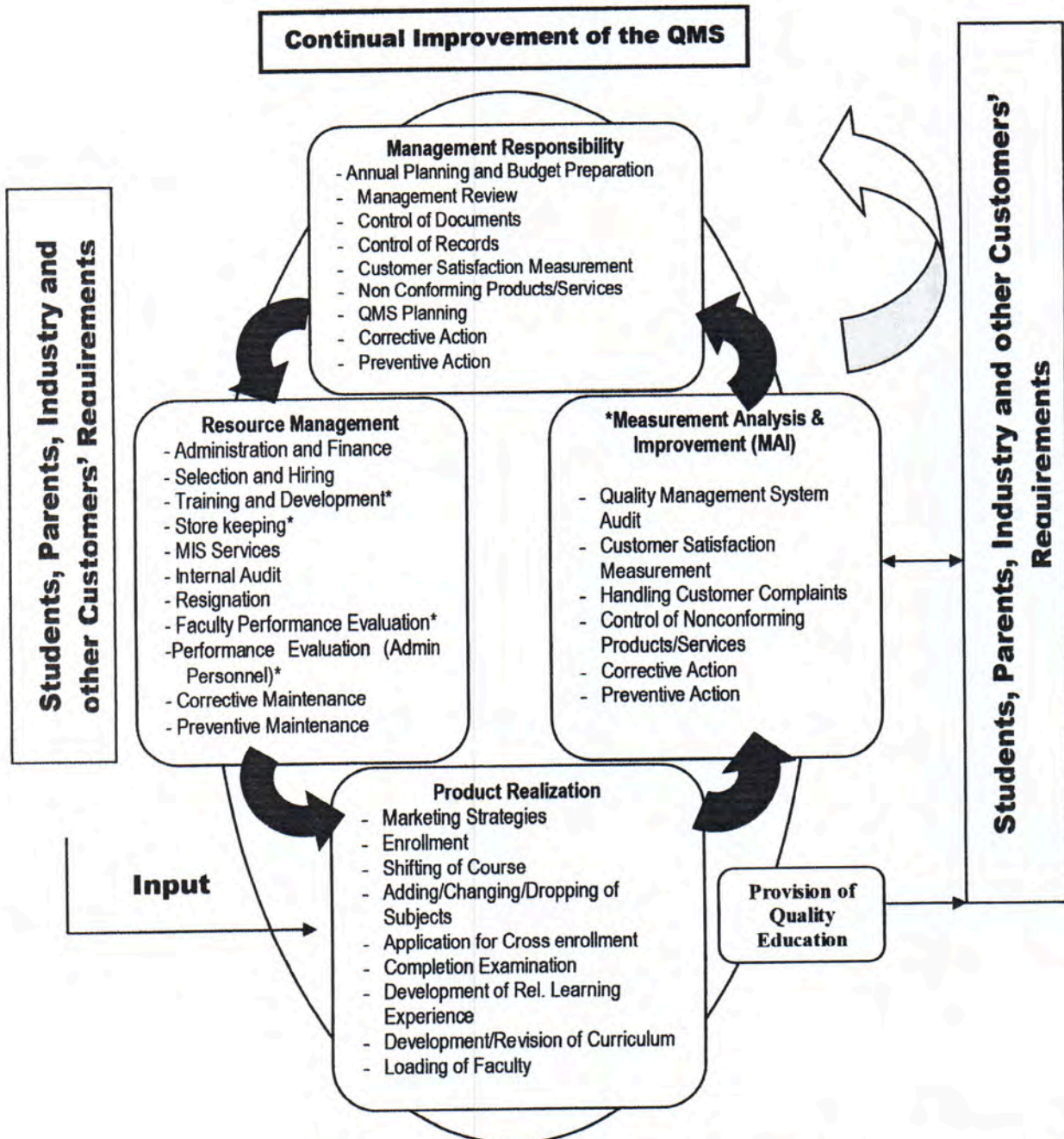
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Effectivity Date: November 2, 2016

Subject: QMS Processes

**Continual Improvement of the QMS**



**Process-Based Quality Management System Model**

Prepared by: QMR

Approved by: PRESIDENT





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07

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Section: 1

Effectivity Date: **November 2, 2016**

Subject: **SCOPE**

**SCOPE**

**A. PURPOSE**

This section establishes the scope of the Quality Assurance Office for ISO of the MinSCAT Quality Manual

**B. REFERENCE DOCUMENTS**

ISO 9001: 2008

ISO 9001: 2005 Quality Management Systems – Fundamentals and Vocabulary

MinSCAT Organizational Chart

**C. DEFINITIONS**

See MinSCAT Manual Section 3 for terms and condition

**D. REQUIREMENTS**

This Manual specifies the requirements by which the Quality Assurance of the MinSCAT:

- a.) demonstrate its ability to consistently provide service that meets customer and applicable regulatory requirements, and
- b.) aim to enhance customer satisfaction through the effective application of the MinSCAT Quality Manual, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

The scope of MinSCAT's Quality Manual starts with Program Identification and Development and ends with Graduation of students and subsequent alumni – related activities. The scope also includes the processes of all support units and the process required by ISO 9001:2008.

**E. RESPONSIBILITIES**

Responsibilities and authorities are defined in each section of this Manual.

**F. RECORDS**

None.

**END OF SECTION 1**

Prepared by:

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Approved by:

**PRESIDENT**





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Subject: Normative Reference

**NORMATIVE REFERENCE**

**A. PURPOSE**

This section establishes the normative reference used for the MinSCAT Quality Manual.

**B. REFERENCE DOCUMENTS**

ISO 9001: 2008 Quality Management System – Fundamentals and Vocabulary  
MinSCAT Quality Manual Section 3.

**C. DEFINITIONS**

See MinSCAT Manual Section 3 for terms and condition

**D. REQUIREMENTS**

The definitions and fundamentals upon which the MinSCAT Quality Manual is established are defined.

**E. RESPONSIBILITIES**

Responsibilities and authorities are defined in each section of this Manual.

**F. RECORDS**

None.

**END OF SECTION 2**

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**AUDIT** – Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

**AUDIT CRITERIA** – Set of policies, procedures or requirements used as a reference.

**AUDIT CONCLUSION** – Outcome of an audit provided by the audit team after consideration of the audit objectives and all audit findings.

**AUDIT EVIDENCE** - Records, statements of fact or other information, which are relevant to the audit criteria and verifiable.

**AUDIT FINDING** – Results of the evaluation of the collected audit evidence against audit criteria. (NOTE: Audit findings can indicate either conformity or nonconformity with audit criteria, or opportunities for improvement).

**AUDIT TEAM** – One or more auditors conducting an audit.

**AUDITEE** – Department being audited.

**AUDITOR** – Person with the competence to conduct an audit.

**CAPABILITY** - Ability of an organization, system, or process to realize a product that will fulfill the requirements for that product.

**COMPETENCE** – Demonstrated ability to apply knowledge and skills.

**CONFORMITY** – Fulfillment of a requirement.

**CONTINUAL IMPROVEMENT** – A recurring activity to increase the ability to fulfill requirements.

**CORRECTION** – Action taken to eliminate a detected nonconformity.

**CORRECTIVE ACTION** - Action to eliminate the cause of a detected nonconformity or other undesirable situation (NOTE: There is a distinction between correction and corrective action).

**CUSTOMER** – Organization or person that receives a product or service.

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**CUSTOMER SATISFACTION** – Customer's perception of the degree to which the customer's requirements have been fulfilled.

**DESIGN AND DEVELOPMENT** – Set of processes that transform requirements into specified characteristics or into the specification of a product, process or system.

**DOCUMENT** – Information and its supporting medium.

**EFFECTIVENESS** - Extent to which planned activities are realized and planned results are achieved.

**FOLLOW-UP AUDIT** - A special audit performed to verify that corrective action has been implemented as scheduled and that the action was effective in preventing or minimizing recurrence.

**INFORMATION** - Meaningful data.

**INFRASTRUCTURE** - System of facilities, equipment and services needed for the operation of an organization.

**INSPECTION** – Conformity evaluation by observation and judgment accompanied, as appropriate, by measurement, testing or gauging.

**INSPECTION RECORD** - Document stating results (data) concerning inspection activities.

**LEAD AUDITOR** - The individual who manages the audit team during an audit.

**MANAGEMENT SYSTEM** – A system to establish policy and objectives and to achieve those objectives.

**MANAGEMENT REVIEW TEAM** – Management Representatives, and representatives from each department certified under ISO 9001:2008 in the MinSCAT Quality Manual.

**NONCONFORMITY** – Non-fulfillment of a requirement.

**OBJECTIVE EVIDENCE** – Data supporting the existence or verity of something.

**OBSERVATION** – A concern or weakness detected in an element in the management system, but is not a nonconformance; a condition that may become a nonconformance if not addressed; an opportunity for improvement.

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**OPENING MEETING** - The introductory meeting between the auditor(s) and the auditee's representative, at which time the overview of the planned audit is presented.

**ORGANIZATION** – Group of people and facilities with an arrangement of responsibilities, authorities and relationships.

**ORGANIZATIONAL STRUCTURE** – Arrangement of responsibilities, authorities and relationships between people.

**PREVENTIVE ACTION** – Action to eliminate the cause of a potential nonconformity or other undesirable potential situation (NOTE: Preventive action is taken to prevent occurrence, whereas corrective action is taken to prevent recurrence).

**PROCEDURE** - Specified way to carry out an activity or process.

**PROCESS** – Set of interrelated or interacting activities which transforms inputs into outputs (NOTE 1: Inputs to a process are generally outputs from other processes; NOTE 2: Processes in an organization are generally planned and carried out under controlled conditions to add value; NOTE 3: A process where the conformity of the resulting product cannot be readily or economically verified is frequently referred to as a "special process").

**QUALITY MANAGEMENT SYSTEM** – A management system to direct and control an organization with regard to quality.

**PROCESS MANUAL** - Document specifying the quality management system of the organization/Management Committee Division operations.

**PRODUCT** – Result of a process.

**PROJECT** – Unique process, consisting of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost and resources.

**QUALITY** – Degree to which a set of inherent characteristics fulfills requirements.

**QUALITY ASSURANCE** – Part of quality management focused on providing confidence that quality requirements will be fulfilled.

**QUALITY CONTROL** – Part of quality management focused on fulfilling quality requirements.

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**QUALITY PLANNING** – Part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives.

**QUALITY POLICY** - The overall intentions and direction of an organization related to quality as formally expressed by top management.

**RECORD** - Document stating results achieved or providing evidence of activities performed.

**REQUIREMENT** - Need or expectation that is stated, generally implied or obligatory.

**RESOURCES** - People, time, money, buildings, equipment and support activities, as necessary, that may be applied to a specific project, product, process and/or contract in order to fulfill requirements.

**REVIEW** – Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

**ROOT CAUSE** - The fundamental deficiency that results in a nonconformance that must be eliminated through corrective action to prevent recurrence of the same or similar nonconformance.

**ROOT CAUSE ANALYSIS** - Investigation to determine the fundamental deficiency that resulted in nonconformity.

**SERVICE** – The result of at least one activity necessarily performed at the interface between the supplier and the customer and is generally intangible. Provision of a service can involve: 1) Activity performed on a customer-supplied tangible product, 2) Activity performed on a customer-supplied intangible product, 3) Delivery of an intangible product, 4) Creation of ambience for the customer.

**SPECIFICATION** – Document stating requirements.

**STAKEHOLDERS** –Staff, community, parents, students.

**SUPPLIER** – Organization or person that provides a product or service.

**SYSTEM** - Set of interrelated or interacting elements.

**TRACEABILITY** - Ability to trace the history, application, or location of that which is under consideration.

**VALIDATION** – Confirmation, through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.

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**VERIFICATION** – Confirmation, through the provision of objective evidence that specified requirements have been fulfilled.

**WORK ENVIRONMENT** - Set of conditions under which work is performed (NOTE: Conditions include physical, social, psychological and environmental factors (temperature, recognition schemes, ergonomics and atmospheric composition).

**B. RESPONSIBILITIES**  
Deputy-Management Representatives

**C. RECORDS**  
None

**END OF SECTION 3**

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Subject: Quality Management Systems

**QUALITY MANAGEMENT SYSTEM**

**A. PURPOSE**

This section establishes the requirement for the Quality Assurance for ISO of the MINSCAT Quality Manual and ensures that all processes in the school system are described and interfaced.

**B. REFERENCE DOCUMENTS**

ISO 9001: 2008

Control of Documents (PM MinSCAT 6.b.6)

Control of Records (PM MinSCAT 6.b.7)

Management Review (PM MinSCAT 6.b.3)

**C. DEFINITIONS**

See MinSCAT Manual Section 3 for terms and condition

**D. REQUIREMENTS**

**4.0 DOCUMENTATION REQUIREMENT**

**4.1 GENERAL REQUIREMENTS:**

Quality Assurance for ISO of MinSCAT has established, documented and maintains the Quality Manual and continually improves its effectiveness in accordance with the requirements of ISO 9001:2008.

Quality Assurance of ISO maintains its MinSCAT Quality Management System by:

- a. Identified processes needed for the MinSCAT Quality Manual and their application throughout the MinSCAT. These processes (per each department) are identified in section 6.3 of this quality manual,
- b. Determined the sequence and interaction of these processes,

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**QUALITY MANAGEMENT SYSTEM**

- c. Determined the criteria and methods needed to ensure that both the operation and control of these processes are effective,
- d. Ensure the availability of resources and information necessary to support the operation and monitoring of these processes,
- e. Monitor, measure and analyze these processes and
- f. Implement actions necessary to achieve planned results and continual improvement of the processes.

These processes are managed by MinSCAT in accordance with the requirements of ISO 9001: 2008.

Where MinSCAT choose to outsource any process that affects product/process conformity with requirements, MinSCAT shall ensure control over such processes. Control of such outsourced processes shall be identified within the MinSCAT Quality Manual.

**4.2 REQUIREMENTS FOR DOCUMENTATION**

**4.2.1 GENERAL**

The Quality Manual documentation includes the following:

- a. documented statements of quality policy and quality objectives;
- b. Quality Manual;
- c. documented procedures required by ISO 9001:2008 and MinSCAT that are referenced at the beginning of each section of this manual;
- d. documents needed by the MinSCAT to ensure the effective planning, operation and control of its processes; and
- e. quality records required by ISO 9001:2008 and MinSCAT policies, procedures and/or work instructions referenced within the documents.

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**QUALITY MANAGEMENT SYSTEM**

**4.2.2 QUALITY MANUAL**

This manual has been developed, implemented and is being maintained defining the requirements of ISO 9001:2008 and MinSCAT requirements. This manual includes:

- a. The scope of the MinSCAT Quality Manual is as the following offices of the Vice President for Administration and Finance, Vice President for Academic Affairs, Vice President for Research, Extension and Development, Campus Administrator, Director for Instruction, Director for Graduate Studies, Director for Disaster, Risk Reduction and Management, Director for Women, Gender and Development, Director for Administrative Services, Director for Planning, Monitoring & Evaluation, Director for Auxiliary Services, Director for Production & Business Operations, Director for Sports and Recreation, Director for Student Welfare Services, Director for Research, Director for Development, Director for National Service Training Program, Department Head, Arts & Sciences, Department Head, Agriculture and Allied Courses, Department Head, Technology & Allied Courses, Department Head, Fishery and Allied Courses and Principal, Laboratory High School.
- b. The documented procedures required to meet the requirements of ISO 9001:2008 are referenced within the appropriate sections of this manual.
- c. a description of interaction between the processes of the quality management system.
- d. The Quality Manual is updated/revised if and as needed to reflect the current process system. The manual with the latest and most current revisions can be found in the MinSCAT Quality Assurance Office for ISO.

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**4.2.3 CONTROL OF DOCUMENTS**

Documents required by the Quality Management System are controlled. PM MinSCAT 6.b.6 has been established to define the controls needed to:

- a. approve documents for accuracy prior to issue,
- b. review and update as necessary and re-approve documents,
- c. ensure that changes and the current revision status of documents are identified,
- d. ensure that relevant versions of applicable documents are available at points of use,
- e. ensure that documents remain legible and readily identifiable,
- f. ensure that documents of external origin are identified and their distribution controlled, and
- g. prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.
- h. documents without control numbers are date controlled.

**4.2.4 CONTROL OF RECORDS**

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the MINSCAT Quality Management System shall be controlled. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established to define controls needed for the identification, storage, protection, retrieval, and retention time and disposition records.

Documents referred to:

QMS Process  
Masterlist of Records  
Masterlist of Controlled Documents  
Masterlist of Reference Materials

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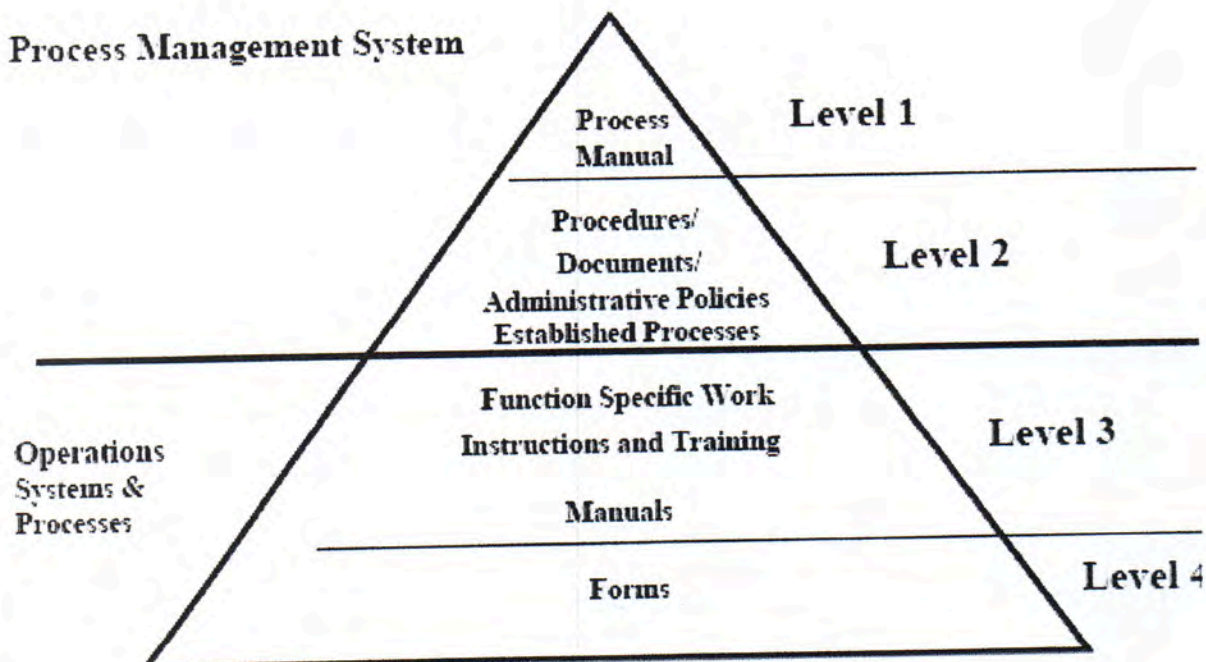
**4.3 PROCESS MANGAMENT SYSTEM PLANNING**

MinSCAT management has ensured that the planning of the Quality Manual is carried out in accordance with documented procedures and/or work instructions in order to meet the requirements of element 4.1 of ISO 9001:2008. The integrity of the Quality Management System is maintained when changes are planned and implemented.

**4.4 DOCUMENTATION STRUCTURE**

The diagram below outlines the structure of the MinSCAT of the Quality Management System:

Process Management System



Records Required by ISO 9001 and/or System

Management Representatives

**RECORDS**

None.

**END OF SECTION 4**

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Subject: **Management Responsibility**

**MANAGEMENT RESPONSIBILITY**

**A. PURPOSE**

This section is developed to establish the responsibilities for the MinSCAT top management personnel. This team is composed of the President, Vice President for Administration and Finance, Vice President for Academic Affairs, Vice President for Research, Extension and Development, Campus Administrator, Director for Instruction, Director for Graduate Studies, Director for Disaster, Risk Reduction and Management, Director for Women, Gender and Development, Director for Administrative Services, Director for Planning, Monitoring & Evaluation, Director for Auxiliary Services, Director for Production & Business Operations, Director for Sports and Recreation, Director for Student Welfare Services, Director for Research, Director for Development, Director for National Service Training Program, Department Head, Arts & Sciences, Department Head, Agriculture and Allied Courses, Department Head, Technology & Allied Courses, Department Head, Fishery and Allied Courses and Principal, Laboratory High School.

**B. REFERENCE DOCUMENTS**

ISO 9001:2008  
Quality Manual Section 6  
Management Review (PM MinSCAT 6.b.3)

**C. DEFINITIONS**

See MinSCAT Manual Section 3 for terms and definitions.

**D. REQUIREMENTS**

**5.0 MANAGEMENT RESPONSIBILITY:**

**5.1 Management Commitment**

MinSCAT Management provides evidence of their commitment to the development and implementation of the MinSCAT Quality Manual and continually improving its effectiveness by:

- a. communicating to the academic community the importance of meeting customer as well as statutory regulatory standards;

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- b. establishing the quality policy;
- c. ensuring that quality objectives are established;
- d. conducting management reviews; and
- e. ensuring the availability of resources.

### **5.2 Customer Focus**

The Management Review Team ensures that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.

### **5.3 Quality Policy**

Management Committee ensures that the quality policy:

- a. is appropriate to the purpose of the MinSCAT Academic Community.
- b. includes a commitment to comply with requirements and continually improve the effectiveness of the MinSCAT Quality Manual;
- c. provides a framework for establishing and reviewing quality objectives (also referred to as "measurable objectives")
- d. is communicated and understood within the MinSCAT,
- e. is reviewed for continuing suitability
- f. The quality policy for the MinSCAT is as follows:

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### **Quality Policy**

*The MinSCAT is committed to provide quality education to our students in accordance with our mission of providing a quality and industry-driven environment for instruction, research, and social responsibility to develop integral individuals, leaders, and life-long learners who are work-ready and globally competitive, imbued with God-centeredness and a nationalistic spirit.*

*All our instruction, research and community service tasks will be marked with quality. All our facilities, resources and efforts are committed to optimum customer satisfaction and learner value.*

*MinSCAT further commit themselves to the accomplishment of their quality objectives and the continual improvement of their processes and systems by establishing, implementing and maintaining a documented Quality Management System in compliance with ISO 9001:2008 requirements.*

### **5.4 Planning**

#### **5.4.1 Quality Objectives**

Unified Administrative Council ensures that Quality Objectives (QOs), including those needed to meet customer requirements are established at relevant functions and levels within the MinSCAT. The quality objectives are measurable and consistent with the quality policy. In consonance with the Institutional Business

Priorities, QOs are referred to as Wildly Important Goals (WIGs) after Stephen Covey's Four Disciplines of Execution (4DofE)

#### **5.4.2 Quality Planning**

Planning focuses on defining processes that effectively and efficiently meet the quality objectives and requirements consistent with strategies of the MinSCAT.

a. the planning of the MinSCAT Quality Management System is carried out in accordance with documented procedures and/or work instructions in order to meet the requirements of clause 4.1 of ISO 9001:2008, and

b. the integrity of the MinSCAT Quality Management System is maintained when changes to the MinSCAT Quality Management System are planned and implemented.

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## 5.5 Responsibility, Authority and Communication

### 5.5.1 Responsibility and Authority

The Vice President for Administration and Finance, Vice President for Academic Affairs, Vice President for Research, Extension and Development, Campus Administrator, Director for Instruction, Director for Graduate Studies, Director for Disaster, Risk Reduction and Management, Director for Women, Gender and Development, Director for Administrative Services, Director for Planning, Monitoring & Evaluation, Director for Auxiliary Services, Director for Production & Business Operations, Director for Sports and Recreation, Director for Student Welfare Services, Director for Research, Director for Development, Director for National Service Training Program, Department Head, Arts & Sciences, Department Head, Agriculture and Allied Courses, Department Head, Technology & Allied Courses, Department Head, Fishery and Allied Courses and Principal, Laboratory High School ensure that responsibilities and authorities are defined and communicated within the MINSCAT.

- a. Responsibilities are defined in job descriptions maintained by the Administrative Services Department.
- b. An organizational chart defining the management of the MinSCAT is located in this manual at the end of Section 5.

### 5.5.2 Management Representatives

The President has appointed the Vice President for Research, Extension and Development as Management Representative who, irrespective of other responsibilities, have responsibility and authority that includes:

- a. ensuring that processes needed for the MinSCAT Quality Manual are established, implemented and maintained,
- b. reporting to the Management Review Team on the performance of the MinSCAT Quality Manual including any needs for improvement, and
- c. ensuring the promotion of awareness of customer requirements throughout the MinSCAT.

This appointment is to enhance effective and efficient operation and improvement of the Quality Manual

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**5.5.3 Internal Communication**

Unified Administrative Council ensures that appropriate communication processes are established within the MinSCAT and that communication takes place regarding the effectiveness of the MinSCAT Quality Manual. This is accomplished through the following:

- a. The Strategic Plan
- b. The Annual Financial and Operations Report
- c. Staff meetings, Board of Education minutes
- d. MinSCAT Website
- e. The Media

**Communication Methods**

Method/Description	Participants	Frequency
Board meeting to discuss MinSCAT plan and accomplishments	Members of the Board of Trustees and Stakeholders	Annually
AC meeting to discuss day to day operation	Unified Administrative Council Members	As needed
Director for Instruction's meeting to discuss academic and curricular activities and concerns	Director for Instruction and Academic Council Members	Monthly
Faculty and staff meeting to discuss department's concerns information and decision from top management	Director for Instruction, faculty and staff	Monthly
President's Hour to discuss accomplishments, future plan and consultation with employees on major decisions	President, VPs, employees and Student Leaders	Annually
Memos regarding MinSCAT operations and activities	MinSCAT community	As needed
Internal Audit meeting to discuss Audit Plan and other reminders for the audit of all office	Internal Audit, Lead Auditors and VP	As necessary
Faculty meeting to discuss updates, issues, in the College and entire MinSCAT	Director for Instruction and faculty members of the college	Monthly
Staff/Office meeting	Director for Instruction or Department Head and the staff of the Department	As necessary
Mid-year and Year-end Planning Evaluation Workshops	Department Head, staff of the college/department	Yearly

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**LIST OF COUNCILS AND COMMITTEES**

**Institutional**

- Administrative Council
- Academic Council
- Research Council
- Library Committee
- Student Scholarship Committee
- Faculty and Staff Development Committee
- Student Services Committee
- Bids and Awards Committee
- Student Discipline Committee
- Personnel Selection Board Committee
- Program on Recognition, Awards and Incentives for Service Excellence (PRAISE) Committee
- Grievance and Machinery Committee
- Faculty/Staff Discipline Committee
- Foundation Celebrations Committee
- Sports Committee
- Socio-Cultural Committee
- Finance Committee

**1. Institutional**

**1.1 ADMINISTRATIVE COUNCIL (AC)**

**1.1.1 Nature.** The Administrative Council is tasked to review and recommend to the Board of Trustee policies governing the administration, management and development planning of the college for appropriate action.

**1.1.2 Members.** The Unified Administrative Council is composed of the President, who acts as the Chairperson, Vice President for Academic Affairs, Vice President for Research, Extension and Development, Vice President for Administration and Finance, Extension and Development, Campus Administrators and key officials.

**1.1.3 Meetings:** As may be needed

**1.2 ACADEMIC COUNCIL (ACAD)**

**1.2.1 Nature.** The Academic Council determines, reviews, and recommends for approval of the Board of Trustee (BOT) the course/program offerings of the college; devises/drafts, reviews, and recommends for approval of the BOT academic policies including the rules of discipline, and fixes the requirements for admission of students as well as for their graduation and the conferment of degrees and submit the same to the BOT for review and/or approval.

**1.2.2 Members.** The Academic Council is composed of the President as chairperson, VPAA as vice-chairperson, professors, associate professors and assistant professors.

**1.2.3 Meetings:** As may be needed

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### 1.3 RESEARCH COUNCIL (RC)

**1.3.1 Nature.** The Research Council formulates policies that govern the management and operations of research and its implementing arms; approves research proposals submitted for implementation and/or funding purposes; approves budget proposals submitted by research intended to fund the various projects; recommends to the BOT major policies that govern the research activities; and acts on other important matters concerning research.

**1.3.2 Members.** The Research Council is composed of the President as chairperson, VPRED as vice-chairperson, directors and research coordinators.

**1.3.3 Meeting:** As may be needed

### 1.4 LIBRARY COMMITTEE

**1.4.1 Nature.**

**1.4.1.1** Facilitate communication between the library and its academic clientele.

**1.4.1.2** Assist in acquiring and selecting library materials

**1.4.1.3** Encourage faculty to actively participate in the collection development.

**1.4.1.4** Promote library use to faculty and students.

**1.4.1.5** Proposes revisions to the library's policies and programs.

**1.4.2 Members.** The committee is composed of faculty and student representatives that provide advice to the library concerning collections, services and facilities needed by faculty and students in their teaching and research endeavors.

**1.4.3 Meetings:** Every two months

### 1.5 STUDENT SCHOLARSHIP COMMITTEE

**1.5.1 Nature:** The Student Scholarship Committee is responsible for reviewing and recommending action on grants, scholarship and aids related to academic pursuits programs, which may come from internal and external sources.

**1.5.2 Meetings:** As may be needed

### 1.6 FACULTY AND STAFF DEVELOPMENT COMMITTEE

**1.6.1 Nature:** Screens and discusses all applications for incoming faculty and staff scholarships, and makes recommendations for approval by the Faculty and Staff Development Committee chaired by the President

**1.6.2 Meetings:** As may be needed

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**1.7 STUDENT SERVICES COMMITTEE**

**1.7.1 Nature:** The SWS Council is a venue for the discussions of current and forthcoming issues pertaining to the Student Development and Student Welfare of MinSCAT.

**1.7.2 Meetings:** As may be needed

**1.8 BIDS AND AWARDS COMMITTEE**

**1.8.1 Nature:** Receives bid for major purchases, repairs of equipment, supplies of materials or construction of facilities.

**1.8.2 Meetings:** As may be needed

**1.9 STUDENT DISCIPLINE COMMITTEE**

**1.9.1 Nature:** Handles cases involving minor offenses committed by students, as provided for in the Student Handbook

**1.9.2 Meetings:** As may be needed.

**1.10. PERSONNEL SELECTION BOARD COMMITTEE**

**1.10.1 Nature:** The Personnel Selection Board shall make a systematic assessment of the competence and qualifications of the candidates for appointment. These shall guide the College President in choosing the applicant who can efficiently and effectively perform the duties and responsibilities of the position to be filled. The evaluation report shall include observations and comments on the candidates' competence and other qualifications that are important in the performance of the duties and responsibilities of the position to be filled.

**1.10.2 Meetings:** As may be needed.

**1.11. PROGRAM ON RECOGNITION, AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (PRAISE) COMMITTEE**

**1.11.1 Nature:** The Program on Recognition, Awards and Incentives for Service Excellence (PRAISE) Committee shall encourage creativity, innovativeness, efficiency, integrity, and productivity in the public service by recognizing and rewarding officials and employees individually or in group for their suggestions, inventions, superior accomplishment, extraordinary acts or services, and other personnel efforts that contribute to the efficiency, economic or other improvement in government.

**1.11.2 Meetings:** As may be needed.

**1.12. GRIEVANCE AND MACHINERY COMMITTEE**

**1.12.1 Nature:** The Grievance Committee will take actions on complaints and grievances pertain to personnel actions, employee benefits, and terms and conditions of employment of the faculty and non-teaching personnel.

**1.12.2 Meetings:** As may be needed.

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**1.13 FACULTY/STAFF DISCIPLINE COMMITTEE**

**1.13.1 Nature:** Handles cases involving offenses or infractions committed by faculty or staff against the Faculty/Staff Code of Discipline, as provided for in the Faculty Handbook or Administrative Handbook.

**1.13.2 Meetings:** As may be needed

**1.14 FOUNDATION CELEBRATIONS COMMITTEE**

**1.14.1 Nature:** Discusses, recommends to the proper authorities, and implements various programs related to the celebrations of the annual foundations of MinSCAT.

**1.14.2 Meetings:** As may be needed

**1.15 SPORTS COMMITTEE**

**1.15.1 Nature:** Discusses, recommends to the proper authorities, and implements various programs related to sports activities.

**1.15.2 Meetings:** As may be needed

**1.16 SOCIO-CULTURAL COMMITTEE**

**1.16.1 Nature:** Discusses, recommends to the proper authorities, and implements various programs related to social-cultural activities.

**1.16.2 Meetings:** As may be needed

**1.17. FINANCE COMMITTEE**

**1.17.1 Nature:** Discusses and approves proposed budget.

**1.17.2 Meetings:** As may be needed

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## 5.6 Management Review

### 5.6.1 General

Management Committee shall review the MinSCAT's Quality Manual, in a semestral basis; to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the MinSCAT's Quality Manual including the quality policy and quality objectives.

### 5.6.2 Management Review Inputs

Inputs to the management review include but are not limited to information on:

- a. results of audits showing process performance and level of conformity,
- b. customer feedback and related factors,
- c. process performance to requirements,
- d. status of corrective and preventive actions,
- e. follow-up actions from previous management reviews,
- f. changes that could affect the MinSCAT Quality Manual, and
- g. recommendations for improvement.

### 5.6.3 Management Review Outputs

The outputs from the management review include but are not limited to all decisions and actions related to:

- a. improvement of the effectiveness and efficiency of the MinSCAT
- b. Quality Manual and its processes,
- c. improvement of processes related to customer requirements, and
- d. resource needs.

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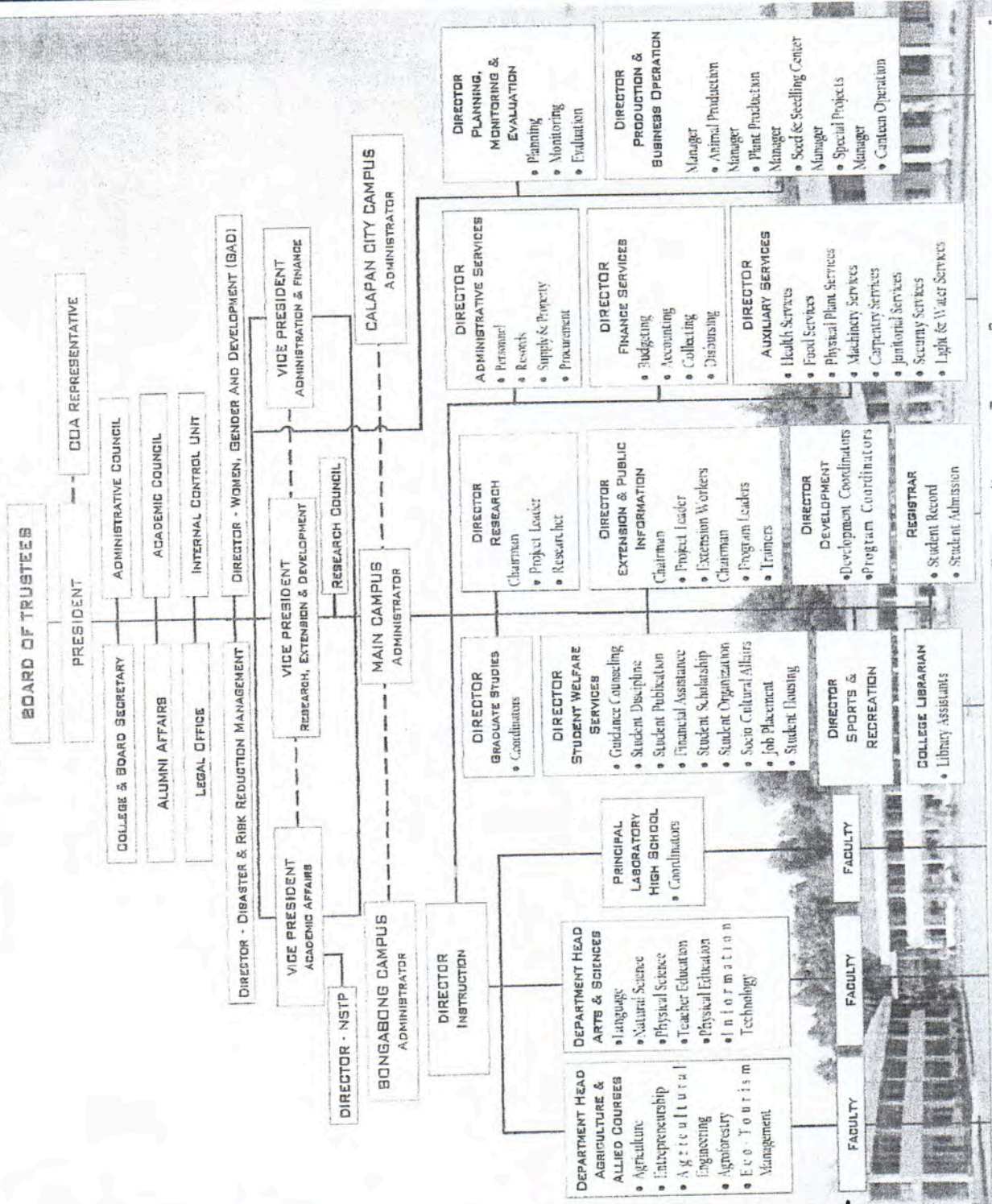
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## MINDORO STATE COLLEGE OF AGRICULTURE AND TECHNOLOGY ORGANIZATIONAL CHART



As per BOT Resolution No. 26 Series of 2015

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**College President**

The President is the chief executive officer of the institution. Together with the Board of Trustees, he sets the institutional direction, mission and vision of the institution. He ensures that resources are available to continuously enhance the quality management system.

**Vice President for Academic Affairs (VPAA)**

The VPAA shall be directly responsible to the College President for carrying out all educational policies, for implementing all programs and projects of the institution, and for supervising curricular, instructional, and other academic activities in the institution. He/She shall exercise general supervision over all colleges, institutes, and other academic related service office. In the absence of the College President he/she shall preside at the meetings of Academic Council.

**Vice President for Administration and Finance (VPAF)**

The VPAF shall be directly responsible to the College President on all administrative operations, planning, and finance matters, and shall preside at meetings of the Administrative Council in the absence of the College President.

**Vice President for Research, Extension and Development (VPRED)**

The VPRED shall be directly responsible to the College President and shall serve as the principal officer for the administration of research, extension and development in the College. He/She is responsible for the stimulation, strategic planning and institutional oversight of research, extension and development activities.

**Management Representative**

The Management Representative is responsible for ensuring that the processes needed for the quality management system of MinSCAT is established, implemented and improved. He is responsible for updating the MinSCAT management and the management review team on the status of the implementation of the QMS including the corrective actions. He ensures that regular QMS audit is done and also conducts performance evaluation of auditors. He initiates and participates in the management review of the quality system. He acts as liaison with external organizations on matters relating to the quality management system.

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**Deputy Management Representative**

The Deputy Management Representative for MinSCAT is responsible for ensuring that the processes needed for the quality management system of MinSCAT are established, implemented and improved. He is responsible for updating the MR and the management review team on the status of the implementation of the QMS including the corrective actions. He/She participates in the management review of the quality system.

**QMS Lead Auditor**

The Lead auditor prepares the audit program and audit plan. He/She represents the audit team in the management review. He/She also ensures that all quality management system standards are audited at least once a year. He/She assists the MR in conducting performance evaluation of auditors.

**QMS Auditor**

The QMS Auditor prepares audit checklists. He/She complies with, communicates and clarifies audit requirements. He/She plans and carries out assigned audit responsibilities efficiently. He/She reports audit results promptly and verifies effectiveness of corrective action. He/She retains and safeguards documents pertaining to audit. He/She also cooperates with and supports the lead auditor.

**Document Control Custodian**

The Document Control Custodian keeps the original copies of the documented quality management system and ensures that the set of required signature are complete prior to issuance of controlled documents to users. He/She ensures that all changes in the documents are authorized and that the master list of controlled documents and records are updated. He/She manages and implements the document control process.

**Internal Audit Manager**

The Internal Audit Manager is in charge of the safeguarding the assets of the institution through correct and truthful scrutiny and reporting of all cash and assets transaction. He ensures correct and faithful observance of policy and regulations of the institution as well as the government in matters involving funds, money, cash and other material assets. He participates in the management review and audits the process of QMS Audit.

**END OF SECTION 5**

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Subject: **Resource Management**

**RESOURCE MANAGEMENT**

**A. PURPOSE**

This section establishes the requirements for management of the resources that are essential to the implementation and continual improvement of the MinSCAT Quality Manual.

**B. REFERENCE DOCUMENTS**

ISO 9001:2008

Recruitment, Selection and Hiring (PM MinSCAT 5.1)

Employee Welfare Engagement and Satisfaction (PM MinSCAT 5.2)

Compensation and Benefits (PM MinSCAT 5.3)

Training and Development (PM MinSCAT 5.4)

Performance Management System (PM MinSCAT 5.5)

**C. DEFINITIONS**

See MinSCAT Quality Manual Section 3 for terms and definitions.

**D. REQUIREMENTS**

**6.0 RESOURCE MANAGEMENT**

**6.1 Provision of Resources**

The MinSCAT determines and provides the resources needed for all departments in the administration area of MinSCAT to:

- a. implement and maintain the MinSCAT Quality Manual and continually improve its effectiveness, and
- b. enhance customer satisfaction by meeting customer requirements.
- c. the resources needed for all departments are identified by the department's organizational structure. These organizational structures are located on the MinSCAT's website for the MinSCAT Quality Manual.

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## 6.2 Human Resources

### 6.2.1 General Requirements

Personnel performing work affecting product/process quality are competent on the basis of appropriate education, training, skills and experience.

### 6.2.2 Competence, Awareness and Training

The Management of the MinSCAT:

- a) determines the necessary competence for personnel performing work affecting product/process quality through job descriptions outlining required performances,
- b) provides training or takes other actions to satisfy these needs,
- c) evaluates the effectiveness of the actions taken through performance reviews,
- d) ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the MinSCAT objectives, and
- e) maintains appropriate records of education, training, skills and experience.

## 6.3 Infrastructure

The MinSCAT determines, provides and maintains the infrastructure needed to achieve conformity to MinSCAT requirements. Infrastructure includes:

- a) buildings, workspace and associated utilities,
- b) process equipment, both hardware and software, and
- c) core services and supporting services to ensure the effective functioning of the MinSCAT include the following processes and/or departments within the scope of the MinSCAT Quality Manual ISO 9001 Certification:

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- **Planning, Quality Assurance and Instruction:** To plan, coordinate, manage, and implement all business and financial matters pertaining to the operation and capital outlay needs of the MinSCAT.
- **Finance and Accounting:** To assist in maintaining an accurate and cost-effective system for the receipt, control, disbursement, and accounting of all funds, for the provision of useful management information for the School Board and staff, which will be consistent with federal and state requirements and generally accepted accounting principles.
- **Payroll Process:** To plan, coordinate and manage the school system's payroll operations to ensure the efficient and effective functioning of the Payroll Department.
- **Compensation and Benefits – HR:** To develop, organize, manage, process, and communicate the necessary information to maintain contractual and legal requirements and financial management of employee benefits.
- **Recruitment, Selection and Hiring – HR -** To attract, recruit and retain the most qualified staff and the maintenance of personnel records including documentation of job descriptions, training and certification.
- **MinSCAT Quality Management System:** The management of the Quality Management System as it relates to the requirements of ISO 9001, including the structure of the system, document control, corrective and preventive action, control of non-conformances, and auditing the Quality Management System, continuous improvement, and decision making.

#### **6.4 Work Environment**

The provision of the educational service includes creating and maintaining conditions conducive to a learning environment that meets learner requirements.

MinSCAT provide evidence that the work environment is periodically assessed, as well as evidence of actions taken in this regard, when applicable. Outputs of this assessment are included in the management review. (5.6.2) and serve as part of the basis of continuous improvement (8.5)

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E.

**RESPONSIBILITIES**

Vice President for Administration and Finance

**END OF SECTION 6**

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Subject: Process Realization

**PROCESS REALIZATION**

**A. PURPOSE**

The purpose of this section is to establish the processes needed to ensure product realization based on the needs and quality objectives of MinSCAT and to continue to satisfy its customers.

**B. REFERENCE DOCUMENTS**

ISO 9001:2008

Purchasing and Inventory Management (PM MinSCAT 6.c.2)

Selection and Evaluation of Supplier (PM MinSCAT 6.c.7)

**C. DEFINITIONS**

See MinSCAT Manual Section 3 for terms and definitions.

**D. REQUIREMENTS**

**7.0 PROCESS REALIZATION**

**7.1 Planning of Process Realization**

The MinSCAT shall plan and develop the processes needed for process realization. Planning of process realization is consistent with the requirements of the other processes of the MinSCAT Quality Manual.

In planning process realization, the MinSCAT shall determine the following, as appropriate:

- a) quality objectives and requirements for the MinSCAT;
- b) the need to establish processes, documents, and provide resources specific to the process;
- c) required verification, validation, monitoring, inspection and test activities specific to the process and the criteria for process acceptance;
- d) records needed to provide evidence that the realization processes and resulting product fulfill requirements.

The output of this planning is coordinated through departmental meetings, process procedures, work instructions and reviewed during management reviews.

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### Customer Related Processes

The MinSCAT Directors shall ensure that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.

#### 7.2.1 Determination of Customer Requirements

The MinSCAT shall determine:

- a) requirements specified by the customer,
- b) requirements not stated by the customer but necessary for specified use or known and intended use,
- c) state and federal requirements related to the product, and
- d) any additional requirements determined by the Quality Assurance Office for ISO.

#### 7.2.2 Review of Customer Requirements

The MinSCAT shall review the requirements related to the needs of their customers through customer satisfaction surveys and strategic planning. This review is conducted at least annually to establish the commitment to supply the resources needed to ensure quality service for all customers of the Unified Administrative Council Division. This review ensures that:

- a) customer requirements are defined,
- b) concerns of the MinSCAT are addressed, and
- c) the MinSCAT has the ability to meet the defined requirements per customer surveys and ISO 9001 requirements.

Records of the results of the review and actions arising from the review are maintained through customer survey review results.

#### 7.2.3 Customer Communication

The MinSCAT shall determine and implement effective arrangements for communicating with customers in relation to the service provided, changes, and

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customer feedback including customer complaints. Records of the results of the review of changes and any necessary actions are maintained

### 7.3 Design and Development

#### 7.3.1 Design and Development Planning

MinSCAT shall plan and control the design and development of the delivery of quality education.

During the design and development planning, MinSCAT shall determine

- a.) the design and development stages

The curriculum design of the different courses offerings at MinSCAT is based on the respective minimum requirements of the Technical Education Skills Development Authority (TESDA) for Ladderized program and Commission on Higher Education (CHED) for degree program as stated in the policies and standards for each program.

During the initial stage prior to operation, MinSCAT consulted industry partners to enhance the CHED minimum requirements and ensure relevance to the needs of industries which will provide training and employment of students and/or graduates.

- b) the reviews verification and validation that are appropriate to each design and development stage

The curriculum designs for each course offerings are reviewed, verified and validated against the corresponding minimum requirements of CHED.

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c.) the responsibilities and authorities for design and development

The Registrar is responsible in ensuring that the curriculum design complies with the minimum requirements of CHED. The Director for Instruction/Chairpersons have the authority to recommend development of the design through the Vice President for Academic Affairs who endorses the same to the President. It is the CHED who gives the final approval of any development or enhancement of the curriculum designs.

MinSCAT shall manage the interfaces between the students, industry partners, faculty members, Director for Instruction/Chairpersons and CHED to ensure effective communication and clear assignment of responsibility.

Outputs of curriculum design and development shall be updated, as appropriate, as the design and development progresses.

### 7.3.2 Design and Development Inputs

Inputs relating to quality education requirement shall be determined and records maintained.

These inputs shall include

- a.) qualification, job description and performance requirements of faculty members and administrative personnel,
- b.) CHED Policies and Standards for each course offerings,
- c.) where applicable, information from other schools with similar design and
- d.) student and industry requirements essential for the development of the different course curricula

These inputs shall be reviewed for adequacy. Requirements shall be complete, unambiguous and not in conflict with each other.

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### 7.3.3 Design and Development Outputs

The outputs of design and development are provided in a form that enables verification and validation against the design and development input and are approved prior to release.

Design and development outputs:

- a) meets the input requirements for design and development,
- b) provides appropriate information for purchasing, and for service provision,
- c) contains or reference outcome acceptance criteria, and
- d) specifies the characteristics that are essential for its effective implementation.

### 7.3.4 Design and Development Review

During the months of April and May, MINSCAT consult with industry partners to review the curriculum design and development of the syllabi.

- a.) to evaluate the ability of the results of curriculum design and development to meet with requirement of CHED and industry partners for on-the-job-training and employment of graduates and,
- b.) to identify any problems and propose necessary actions

Such reviews are participated by industry partners, dean/chairpersons, faculty members and administrative personnel concerned with the curriculum design and development input requirements. Records of the results of the verification and any necessary actions shall be maintained

### 7.3.5 Design and Development Verification

Verification is performed to ensure that the design and development output have satisfied the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

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### 7.3.6 Design and Development Validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting design is capable of fulfilling the requirements for the specified or known intended use of application. Records of the results of the validation and any necessary actions are maintained.

### 7.3.7 Control of Design and Development Changes

Design and development changes are identified and records are maintained. The changes are reviewed, verified, and validated, as appropriate, and approved before implementation.

## 7.4 Purchasing

### 7.4.1 Purchasing Process

The MinSCAT shall ensure that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

The MinSCAT shall evaluate and select suppliers based on their ability to supply product or service in accordance with requirements.

Criteria for selection and evaluation of suppliers have been established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

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### 7.4.2 Purchasing Information

Purchasing documents describe the product to be purchased, including as appropriate:

- a) requirements for approval of product, procedures, processes and equipment,
- b) requirements for qualification of personnel,
- c) Quality Management System requirements.

The MinSCAT shall ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

### 7.4.3 Verification of Purchased Product

The MinSCAT has established and implemented the activities necessary for ensuring that purchased product or services meet MINSCAT requirements.

Where the MinSCAT or its customer intends to perform verification at the supplier's premises, the MinSCAT shall state the intended verification arrangements and method of product release in the purchase order.

## 7.5 Process and Service Provision

### 7.5.1 Control of Process and Service Provision

As one of the measurements of the performance of the Quality Management System, the MinSCAT shall monitor information relating to customer perception as to whether they have fulfilled customer requirements. In providing acceptable service to customers,

MinSCAT control operations through documented procedures outlined in the Quality Manual.

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Management shall plan and carry out the processes under controlled conditions. Controlled conditions shall include, as applicable, the:

- a) availability of information that describes the characteristics of the process,
- b) availability of work instructions, as necessary,
- c) use of suitable equipment (where applicable),
- d) the availability and use of monitoring and measuring devices,
- e) implementation of monitoring and measurement, and
- f) the implementation of release and delivery of the processes.

### **7.5.2 Validation of Processes and Service Provision**

This specific does not apply to MinSCAT since academic processes are verified using periodic tests examinations. These test and examinations are being checked only in terms of their scope based on the approved syllabus for each subject.

### **7.5.3 Identification and Traceability**

Where appropriate, the MinSCAT shall identify the product and/or process by suitable means throughout process realization.

The MinSCAT shall identify the product and/or process status with respect to monitoring and measurement requirements.

Where traceability is a requirement, the responsible party controls and records the unique identification of the product.

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#### 7.5.4 Customer Property

MinSCAT shall exercise care with the students' property while they are under the institutions' control or are being used. This property refers to the credentials being submitted to the Registrar's Office during initial admission to the institutions and may include but not limited to report card from high school, (DepEd Form 138) transcript of records from school of origin, photocopy of birth certificate, student permanent record (DepEd Form 137-A), certificate of good moral character, intellectual property for inventions etc. Such records are integrated into the students' credentials being released once the student leaves MinSCAT before or upon graduation. MinSCAT shall identify and verify their authenticity, protect and safeguard them as a requirement for admission to and/or graduation from the institution. If any of the student property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the student and records of such report shall be maintained

#### 7.5.5 Preservation of Product

The educational organization should consider preserving academic documents such as syllabus, curricula and printed or electronic materials (books, course notes, video tapes, computer programmes).

Supplies for education and/or training processes could also be included, e.g.

chemicals for laboratories, raw or processed materials for pilot plants, and limited shelf-life educational services for teaching purposes or research and development work.

There may be some limited applications of this element in ISO 9001 which include the method of delivery, how materials should be presented to the learner, equipment that needs to be available (e.g. video tapes), etc.

#### 7.6 Control of Monitoring and Measurement Devices

Where necessary to ensure valid results, measuring equipment is:

- a) calibrated or verified at prescribed intervals, or prior to use, against measurement standards traceable to international or national measurement

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standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded;

- b. adjusted and readjusted as necessary;
- c. identified to enable the calibration status to be determined;
- d. safeguarded from adjustments that would invalidate the measurement result; and
- e. protected from damage and deterioration during handling, maintenance and storage.

In addition, the MinSCAT will assess and record the validity of previous measuring results when the equipment is found not to conform to requirements. The

MinSCAT will take appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.

When used in the monitoring and measurement of product, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

**E. RESPONSIBILITIES**

Supply Officer

**F. RECORDS**

Vendor Evaluation Forms  
Results of calibration and verification

**END OF SECTION 7**

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Section: 8

Effectivity Date: November 2, 2016

Subject: Measurement Analysis and Improvement

**MEASUREMENT, ANALYSIS AND IMPROVEMENT**

**A.**

**PURPOSE**

The purpose of this section is to establish the manner in which Department Heads measures, analyzes and improves the processes that are used to meet the quality objectives as well as ensure customer satisfaction.

**B.**

**REFERENCE DOCUMENTS**

ISO 9001:2008

Internal Quality Audits (PM MinSCAT 6.b.1 (2))

Control of Non-conformances (PM MinSCAT 6.b.5)

Corrective Action and Preventive Action (PM MinSCAT 6.b.1 (3))

Listening Approaches (PM MinSCAT 3.1)

**C.**

**DEFINITIONS**

See Manual Section 3 for terms and definitions.

**D.**

**REQUIREMENTS**

**8.0 PROCESSES/PRODUCT MONITORING AND ANALYSIS:**

**8.1 General Requirements**

The MinSCAT has planned and implemented the monitoring, measurement, analysis and improvement processes needed:

- a) to demonstrate conformity of the service provided,
- b) to ensure conformity of the MinSCAT Quality Manual, and
- c) to continually improve the effectiveness of the MINSCAT Quality Manual.

This includes the determination of applicable methods, including statistical techniques, and the extent of their use.

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## Monitoring & Measurement

### 8.2.1 Customer Satisfaction

As one of the measurements of the performance of the Quality Management System, the MinSCAT shall monitor information relating to customer perception as to whether they have fulfilled customer requirements. The methods of obtaining and using this information shall be determined.

### Internal Quality Audits

- a. The MinSCAT shall conduct internal quality audits at planned intervals. The audits shall be conducted to determine whether the Quality Manual conforms to the planned arrangements; and to the requirements of ISO 9001:2008 to ensure that the system is effectively implemented and maintained.
- b. The audit activity is planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.
- c. The audit criteria, scope, and methods are defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors will not audit their own work.
- d. The frequency of audits shall ensure that each department and/or element of ISO 9001 is audited at least once per year.
- e. The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in PM MinSCAT 6.b.1 (2), Internal Quality Audits.
- f. The management responsible for the area being audited shall ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes.
- g. Follow-up activities shall include the verification of the actions taken and the reporting of verification results per PM MINSCAT 6.b.1 (2),.
- h. The MINSCAT shall apply suitable methods for monitoring and, where applicable, measurement of the MINSCAT Quality Manual.

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### 8.2.2 Monitoring & Measurement of Processes

The MinSCAT shall apply suitable methods for monitoring and, where applicable, measurement of the MinSCAT Quality Manual.

These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, corrective action is taken, as appropriate, to ensure conformity of the process.

### 8.2.2 Monitoring & Measurement of Processes

The MinSCAT shall apply suitable methods for monitoring and, where applicable, measurement of the MinSCAT Quality Manual.

These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, corrective action is taken, as appropriate, to ensure conformity of the process.

### 8.2.3 Monitoring & Measurement of Products

The MinSCAT monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the process realization in accordance with the planned arrangements. This requirement is applied to Purchasing.

Evidence of conformity with the acceptance criteria is maintained. Records identify personnel authorizing the approval of processes, products and services. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer

### 8.3 Control of Nonconforming Product

The MinSCAT shall ensure that products or processes that do not conform to requirements are identified and controlled.

The controls and related responsibilities and authorities for dealing with non-conformances are defined in PM-MinSCAT 6.b.5, Control of Non Conformance

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The MinSCAT shall deal with non-conformances by one or more of the following ways:

- a) by taking action to eliminate the detected nonconformity;
- b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;
- c) by taking action to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained per PM MinSCAT 6.b.5.

When non conformances are corrected, they are subject to re-verification to demonstrate conformity to the requirements.

When non conformances are detected after delivery or use has started, the MinSCAT shall take action appropriate to the effects, or potential effects, of the nonconformity.

#### **8.4 Analysis of Data**

The MinSCAT shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the MinSCAT Quality Manual and to evaluate where continual improvement of the MinSCAT Quality Manual can be made. This shall include data generated as a result of monitoring and measurement of the various activities within the Management Committee Division.

The analysis of data shall provide information relating to: a) customer satisfaction,

- a. conformance to customer requirements,
- b. characteristics and trends of processes and products including opportunities for preventive action, and
- c. suppliers.

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## **8.5 Improvement**

### **8.5.1 Continual Improvement**

The MinSCAT shall continually improve the effectiveness of the Quality Manual through the use of the quality policy; MinSCAT objectives, audit results, analysis of data, corrective and preventive actions and management review.

### **8.5.2 Corrective Action**

The MinSCAT shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. PM MinSCAT 6.b.1 (3), Corrective Action, has been established to define the requirements for:

- a. reviewing nonconformities (including customer complaints),
- b. determining the causes of nonconformities,
- c. evaluating the need for action to ensure that nonconformities do not recur,
- d. determining and implementing action needed,
- e. records of the results of action taken, and
- f. reviewing corrective action taken.

### **8.5.3 Preventive Action**

The MinSCAT shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems. PM MinSCAT 6.b.1 (3), Preventive Action, has been established to define requirements for:

- a. determining potential nonconformities and their causes,
- b. evaluating the need for action to prevent occurrence of nonconformities,
- c. determining and implementing action needed,
- d. recording results of action taken, and
- e. reviewing preventive action taken

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#### 8.5.4 Continual Improvement of Management Committee

Top management has created a culture that involves people actively seeking opportunities for improvement of performance in processes, activities and service. Top management has created an environment where authority is delegated so that employees are empowered and accept responsibility.

The Management Review Team will review customer needs and expectations, outputs from data analysis, satisfaction measurements, process measurements, and relevant Quality Management System records in order to be effective and efficient relative to the performance of the division and its services discussed in this manual.

**E. RESPONSIBILITIES** Management Review Team

**F. RECORDS**  
MR Minutes  
Results of Internal Audits  
Corrective Action Documentation

**END OF SECTION 8**

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