**Part 1: Result of Documentation Coaching**

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| **Process Owner / Department / Section** | **Procedure / Manual / Work Instruction** | **Comments / Proposed Changes** | **Remarks / Status** |
| **Admin, Accreditation and Faculty Evaluation (Dr. Marife Garcia)** | Admission & Registration Procedure | Procedure (college):   * Information campaign * Application * CAT * Evaluation * Pre-Reg. (exam results, endorsement ) * Requirements   + Documents   + Medical & Dental   + Guidance * Enrollment (college) * Registration (college org., the harrow, SSC and NSTP for clustering/reservation) * Approval and Validation (registrars office) |  |
| Procedure (High School):   * Application & Submission of Requirements   + Documents   + Medical & Dental   + Guidance Clearance * HSAT * Evaluation * HS Enrollment * Payment (org. fee, developmental & miscellaneous fees) |  |
| University Accreditation Procedure | Consider to insert process of compliance after each survey visit of accreditation to comply to audit findings and recommendations of the accreditation body. |  |
| Define process for sustaining the accreditation and process for monitoring and evaluation. |  |
| Faculty Evaluation Procedure | For CCE - Need to define procedure based on the following process steps:   * Notice for Evaluation - Prepare documents (NBC Zonal Center) * Committee creation * Evaluation   + Committee   + Director * Submission of Results (Zonal Center) |  |
| For QCE - Need to define procedure based on the following process steps:   * Distribution of Evaluation Tool * Evaluation (Self, Students, Peer and Supervisor) * Analysis of Evaluation Results * Communicate Results * Submission   **Note: Check the need to provide intervention for faculty performance enhancement** |  |
| **Academic Affairs (Dr. Emelyn Villanueva & Team)** | Determining the Need to Offer New Program/s | Change company name – Macro Vision Consultancy to Romblon State University |  |
| Forms must be part of Attachments (8.0) and not on the Reference Documents (4.0) |  |
| Development of New Programs | Include Determining the Need to Office New Programs Procedure |  |
| Consider to consolidate the processes of Determining the Need to Offer New Program/s and process of Development of New Programs into one procedure.  6.1 Determining the Need to Offer New Program/s  6.2 Development of New & Existing Programs (last step is to seek RQAT (new) & accreditation (existing programs) |  |
| Promotion of Programs | Procedure already drafted. |  |
| Design and Development of Curriculum and Syllabus | The drafted procedure was already drafted. Need to include process of developing syllabus. |  |
| Retention of Students | Determine reference documents.  Need to enhance Performance Indicators. (Percentage of transferred students from one program to another due to failure to satisfy Retention Policy) |  |
| Classroom Management | Need to use standard template of procedure. Identify the following:   * 1.0 Objective * 2.0 Scope * 3.0 Definition of Terms * 4.0 Reference Documents * 5.0 Responsibility & Authority * 7.0 Performance Indicators * 8.0 Attachments | Already drafted using the standard template. |
| Assessment of Students | Need to use standard template of procedure. Identify the following:   * 1.0 Objective * 2.0 Scope * 3.0 Definition of Terms * 4.0 Reference Documents * 5.0 Responsibility & Authority * 7.0 Performance Indicators * 8.0 Attachments | Already drafted using the standard template. |
| Consider to include process for grade computation |  |
| Student Evaluation for Graduation | Procedure already drafted. Need to correct the use of page connector |  |
| Graduation of Students and Conferment of Degrees | Procedure already drafted. Need to correct the use of page connector |  |
| **Auxiliary, Plant Services and Pollution Control Office (APSPCO)** | Project Management and Implementation | Need to define procedure based on the following processes steps:   * Kick-off Meeting (with contractor) * Project Implementation * Project Inspection   + Concrete Pouring Request   + Rebar Install   + Finishing * Project Monitoring   + S-Curve   + Updating of Construction Schedule * Final Inspection (Punchlisting & submission of As Built Plan) * Project Turn-Over   + COC   + COA |  |
| General Services Procedure | Need to define procedure based on the following processes steps:   * Houskeeping   + Scheduling   + Implementing Housekeeping Program   + Reporting * Waste Management   + Segregation   + Collection   + Recovery (MRF)   + Disposal |  |
| Maintenance | Covers   * Preventive Maintenance * Corrective Maintenance (Repair) |  |
| **Supply** | Calibration | Need to define process |  |
| **HR** | Competence, Training & Awareness Procedure | Need to cover the following processes:   * Determining HR Training & Scholarship Needs * Implementation of HR Development Through Training - (Planned and As per Request) * Implementation of HR Development Through Scholarships * Monitoring and Evaluation of Training & Scholarship Effectiveness |  |
| HR Management Procedure | Drafted procedure covers Recruit and Selection only. Need to cover also the following processes:   * On-boarding Orientation * Performance Evaluation * Promotion * Transfer * Resignation/Retirement * Termination * Leave Application * Payroll Processing (including timekeeping) * Disciplinary Action |  |
| Need to identify Performance Indicator/s and Attachments (forms) necessary for the execution of the procedure. |  |
| PRAISE (Program on Awards and Incentives for Service Excellence) | Presented the guideline of RSU for the suggestion and incentive awards system of the university. |  |
| Need to define the procedure covering the following process steps:   * Notification * Nomination/Application * Initial Evaluation (PRAISE Committee – Shortlisting of candidates) * Final Evaluation * Awarding |  |
| Control of Position Description and Table of Organization Procedure | Creation and communicating Position Descriptions  Revision and communicating the Table of Organization |  |
| **IGS** | Proposal Defense | Consider to consolidate the following processes into one procedure:   * Title Defense * Proposal Defense * Final Defense   Suggested Title: Guideline and Standard for Master’s Thesis and Dissertation |  |
| **Research, Extension & Training Office ( Juniel G. Lucidos)** | RSU Extension Control Procedure | Coached with the preparation of the procedure including the required performance indicator |  |
|  | RSU Research Control Procedure | Coached with the preparation of the procedure including the required performance indicator |  |
|  | RSU Training Control Procedure | Coached with the preparation of the procedure including the required performance indicator |  |
|  | SWOT Analysis | Presented SWOT Analysis shall be transferred to the prescribed template and provide business driver (people, technology, performance, compliance obligation) |  |
|  | Risk Assessment | Shall finalize the Risk Assessment based on finalized SWOT Analysis |  |
| **Accounting ( Ms. Cynthia R. Laynesa)** | Accounting Control Procedure | Checked the presented procedure and shall transferred to the prescribed template and provide performance indicator |  |
|  | Bank Reconciliation Control Procedure | Checked the presented procedure and shall transferred to the prescribed template and provide performance indicator |  |
|  | Preparation of Financial Statement Control Procedure | Checked the presented procedure and shall transferred to the prescribed template and provide performance indicator |  |
| **STA FE CAMPUS** | SWOT ANALYSIS | Checked the presented SWOT Analysis and include the compliance obligation for securing special permit for mariculture. |  |
|  | Risk Assessment | Coached in the preparation of risk assessment as per reference to SWOT Analysis |  |
| **STUDENT SERVICES** | Accreditation of Student Organization Control Procedure | Shall transfer the procedure into the prescribed template. |  |
|  | Securing Permit for Student Activities | Shall consolidate the two processes ( in campus and off campus) into one procedure |  |
| **COLLEGES OF ARTS AND SCIENCES (Reinberg A. Gicole)** | SWOT Analysis | Checked the presented SWOT Analysis and finalize as per identified issues |  |
|  | RISK Assessment | Shall prepare the Risk Assessment based on the finalized SWOT Analysis |  |
|  | Needs and Expectation | Shall finalize the Needs and Expectation with the actual needs and their respective expectations |  |
| **RSU STA. MARIA ( Danilo M. Miñon** | SWOT Analysis | Shall finalize the presented SWOT Analysis |  |
|  | Risk Assessment | Shall prepare the Risk Assessment based on the identified issues (weaknesses and threats) including interested party (CHED) |  |
|  | Needs and Expectation | Shall finalize the presented Needs and Expectations |  |
| **Supply OFFICE ( Analyn Pearl N. Lopez, Cheryl Maulion)** | Procurement Control Procedure | Checked the presented procedure and transferred to the prescribed template and align the procedure with the actual process |  |
|  | Supply Management Control Procedure | Checked the presented procedure and shall include the following process:   * Receiving * Releasing * Inventory * Report of unserviceable property   Report of waste material |  |
|  | External Provider Accreditation and Performance Evaluation Procedure | Shall prepare the procedure for the evaluation of performance of external provider |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis |  |
|  | Risk Assessment | Shall prepare the risk assessment based on the finalized SWOT Analysis (WEAKNESSES AND THREATS) |  |
|  | Needs and Expectations | Checked the presented Needs and Expectations |  |
| **CASHIER ( Joan Kristine F. De Castro, Alma G.Montojo)** | Cashiering Control Procedure | Checked the presented procedure and shall include the following process:   * Disbursement of Salaries and Wages   Checks/ Cash Payment to various accounts |  |
|  | SWOT Analysis | Shall finalize the presented SWOT Analysis to provide the business driver (focus area) |  |
| **REGISTRAR** | Handling of Student Record | Checked the presented procedure and shall complete the process |  |
| **STUDENT SEWRVICES (ICJE)** | Development of Instruction (Implementation of OJT/ Internship) Control procedure | Checked the presented and shall finalize as per actual process implemented |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis and shall transfer to the prescribed template |  |
|  | Risk Assessment | Coached in the preparation of Risk Assessment based on the issues identified in SWOT Analysis |  |
| **LIBRARY ( Nadie Fabila)** | Library Control Procedure | Checked the presented procedure and shall include the following process:  1. Issuance of library cards  2. Requesting of Books  3. Organization of Materials  4.Inventory of library materials |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis and finalized the identified weaknesses |  |
|  | Risk Assessment | Shall address the identified weaknesses and threats separately |  |
|  | Needs and Expectations | Needs and Expectation already available |  |
| **PRODUCTION ( Jeniel A. Santos)** | RSU Income Generating Project Implementation Procedure | Checked the presented procedure ready for finalization and attachments of specified forms |  |
| **MEDICAL ( Abegail Madali)** | Medical Control Procedure | Check the presented procedure and shall include the process for issuance of medical certificate, referral process. Shall prepare Work Instruction for triaging. |  |
|  | Dental Control Procedure | Shall prepare the procedure for dental process. Shall prepare also Work Instruction for dental tooth extraction, permanent filling, phrophylaxis |  |
| **BAC** | BAC Control Procedure | Checked the presented procedure and shall finalize the procedure |  |
|  |  | **March 28, 2019** |  |
| **All Department** | Implementation Date | The following dates should be followed for the implementation of Quality Management System:   |  |  | | --- | --- | | **PLAN A** | **PLAN B** | | Date of Submission of all requirements (1 month before implementation): April 29, 2019 | Date of Submission of all requirements (1 month before implementation): May 27, 2019 | | Implementation Date: June 3, 2019 | Implementation Date: June 24, 2019 | | Internal Audit (1 month after implementation): July 8-10, 2019 | Internal Audit (1 month after implementation): July 29-31, 2019 | | Management review: July 15, 2019 | Management review: August 5, 2019 | | Special Internal audit: July 19, 2019 | Special Internal audit: August 9, 2019 | | MVC Audit: 4th week of July 2019 | MVC Audit: 4th week of August 2019 | | Certification Date Stage 1 audit: 1st week of August 2019 | Certification Date Stage 1 audit: 1st week of September 2019 | | Certification Date Stage 2 audit: 2nd week of August 2019 | Certification Date Stage 2 audit: 2nd week of September 2019 | |  |
|  |  | The following instruction has been advised to be following for the accomplishment of procedure: |  |
|  | Context of the Organization | Coaching/review of the following records for the identification of context of the organization:   * SWOT Analysis Form * Needs and Expectation of Interested Party * Risk Assessment Registry * Opportunities Action Plan |  |
|  |  | The following flow should be followed in accomplishing the identification of context and risk assessment process: |  |
|  | Quality Objectives | Coaching of the Quality objectives for each unit per campus. |  |
|  | Diagram in Identification of Risk and Opportunities | Potential failure to comply with |  |
| **DCC** |  | The following dates should be followed for the registration of procedure (Considering Plan A):   * Date Received (Upper part of DRRRF): April 29, 2019 * Registration Date/Master Copy Stamp Date: June 22, 2019 * Distribution Date/Controlled Copy Stamp Date: June 29, 2019 * Execution date/Implementation Date: June 3, 2019 |  |
|  | Registration Process | Coaching of the following records for the registration:   * List of Records * Master Record Control Register * Document Review Request and Registration Form * Document distribution retrieval and disposal * DCC Stamps – required on next visit to procure a stamp |  |
|  | Document Distribution, Retrieval and Disposal Form | The following instructions has been advised during the visit:   * The Central DCC shall produce 2 sets of CONTROLLED procedure to be distributed on a campus * 1 set of procedure – all procedures * 1 set of procedure – copy of unit available for the campus * Central DCC shall require the Campus DCC to sign the “Document Distribution, Retrieval and Disposal Form” to reflect received CONTROLLED procedure. * Campus DCC shall distribute the controlled of the Delivery Unit and require the Delivery Unit to sign the “Document Distribution, Retrieval and Disposal Form” |  |
| **Budget** | Budget Preparation Procedure | The following concerns should be rectified:   * Process for each campus was not yet available during the checking – it is advised that a monitoring sheet should be implemented for each campus for the monitoring of transport of reports from satellite campus to main campus. * Flow Charting was not yet organized during the checking |  |
|  | Budget Execution Procedure | The following concerns should be rectified:   * Process for each campus was not yet available during the checking – it is advised that a monitoring sheet should be implemented for each campus for the monitoring of transport of reports from satellite campus to main campus. * Flow Charting was not yet organized during the checking |  |
|  | Financial Accountability Procedure | The following concerns should be rectified:   * Process for each campus was not yet available during the checking – it is advised that a monitoring sheet should be implemented for each campus for the monitoring of transport of reports from satellite campus to main campus. * Flow Charting was not yet organized during the checking |  |
|  | Quality Objective | Endorsed a Quality Objective:  “To achieve 100% accurate encoding of the proposed budget proposals from the University for the CY 2019” |  |
| **Academic Affairs (Instruction Delivery)** | Procedure | A flowchart has been endorsed during the visit to be use as a guide in drafting the procedure. |  |
|  | Assessment of Student Procedure | The following should be rectified:   * The procedure did not describe the accomplishment of item analysis after the assessment process * The result of item analysis shall be used for the improvement of delivery of lessons for the next sem or during remediation. |  |
|  | Retention of Student Control Procedure | The procedure should describe process for the assessment of student who will take the removal exam. |  |
|  | Assessment of Student Promotion and Graduation Procedure | The following processes should be rectified:   * The procedure did not include the process of update of “rsuwebsams” * A process of verification of grades should be done before grades go live online. |  |
| **Planning** | Strategic Planning Process | The following concerns should be rectified:   * No form for the consolidated Strat Plan |  |
|  | Monitoring and Evaluation | No drafted procedure during the visit for the monitoring and evaluation |  |
| **Accounting** | Quality Objective | Endorsed the following quality objective:   * “To achieve 100% on-time submission of financial report for CY 2019” * “To achieve 0 disallowances for the utilization of funds for the CY 2019” |  |
|  | Procedure | For finalization of the following procedure:   * Disbursement Control Procedure * Bank Reconciliation Control Procedure * Preparation of Financial Statements Control Procedure |  |
| **STA FE CAMPUS** | Needs and Expectations | Already finalized the Needs and Expectation subject for transfer to the registered template |  |
|  | SWOT Analysis | Checked the presented SWOT subject for signature |  |
|  | Risk Assessment | Checked the presented Risk Assessment ready for signature upon issuance of form number |  |
|  | Opportunities Action Plan | Checked the Opportunities Action Plan ready for signature upon issuance of form number |  |
| **Registrar** | Handling of Students Record | Shall complete the responsibility and authority |  |
|  | SWOT Analysis | Shall finalize the SWOT Analysis |  |
|  | Risk Assessment | Shall finalize the risk assessment based on SWOT Analysis and interested party |  |
|  | Needs and Expectation | Shall provide the required expectation of identified interested parties |  |
|  | Opportunities Action Plan | Checked the Opportunities Action Plan ready to transfer to registered template and endorsed for signature |  |
|  | List of Records | Shall provide the required form number on the listed forms |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To provide 100% on-time releasing of requested students/alumni records for CY 2019 |  |
| **Cashiering** | Cashiering Control Procedure | Tagging of students during enrollment, collection of payments, disbursement of salaries/wages and allowances, preparation and issuance of checks, payment of petty cash. Already finalized the procedure |  |
|  | SWOT Analysis | Checked the presented SWOT Analysis and shall finalize to the registered template |  |
|  | Needs and Expectation | Checked the presented Needs and Expectations ready for transfer to the prescribed template |  |
|  | Risk Assessment | Shall finalize the risk assessment based on identified weaknesses and threats in SWOT Analysis and interested party in Needs and Expectations |  |
|  | Opportunities Action Plan | Checked the accomplished Opportunities Action Plan and already based on identified opportunities in SWOT Analysis |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To achieve 100% accurate daily collections and deposits transaction for CY 2019 |  |
| **Library** | Library Control Procedure | Shall include the references used in the procedure |  |
| **CAJIDIOCAN CAMPUS** | Needs and Expectations | Shall finalize the Needs and Expectation based on identified interested parties |  |
|  | SWOT Analysis | Shall finalize the SWOT Analysis based on KRA |  |
|  | Risk Assessment | Shall prepare the risk assessment based on identified weaknesses and threats in SWOT Analysis and interested party |  |
|  | Opportunities Action Plan | Shall prepare Opportunities Action Plan based on identified opportunities in SWOT Analysis |  |
|  | Medical Control Procedure | Checked the presented procedure and shall finalize as per discussion on the listed process |  |
|  | Dental control Procedure | Checked the presented procedure and shall finalize as per discussion on the listed process |  |
| **SAN ANDRES CAMPUS** | SWOT Analysis | Checked the presented SWOT Analysis and shall transfer to the prescribed business driver |  |
|  | Risk Assessment | Shall finalize the risk assessment based on identified issues in SWOT Analysis and interested parties |  |
|  | Needs and Expectation | Checked the presented Needs and Expectation and shall consolidate for the campus |  |
| **Institute of Criminal, Justice Education** | SWOT ANALYSIS | Checked the presented SWOT Analysis and already aligned with the prescribed business driver |  |
|  | Risk Assessment | Shall include the interested parties in addressing its risk |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To achieve the passing rate of 65% for licensure examination for school year 2019-2020. |  |
| **Extension** | SWOT Analysis | Checked the presented SWOT Analysis and aligned with the prescribed business driver |  |
|  | Risk Assessment | Shall finalize Risk Assessment based on identified weaknesses and threats and interested party |  |
|  | Needs and Expectations | Shall finalize the needs and expectation based on identified interested party |  |
|  | Opportunities Action Plan | Coached the preparation of Opportunities Action Plan |  |
|  | Extension Management Control Procedure | Checked the presented procedure subject for finalization and start with the word “shall” in the description of the procedure |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To achieve the required 3,700 persons trained weighted by the length of training for CY 2019 |  |
| **IGS** | Master’s Thesis and Dissertation Control Procedure | Checked the presented procedure ready for finalization and document review |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To increase by 5% the number of enrollees for School Year 2019-2020 |  |
| **SUPPLY OFFICE** | Supply Management Control Procedure | Checked the presented procedure ready for document review |  |
|  | Procurement Control Procedure | Checked the presented procedure subject for finalization |  |
|  | Evaluation of External Provider Procedure | Checked the presented procedure subject for finalization |  |
|  | Calibration Control procedure | Not yet finalized |  |
|  | SWOT Analysis | Shall specify the process being addressed with regards to internal and external issues |  |
|  | Needs and Expectations | Shall include the COA in the list |  |
|  | Risk Assessment | Shall finalized the risk assessment |  |
|  | Opportunities Action Plan | Shall prepare the Opportunities Action Plan based on SWOT Analysis |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To serve at least 90% of received Purchase Request from the end user for CY 2019 |  |
| **HR** | Human Resources Management Procedure | Checked the presented procedure:  Shall provide the reference documents used in the preparation of the procedure |  |
|  | Handling of Grievance Procedure | Checked the presented procedure |  |
|  | Strategic Performance Management Procedure | Shall provide the responsibility and authority |  |
|  | Rewards and Recognition Procedure | Checked the presented procedure |  |
|  | Payroll and Remittance Control Procedure | Checked the presented procedure and shall complete the details of the procedure as per clauses. |  |
|  | SWOT Analysis | Not yet finalized |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To achieve 100% delivery of syllabi per semester for school year 2019-2020.  2. To provide all employees with at least one (1) training for CY 2019. |  |
| **BAC** | BAC Control Procedure | Checked the presented procedure subject for finalization |  |
|  | SWOT Analysis | SWOT Analysis not yet finalized |  |
| **ROMBLON CAMPUS** | SWOT Analysis | Checked the presented SWOT Analysis subject for finalization |  |
|  | Needs and Expectation | Shall finalize the needs and expectation of interested parties |  |
|  | Risk Assessment | Shall finalize the identified weaknesses and threats and needs and expectation |  |
| **COLLEGE OF ARTS AND SCIENCES** | Opportunities Action Plan | Shall provide specific action plan meet the opportunities |  |
| **CALATRAVA CAMPUS** | SWOT Analysis | Shall finalize the SWOT Analysis |  |
| **Academic Affairs** | Quality Objectives | Proposed quality objective statement:  1. To achieve 100% delivery of syllabi per semester for school year 2019-2020. |  |
| **Institute of Information Technology** | SWOT Analysis | Shall finalize the presented SWOT Analysis based on identified business driver |  |
|  | Risk Assessment | Shall prepare the risk assessment of identified weaknesses and threats in SWOT Analysis and identified interested party |  |
|  | Needs and Expectation | Shall prepare the needs and expectations of identified interested parties |  |
|  | Opportunities Action Plan | Shall prepare the Opportunities Action Plan based on identified opportunities in SWOT Analysis |  |
|  | Quality Objectives | Proposed quality objective statement:  1. To achieve 100% delivery of syllabi per semester for school year 2019-2020. |  |
| **HR** | Quality Objectives | Proposed quality objective statement:  1. To achieve 100% delivery of syllabi per semester for school year 2019-2020. |  |

**Part 2: Reminders / Assignments**

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| **Concerned Department / Section** | **Reminder / Assignment** |
| **All Departments/ Units** | Start the review process of drafted procedures |
| Prepare a List of Records (Identify Maintenance and Preservation Period) |
| The organization should start conducting Risk Management by using the following forms:   * Risk Assessment Registry * Opportunities Action Plan * SWOT * Needs and Expectations of Interested Parties |

**Part 3 (If necessary):**

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| **Client’s Concerns/Questions** | **Consultants’ Advice** | **Remarks** |
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Attachment: Documentation & Forms Monitoring

**Other Concerns:**

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| Suggested agenda for next visit |  |

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| **Rev No.** | **Revision Date** | **Revision History** | **Conducted / Updated by** |
| Ø | March 7~8, 2019 | Initial Documentation Coaching/Gap Analysis | Eric Vinluan/Enrico Pendon |
| 1 | March 25-28, 2019 | Checking of procedure, List of Records, SWOT, Needs, Opportunities Action Plan, risk assessment and quality objectives | Christian john Vinluan/Enrico Pendon |
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Client Confirmation:

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Signature over printed name