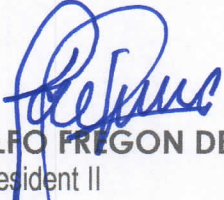




## MEMORANDUM

No. 126, s. 2019

**TO :** **ALL CONCERNED** (See attached list)  
This University

**FROM :**   
**ARNULFO PREGON DE LUNA, Ph.D.**  
SUC President II

**SUBJECT :** **ISO 9001:2015 QMS PROCEDURES SUBMISSION & INTERFACING**

**DATE :** **October 18, 2019**

In preparation for the implementation of ISO 9001: QMS in November 2019, the following delivery units/departments in all campuses are urgently required to submit their revised procedures and supporting documents (forms) on or before October 28, 2019 to the Planning and Development Office (PDO) and email to [rsu.rsuplandev2016@gmail.com](mailto:rsu.rsuplandev2016@gmail.com).

In particular, based on the results of the consultative meeting held last October 14-16, 2019, the following delivery units/departments (as attached) in the Main Campus should submit their procedures and consolidated reports for review of the consultants. Details of the status report for each delivery unit/department is available at <https://rsu.plandev.weebly.com> and the e-file is available at the Planning Development Office upon request.

Moreover, attached is the schedule of interfacing of the respective delivery units/departments at the Main Campus. Submit/route copies of the procedure to the concerned interfacing departments together with the Document Review Request and Registration Form for comments/suggestions. Take note of the major steps in the Registration of Procedures (also attached).

Please be guided accordingly.

Copy furnished:

Chief Admin. Officer  
Personnel Office  
Accountant  
Budget Officer  
Resident Auditor  
Records Officer  
File

2019/OP/RPR/ikff



**LIST OF DELIVERY UNITS/DEPARTMENTS THAT NEED TO SUBMIT PROCEDURES AND CONSOLIDATED REPORTS**

<b>Delivery Unit/Department</b>	<b>Title of the procedure/Consolidated reports</b>
ISO Facilitator	Customer Satisfaction Procedure; Customer Complaints Procedure
Office of the Vice President – Academic Affairs	All prescribed consolidated reports
Admission, Accreditation and Faculty evaluation	Faculty Evaluation Control Procedure
Supply	Calibration Control Procedure
Production	RSU Income Generating Project Implementation Procedure; Accrediting University Projects Procedure
Office of the board Secretary	Board Session Control Procedure
Security	Security and Safety Control Procedure
Office of the President	Communication Control Procedure
Records Office	Records Control Procedure
Budget Office	Budget Preparation Procedure
Document Control Custodian (DCC) - Main	All prescribed consolidated reports

**SCHEDULE OF INTERFACING AND ROUTING OF PROCEDURES**

<b>Date</b>	<b>Department to Cover</b>	<b>Unit/Department In-Charge</b>
<b>October 28, 2019</b>	Submission and Routing of Procedures to concerned delivery units (Document Review Request and Registration Form)	All Principal Procedure Owners
October 29, 2019	Admission, registrar, Library, Clinic, dental, NSTP, Instruction, OSA, Guidance, Graduate School	Admission/OSA/Graduate School
October 30, 2019	Research and Extension, Office of the president, AUX, GAD, Board Secretary	Research and Extension/Office of the President
October 31, 2019	Budget, Cash, IGP, Supply, BAC, Security, Accounting	Accounting/Budget/BAC
November 4, 2019	HR, ISO Facilitator, Planning, DCC	ISO Facilitator/Planning

## MAJOT STEPS IN THE REGISTRATION OF PROCEDURES

1. All department conducts SWOT Analysis and the identification of needs and expectation of interested party (Signed copy shall be maintained by the Unit);
  - ✓ The Unit maintains a signed copy – original
  - ✓ VPAA (Main campus) or Campus Director - Photocopy only to be used for the summary of SWOT and Needs Expectations
2. The department conducts risk assessment and opportunities action plan (Signed copy shall be maintained by the Unit)
  - ✓ Unit Maintain a signed copy – original
  - ✓ VP AA (Main campus) or Campus Director - Photocopy only to be used for the summary of Risk Assessment and Opportunities Action Plan
3. SWOT Analysis, Needs and Expectation of interested parties, Opportunities Action Plan, Risk Assessment registry shall be summarized by the Campus Director (for campus) and VPAA (for main campus)
  - ✓ VPAA and Campus Director - Maintain a signed copy – original
  - ✓ ISO Facilitator - Photocopy only to be used for the summary of SWOT, Needs, Risk Assessment and Opportunities Action Plan
4. The following shall be summarized by the ISO facilitator (the reference for this activity is from the photocopy of the summarized 4 outputs from VPAA and Campus Directors):
  - ✓ SWOT Analysis
  - ✓ Needs and Expectation of Interested Party
  - ✓ Risk Assessment Registry
  - ✓ Opportunities Action Plan
5. All department drafts the procedure reflecting the result of the risk assessment and their process
6. The DCC shall assign document number of the procedures
7. The DCC Updates the “Masterlist of Documents”
8. The Unit DCC shall update the “List of Records” and assign form numbers to the forms
  - ✓ Unit DCC - Maintain a signed copy – original
  - ✓ Central DCC- Photocopy only to the Central DCC for the accomplishment of Master Record Control Register
9. The Central DCC shall update the Master Record Control Register.
10. The Unit DCC shall conduct QA of the procedures based on the following:
  - ✓ Checking of Format (Flow charting, paper size, font style and etc)
  - ✓ Checking of form with form number (Internal only) for external scanned copy of the forms
  - ✓ Checking of List of Records
11. All department shall conduct document review request and registration of the procedure (Interfacing review of the procedure)
12. All department shall submit revised soft copy of the procedures to the Central Documents Controller, contents of the soft copy shall be the following:
  - ✓ Soft Copy of the revised procedure based on the document review and interfacing
  - ✓ Internal forms with form number
  - ✓ Scanned copy of the external forms
  - ✓ List of records (including internal and external form)
13. The Central DCC shall final print the procedure and get the final approval of the Department Head, ISO Facilitator and President
14. The Central DCC shall register the procedures and place a “MASTER COPY” stamp to the procedure.
15. The Central DCC shall photocopy the MASTER Copy and place a CONTROLLED COPY stamp in the photocopy
16. The Central DCC shall monitor the distribution of the controlled copy of the procedure by requiring the receiving department to sign the “Document Distribution, Retrieval and Disposal Form”
17. 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
18. Central DCC shall require the Campus DCC to sign the “Document Distribution, Retrieval and Disposal Form” to reflect received CONTROLLED procedure
19. Campus DCC shall distribute the controlled of the Delivery Unit and require the Delivery Unit to sign the “Document Distribution, Retrieval and Disposal Form”
20. The Lead Auditor shall facilitate the Internal audit
21. The ISO Facilitator shall facilitate the Management review meeting

22. The Lead Auditor shall conduct the special internal audit
23. The consultants shall conduct the Systems Audit
24. 3rd party Stage 1 audit documentation audit (Internal audit, DCC and Management review)
25. 3rd party Stage 2 audit certification audit (Organizational audit)

**TAKE NOTE OF THE FOLLOWING COMMENTS TOWARDS FINALIZATION OF THE REPORTS**

- Flowcharting of the procedure are not yet fixed
- No cover page
- No Performance Indicator
- No enumerated attachments
- Hand writings are evident in the procedure
- No letter on "Off page Connector"
- No document Number
- No revision Number
- Some procedures are printed on a Short size paper. Follow the prescribed bond paper size (legal)
- No attached forms
- No document Review request and registration form