



Republic of the Philippines  
**OFFICE OF THE CITY MAYOR**  
City of Davao

**EXECUTIVE ORDER NO. 33**

Series of 2021

**AN ORDER INSTITUTIONALIZING THE QUALITY MANAGEMENT PROGRAM OF  
THE CITY GOVERNMENT OF DAVAO AND CONSTITUTING THE QUALITY  
MANAGEMENT SYSTEM (QMS) COMMITTEE, SECRETARIAT,  
AND CORE TEAMS**

**WHEREAS**, Administrative Order No. 161, Series of 2006 was issued which institutionalized the Quality Management System (QMS) in the Philippine government and encouraged all local government units to establish an ISO-aligned QMS;

**WHEREAS**, Executive Order No. 605, Series of 2007 identified with particularity the components of the Government Quality Management Program (GQMP) and institutional structure and mechanisms to formulate policies and oversee the implementation of the GQMP;

**WHEREAS**, Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007" as amended by Republic Act No. 11032 declares it as a state policy to adopt simplified procedures that will reduce red tape and expedite transactions in the government;

**WHEREAS**, the City Government aims to establish a QMS certifiable to ISO 9001:2015 standards to provide products and services that meet customer and applicable statutory requirements;

**WHEREAS**, there is a need to create a committee to oversee the establishment of the QMS and to delineate the functions of each department;

**NOW, THEREFORE, I, SARA Z. DUTERTE**, Mayor of the City of Davao, by virtue of the powers vested in me by law, do hereby order the following:

**SECTION 1. QUALITY MANAGEMENT SYSTEM (QMS) COMMITTEE.** There is hereby created a Quality Management System (QMS) Committee composed of the Project Counterpart Support Team, Secretariat, and Core Team.

The Committee is primarily tasked to lead the full-scope establishment, implementation, and management of the QMS in all offices of the City Government of Davao and to secure certification to ISO 9001:2015 for such QMS.

**SECTION 2. PROJECT COUNTERPART SUPPORT TEAM.** The Internal Audit Service Division shall be the Project Counterpart Support Team and shall have the following functions:

1. Work closely with the Development Academy of the Philippines (DAP) Project Management Team regarding technical and administrative requirements of the project, including monitoring of the progress of the various project activities:

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2. Ensure the implementation of relevant project activities of the ISO 9001:2015 accreditation;
3. Provide policy support for the implementation of quality systems and procedures adopted by the City Government of Davao;
4. Ensure that the City Government of Davao complies with the terms and conditions in the Memorandum of Understanding with the DAP relating to the development of a Quality Management System Certifiable to ISO 9001:2015 Standard for the City Government of Davao; and
5. Perform such other responsibilities related to the project as may be assigned by the DAP and the City Mayor.

The Internal Audit Service Division may call upon any office in the City Government for assistance in the discharge of specific functions relevant to the establishment of the QMS. Civil Society Organizations (CSOs) and other Non-Government Organizations (NGOs) may also be consulted as the need arises.

**SECTION 3. CREATION OF QMS TECHNICAL SECRETARIAT TEAM.** There is hereby created a Technical Secretariat Team and the same shall be composed of the following:

Technical Head: Internal Audit Service Division

Members: City Mayor's Office  
City Planning and Development Office  
Human Resource Management Office

The departments shall be divided into four (4) Office Groups and each group will be assigned a Secretariat Sub-Team that will provide administrative and technical support especially on documentation requirements.

OFFICE GROUP 1	OFFICE GROUP 2	OFFICE GROUP 3	OFFICE GROUP 4
Secretariat Sub-Team:  - 1 personnel from the City Mayor's Office  -1 personnel from the City Planning and Development Office  -1 personnel from the Human Resource Management Office	Secretariat Sub-Team:  - 1 personnel from the City Mayor's Office  -1 personnel from the City Planning and Development Office  -1 personnel from the Human Resource Management Office	Secretariat Sub-Team:  - 1 personnel from the City Mayor's Office  -1 personnel from the City Planning and Development Office  -1 personnel from the Human Resource Management Office	Secretariat Sub-Team:  - 1 personnel from the City Mayor's Office  -1 personnel from the City Planning and Development Office  -1 personnel from the Human Resource Management Office
1. Vice Mayor's Office 2. Sangguniang Panlungsod 3. City Administrator 4. Assistant City Administrator (Administration)	1. City Treasurer's Office 2. City Budget Office 3. City Civil Registrar's Office 4. City Cooperative and Development Office	1. City Social Welfare and Development Office 2. City Tourism Operations Office 3. Davao City Investment Promotion Center	1. Public Safety Security Command Center 2. Lingap Para Sa Mahirap 3. Office of the Senior Citizen's Affairs

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5. Assistant City Administrator (Operations)	5. City Environment and Natural Resources Office	4. Business Bureau	4. Integrated Gender and Development Division
6. Human Resource Management Office	6. City General Services Office	5. Ancillary Services Unit	5. Madrasah Comprehensive Development and Promotion Program
7. City Legal Office	7. City Health Office	6. Davao City Treatment and Rehabilitation Center for Drug Dependents	6. Central 911
8. City Engineer's Office	8. City Veterinarian's Office	7. Museo Dabawenyo	7. Economic Enterprise Management Center
9. Office of the City Building Official	9. City Archives and Records Office	8. Public Employment Service Office	8. City Agriculturist's Office
10. City Assessor's Office	10. City Transport and Traffic Management Office	9. City Information Office	9. Internal Audit Service Division
11. City Accountant's Office	11. City Information Technology Center	10. Sports Development Division	10. Educational Benefit System Unit
12. City Planning and Development Office	12. City Library and Information Center	11. Vices Regulation Unit	11. City Anti-Drug Abuse Council
		12. Davao City Local Disaster Risk Reduction and Management Office	12. Administrative Services Division

The point person of the Secretariat Sub-Team shall be the Human Resource Management Office.

The following are the functions of the Secretariat team:

- Provides administrative support to successfully implement the QMS up to the certification by a third-party certifying body;
- Plans and coordinates the effective deployment and efficient use of human, financial, and other physical resources for the QMS; and
- Provides technical support, documentation of proceedings, preparation of reports, and such other technical assistance as may be required in the discharge of the functions of the Committee and Core Teams.

**SECTION 4. CREATION OF QMS CORE TEAMS.** There is likewise created Core Teams composed of the following:

**A. Planning Team:**

*Key Responsibility:* Leads in developing and monitoring the required planning documents (i.e., identification of issues, relevant interested parties, risks and opportunities)

Head: City Planning and Development Office (Project Monitoring and Evaluation Division)

Members: City Budget Office  
Davao City Local Disaster Risk Reduction and Management Office  
City Cooperative and Development Office  
City Health Office

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## **B. Document and Knowledge Management Team:**

### *Key Responsibilities:*

- Ensures that the requirements for maintaining and retaining documented information are established and implemented; and
- Coordinates and oversees activities related to managing organizational knowledge.

Head: City Legal Office

Members: Sangguniang Panlungsod  
City Assessor's Office  
City Archives and Records Office  
CMO-Administrative Services Division

## **C. Quality Workplace Team**

### *Key Responsibilities:*

- Ensures that the environment for the operation of processes needed to achieve conformity to service requirements is managed; and
- Leads in implementing 5S Good Housekeeping Principles.

Head: City Administrator's Office (Administration)

Members: City Engineer's Office  
City General Services Office  
City Tourism Operations Office  
City Environment and Natural Resources Office

## **D. Training and Advocacy Team**

### *Key Responsibilities:*

- Leads in cascading the established QMS; and
- Provides administrative support in terms of training and advocacy in the successful implementation of the QMS.

Head: Human Resource Management Office

Members: City Information Office  
City Social Welfare and Development Office  
City Civil Registrar's Office  
City Information Technology Center

## **E. Internal Quality Audit Team**

### *Key Responsibilities:*

- Leads in planning, conducting, and monitoring the Internal Quality Audit;
- Determines conformance of the QMS to the planned arrangements and to the requirements of ISO 9001:2015;

- Determines whether the QMS is effectively implemented and maintained;
- Provides input to the management regarding the result of the audit; and
- Keeps track of the implementation of the corrective and preventive actions for non-conformance raised during the audits.

Head: Internal Audit Service Division

Members: City Veterinarian's Office  
Business Bureau  
City Treasurer's Office  
City Accountant's Office

#### **F. Process or Service Improvement**

*Key Responsibility:* Leads the streamlining of processes.

Head: City Administrator's Office (Operations)

Members: Public Safety Security Command Center  
Office of the Building Official  
City Transport and Traffic Management Office  
City Agriculturist Office

Each office belonging to the core team must identify one (1) permanent representative who shall attend all the meetings relative to the QMS certification. In case of absence or unavailability of the permanent representative, each office must identify one (1) alternate who shall take the place of the permanent representative.

The core team shall have the following general functions:

1. Be responsible for the planning, implementation, monitoring, and information dissemination of the Quality Management System of the City Government;
2. Actively participate in all training courses and other activities necessary to develop the QMS of the City Government as well to secure the ISO 9001:2015 accreditation;
3. Draft the necessary documented information, including specific QMS-related forms and tools, and make the necessary revisions to ensure their alignment with ISO 9001:2015 standards, with guidance from the DAP Project Team;
4. Perform such functions as may be assigned by the City Mayor and DAP.

**SECTION 5. ASSISTANCE.** All the offices, departments, and divisions of the City Government of Davao, as well as the Office of the Vice Mayor and Sangguniang Panlungsod, shall cooperate with the Committee and shall render assistance in the development of the QMS certifiable to ISO 9001:2015.

All departments must map the systems and processes of their respective offices in relation to the defined scope of the ISO 9001:2015 and participate in the walkthrough audit of their respective offices within the defined scope and requirements of ISO 9001:2015.

**SECTION 6. FUNDING AND OPERATING COSTS.** All costs pertaining to the operations of the Committee shall be chargeable against available funds and resources of the local government, subject to the usual accounting and auditing rules.

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**SECTION 7. SEPARABILITY CLAUSE.** If any provision of this Executive Order is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.

**SECTION 8. REPEALING CLAUSE.** All Orders or parts thereof which are inconsistent with the provisions of this Executive Order are hereby repealed or modified accordingly.

**SECTION 9. EFFECTIVITY.** This Executive Order shall take effect immediately.

Done this JUN 03 2021 day of \_\_\_\_\_ 2021 in Davao City, Philippines.

  
**SARA Z. DUTERTE**  
City Mayor

Attested by:

  
**ATTY. ZULEIKA T. LOPEZ**  
City Administrator



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