



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

EXECUTIVE ORDER NO. 08
Series of 2023

**AN ORDER RECONSTITUTING THE QUALITY MANAGEMENT SYSTEM (QMS)
COMMITTEE OF THE CITY GOVERNMENT OF DAVAO**

WHEREAS, Presidential Administrative Order No. 161, series of 2006 institutionalizes the Quality Management System (QMS) in the government and encourages all local government units to establish an ISO-aligned QMS;

WHEREAS, the City Government of Davao's Quality Management System obtained the ISO 9001:2015 certification on September 21, 2022;

WHEREAS, in order to facilitate continuous compliance with the requirements of ISO 9001:2015, there is a need to reconstitute the Quality Management System Committee of the City Government of Davao.

NOW, THEREFORE, I, SEBASTIAN 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. The Quality Management System Committee is hereby reconstituted as follows:

DESIGNATION	PERSON AND OFFICE
Top Management	Office of the City Mayor, Vice Mayor, City Administrator and Assistant City Administrators, Department Heads and Chiefs-of-Offices
Quality Management System Leader (QML)	Head, Internal Audit Service Division
Deputy QML	Designated employee of the CGD duly covered by a Memorandum signed by the City Administrator or Assistant City Administrator
Head Secretariat	Designated employee of the Internal Audit Service Division, duly covered by an Office Memorandum
Members of the Secretariat	Designated employee of the City Planning and Development Office and Human Resource Management Office, duly covered by an Office Memorandum, signed by the Department Head, and indorsed to the QMS Secretariat
Internal Quality Audit Team <ul style="list-style-type: none">• Internal Quality Audit Team Leader and• Internal Quality Auditors	Employees from departments and divisions duly covered by a Memorandum signed by the City Administrator or Assistant City Administrator
Central Document Controller	Head, City Archives and Records Office
Records Officer (RO)/ Records Custodian (RC)	Designated employee/s of the office duly covered by an Office Memorandum, signed by the Department Head or Chief-of-Office, and indorsed to the QMS Secretariat

Quality Management System Office Representatives (Primary and Alternate)	Designated employees of the office duly covered by an Office Memorandum, signed by the Department Head or Chief-of-Office, and indorsed to the QMS Secretariat <i>*one (1) primary; and at least one (1) alternate, depending on the discretion of the office</i>
Planning Team	Designated employee from: City Planning and Development Office (Leader); Members: <ul style="list-style-type: none"> • City Administrator's Office • Human Resource Management Office; • City Budget Office; • City Cooperative and Development Office; • City Treasurer's Office; • City Disaster Risk Reduction and Management Office; and • Sangguniang Panlungsod duly covered by an Office Memorandum, signed by the Department Head, and indorsed to the QMS Secretariat
Quality Workplace/ 5S Team	Designated employee from: City Administrator's Office (Administration)- Leader Members: <ul style="list-style-type: none"> • General Services Office; and • City Environment and Natural Resources Office duly covered by an Office Memorandum, signed by the Department Head, and indorsed to the QMS Secretariat
Training and Advocacy Team	Designated employee from: Human Resource Management Office (Leader) Members: <ul style="list-style-type: none"> • City Legal Office; and • City Information Office duly covered by an Office Memorandum, signed by the Department Head, and indorsed to the QMS Secretariat
General Service Team	Designated employees of the City General Services Office, duly covered by an Office Memorandum, signed by the Department Head, and indorsed to the QMS Secretariat
Quality Objectives Team	Central Performance Management Team (CPMT)

The Committee is primarily tasked to lead the full-scope implementation and management of the QMS in all offices of the City Government of Davao and to ensure the continuous certification of its QMS.

SECTION 2. FUNCTIONAL ROLES. The functions of each member of the Committee are as follows:

1. Top Management

The top management is expected to monitor and support the implementation of the Quality Management System. Thus, they shall:

- a. Address and comply with ISO 9001:2015 clause 5.1.1 requirements;
- b. Establish the organizational structure and system to be used by the offices that will take the lead in the implementation of the QMS and update as may be necessary;
- c. Approve the programs, plans, and other related activities, including the provision of resources;
- d. Approve all documented information recommended by the QML in accordance with the procedure;
- e. Approve the conduct of the internal quality audit program or request for a special audit, as may be necessary; and
- f. Participate in the Management Review and ensure that all issues and concerns will have appropriate actions.

2. Quality Management System Committee Leader (QML)

The QML shall ensure the maintenance and continual improvement of the QMS. The QML shall report to the City Mayor for instructions. Specifically, the QML shall:

- a. Manage the implementation of the QMS consistent with the requirements of ISO 9001 standard;
- b. Lead the development of the QMS Manual and Quality Policy as well as its updating, as needed;
- c. Monitor the implementation of the Quality Policy and Quality Objectives and ensure its compatibility with the strategic direction of the organization;
- d. Coordinate QMS activities within the organization;
- e. Facilitate the conduct of Management Review; and
- f. Ensure the renewal of ISO 9001:2015 certification.

3. Deputy Quality Management System Committee Leader (QML)

The Deputy QML shall assist the QML in the implementation of the QMS which includes, among others, review of QMS documents.

4. Secretariat, Head and Member

The Secretariat shall:

- a. Provide administrative support to successfully implement and improve the QMS;
- b. Plan and coordinate the effective deployment and efficient use of human, financial, and other physical resources for the QMS; and

- c. Provide 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.

5. Internal Quality Audit Team

The Internal Quality Audit (IQA) Team Leader shall:

- a. Lead in planning, conducting, and monitoring of the annual Internal Quality Audit program and plan;
- b. Ensure the competence and evaluation of Internal Quality Auditors;
- c. Determine conformity of the QMS to the planned arrangements, ISO 9001, and other applicable requirements;
- d. Determine whether the QMS is effectively implemented and maintained;
- e. Provide input to the management regarding the result of the audit; and
- f. Keep track of the implementation of the corrective actions for non-conformance raised during the audits.

The Internal Quality Auditors shall:

- a. Conduct the Internal Quality Audit based on the Audit Program;
- b. Prepare the Audit Plan, Checklist, Audit Findings Report, Request for Action (RFA), among others;
- c. Conduct follow-up and verification of actions to address nonconformities; and
- d. Perform other functions as may be instructed by the IQA Team Leader;

6. Central Document Controller (CDC)

The Central Document Controller (CDC) shall be mainly responsible for the control of documented information within the organization and shall specifically:

- a. Spearhead the revision, if necessary, of the Operating Procedure on the Control of Records and Documents;
- b. Ensure the observance of all offices on the Control of Records and Documents; and
- c. Coordinate with the Records Officer (RO)/ Records Custodian (RC).

7. Records Officer (RO)/ Records Custodian (RC)

The Records Officer (RO)/ Records Custodian (RC) shall ensure the observance of his/her office on the Control of Records and Documents and shall perform functions as may be instructed by the CDC.

8. Quality Management System (QMS) Office Representatives

The Primary QMS Office Representative shall:

- a. Manage the effective implementation of the QMS in his/her office;
- b. Attend meetings in relation to the QMS;
- c. Ensure that the Quality Policy is communicated to and understood by all employees in their respective offices;
- d. Monitor the achievement of objectives and targets and lead the action to address unmet targets, if any;

- e. Ensure that corrective actions are identified and implemented whenever non-conformities are identified during the audit, internal or external, and monitor the effectiveness of the actions taken;
- f. Ensure that the procedures on Customer Feedback are observed within his/her office;
- g. Ensure the implementation of the Quality Workplace Standards in his/her office;
- h. Identify and manage risks and opportunities within his/her office; and
- i. Ensure compliance to all relevant ISO requirements.

The Alternate QMS Office Representative shall undertake the functions of the Primary QMS Office Representative in the absence or unavailability of the latter.

9. Planning Team

The Planning Team shall lead in developing, monitoring, and updating, if necessary, of the required planning documents (i.e., identification of CGD-level internal and external issues, relevant interested parties, risks and opportunities).

10. Quality Workplace/ 5S Team

The Quality Workplace/ 5S Team shall:

- a. Ensure that the environment for the operation of processes needed to achieve conformity to service requirements is managed; and
- b. Lead in implementing 5S Good Housekeeping Principles within the CGD.

11. Training and Advocacy Team

- a. The Training and Advocacy Team shall lead in cascading the established QMS; and
- b. Provide administrative support in terms of training and advocacy in the successful implementation of the QMS.

12. General Service Team

The General Service Team shall ensure that the city government's supply and property management and procedures conform to ISO 9001 standards and are duly observed by all offices.

13. Quality Objectives Team

The Quality Objectives Team shall ensure that the implementation of the agency's Strategic Performance Management System (SMPS) is in accordance with ISO 9001 standards and are duly observed by all offices.

The members of the committee shall perform other functions as may be instructed by the QML in relation to the implementation of the QMS.

The said designations and functions are subject to continuous updating to conform to personnel movements, staffing adjustments, and actual assignments.

SECTION 3. COOPERATION. All employees of the departments, offices, 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 full assistance in the sustained compliance with the requirements of ISO 9001 standards.

Specifically, all employees shall:

- a. Understand the Mandate, Mission, Vision, Core Values, Service Pledge, and Quality Policy of the CGD;
- b. Ensure conformance with the relevant Operating Procedures; and
- c. Participate fully in any meetings related to the implementation of the QMS and in audits, both internal and external.

SECTION 4. FUNDING AND OPERATING COSTS. All costs pertaining to the operations of the Committee and maintenance of the certification shall be chargeable against the Annual Development Fund and available funds and resources of the local government, subject to the usual accounting and auditing rules.

SECTION 5. SEPARABILITY CLAUSE. In the event that any provision in this Order or any part hereof is declared invalid, illegal or unconstitutional, the provisions not hereby affected shall remain in force and effect.

SECTION 6. REPEALING CLAUSE. Executive Order No. 33, Series of 2021 and all other orders, rules and regulations and other issuance or parts thereof that are inconsistent with the provisions of this Order, are hereby repealed or modified accordingly.

SECTION 7. EFFECTIVITY. This Executive Order shall take effect immediately.

Done this MAR 20 2023 in Davao City, Philippines.


SEBASTIAN Z. DUTERTE
City Mayor *828*

Attested by:


ATTY. FRANCIS MARK H. LAYOG
Acting City Administrator



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