Highlights of the PIDS-QMS Management Review
OP Meeting Room
November 21, 2017
10:00 am

ATTENDEES

Dr. Gilberto M. Llanto	-	President
Dr. Marife M. Ballesteros	-	Vice President
Ms. Renee Ann Jolina Ajayi	-	Department Manager III, PSD/MIS and QMS Core Team Chairperson
Dr. Sheila V. Siar	-	Department Manager III, RID
Ms. Andrea S. Agcaoili	-	Department Manager III, AFD
Ms. Christine Ruth P. Salazar	-	PIDSEA Representative
Ms. Ma. Dana E. Patuar	-	QMS Core Team Secretariat

HIGHLIGHTS

1. Ms. Ajayi explained that the purpose of the meeting (Management Review) is to present to the PIDS Management the following:

   a. Performance and Effectiveness of the QMS which shall be measured in terms of the following:
   a.1. Stakeholders' Satisfaction Survey

   a.2. Quality Objectives Monitoring Results

   a.3. Process Performance and Conformity of PIDS Services

   a.4. Nonconformities and Corrective Action

   a.5. Internal Quality Audit (IQA) Results

   a.6. Performance of External Service Providers

   b. Actions to Address Risks and Opportunities; and

   c. Opportunities for Improvement

   She also said that the period covered will be from May 1, 2017 to September 30, 2017.

2. Ms. Ajayi mentioned that the Management Review is a requirement not only for the implementation of the PIDS QMS but also for the grant of the Performance-based Bonus. Specifically, the Government Quality Management Committee (GQMC) requires that the highlights/minutes of the Management Review be posted in the PIDS transparency seal on the PIDS webpage on or before December 31, 2017.

3. Below is the summary of the results of the performance and effectiveness of the PIDS QMS vis-à-vis the criteria:

a. Stakeholders' Satisfaction Survey Results

QMS Tools/Templates/Guidelines/Procedures Used	Reports	Responsible Depts/ Units/Staff
QMS-QF-10A Seminar/Forum Evaluation Form	The summary of the results of the accomplished forms was presented.	RID-PA
QMS-QF-10B PIDS Website Survey	The website survey per QMS Section 7.3 is every three years. The last website survey was conducted in March-April 2016.	RID
QMS-QF-10C Readership Study of the Publications Produced by the PIDS	The readership study per QMS Section 7.3 is every three years. The last readership study (commissioned to PIA) was conducted in October 2014 and completed in February 2015.	RID-PU
Monitoring of PIDS' Legislative Inputs and Outreach Activities	The summary of the results of the accomplished forms was presented	OP-EA

b. Quality Objectives Monitoring Results

Human resources are continuously equipped with relevant knowledge and skills and possess the right attitude:

QMS Tools/ Templates/ Guidelines/Procedures Used	Reports	Responsible Unit
AFD-AD-QF-37 Individual Performance Commitment and Review (IPCR)	67 out of 67 IPCRs	AFD-AD
AFD-AD-QF-38 Division Performance Commitment and Review (DivPCR)	7 out of 7 DivPCRs	AFD-AD
AFD-AD-QF-39 Fellows Performance Commitment and Review (FPCR)	12 out of 12 FPCRs	AFD-AD
AFD-AD-QF-40 Department Performance Commitment and Review (DPCR)	3 out of 3 DPCRs	AFD-AD
AFD-AD-QF-42 Mentoring and Coaching	2 received	AFD-AD
AFD-AD-QF-43 Professional Development Plan	2 received	AFD-AD
AFD-AD-QF-44 Training Needs Assessment Form	To be received by December 2017	AFD-AD

Research tools and methods are carefully designed to achieve systematic, sound and multidisciplinary research evidence:

QMS Tools/Templates/Guidelines/ Procedures Used	Reports	Responsible Depts/ Units/Staff
PSD-PS-QF-01 Annual Res Work Plan Template	No submission from May to November 8, 2017 yet; 2018 work plans due on November 27, 2017	PSD-PS
PSD-PS-QF-04 Research Proposal Template	2 Research Proposals using PSD-PS-QF-04 was prepared by PIDS and submitted to funding agencies;17 proposals were submitted by prospective consultants for their technical bid.	PSD-PS
PSD-PS-QF-05 Terms of Reference Template	18 TORs prepared using PSD-PS-QF-06. 10 finalized and 8 are still posted.	PSD-PS
PSD-PS-QF-06 Inception Report Template	14 Inception Reports using PSD-PS-QF-05 received during the reporting period.	PSD-PS

Technologies used for research and dissemination activities are properly maintained:

QMS Tools/ Templates/ Guidelines/Procedures Used	Reports	Responsible Depts/ Units/Staff
PSD-MIS-QF-01 Temperature Monitoring Log	The summary of the results of the accomplished forms was presented	PSD-MIS
PSD-MIS-QF-02 Preventive Maintenance Checklist for ICT Equipment, Systems and Facilities	The summary of the results of the accomplished forms was presented.	PSD-MIS
PSD-MIS-QF-03 Preventive Maintenance Report for ICT Equipment, Systems and Facilities	The summary of the results of the accomplished forms was presented.	PSD-MIS
PSD-MIS-GL-03 MIS Policy on Borrowing of Tablets	The summary of the results of the accomplished forms was presented.	PSD-MIS
PSD-MIS-GL-03 MIS Policy on Borrowing of ICT Equipment	The summary of the results of the accomplished forms was presented.	PSD-MIS
AFD-AD-QF-07 Acknowledgement Receipt of Equipment (ARE)	17 out of 17	AFD-AD

Systems are well-defined, effective, regularly monitored and evaluated:

QMS Tools/ Templates/ Guidelines/Procedures Used	Reports	Responsible Depts/ Units/Staff
QMS-QF-01 Masterlist of Controlled Documents	The summary of the results of the accomplished forms was presented.	*QMS Document Information team*
QMS-QF-03 Document Distribution Records	The summary of the results of the accomplished forms was presented.	
QMS-QF-05 Masterlist of Records	The summary of the results of the accomplished forms was presented.	

c. Process Performance and Conformity of PIDS Services:

QMS Tools/ Templates/ Guidelines/Procedures Used	Reports	Responsible Depts/ Units/Staff
PSD-PS-QF-18 Monitoring Tool	45 studies monitored during the period covered, using the monitoring tool.	PSD-PS
PSD-PS-QF-19 Monthly Monitoring Report	5 monthly reports submitted from May to Sept 2017	
PSD-PS-QF-11 Output Acceptance Form	35 Output Acceptance Forms Submitted for release of payment.	
RID-PC/PU-GL-02 Guidelines for Review of Manuscript for the Philippine Journal of Development	The summary of the results of the accomplished forms was presented.	RID-PU
RID-PC/PU-GL-02 Guidelines for Review of Manuscript for the Philippine Journal of Development	The summary of the results of the accomplished forms was presented.	RID-PU and PA
RID-PA-GL-01 to 02 Guidelines for Planning and Conducting PIDS Events and Seminars	The summary of the results of the accomplished forms was presented.	
AFD-PMD-QF-01 Purchase Request	305 received	AFD-PMD
AFD-PMD-QF-04 Purchase Order	45 received	
AFD-PMD-QF-02 Request for Quotation	68 received	
AFD-PMD-QF-03 Abstract of Canvass	88 prepared	
AFD-PMD-QF-05 Job Order	21 received	
Contracts for Research Consultants	10 prepared	

AFD-AD-QF-20 Conference Hall   92 received   AFD-AD
Reservation

d. Non-Conformities and Corrective Actions

Ms. Ajayi also reported the findings of the internal quality audit which was conducted in October 2017 by the IQA Team.

The IQA Report mentions three (3) non-conformance findings in the Administrative and Finance Department particularly on the (1) maintenance of office facilities; (2) issuance of office equipment and furniture and repairs of equipment; and (3) contract preparation and review of research consultancy/grant agreements.

e. IQA Results

Ms. Ajayi mentioned that per IQA summary report, the IQA Team noted that the process owners who were audited demonstrated commitment to the QMS, however, they emphasized that there is a need to encourage everyone to have a clear understanding and acceptance of the QMS. It also recommended that all PIDS employees be made aware of the PIDS quality policy, quality objectives (both of the PIDS and department/unit where they belong), their contribution to the effectiveness of the QMS and implications of non-compliance with the QMS requirements.

f. Performance of External Service Providers:

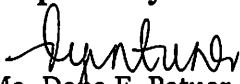| QMS Tools/Templates/Guidelines/ Procedures Used	Reports	Responsible Depts/ Units/Staff
PSD-PS-QF-22 Consultant's Performance Evaluation Form	4	PSD-PS
RID-PC/PU-QF-04 Monitoring of Copyediting Services	N/A (No copyediting services for the period)	RID-PU
RID-PC/PU-QF-05 Monitoring of Layouting and Printing Services	The summary of the results of the accomplished forms was presented.	RID-PU
AFD-AD-QF-02 Report of Job Completion and Acceptance	9 received	AFD-AD
AFD-AD-QF-10 Management Evaluation Report	4 received	

4. The risks and the actions to address said risks as well as the opportunities were relayed by Ms. Ajayi to the Mancom. She presented the Risk Assessment Registry Form that were submitted by the representatives of the various units/departments. Mancom noted that there is a need to review the risks that were identified by the representatives as those are essential in the effective implementation of QMS.

5. Ms. Ajayi also showed to the Management the Opportunity for Improvement (OFI) log submitted by the IQA team indicating its suggestion in the various procedures of the

QMS. The Mancom instructed the QMS Core Team to review the merits of the OFIs which may be helpful for the effective implementation of QMS.

6. Ms. Ajayi mentioned that further steps were:
   a. PIDS to post in its transparency seal the certification on the conduct of IQA and the highlights of the Management Review in compliance with the PBB 2017 guidelines.
   b. Non-conformities shall be addressed by the process owners.
   c. Corrective Action Report (CAR) to be submitted to IQA Team
   d. Assess the readiness of PIDS to undergo the certification process.
   e. Procure the services of a certifying body.
   f. Certification process starts. (Valid for 3 years subject to annual audit by the certifying body).

7. The Management Review shall be conducted again next year as provided under the Procedure Manual of the Management Review.

Prepared by:

Ma. Daña E. Patuar
QMS Core Team Secretariat

Certified Correct:

Ms. Renee Ann Jolina C. Ajayi
QMS Core Team Chairperson