QUALITY ASSURANCE MANUAL

2017

Copyright No:

ISBN   :

0.2 APPROVAL SHEET

INFORMATION   :

DOCUMENT TITLE   :

DOCUMENT IDENTIFICATION:

EFFECTIVITY DATE   :

ORIGINATOR:

GRANT B. CORNELL, Ed.D.
Vice President for Planning, Research and Extension

APPROVED BY:

EDITHA V. PILLO, Ed.D.
President

1.3

Republic of the Philippines
Eulogio "Amang" Rodriguez
Institute of Science and Technology
Nagtahan, Sampaloc, Manila

Date

CERTIFICATE OF RESOLUTION

This is to certify that the Board of Trustees in its ⎯⎯⎯⎯⎯⎯⎯

Regular Meeting held on ⎯⎯⎯⎯⎯⎯⎯ at the ⎯⎯⎯⎯⎯⎯
approved the following resolution, Vis:

Board Resolution No: ⎯⎯⎯⎯⎯⎯

⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

Certified True & Correct:

Board Secretary

Attested by:

EDITHA V. PILLO, Ed.D.
President

1.4 FOREWORD

In the attainment of philosophy, mission and vision towards the fulfillment of its QUALITY policy and QUALITY objectives, the Institute came up with this QUALITY ASSURANCE MANUAL 2017 to assist and further improve its procedure and operation.

As a state college, we, in the Institute, believe in our mind that it must be one of our main concerns to render and deliver the desired services to our clientele and other stakeholders.

Further, we would like to share the same sentiments to the government who look for ways and means towards the realization of INTERNATIONAL STANDARD ORGANIZATION in every public and private institutions in the country for global competitiveness.

Hence, really the praise "Quality is a way of life", should be the rallying and battlecry of every Filipino in all walks of life, in any field of endeavor particularly EARISTIANS whose dream and aspiration was similar to our benefactor, who in his lifetime once said, "Hijo, make EARIST big".

Office of the Planning Services

1.5　CONTENTS

1.7 LEGAL BASES

Republic Act 9485 or Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape preventing graft and corruption and providing penalties therefore.

Government Circular No. 2016-1 Guidelines on the Validation of the ISO 9001 Quality Management System (QMS) Certification on ISO aligned QMS Documents as a requirement for the grant of the FY 2016 Performance Based Bonus (PBB).

2.0 INTRODUCTION

The EARIST Quality Assurance Manual defines and describes the quality system, to define authorities, responsibilities and accountabilities, as well, of both the teaching and non-teaching personnel involved in the system by providing general procedure for all activities.

It has also the objective to provide its clientele and other internal and external stakeholders by informing them of what steps to be taken that must be implemented to assure of product/service satisfaction.

3.0 PROFILE OF THE INSTITUTE

Eulogio "Amang" Rodriguez Institute of Science and Technology or popularly known as EARIST, is a non-sectarian and non-profit organization of learning. It was established after the liberation of Manila in 1945. It started as a vocational high school with one (1) room at the second floor of the V. Mapa High School, nine (9) teachers; a clerk and one hundred forty seven (147) students under Ms. Pantaleon Regala, its principal. It's former name was Eulogio Rodriguez Vocational High School (ERVHS).

On July 1, 1946, it acquired its present site at Nagtahan, Sampaloc, Manila. Apolinario Apilado was appointed principal and this was followed by Dr. Hilario G. Nudas in 1949, Dr. Frederick So. Pada, Dr. Lydia Macaraig-Profeta, Dr. Arturo P. Casuga, Dr. Maura V. Bautista, Dr. Eduardo S. Caillo and at present, Dr. Editha V. Pillo.

The development of the school was realized through three (3) Republic Acts and a Presidential Decree.

R.A. 4072, jointly sponsored by Congressman Ramon D. Bagatsing and Sali Ututalum in 1964, authorizing the establishment of Technical Education Department without changing the name of the school headed by a Vocational Director;

R.A. 5088, sponsored by Congressman Sergio Loyola in 1967, authorizing the renaming of ERVHS to Eulogio "Amang" Rodriguez Memorial School of Arts and Trades and signaling its separation from the Division of City Schools, Manila headed by a Superintendent;

R.A. 6595, sponsored by Congressman Joaquin R. Roces in 1972 converting EARMSAT to EARIST as its head without any governing board. This made the school into a full-fledged college authorizing the establishment of vocational- technical school branches in each Congressional District of Manila;

P.D. 1524 signed by President Ferdinand E. Marcos on June 11, 1978 converting EARIST into a chartered state college with a Board of Trustees as its governing body and Dr. Hilario G. Nudas as its first college President.

3.1 PHILOSOPHY

The school believes that education is not an area of knowledge that can be arrogated unto neither itself by one profession, nor it is a division separate and distinct from the society and the times in which it flourishes. It is a plexus of knowledge: skill and right values applied to the economic, social and moral development of a self-actualized and productive citizenry.

3.2 VISION

Envisioned to a center of excellence in trades, business, arts, sciences and technology education.

3.3 MISSION

Turn-out vocationally, technically, technologically and scientifically trained students who will be economically productive, self-sufficient, effective, responsible and disciplined citizens of the Philippines.

3.4 CLIENTELE

EARIST Clientele is enrolled students who came not only from the National Capital Region but from the rest of Luzon, Visayas, and even from farthest Mindanao regions.

Others include food and product stall owners renting within and outside the premises. Those who would like to be accommodated by our hostel situated at the upper floor of the College of Industrial Technology.

3.5 PROGRAMS

EARIST programs are courses of study offered for enrolment by the eight (8) colleges and Graduate School.

The Institute is also offering Saturday Opportunity Program (SOP) where student can end in the _____ short-term courses.

3.6 FACILITIES

The EARIST Main Office is located in Nagtahan, Sampaloc, Manila. It has an extension branch school in General Mariano Alvarez, Cavite which is called the Cavite Campus.

3.7 EARIST Organizational Structure
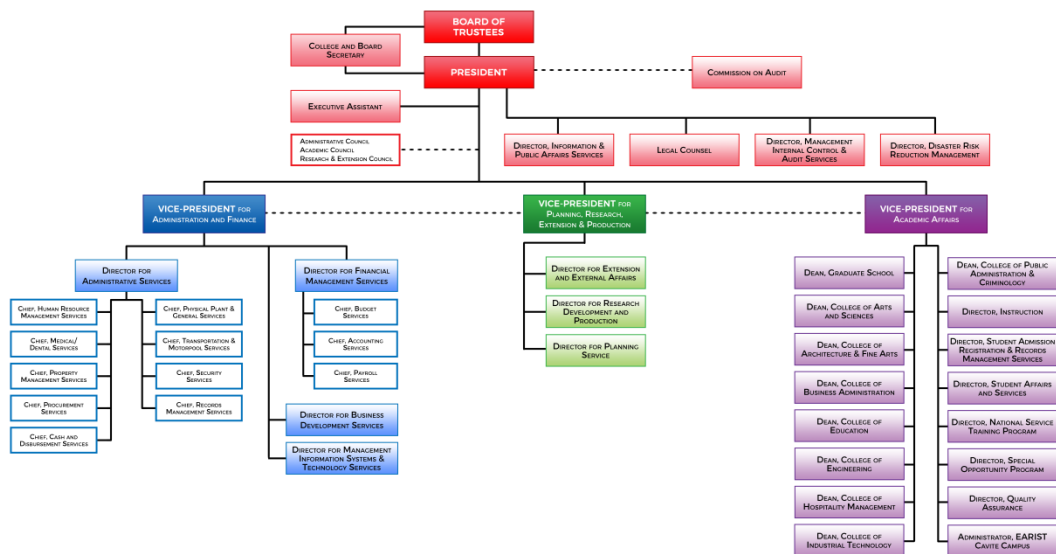
4.0 GENERAL DESCRIPTION OF THE GROUP

4.1 OFFICE OF THE PRESIDENT

The office of the President (OP) provides the necessary and appropriate thrust and direction to the Institute to attain its Vision-Mission-and Goals.

It also provides support from both to teaching and non-teaching personnel. The latter came from the academic sector of the Institute.

4.2 BUSINESS DEVELOPMENT SERVICES

The BDS has been engaged in generating additional income through various income-generating projects (IGP's) in addition to the school fees. A reinvigorated program of the Institute that eventually contribute to the realization of its goals:

    a.   To attain fiscal autonomy and flexibility in fund management; and
    b.   To carry on its mandate as a state institution of higher learning.

This group will likewise generate opportunity as venues for Research, Extension, Production and Training activities of students, faculty and staff.

4.3 QUALITY ASSURANCE AND PLANNING OFFICE

4.4 MANAGEMENT INTERNAL CONTROL AND AUDIT SERVICES (MICAS)

MICAS is a management control that requires the participation and involvement of the Institute President, officials and personnel at all levels in order to achieve reasonable assurance that EARIST mandate and goals are achieved efficiently, effectively and economically.

Its functions include:

a. Develops and installs improvement in the existing system and procedure;
b. Engages in studies on work simplification, time and motion and other related studies designed to address problems on organization and personnel policies;
c. Conduct review and appraisal of the internal control system to determine effectiveness, efficiency, adequacy and relevance to management policies as well as with existing and applicable laws, rules and regulations; and
d. Formulate and recommends improvements in operating procedure and ensures its proper implementation thereby creating conditions that promote economy and efficiency in the delivery of government services.

4.5 GRADUATE SCHOOL

The GS is the Institutes' center for learning for graduate program. It offers programs in education, management, industrial psychology and public administration in the doctoral level. In the masteral level, it also offers programs in education, management, industrial psychology and public administration, mathematics, science, industrial education in hotel & restaurant management and foods.

It aims to provide appropriate training methodology for graduates to become professional educators' managers and technocrats in their field of endeavor.

4.6 SUPPORT GROUP

The Support Group (SG) is the Institute Center for administrative, financial, logistical and human resource support for its management and operation.

5.0   QUALITY MANAGEMENT SYSTEM

5.1   GENERAL STATEMENT

EARIST serves not only the cities in National Capital Region (NCR) but the rest of the region. Being the only state college in the City of Manila the rest are now universities (PUP, RTU, PNU) and similar other educational institution, it is committed to provide quality education and earned the recognition as the center of vocational- technical education within the city.

The school has started its quality management system initiative long before it became a state college with the previous administration since its establishment as a school in 1945. But it is only now, that this dream finally rekindled.

This MANUAL describes what should and must be done within the said system to manage the procedure or processes being done in providing various services that must conform to the requirements of the ISO 9001: 2008 standards.

5.2   OVERVIEW OF QUALITY SYSTEM

EARIST QUALITY ASSURANCE MANUAL describes its quality management system: its operations and the coordination of various colleges and offices within the sytems. It also defines established policies as they relate to applicable Quality Management System standard Requirements.

This system focused on the process description. Main and support processes have been identified.

Monitoring of informations from these indicators could pave the way for correction and prevention measures for continuous improvement.

5.3   OBJECTIVES OF THE MANUAL

The objectives of the Manual is to define and describe the quality system, to define authorities, responsibilities and accountabilities of both the teaching and non-teaching personnel involved in the system by providing general procedure for all activities.

It has also the objective to provide its clientele and other internal and external stakeholders by informing them of what steps to be taken that must be implemented to assure of product/ services for their satisfaction.

5.4   CONFIDENTIALITY AND DISTRIBUTION

The Manual and its similar documents are treated confidentially and not be

brought outside the school premises without written approval from the publisher.

QMS documents, be it in hand or electronic copy shall be available only to those indicated in the document.

Any task to alter any document shall be investigated and be meted penalties, if the situation warrants.

The manual is the sole property of the school and not be reproduced in any way possible, hence, the person shall be responsible and accountable for this action.

5.5   AMENDMENT AND OTHER TRANSITORY PROVISIONS

The launching of new product, services and procedure through the flow chart requires amendments.

On the other hand, additional items be considered in case of a change in the following instances;

a. Changes in the structure of the organization;

b. Changes in business processes; and

c. Changes in products and services even in positive or negative manner.

Any existing orders promulgated prior to the approval of this Manual inconsistent with any provision hereof shall be deemed superseded by this Manual unless otherwise, contrary to any existing government laws or statutes governing such.

6.0   POLICY STATEMENTS

The school formulates its quality policy consistent with the philosophy, vision, mission leading to the achievement of its goals and objectives and in compliance to the legal requirements of concerned entities for continuously providing the much needed quality standards and improvements.

This policy is coordinated and eventually explained to all teaching and non-teaching personnel for purposes of clarification and understanding.

Hence, this is acceptable to become individual's commitment in delivering its services.

6.1   QUALITY POLICY

In the realization of the philosophy, vision, mission, goals and objectives of the Institute for rendering to its clientele, the administrators, in coordination with the teaching and non-teaching personnel will always look for means of improving its services to be rendered to them and to other stakeholders.

Instruction, research, extension, production and other support functions play important roles in the realization of the above – mentioned policy.

6.2 QUALITY GOALS

Elevating the school into national and eventually international recognition, it shall commit to:

a. Comply to legal requirements from concerned public and private agencies or institution for any appropriate, needed and continual improvement;

b. Review the implications of positive suggestions handed out by its present and potential stakeholders;

c. Deliver fast, accurate and appropriate to its clientele;

d. Select personnel to be employed and trained;

e. Establish courtesy and respect to everyone; and

f. Provide environment conducive for effective and efficient delivering of service

6.3 QUALITY OBJECTIVES

The school should be able to ensure that;

a. 85% full compliance of legal requirements;

b. 100% suggestions were analyzed and acted upon;

c. 100% correct documents were assured;

d. 100% appropriate and needed seminars/workshop conducted by the Institute by other outside entities;

e. 85% attendance/participation on Seminars on values and Work Ethics and other related trainings; and

f. Needed infrastructures and facilities were determined through right justification.

7.0   MANAGEMENT RESPONSIBILITY

7.1   COMMITMENT

The Institute is committed to conceptualize, develop and implement the quality management system through:

7.1.1   Consistently trying to attain its philosophy, vision, mission through the concerted efforts of everyone in the system;

7.1.2   Formulating short, medium and long-term plans;

7.1.3   Establishing quality policy understood both by teaching and non teaching personnel;

7.1.4   Obediently complying with the legal requirements set by concerned public and private agencies (DBM, Ched, TESDA, AACCUP, etc.);

7.1.5   Conducting training programs for its personnel, as time warrants;

7.1.6   Assuring the availability and acceptability of resources (human, material and non-material ones) through prudent fiduciary manner; and

7.1.7   Judiciously look for ways and means how to fulfill the desired needs of everyone in the system either for personal and professional satisfaction.

7.2   FOCUS ON ITS STAKEHOLDERS

Top Management ensure determining and meeting the needs of this group for their satisfaction.

These can be done through constant dialogue/communication to the following group:
   a.   Academic Council members;
   b.   Administrative Council members;
   c.   Parents;
   d.   Suppliers;
   e.   Student clientele;
   f.   Government Officials; and
   g.   Those outside the system.

in any way or possible manner.

8.0 OVERVIEW OF QUALITY PROCEDURE

EARIST has established a Quality Management System complying the legal requirements prescribed by ISO 9001:2008, AACCUP, CHED.

The system shall:

1. Determine the needed process and interaction of these processes through the indicators and steps to be undertaken by the system;

2. Assure the appropriate and availability of resources within the limits of financial capability;

3. Be aware, monitor and gather positive feedback for possible analysis; and

4. Implement certain actions that will eventually lead to improvements.

The Directors, Quality Assurance and Planning Offices, together with other Offices/Colleges Quality Management Coordination are the ones responsible and in-charge of QMS operation and implementation within the school.

Regular monitoring, quality audit, clientele feedbacks are to be administered in assuring clientele service satisfaction:

Documentation includes:

a. Statement of Quality Policy and Quality Objectives;

b. Quality Assurance Manual; and

Records as required or compiled and documents determined by the Institute.

8.1 POLICY STATEMENT

The school formulates plans and reviews the quality policy consistent with the philosophy, vision leading to the achievement of its quality goals and objectives through compliance of legal requirements by concerned public or private agencies.

8.2 SCOPE

Covers both the main and Cavite Campuses and composed of Instruction, Research, Extension, Human Resources, Infrastructures, Financial Planning and other Student Services.

8.3   PROCESS DESCRIPTION

Strategy plans be formulated by a Steering Committee created by the Institute President to be chaired by the Planning Office and co-chaired by the Financial Office and be submitted to the Board of Trustees for perusal and eventually, for approval.

This covers a period of ten (10) years including the prioritization and budgeting of program and activities necessary for the school improvement.

8.4   QUALITY PLANNING

The Institute shall conceptualize and develop plans in various levels of the system consistent to the quality objectives and quality planning.

This can be done through the efforts of the different sectors: colleges, offices within the System.

Short, medium and long-term plans be developed to ensure continuous improvement in the realization of its institutional system.

The Institute Planning Office and its designated Planning Coordinators shall monitor/review the implanted plans.

9.0   MONITORING SCHEME

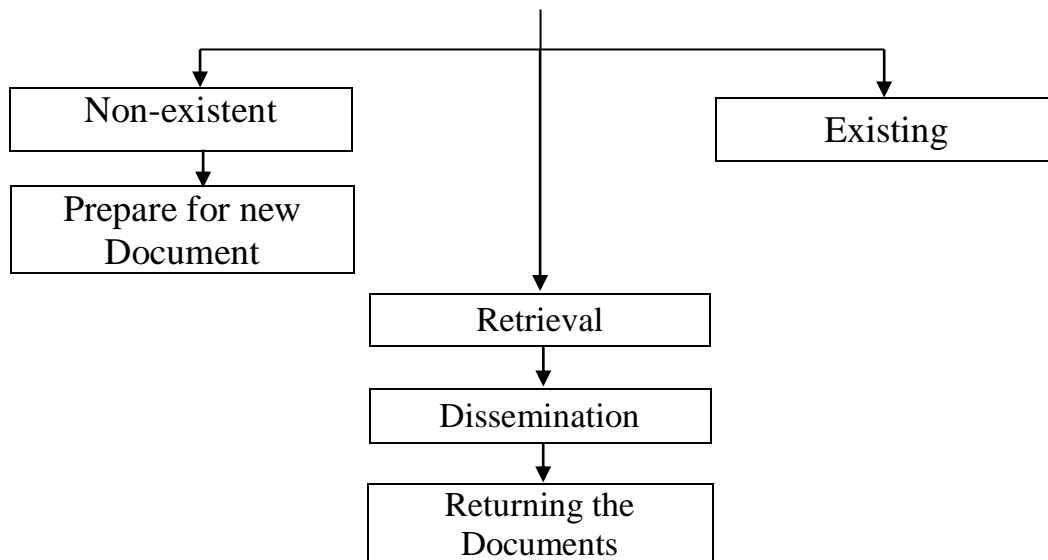### 9.1   CONTROL OF DOCUMENTS

9.1.1   OBJECTIVE

This aspect defines the ways of maintaining, monitoring, revising (changing the documents) in accordance with the Quality Manual.

9.1.2   SCOPE

This disseminates to all the colleges/units stated and within the scope of the Institute Quality Management System.

9.1.3   PROCEDURE

Need for Documents

```
                                    │
              ┌─────────────────────┼─────────────────────┐
              ▼                                            ▼
    ┌──────────────────┐                        ┌──────────────────┐
    │   Non-existent   │                        │     Existing     │
    └──────────────────┘                        └──────────────────┘
              │
              ▼
    ┌──────────────────┐
    │  Prepare for new │
    │     Document     │
    └──────────────────┘
                                    │
                                    ▼
                         ┌──────────────────┐
                         │    Retrieval     │
                         └──────────────────┘
                                    │
                                    ▼
                         ┌──────────────────┐
                         │   Dissemination  │
                         └──────────────────┘
                                    │
                                    ▼
                         ┌──────────────────┐
                         │  Returning the   │
                         │    Documents     │
                         └──────────────────┘
```

STEP	DETAILS
1.	Need for documents. If non-existing, prepare for new documents. If existing, proceed to step 2
2.	Retrieve the documents
3.	Disseminate
4.	Borrower returned the Documents

Steps shall be taken to establish and define the control needed for document as to:

    a. Proper issuance of approved and necessary documents;

    b. Assure of identifying the appropriate changes and revisions;

    c. Assurance of legible and identifiable wordings even in a number of years;

    d. Prevent documents from outside sources to be disseminated without permission from the Institute, and

    e. Ensure its protection for whatever means or manner.

Procedure Manual on Document Control provided the detailed steps on how documents are controlled within the system.
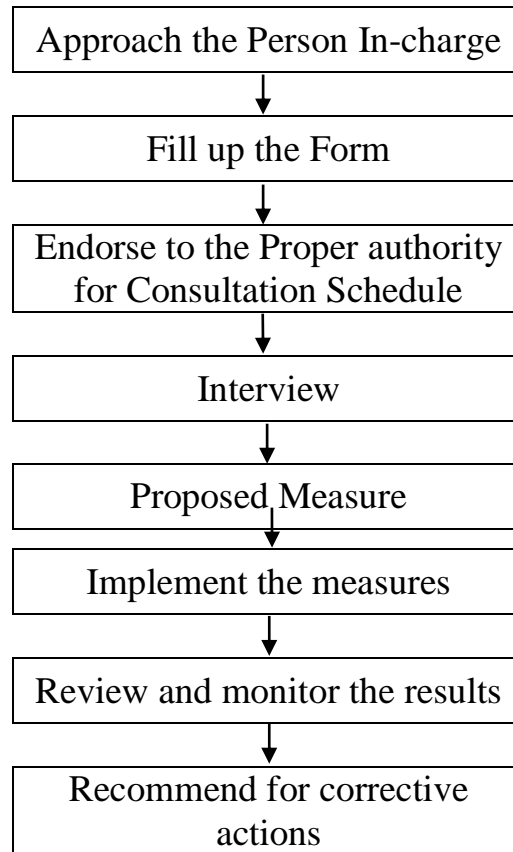
9.2 CORRECTIVE/PREVENTIVE ACTIONS

9.2.1 OBJECTIVE

To address the problem is to ensure that non-conformance in the system is reduced (or if not totally eliminated) through appropriate corrective/preventive actions in consonance to the philosophy, vision and mission of the Institute.

9.2.2 SCOPE

The procedure is being applied to all aspects within the system. It pinpoints the people authorized, responsible and accountable to whom and to anything within.

9.2.3 PROCEDURE (and in Details)

```
┌─────────────────────────────┐
│  Approach the Person In-charge │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│       Fill up the Form       │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  Endorse to the Proper authority │
│    for Consultation Schedule │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│          Interview           │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│       Proposed Measure       │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│    Implement the measures    │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  Review and monitor the results │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│    Recommend for corrective  │
│           actions            │
└─────────────────────────────┘
```

STEP	DETAILS
1.	The one who has the problem will approach the person-in-charge
2.	Fill up the prescribed form
3.	Endorse to the proper authority for consultation schedule
4.	Prepare the interview
5.	Analyze the measure proposed (suggested)

6.	Implement the measure for correction
7.	Review and monitor the results prior to making conclusions.
8.	Draw recommendations for corrective action.