EARIST

QUALITY

MANAGEMENT SYSTEM

MANUAL

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

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FOREWORD

In this highly competitive world, the academe can best survive by advocating and adhering to quality standards. In the pursuit of excellence, these quality standards serve as beacon in this challenging journey.

Indeed, EARIST is committed to provide quality education to the economically challenged but educationally deserving students particularly from Manila and nearby provinces. Today marks a milestone in the institutional journey in pursuit of excellence in our curricular programs and processes in order to assure that our graduates possess the relevant and responsive knowledge, skills, values and attitudes to successfully compete in the glocal arena of entrepreneurship and employment.

Cognizant of the gargantuan task in preparing the youth for their role in nation building, we continually evaluate and courageously steer our initiatives towards the proactive path of effective leadership and efficient management of resources. Thus, this EARIST Quality Manual reflects the aspiration for excellence and the determination to continually improve its programs, management system, and processes. It compels every EARISTian to undertake a paradigm shift that "Quality is a way of life."

We have made the decisive step. Guided by this Quality Manual, it is our hope that we will be steadfast in this commitment and realize our aspiration for excellence.

EDITHA V. PILLO, Ed.D.
President

0.0 INTRODUCTION

As one of the state universities and colleges in the national capital region, EARIST provides quality education to the underprivileged but educationally deserving Manilenos and nearby localities. It commits itself to developing and implementing a quality management system, which uses ISO 9001:2015 as a framework that allows our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

The EARIST Quality Manual defines and describes the quality management system, delineates authorities, inter-relationships, responsibilities and accountabilities of both the teaching and non-teaching personnel involved in the system by providing general procedures for all activities. It has also the objective to provide customer satisfaction and continual improvement in the attainment of excellence in instruction, research, extension, production, and administrative support services.

EARIST Profile and History

The Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST), is a state college in the National Capital Region located at Nagtahan Street, Sampaloc, Manila. 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 Eulogio Rodriguez Vocational High School (ERVHS) to Eulogio "Amang" Rodriguez Memorial School of Arts and Trades (EARMSAT) 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 Eulogio "Amang" Rodriguez Institute of Science and Technology (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.

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.

Vision

EARIST is envisioned as a center of excellence in trades, business, arts, sciences, and technology education.

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.

Curricular Programs

EARIST offers undergraduate programs, graduate programs, and short term vocational courses.

Branches

EARIST has two branches: the Main Campus which is located in Nagtahan, Sampaloc, Manila and the EARIST Cavite Campus in General Mariano Alvarez, Cavite.

1.0 SCOPE

The Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST) establishes, implements, and maintains this ISO 9001:2015 Quality Management System (QMS) to consistently provide services that meet customer and applicable requirements and to continuously improve customer's satisfaction and the performance of QMS. We strive to understand the dynamic external and internal context, and the changing need and expectation of relevant interesting practices, to identify and address the risks and opportunities by utilizing process approach, PDCA, and risk-based thinking, data analysis and continual improvement principles.

2.0   REFERENCES

In addition to ISO 900:2015 we also make reference to other relevant statutory and mandatory standards such as relevant CHED Memorandum

Orders, circulars of DBM, COA, CSC, other government agencies, and institutional manuals of operations.

3.0 DEFINITIONS

For standard practice, definitions contained in statutory and mandatory documents are adopted by the Institute, such as:

Corrective Action - is the action taken to eliminate the cause of a detected non conformity in the implementation of the QMS.

Curriculum - this is the general learning plan stating the goals, educational elements, teaching strategies, training activities, teaching aids, evaluation techniques, and frame conditions.

Customer - are students, parents, end users of the services, other interested parties which deal with the Institute.

Document - is the QMS manual, record and/ or any instrument containing signed information.

Management Review - is a formal evaluation by top management of the status and adequacy of the quality management system in relation to quality policy and objectives.

Non-Conformity - is the non-compliance of the Quality Management provisions.

Preventive Action - is the precautionary measure or action taken to prevent probable nonconformity or other potentially undesirable situation in the implementation of the QMS.

Procedure - is the systematic steps or course of action in an activity under the Quality Management System.

Quality Management System (QMS) – is the organizational structure, functions, duties and responsibilities, operational procedures, processes and resources needed to implement quality management towards the attainment of the vision and mission of the Institute.

Quality Policy - is the overall intention and direction of EARIST.

Regulatory and Statutory Requirements - are the legal requirements.

Record - is any document providing evidences of activities performed or result achieved from any endeavor taken by the program.

4.0   CONTEXT OF THE ORGANIZATION

4.1 EARIST and its Context

EARIST determines external and internal issues that are relevant to its purpose and its strategic direction that affects its ability to achieve the intended results of its QMS through SWOT. The external and internal issues identified through SWOT and continuously being monitored and reviewed by the top management.

4.2 Interested Parties

EARIST clientele is enrolled students who come not only from the National Capital Region but from the rest of the country. Other interested parties are employees, suppliers, distributors/retailers, other stakeholders, and regulatory and statutory bodies. The relevant needs and expectations of these interested parties are converted into requirements which become inputs to our QMS and to our service designs.

Interested Parties	Needs & Expectations
Students	Good quality of services
Employees	Good quality of services
Regulatory and statutory bodies	Compliance and reporting
Suppliers	Beneficial relationships
Community	Shared values

Refer to Supplier Performance Evaluation Procedure

4.3   Scope of the Quality Management System

This Manual specifies the requirements by which EARIST (Main Campus and Cavite Campus) demonstrates its ability to consistently provide services that meet customer and applicable statutory and regulatory requirements. It also aims to enhance customer satisfaction through the effective application of the Quality Management System including processes for continual improvement of the school system and the assurance of conformity to customer and applicable standard statutory and regulatory requirements.

The scope of the QMS is the Procurement Processes provided by EARIST to its customers.

The QMS excludes clause 8.3 Design and Development since the services provided by EARIST are established and prescribed by appropriate regulatory and statutory requirements.

4.4 Quality Management System and its Processes

The management system processes cover the academic and administrative processes which produce highly competent graduates who are proactive contributors to nation building through for excellent instruction, relevant research, responsive extension and community engagement.

Any process performed by a third party is considered an outsourced process and must be controlled by applicable statutory and regulatory requirements to ensure that quality will not be sacrificed

PROCESS FLOW

Customer Requirements

Management Responsibility
- Policy
- Planning

Continual Improvement

Administrative Processes
- Human Resources
- Financial Management
- Infrastructure Development
- Information Management
- Administrative Services
- Procurement

Academic & Support to Students Processes
- Curriculum
- Instruction
- Research
- Extension
- Production
- Admission
- Registration
- Graduation
- Guidance
- Library
- Medical/Dental

Measurement, Analysis and Improvement
- Customer Feedback
- Internal Audit
- Process/Product Monitoring
- Management Review

Customer Satisfaction

5.0 LEADERSHIP

5.1 Leadership & Commitment

5.1.1 General

EARIST is committed to develop and implement the quality management system by:

a) taking accountability for the effectiveness of the quality management system;
b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
c) ensuring the integration of the quality management system requirements into the organization's business process;
d) promoting the use of the process approach and risk-based thinking;
e) ensuring that the resources needed for the quality management system are available;
f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
g) ensuring that the quality management system achieves its intended results;
h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
i) promoting improvement;
j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus

EARIST strives to identify current and future customer needs, to meet their requirements and to exceed their expectations. Top management insures that the process on improving customer satisfaction is maintained by

setting and reviewing objectives related to customer satisfaction during Management Review meetings. Customer requirements are understood, converted into internal requirements and communicated to appropriate personnel within the institution. Customer complaints and other feedback are continually monitored and measured to identify opportunities for improvement.

Refer to Customer Feedback & Satisfaction Procedure

5.2 Quality Policy

5.2.1 Establishing the Quality Policy

The Quality Policy articulates the purpose and context of the organization and supports its strategic direction. The Institute has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2015 standard.

5.2.2 Communicating the Quality Policy

The Quality Policy is posted in the office, bulletin boards, and info-boards in conspicuous places within the campus. Employees shall understand and apply the Quality Policy during daily operation.

EARIST Quality Policy:

"We commit to provide quality instruction, research, extension, production and administrative services to ensure customer satisfaction through continual improvement of its quality management system with compliance to regulatory and statutory requirements."

5.3 Organizational Roles, Responsibilities, and Authorities

The Top Management has assigned responsibilities and authorities for all relevant functions in the Institute. These are communicated through a combination of organizational structure, position description, and in other QMS documentation.

5.3.1   Responsibilities

5.3.1.1   Institute Document & Records ISO Coordinator

a) Responsible for the maintenance, filing, storage, safety, issuance (both hardcopy and softcopy) and integrity of all original quality system documentation, including electronic media used by the ISO Coordinator;

b) Responsible for maintaining and updating Master List for all controlled documents;

c) Responsible for monitoring and initiating the periodic review of all internally generated documents;

d) Responsible for preparation and conversion of approved changes of internally generated documents to standard format prior to issuance;

e) Administration, control and classification of use of all documents registered;

f) Audit of all the documents currently used by the organization on a regular basis or at least twice a year;

g) Disposal of all obsolete documents.

5.3.1.2   All Office Heads

a) Identifying new procedures or procedures for amendments;

b) Reviewing the amendments of procedures prior approval;

c) Request the registration of the approved documents originating from his/her division/section;

d) Ensure proper storage and protection of the Controlled Copies of documents under their custody;

e) Maintain and update Master List of Records of their respective department and shall furnish an updated copy to the ISO Coordinator;

f) Identifying the maintenance and preservation period of their records;

g) Preventing any unauthorized reproduction and use of records.

5.3.1.3 Document Reviewer/Approver (Office Heads)

a) Responsible to read and comment in the document;

b) Inform the document owner for any comments made during document review;

c) Check that all the comments are closed, postponed or cancelled prior document releasing;

d) Lead Time for review of document depends on the following categories;

   d.1 Manual or Policy shall be given a maximum of 3 days;

   d.2 Procedure or guideline shall be given a maximum of 2 days;

   d.3 Flowchart, Chart, WI's, Form, etc. shall review of 1 day only.

5.3.1.4 Offices Document & Records Controller

a) The offices' DRC shall be responsible for the maintenance of documents and records as described in this procedure. If no "Document Controller" has been assigned, the Deans or Director of offices shall be the document controller. The offices' DRC shall:

   a.1 Monitor the document status of his/her area;

   a.2 Organize / file / storage his/her office's quality documents;

   a.3 Pull out the documents which have revisions and submit to ISO Coordinator to prevent the unintended use of obsolete documents.

5.3.1.5 Document Originator

a) Responsible for creating and updating/improving the document prior submit to ISO Coordinator;

b) Give answers to comments made by the reviewer;

c) Close the comments as soon as the answers have been agreed and the document modified accordingly;

d) Keep the reviewers informed the status of document through verbal, email, or by phone, etc.

e) Responsible also for the document orientation to all concern offices or personnel prior issuance.

EARIST ORGANIZATIONAL STRUCTURE

6.0 PLANNING

6.1 Addressing Risks & Opportunities

EARIST considers risks and opportunities when taking actions within the QMS. Risks and opportunities are identified as part of understanding the internal and external issues that are of concern of EARIST and its interested parties throughout all other activities of the QMS.

EARIST shall determine the risks and opportunities that need to be addressed to:

1) give assurance that the quality management system can achieve its intended results;
2) enhance desirable effects;
3) prevent, or reduce, undesired effects;
4) achieve improvement.

(Refer to Risks and Opportunities Actions Procedures)

6.2 Quality Objectives

EARIST shall strive to:

1) provide quality instruction to develop competitive edge of students;
2) encourage and support faculty members to undertake research and extension in line with research and extension agenda;
3) provide responsive and relevant services and development projects to the community;
4) ensure efficiency and effectiveness in the organization's management systems;
5) provide adequate resources and facilities;
6) continually improve quality services through a responsive feedback mechanism.

6.3 Planning of Changes

The QMS is planned and implemented in order to meet organization's objectives and the requirements of ISO 9001:2015. The planning process involves establishing and communicating of policies, objectives, and associated operational procedures. This document constitutes an overall plan for establishing, maintaining, and improving the QMS. For each instance of management system planning, the output is documented and retained when significant changes are planned which may affect key processes.

Refer to Annual Strategic Planning Procedure, Annual Budget Planning Procedure, Documented Information Procedure

7.0 SUPPORT

7.1 Resources

7.1.1 General

EARIST determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

7.1.2 People

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications, experience and responsibilities that are required to each position that affects products, services, and system conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position. Qualifications are reviewed upon hire, when an employee changes position or the requirement for a position changes. HRMS maintains records of employees.

Refer to Hiring Procedure

7.1.3 Infrastructure

EARIST determines, provides and maintains the required and functional infrastructure necessary in the attainment of quality education and in producing globally competitive graduates. The infrastructure provided includes:

a. Buildings, classrooms, function rooms, museum, libraries, laboratories, computer centers, offices, hostel, clinic, dormitory, food centers, indoor and outdoor sports facilities, among others.
b. Equipment, hardware and software for the libraries, laboratories and vital offices.
c. Support services such as information and communication system and transportation.

Refer to IT Security Policies and Procedure, Disaster Recovery Plan Procedure

7.1.4 Environment of the Operations

EARIST determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services, including:

a) Non-discriminatory, calm, non-confrontational
b) Stress reducing, burn-out presentation
c) Comfortable temperature, light, air flow, hygiene

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

EARIST continuously monitors information relating to customer perception whether the Institute has met the customers' requirements, ensure conformity and continual improvement of the QMS. The methods used include customer satisfaction survey, customer feedback dropped in suggestion boxes, faculty evaluation, performance evaluation, and consultative meetings with clients.

7.1.5.2 Measurement traceability

EARIST makes use of any monitoring and measuring equipment that require calibration, verification, and adjustment as mandated by statutory and regulatory requirements.

Refer to Calibration and Preventive Maintenance Procedure

7.1.6 Organizational Knowledge

EARIST determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. It is the information that is used and shared to achieve the Institute's objectives. EARIST establishes a documented system for effective planning, operation, and control of various processes of the Institute like maintenance, retention, and disposition of knowledge.

This may include knowledge and information obtained from:

a) internal sources such as administrative and management of learning records, student records, lesson learned from successes and failures in instruction, feedback from subject matter experts, intellectual property, knowledge gained from experience;
b) external sources such as standards as indicated in statutory and regulatory issuances, academe, conferences, or information gathered from clients or suppliers in the form of feedbacks.

This knowledge is maintained and made available to the extent necessary. Knowledge is maintained through systematic organization and proper application or implementation. It is made available through posting in the EARIST website, reporting to offices concerned, requests made to the concerned offices, echo seminars, research colloquia, and publications such as manuals or newsletters.

When addressing changing needs and trends, EARIST considers its current knowledge and determines how to acquire or access the necessary additional knowledge. EARIST gives full support to the faculty and staff to further their studies and attend capacity building activities in their field of specialization.

Refer to Training Procedure

7.2 Competence

EARIST determines the necessary competence of personnel that affects the performance and effectiveness of the QMS on the basis of appropriate education, training or experience.

Refer to Employee Competency Matrix

7.3 Awareness

EARIST ensures that personnel are aware of the quality policy, relevant quality objectives, their contribution to the effectiveness of the QMS, including the benefits of improved performance, and the implications of not conforming with the QMS requirements.

7.4 Communication

EARIST has established appropriate communication processes such as but not limited to regular meetings with different departments/levels in the organization, awareness, trainings, memoranda, school organ, e-mails, inter-office memos, circulars, information boards, etc. to share information to ensure the effectiveness of the quality management system.

Customer communication is done through the following, but not limited to phone, verbal or official written communication, meetings, newsletters, announcements, and customer satisfaction feedback including complaints.

Refer to Communication & Dissemination Procedure

7.5 Documented information

7.5.1 General

The EARIST QMS documentation includes both documents and records. The extent of the documentation that has been developed is based on:

- the size of the Institute and its activities, processes, products and services;
- the complexity of processes and their interactions;
- risks and opportunities; and
- the competence of human resources.

Refer to Control of Documented Information Procedure, Records Control Procedures

7.5.2 Creating and Updating

When creating and updating the documents and records, they shall have appropriate:

a) identification and description (e.g. title, date, originator, control number);
b) format and media (e.g. language, system version, paper, electronics);
c) review and approval for suitability and adequacy.

7.5.3 Control of Documents and Records

A documented procedure for Control of Documents and Records is established to define the controls needed for the following activities:

a) distribution, access, retrieval and use;
b) storage and preservation (e.g. loss of confidentiality, loss of integrity, improper use);
c) control of changes (e.g. version control);
d) retention and disposition;
e) available and suitable for sue, where and when it is needed.

8.0 OPERATION

8.1 Operational Planning & Control

EARIST plans, implements, and controls the processes needed to meet the requirements of the client. Planning for the realization of the vision, mission, goals, and objectives of EARIST is consistent with the requirements of the other processes of the QMS. Such planning considers the information related to the context of EARIST, current resources and

capabilities, product and service requirements and acceptance criteria, as well as, the need to outsourced processes. Quality planning includes determining the quality objectives and requirements of the clients which includes the following:

a) Identifying and utilizing innovative instructional strategies with matching evaluation and management system;
b) Matching the instructional design and development with the requirements of the customers and other relevant interested parties;
c) Aligning of knowledge and skill of faculty and the existence of good quality operational equipment in the laboratories as well as the availability of other instructional facilities to the instructional design;
d) Designing a scheme to control the instructional processes for the assessment and evaluation of the customer at various stages; and
e) Standardizing the performance criteria and verification of the same for the successful completion of the process towards the awarding of degrees.

Refer to BAC Procedure, Supplies Qualification and Selection Procedure

8.2 Customer Requirements

8.2.1 Customer Communication

EARIST provides mechanisms to ensure effective communication with the clients and other relevant interested parties. These mechanisms include among others, information brochure, website, email facility, social media, conduct of meetings, and distribution of notification and other pertinent documents. Communication with the client and other relevant interested parties includes:

a) Provision of information related to the procurement process;
b) Handling of inquiries pertaining to procurement requirements;
c) Obtaining customer feedback including complaints;
d) Handling customer property; and
e) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining Requirements

EARIST ensures that the requirements for the procurement process are defined including any applicable statutory and regulatory requirements and those considered necessary by the Institute.

The scope includes the preparation of the PPMP and APP, bidding, awarding, and delivery of goods and services to the customers.

8.2.3 Review of Requirements

EARIST reviews its procurement process to ensure that they meet all requirements which may include the following:

a) Those required by customers;
b) Those beyond the expectations of the customer;
c) Applicable statutory and regulatory requirements;
d) Those specified by the Institute; and
e) Requirements differing from those previously expressed.

8.2.4 Changes in Requirements

When any of these requirements are changed, EARIST ensures that relevant documents are amended and relevant personnel are made aware of the changes.

8.3 Design and Development

This clause is not applicable due to the services provided by EARIST are established and prescribed by appropriate regulatory and statutory requirements.

8.4 Control of Suppliers & External Processes

8.4.1 General

EARIST determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

8.4.2 Type and Extent of Control

EARIST shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

Refer to Supplier Performance Evaluation Procedure

8.4.3 Information for External Providers

EARIST shall communicate to external providers its requirements for:

- a) the processes, products and services to be provided;
- b) the approval of products, services, methods, processes and equipment;
- c) qualifications of persons;
- d) the external provider's interactions with the Institute;
- e) control and monitoring of the external provider's performance;
- f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

8.5 Production & Service Provision

8.5.1 Control of Production and Service Provision

Service provision are planned and carried out through the work instructions, documented procedures, service contracts, maintenance plans, and inspection plans.

8.5.2 Identification and Traceability

Where appropriate, EARIST ensures identification of it products and service and other critical process outputs by suitable means. Such identification includes the status of the product or service with respect to monitoring and measurement requirements.

The Institute controls and records the unique identification of the customer if unique traceability is required by contracts, regulatory, or other established requirement such as personnel/student identification,

products/equipment/materials identification, schedules, contracts as applicable.

Refer to Corrective Actions Procedure, Internal Audit Procedure

8.5.3 Property belonging to Customers or External Providers

EARIST protects, identifies, and verifies customer property under its control. In case of its loss and damage or found unsuitable for use, the customer is informed and records are maintained. Customer properties are as follows but not limited to certificates, diplomas, personal ID, birth certificate, intellectual property agreements, medical examinations, students' certificates, examinations, tests or paperworks, prototypes developed, applications, and records of registration.

8.5.4 Preservation

Supply management regulations such as handling, storage, and protection of products apply to academic documents such as syllabus, curricula, printed or electronic materials, chemical and raw materials for laboratories, books, computer programs and equipment, office supplies and other materials, other supplies and equipment.

Refer to Logistics Procedure

8.5.5 Post-delivery Activities

In determining the extent of post-delivery services that are required such as actions under warranty provisions, contractual obligations, and supplementary services, EARIST considers the following:

a) statutory and regulatory requirements;
b) the potential undesired consequences associated with its products and services;
c) the nature, use and intended lifetime of its products and services;
d) customer requirements; and
e) customer feedback.

8.5.6 Control of Changes

EARIST reviews and controls both planned and unplanned changes in the service provision processes as necessary to ensure continuing conformity with all requirements. Records describing the results of the review, the personnel authorizing the change, and any necessary actions arising from the review, are maintained.

8.6 Release of Products and Services

EARIST verifies that product and service requirements have been met. The release of products and services shall not proceed until requirements have been satisfactorily completed and approved by relevant authority.

8.7 Control of Nonconforming Outputs

EARIST ensures that products and services which do not conform to quality requirements are identified and controlled to prevent its unintended use or delivery. Appropriate action is taken based on the nature of the nonconformity and its effect on the products and services. Appropriate action can be one or more of the following way:

a) Correction;
b) Segregation, containment, return or suspension of provision of products and services;
c) Informing the customer; or
d) Obtaining authorization for acceptance of the nonconforming output under concession.

EARIST also takes action when a nonconforming output is detected after delivery of the product, during or after the provision of service.

Record of the description of the nonconformity, the actions taken, any concessions obtained, and identification of the authority deciding on the action to be taken, is maintained.

Refer to Corrective Action Procedure

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis & Evaluation

9.1.1 General

EARIST monitors, measures, analyze, and evaluates the:

a) Conformity of products and services;
b) Customer satisfaction;
c) Performance and effectiveness of the QMS;
d) Implementation of the plans;
e) Effectiveness of actions taken to address the risks and opportunities;
f) Performance of external providers; and
g) Need for improvements to the QMS.

9.1.2 Customer Satisfaction

EARIST monitors the product and service outcomes in terms of meeting the customers' requirements and expectations. Periodic gathering of customers' feedback and perception is conducted through any, but not limited to the following approaches:

a) Faculty evaluation by students;
b) Customer satisfaction survey;
c) Customer feedback through suggestion box;
d) Consultative and general assembly meetings with customers;
e) Exit interview of out-going students and personnel; and
f) Written comments/feedback.

9.1.3 Analysis and Evaluation

EARIST has documented procedures to identify, collect and analyze data gathered relative to the suitability and effectiveness of the QMS and to use the data to evaluate and provide corrective action for the continual improvement of the system.

Data analysis will provide information as to:

a) conformance to service and/or process requirements;
b) other applicable information needed for continual improvement of the services.

9.2 Internal Audit

EARIST conducts internal quality audit at least once a year to determine whether the Quality Management System conforms to the requirements of ISO 9001-2015 and is effectively implemented and maintained.

The results shall be recorded and brought to the attention of the personnel having responsibility in the audited area. The management responsible in the area being audited shall take appropriate correction and corrective actions without undue delay.

Follow-up activities shall be conducted to verify and record the implementation and effectiveness of the actions taken. The summary of audit and results of verification activities shall be reported to Top Management during Management Review.

Refer to Internal Audit Procedure

9.3 Management Review

9.3.1 General

The Top Management reviews the QMS at least once a year to ensure its continuing suitability, adequacy, and effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management Review Inputs

This review is led by the President and inputs to this review include, at a minimum, the following:

a) the status of actions from previous management reviews;
b) changes in internal and external issues that are relevant to the QMS;
c) information on the performance of the QMS, including trends in:

1) customer satisfaction and feedback from relevant interested parties;
2) the extent to which quality objectives have been met;
3) process performance and conformity of products and services;
4) nonconformities and corrective actions;
5) monitoring and measurement results;
6) audit results;

7) the performance of external providers;

d) the adequacy of resources;
e) the effectiveness of actions taken to address risks and opportunities;
f) opportunities for improvement.

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to opportunities for improvement, any need for changes to the QMS, or resource needs.

Approved items for improvement are documented as Action Plans. Notes are taken, retained as minutes, and made available to the concerned personnel. Records of the management review are maintained.

Refer to Management Review Procedure

10. IMPROVEMENT

10.1 General

The Top Management determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

a) improving products and services to meet requirements as well as to address future needs and expectations;

b) correcting, preventing or reducing undesired effects;
c) improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and Corrective Action

EARIST maintains a Corrective Action Procedure to ensure that it reacts to the nonconformity and, as applicable take action to control and correct it or deal with the consequences.

The procedure also provides a system for reviewing, analyzing, determining the causes and, if similar nonconformities exist, or could potentially occur, to ensure that appropriate corrective actions are taken.

Records of the nature of the nonconformities and any subsequent actions taken and results of any corrective action are maintained.

Refer to Corrective Action Procedure

10.3 Continual Improvement

EARIST continually improves the suitability, adequacy, and effectiveness of the QMS through the results of analysis and evaluation and the outputs from management reviews.

APPENDIX – C

Republic of the Philippines
**EULOGIO "AMANG" RODRIGUEZ
INSTITUTE OF SCIENCE & TECHNOLOGY**
Nagtahan, Sampaloc, Manila

EXCERPT FROM THE MINUTES OF THE FOURTH REGULAR MEETING (2017) OF THE EARIST BOARD OF TRUSTEES HELD ON DECEMBER 14, 2017 AT THE CHED CENTRAL OFFICE, 4/F HEDC BUILDING, C.P. GARCIA AVENUE, DILIMAN, QUEZON CITY.

Upon motion duly seconded, the members of the Board of Trustees approved the following resolution, viz:

Board Resolution No. 182-2017

APPROVING the Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST) Quality Assurance Manual 2017 as recommended by the EARIST Administrative Council in its Resolution No. 56, s. 2017, and favorably endorsed for approval of the Board of Trustees by the BOT Academic Committee, subject to review after one year of implementation.

Certified true and correct:
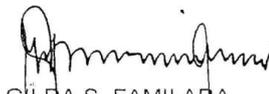
GILDA S. FAMILARA
Board Secretary

ATTESTED:
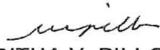
EDITHA V. PILLO, Ed.D.
President
Vice-Chair, EARIST Board of Trustees