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EARIST

Quality ***M***anagement ***S***ystem

Manual

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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 a beacon in this challenging journey.

Indeed, EARIST is committed to providing quality education to the economically challenged but educationally deserving students particularly from Manila and nearby provinces. Today marks a milestone in our institutional journey to assure that our graduates possess relevant and responsive knowledge, skills, values, and attitudes to successfully compete in the global 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 Management System 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 QMS Manual, we will be steadfast in this commitment and realize our aspiration for excellence.

EDITHA V. PILLO, EdD
President

1.0 INTRODUCTION

The Quality Management System Manual is primed to define the overview of Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST), a state college in the National Capital Region, of the ISO 9002:2015 International Standard, as well as demonstrate how the organization will comply with the standard. It is developed to communicate to the employees, public clients, and stakeholders the QMS Policy, objectives of the organization, and to document relevant procedures of its business process to meet the highest level of customer satisfaction.

AGENCY PROFILE

Historical Background

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 on the second floor of the V. Mapa High School, nine (9) teachers; a clerk, and 147 students under Ms. Pantaleon Regala, principal. Its former name was Eulogio Rodriguez Vocational High School (ERVHS).

On July 1, 1946, it acquired its present site at Nagtahan, Sampaloc, Manila. Mr. Apolinario Apilado was appointed principal and was followed by Dr. Hilario G. Nudas in 1949.

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 Dr. Hilario G. Nudas, 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 Dr. Hilario G. Nudas, Superintendent;

R.A. 6595, sponsored by Congressman Joaquin R. Roces in 1972 converting EARMSAT to Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST) without any governing board Dr. Hilario G. Nudas served as first College President. 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 with Dr. Hilario G. Nudas as College President.

The EARIST Presidents:

1978 - 1983	Dr. Hilario G. Nudas
1983 -1988	Dr. Frederick So. Pada
1988-1992	Dr. Lydia M. Profeta
1992-1999	Dr. Arturo P. Casuga
1999-2008	Dr. Maura V. Bautista
2008-2016	Dr. Eduardo S. Caillo
2016 to present	Dr. Editha V. Pillo

Philosophy

As a state college, Eulogio ''Amang'' Rodriguez Institute of Science and Technology (EARIST), 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 and skills 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.

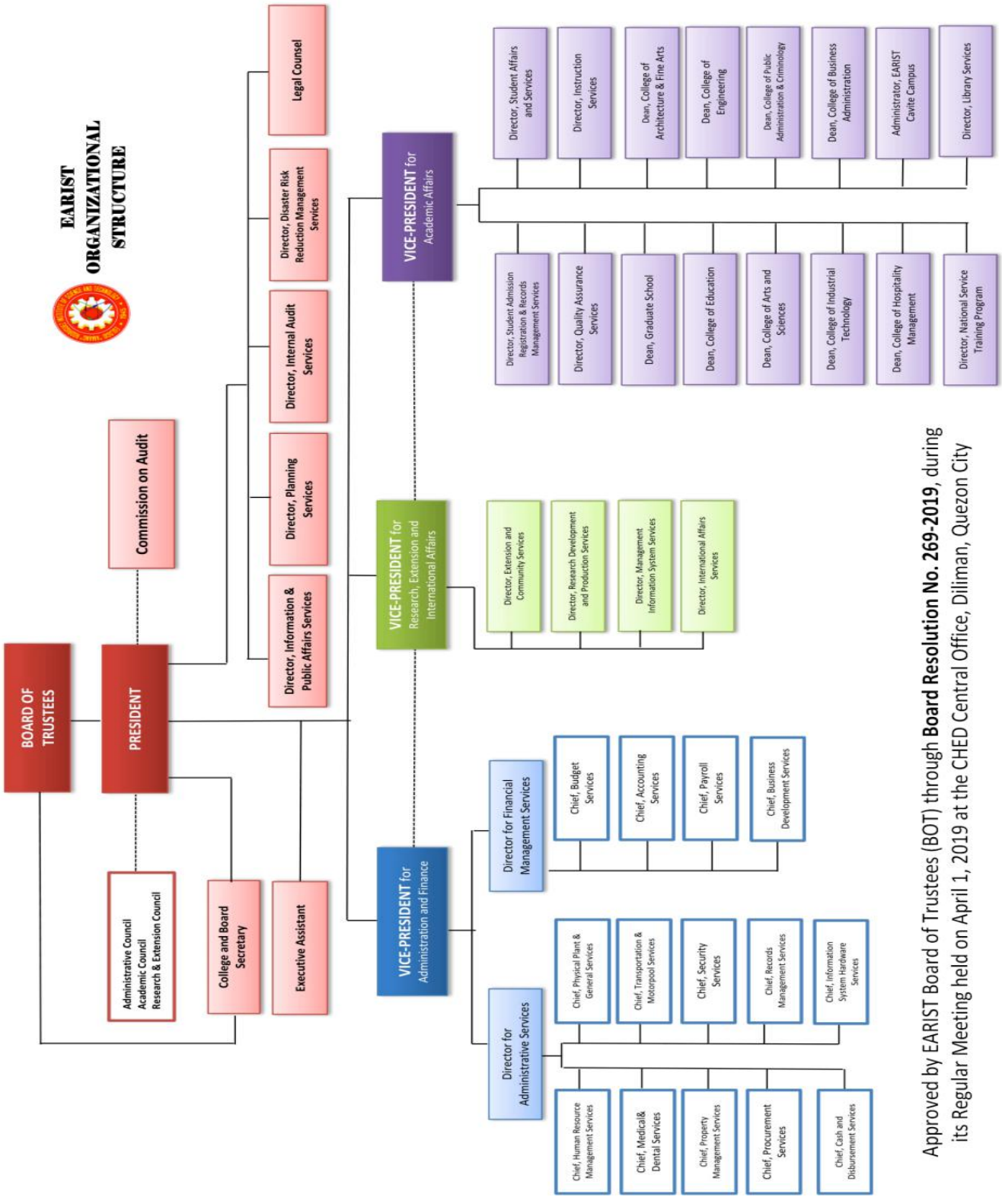
Core Values

E	**Excellence**	EARIST shall commit to attaining quality and excellence in academic programs and services to produce globally competitive graduates.
A	**Accountability**	EARIST shall take the responsibility of educating the underprivileged but deserving students and be accountable to give back to society a bountiful return on its investment.
R	**Resourcefulness**	EARIST shall harmonize collective efforts to maximize available resources and exhaust effective and effective measures in the delivery of service.
I	**Integrity**	EARIST shall be governed by a fair, honest, and firm adherence to the policies, code of moral and ethical standards in all its undertakings.
S	**Service-Oriented**	EARIST shall be responsive and willing at all times to assist and meet the needs and welfare of mankind.
T	**Teamwork**	EARIST shall work as one family with shared commitment and a common vision for quality and excellence.

Campuses

a. EARIST Main Campus (Nagtahan, Sampaloc, Manila)
b. EARIST Cavite Campus (General Mariano Alvarez, Cavite)

EARIST ORGANIZATIONAL STRUCTURE



2.0 CONTEXT OF THE ORGANIZATION

EULOGIO "AMANG" RODRIGUEZ INSTITUTE OF SCIENCE AND TECHNOLOGY (EARIST) determines external and internal issues that are significant to its purpose and strategic direction and be able to achieve the intended results through Quality Management System through SWOT Analysis which are continuously monitored and reviewed by the management.

2.1 Internal Context

The Institute President is responsible for identifying and considering internal issues of the organization that can affect its ability to achieve the intended results of the Quality Management System (QMS). Internal issues are part of the internal context, and they affect the organization's ability to achieve the intended results of the Quality Management System (QMS).

The internal context is the internal environment in which EARIST endeavors to achieve its strategic and quality objectives and manages internal risks and opportunities.

Internal Context includes, but is not limited to the following aspects:

- Organizational structure, roles, and responsibilities
- Capabilities in terms of resources (e.g., capital, equipment, time, people, processes, systems, and technologies)
- Capabilities in terms of knowledge of the updated standards, guidelines, practices, and models
- Leadership and loyalty in all levels (entire Institute, projects, sectors)
- Organizational culture in terms of human rights, ethics, and non-discrimination on gender, religion, or racist-based
- Cooperation (harmony) between and among all departments
- Information system, information flow process (vertical and horizontal), and decision-making processes (both formal and informal)
- Performance evaluation and review system during and at the end of each project
- Risk assessment thinking method
- Certifications obtained by the Institute
- Form and extent of the Institute's contractual and general relationships

2.2 External Context

The external context of the organization includes external institutions or influences that can affect the Quality Management System in EARIST and its ability to achieve the intended business and quality objectives.

The external context consists of two components:

- *Immediate (specific) environment* – has a direct and immediate influence on decisions and activities of EARIST. It includes, but not limited to:

- Providers and suppliers
- Competitors
- Bank guarantees and facilities granted from the banks and funders
- Needs and expectations of interested parties

- *General environment* – includes economic, political, legal, social, and global conditions that may influence EARIST. It includes, but not limited to:

  - Government regulations and changes in the law concerning activities of the Institute
  - Economic shift in the organization's market
  - Changes in technology, events that may affect an organization's competition
  - The political situation in the country
  - Health considerations, e.g. COVID-19 pandemic
  - Rating in the country in terms of risk assessment by economic and financial rating organizations

2.3 Identification of Interested Parties

Interested Parties	Requirements, Needs, and Expectations	Monitoring/Reviewing (Who/When)
Client/Customer (e.g. CHED/LGU officials, tripartite partners, general public-students, community)	• Good quality products and services • Efficient and effective services • On-time completion of researches • Shared values	• Regular conduct of Customer Satisfaction Survey • Complaints Tracking • Annual conduct of research conference for presentation/dissemination of research results • The annual publication of research both online and in monograph form
External Providers/ Suppliers	• On-time delivery of required goods and services • On-time payments of procured goods and services, as articulated in the service contract	• Regular monitoring of the delivery of goods and services as stipulated in the service contract of Purchase Order by the Procurement Unit and Inspection Committee
Statutory and Regulatory bodies (e.g. Congress of the Philippines, CHED, COA, CSC, DBM, GPPB)	• Strict compliance with laws and regulations • Timely submission of all administrative or required documents and mandated reports	• Submission of all required documents following the schedule or deadline set by the concerned agencies

Interested Parties	Requirements, Needs, and Expectations	Monitoring/Reviewing (Who/When)
Employees	• Professional development • Employment security • Good working relationships and environment • Performance recognition • Accomplishments of targets as indicated in the OPCR and IPCR	• Regular monitoring of the training needs of staff by the HRMO • Regular monitoring of tasks assigned to staff by the immediate supervisor, Deans, Directors, VPs
Bank	Good financial credit, good inventory control	Excellent credit rating, high inventory turn

3.0 SCOPE OF THE QUALITY MANAGEMENT SYSTEM

EARIST has made the strategic decision to develop and implement an effective Quality Management System (QMS) in the conduct of the management, core, and support processes undertaken in the EARIST Main Campus which applies to instruction with research and extension services to produce highly competent graduates for national development.

Quality Management System and Its Processes

3.1 **Management Processes**

The Management Processes include (a) Planning, (b) Monitoring and Assessing Performance, and (c) Managing Improvements.

3.2 **Core Processes**

The Core Processes relate to the Institute's major final outputs addressing the customer requirements primarily related to the provision of Instruction, Research, and Extension Services in the EARIST Main Campus:

3.2.1 **Instruction** encompasses (a) Admission and Enrollment, (b) Management of Learning (Teaching-Learning Process, Curriculum Development), (c) Retention and Promotion, and (d) Graduation.

3.2.2 **Research** covers (a) of Research Project Proposal, (b) Undertaking the Research Project and, (c) Presentation/ Publication/Protection/ Commercialization of the Research Project.

3.2.3 **Extension** involves (a) Extension Project Proposal, (b) Undertaking the Extension Project, and (c) Selection of Best Development Worker (d) Gender and Development Project Proposal.

3.3 **Support Processes**

The Support Processes ensure that the requirements of the management and core processes are addressed to provide effective and efficient support services which include the following (a) Management of Human Resources, (b) Management of Financial Resources, (c) Management of Administrative/General Services, (d) Management of Information Systems; and (e) Management of Student Support and Services.

3.4 **Outsourced Processes**

The Outsourced Processes include the following (a) Enrolment System, (b) Construction Services, (c) Telecommunication Services, (d) Accreditation (AACCUP), (e) Security Services, and (f) Janitorial Services.

Non-Applicable Clauses

The following clauses of ISO 9001:2015 were determined do not apply to the Scope of the QMS:

Clause/Unit/Function	Justification
Clause 7.1.5.2 (Measurement traceability)	The non-existence of measuring equipment that requires calibration.
Clause 8.3 (Design and development of products and services)	External agencies provide templates and forms.
EARIST Cavite	It is not independent of the Main Campus except for some core functions/services.
Special Opportunity Program	This is a non-degree program funded by the City Government of Manila.

QMS PROCESS MAP

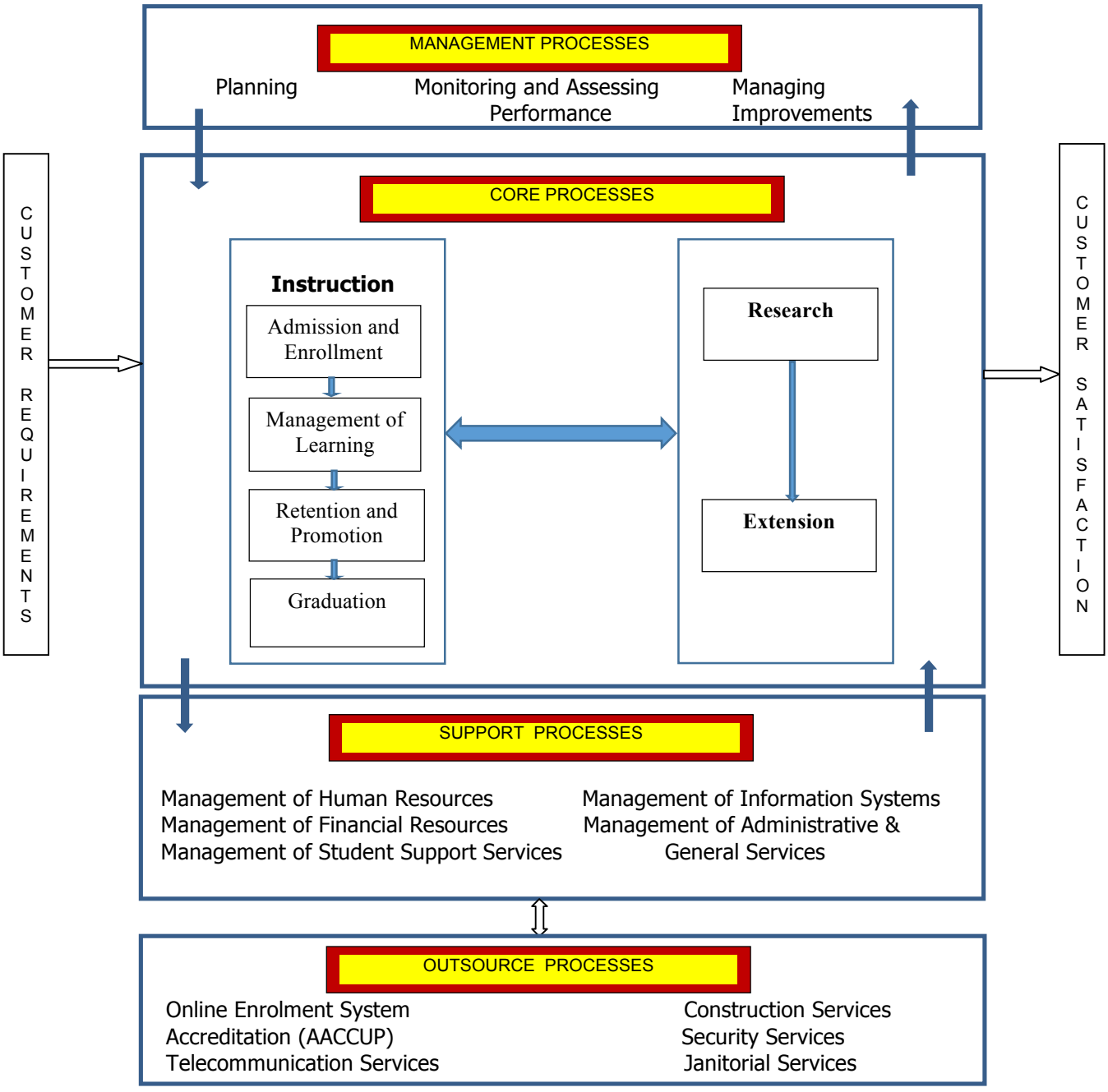


Figure 1. The sequence and interaction of processes

4.0 LEADERSHIP

4.1 Leadership and Commitment

The Top Management of EARIST provides evidence of its leadership and commitment to the development and implementation of the Quality Management System and continual improvement of its overall effectiveness.

Top Management initiates and fully supports the vision and strategic direction for the continuous sustainability and enhancement of the QMS. It is fully committed to supporting the Quality Policy and Quality Objectives. It also provides direction to the integration of the QMS requirements into each organizational process and is committed to promoting the use of the Process Approach and Risk-Based Thinking as well as the engagement and motivation of the personnel.

4.2 Customer Focus

The Top Management of EARIST adopts a customer-first approach which ensures that customer needs and expectations are determined, translated into requirements, and are met to enhance client satisfaction.

This is accomplished by assuring that:

a) Client and applicable statutory and regulatory requirements are determined, understood, and consistently met;
b) Risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed; and
c) The focus on enhancing client satisfaction is maintained.

4.3 EARIST Quality Policy

EARIST is committed to providing quality education and services through continual improvement of its quality management system with compliance to statutory & regulatory requirements that meet the highest level of customer satisfaction.

EDITHA V. PILLO, EdD
President

4.4 Communicating the Quality Policy

The Quality Policy is released as a separate document and is communicated throughout EARIST, to wit: mass recital during the Institute flag-raising ceremony (every Monday) and in other formal events. Posters of the same are displayed in strategic units of EARIST such as in offices, bulletin boards, classrooms/laboratories, and info-boards within the campus, EARIST website, printed in invitations, and stationaries.

4.5 Organizational Roles, Responsibilities, and Authorities

The top management has assigned responsibilities and authorities for all relevant functions of the Eulogio "Amang" Rodriguez Institute of Science and Technology. These are communicated through organizational structure and charts: the issuance of administrative communications from the President such as appointments, special orders with the specific job descriptions, memorandum order, position description forms, contracts, and MOAs. The functional roles of employees relevant to a business process are described in the Procedure and Work Instructions.

Moreover, Top management has issued the following ISO-related Memorandum/Special Orders:

a. **Special Order No. 068-2016 dated May 31, 2016** - Task Force on ISO-QMS Certification which shall undertake the preparation of budgetary requirements and documentation for smooth implementation of the ISO-QMS.

b. **Special Order No. 116-2019 dated June 25, 2019** – Composition of ISO Internal Quality Audit Team which shall conduct an audit on the performance and effectiveness of the Quality Management System.

c. **Memorandum No. 020-2019 dated June 25, 2019** - Composition of ISO Technical Working Group which shall primarily review and finalize the following: (a) Processes and Procedures, (b) SWOT Analysis, and (c) Risk Register and Action Plan.

QMS Implementation Structure

Quality Management Representative (QMR) is a member of the EARIST management and designated by the Institute President who ensures that processes needed for the QMS are established, implemented, and maintained; reports to top management on the performance of the QMS and any need for improvements, and ensures the promotion of awareness of client requirements throughout the organization.

Task Force on ISO-QMS Certification (TFIQC) is composed of Top Management, Process Owners, QMR, and Document Control officer.

ISO Technical Working Group (ITWG) serves as the technical working group charged with the responsibility of improving processes or services and assists the QMR in the implementation of QMS.

Internal Quality Audit Team (IQAT) is composed of representatives from the Process Owners. The IQAT adds value and improves the QMS. The IQAT determines whether the agency's QMS conforms to planned arrangements, to the requirements of the International Standard and the QMS requirements established by EARIST; and is effectively implemented and maintained.

Document Controller (DC) shall be in charge of all the documents used in the application of the agency's QMS by ensuring their integrity and by adhering to specific rules for document use and storage. The Document Controller is responsible for controlling the numbering, filing, sorting, and retrieval of electronically stored or hard copy documentation produced by technical teams, projects, or departments in a timely, accurate and efficient manner.

THE EARIST Administration

EARIST Board of Trustees (BOT)

The policy-making body of EARIST which has the overall responsibility for supporting and monitoring the performance of the management, clarifying EARIST mission, forcing forward-thinking and approving short/long-range plans, ratifying all contracts, agreements, and other similar partnerships/activities entered by the management with other individuals/institutions, monitoring programs and activities for appropriateness, conformity with vision/mission and achievement of expected outcomes, ensuring financial solvency, preserving utility independence, enhancing the public image, interpreting external realities to the organization and assessing Board performance. The BOT also monitors and checks financial statements.

All Board members are held to the following minimum expectations:

1. Support the EARIST vision/mission, goals, policies, programs, strengths, and needs;
2. Attend (and prepare for and participate in) all regular and special board meetings;
3. Support the majority decision;
4. Read and understand the EARIST financial statements;
5. Counsel and support the Institute President;
6. Provide expertise in scientific, regulatory, ethical, or public service policy issues.

President

The President serves as the Chief Executive Officer (CEO) of EARIST implementing Board of Trustees (BOT) approved policies; Develops and fulfills strategic plan and organizational goals; Determines and executes management policies through subordinate line managers; Directs the basic efforts of all division and offices, their functions and responsibilities, and is responsible for the operations and staffing requirement of the agency, including planning and design of facilities, construction, operation and maintenance of facilities and the administration of the entire business affairs of EARIST. The Institute President oversees all EARIST employees through subordinate officials and works closely with the BOT. Typical duties being performed involve the following but are not limited to:

1. Plans, organizes, executes, and administers EARIST operations and staff, either directly or through subordinate management and supervisory staff, coordinates and evaluates the work of EARIST following applicable laws, rules and regulations, and adopted policies and objectives of the BOT;
2. Monitors EARIST wide achievements of plans, goals, and objectives; Initiates corrective action promptly when necessary;
3. Designates, assigns, duties and responsibilities of EARIST employees and also, recommends to the BOT modifications, deletions, and additions of such duties and responsibilities through BOT resolution;
4. Establishes individual performance measures and monitors achievement of those measures for direct reporting; Ensures that performance measures and monitoring procedures are in place for all EARIST staff through other line managers; Remains current with developments in the field of personnel management and applies new ideas as relevant;
5. Directs and coordinates the development and implementation of goals, objectives, and programs for the BOT and EARIST; develops administrative policies, procedures, work standards, and submits the same to the BOT for approval to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient, and economical manner;
6. Oversees the preparation of the annual capital improvement and operating budgets for EARIST; authorizes directly or through staff, expenditures, and purchases; provides information regarding the financial condition needs to the BOT. Ensures the production of timely and accurate annual operating and capital improvement budgets and regular reports of the expenditure versus budgets;
7. Advises the BOT on issues, programs, and financial status; prepares and recommends long-and short-term plans for EARIST operations; capital improvements, and funding; and all direct the development of specific proposals for action regarding current and future needs of EARIST ;
8. Represents the EARIST in negotiations and perfection of contracts upon the authority of the Board for and on its behalf;
9. Ensures that all EARIST activities are planned and executed most cost-effectively and efficiently possible;
10. Oversees the administration, construction, use, and maintenance of all EARIST infrastructure, facilities, and equipment;
11. Represents the EARIST and the BOT in meetings with external agencies;
12. Provides for the investigation and prompt resolution of complaints against the EARIST raised by customers, employees, community groups, and other agencies/companies regarding the administration of and services provided by EARIST;
13. Approves contract for services and ensures proper performance of obligations to the EARIST; has the responsibility for enforcement of all EARIST policies and procedures;
14. Manages and controls the recruitment, selection, and placement of EARIST personnel, with full power and authority to hire/appoint/terminate all personnel;
15. Oversees and approves the training needs, professional development initiatives, and work evaluation of EARIST staff; oversees the implementation of effective employee relations and related programs; provides policy guidance and interpretation to staff;
16. Directs the preparation of and prepares a variety of correspondences, reports, policies, procedures, and other written materials;
17. Oversees Board agenda for every meeting;

18. Attends and actively participates in BOT and Committee meetings; ensure the BOT is kept informed of EARIST programs and activities, financial status, economic issues affecting the EARIST operations; writes and disseminates monthly reports to the BOT on significant EARIST accomplishments, activities, and issues;
19. Ensures all critical EARIST activities can be sustained during and after serious emergency occurrences;
20. Monitors changes in laws, regulations, and technology that may affect EARIST operations; implements policy and procedural changes as required; and
21. Performs other duties as assigned.

Vice-President for Academic Affairs (VPAA)

1. Administration and supervision of the Academic Affairs for quality instruction, responsive to the needs of industry, to improve the image of the Institute;
2. Preparation and submission of Four-Year Development Plan/ Action Plan/ Work and Financial Plan, outlining the improvement of quality teaching and learning, faculty profile, program accreditation, development of curricular programs for Center of Development /Center of Excellence and K to 12 Readiness, Annual Staffing Summary, upgrading of instruction facilities, etc every 30th of January;
3. Conduct target setting, coaching, monitoring, and evaluation of the performance of the Deans of Colleges, Staff, and Directors of Offices under the domain of the VPAA to keep them focused on the targets of the Academe;
4. Submission of the percentage of accomplishments on the illustrated Programs/Projects/Activities in the Development Plan/Annual Action Plan;
5. Submission of Annual Procurement Program lifted from your Programs/Projects/ Activities illustrated in your Development Plan/Action Plan/Work and Financial Plan;
6. Submission of quarterly Annual Academic Report every 10th of the month after the quarter and 30th of January of the year;
7. Supervision in the preparation of Class Programs, Faculty Loading, and School Calendar;
8. Dissemination and cascading of new programs, policies, procedure, and processes to address weaknesses, sustain strength, grab opportunities, and overcome threats in pursuit of quality teaching and learning;
9. Perform related functions as may be assigned by higher authority.

Vice President for Research Extension and International Affairs (VPREIA)

1. Administration and supervision and monitoring of the Research, Extension, International Affairs and Management Information Services of the Institute to ensure the effective and smooth operation of these services;
2. Preparation and submission of Four-Year Development Plan/Action Plan/ Work and Financial Plan every 30th of January of the year outlining the improvements for quality research, extension, information, and international affairs services;
3. Conduct planning/target setting, coaching, monitoring, and evaluation of the performance of the Director and staff under the domain of the VPREIA to keep them focused on the targets of the Academe;

4. Preparation and submission of Annual Procurement Plan lifted from your Development Plan/Action Plan/Work and Financial Plan;
5. Submission of quarterly accomplishment on the illustrated Programs/Projects/Activities in the Development Plan/Action Plan/Work and Financial Plan;
6. Submission of Annual Report every 30th day of January;

7. Preparation of the Institute Annual Report within the prescribed time frame (every 1st of May of the year);
8. Partner with the Director of Planning and Quality Assurance in convening the Executive Officials for the yearly Institutional Target Setting re PBB, SUC Leveling, SPMS, Quality Assurance, etc;
9. Dissemination of revised or new strategies, mechanics, and processes to keep them on track to quality research, extension, and international affairs;
10. Perform related functions as may be assigned by higher authority.

Vice President for Administration and Finance (VPAF)

1. Assist the President in formulating policies, plans, strategies, and activities pertaining to the administration and the efficient and effective management of the Institute's resources;
2. Exercise general supervision and control over all divisions and units and extension campus involved in administrative affairs and programs of the Institute as follows;
    2.1 Administrative Services
    2.2 Financial Management Services
    2.3 Agency Full-time Delivery Units
3. Coordinate and supervise the Main and Extension Campuses including maintenance and repair of existing facilities and follow-up approval of plans, programs of work, contract and release of funds;
4. Hold yearly budget hearing of all units and extension campus of the Institute;
5. Conduct a performance audit of all units and satellite campus as well as the Monitoring and evaluation of the performance targets of EARIST personnel;
6. Study/draft agreement entered into by the Institute before the approval by the President;
7. Review work reports, ruling, and recommendations;
8. Implement approval Institute plans, program, and recommendations;
9. Participate in the overall planning and decision-making process in the Institute;
10. Study and review formulated policies before approval by the President, and its subsequent publication;
11. Coordinate and collaborate with external government and non-government organizations/offices;
12. Prepare and submit periodic reports to the President on all non –academic matters;
13. Certify all disbursements vouchers and certificates for expenses necessary and lawfully incurred under his/her financial supervision;
14. Represent the College President in meeting and special concerns as directed; and
15. Perform related function as may be assigned by the President and the Board of Trustees.

Note: The Special Orders on the duties and responsibilities of other school officials can be accessed at the Records Services.

5.0 PLANNING

5.1 Actions to Address Risks & Opportunities

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

Risks and opportunities are managed following the EARIST Risk Management Procedure and are documented through the use of Risk Register, Risk Action Pan. These documents define how risks are managed to minimize their likelihood and impact. Moreover, opportunities are likewise identified, described and managed using an opportunity log to improve their likelihood and positive consequences.

5.2 Quality Objectives

EARIST shall strive to:

a. Provide quality instruction to develop the competitive edge of students;
b. Undertake innovative research and development;
c. Conduct responsive extension and community services; and
d. Deliver effective and efficient support services.

These quality objectives are identified and defined in the Development/Action Plans/OPCR/IPCR of a unit that aligns with the Quality Policy. This tool applies to all units, functions, and processes having direct responsibility for QMS activities that require improvement.

5.3 Planning of Changes

When changes to the QMS are deemed necessary, EARIST ensures that these comply with the requirements of ISO 9001:2015 and shall consider:

a. purpose of the changes and their potential consequences;
b. the integrity of QMS;
c. availability of resources;
d. allocation or reallocation of responsibilities and authorities.

When EARIST determines the need for changes to its QMS or its specific processes, these changes are planned, implemented, and then verified for effectiveness. As necessary, documents are changed following the mandatory procedure on Documented Information.

6.0 SUPPORT

6.1 Resources

EARIST is committed to providing adequate resources required for the establishment, implementation, maintenance, and continual improvement of the QMS. The Institute commits resources to include: organizational knowledge for instructional delivery, competent employees, infrastructure, environment for the operation of processes and finances. The process for determining and communicating resource requirements includes:

a. management review meeting inputs and outputs;
b. capabilities and constraints on existing internal and external resources;
c. requirements and expectations provided by the external providers.

6.1.1 People

The Institute ensures that it provides sufficient human resources necessary to consistently meet customer, applicable statutory, and regulatory requirements for the effective operation of the QMS as well as its identified processes.

Likewise, the Institute employs faculty and administrative personnel who are competent based on appropriate education, training, skills, and experience as provided by Civil Service Commission rule and regulation contributory to the attainment of quality instruction and efficient and effective support services.

Where applicable the Institute undertakes faculty and staff development programs to enhance necessary competencies and evaluate its effectiveness. Faculty and staff development programs include support for personnel continuing professional development, mentoring and coaching, or re-assignment of currently employed personnel.

6.1.2 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, functions room, museum, library, laboratories, computer centers, offices, hostel, clinic, covered court, canteen, research centers, storage areas, motor pool.
b) Equipment, hardware, and software for the library, laboratories, and vital offices.
c) Support services such as information and communication systems and transportation.

6.1.3 Environment for the Operation of Processes

EARIST determines, provides, and maintains the environment necessary for the operation of its processes and to achieve products and services. The necessary environment includes classrooms and offices conducive to learning and working.

EARIST has adopted the 5S philosophy to address this requirement in ensuring that the work environment in the campus is suitable to achieve conforming products and services and that adequate human, social, psychological, physical, and safety factors are maintained.

6.1.4 Monitoring and Measuring Resources

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

6.1.5 Measurement Traceability (Non-applicable clause)

6.1.6 Organizational Knowledge

EARIST considers the specific knowledge necessary for the operation of its processes and to achieve conformity of products and services. The Institute has adopted a documented system for effective planning, operation, and control of various QMS processes 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, the knowledge gained from experience, and (b) **external sources** such as standards as indicated in statutory and regulatory issuances from PASUC, CHED, DepEd, TESDA, PRC, AACCUP, professional organizations, conferences, or information gathered from clients or interested parties in the form of feedbacks. This knowledge is maintained and made available to the extent necessary.

6.2 Competence

EARIST determines the extent of competence necessary for its personnel to ensure the effectiveness of the QMS which are aligned with the Qualification Standards required by the Civil Service Commission to ensure the attainment of quality instruction and for the efficient and effective support services of the Institute.

6.3 Awareness

EARIST ensures that personnel is 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 to the QMS requirements.

In so doing, EARIST conducts awareness training, workshop sessions, consultation meeting, and follow up activities on the QMS in all levels of the Institute as described in the scope statement of the EARIST QMS.

6.4 Communication

EARIST top management determines the internal and external communications relevant to the QMS, including the subject of the communication, when communication occurs, participant, and ways of effective communication. The documented information of communication includes Request for Action (RFA), Customer Feedback & Satisfaction Rating, Management Review Agenda (Inputs and Outputs).

Other uncontrolled communication modalities include emails, administrative communication systems (Internal and External)) through the use of EARIST memoranda, inter-office memoranda/directives, request letters, presentation templates, routing slips, bulletins, info board, board resolutions, special orders, official website, social media platforms, tarpaulins, banners, stamps, and tags.

6.5 Documented Information

EARIST maintains a documented QMS as a means to ensure that products and services conform to specified requirements. The EARIST QMS documentation includes both documents and records.

6.5.1 Creating and Updating

When creating and updating documented information, the Institute ensures the following guidelines are in place, to wit:

a) Identification and description (e.g. title, date, author, reference no., revision date, approval, etc.);
b) Format and media utilization (electronic, paper hard copy, language, graphics, and media, software version);
c) Review and approval for suitability and adequacy.

6.5.2 Control of Documents and Records

EARIST has adopted a documented procedure for the control of documented information. Documented information is required to support the effectiveness of the EARIST QMS and is controlled to ensure that:

a) It is available and suitable for use, where and when it is needed;
b) It is adequately protected from loss of confidentiality, improper use, or loss of integrity;
c) Distribution, access, retrieval, and use;
d) Storage and preservation, including preservation of legibility;
e) Control of changes;
f) Retention and disposition.

The latter guideline defines the controls to ensure that all personnel has access to the latest approved information and to restrict the use of obsolete information. Moreover, documented information of external origin determined to be necessary for the planning and implementation of the QMS is also identified as appropriate and controlled following Quality System Procedures and Forms.

7.0 OPERATION

7.1 Operational Planning & Control

EARIST has adopted quality planning mechanisms to meet the requirements of the standards and outcomes of its QMS using Institutional SWOT Analysis, Strategic Plan, and Risk Management as Framework.

The Institutional SWOT Analysis and Strategic Plan re-states the Institute Vision and Mission that guides the general direction for the collective actions of the entire university.

Moreover, the Risk Management framework as a quality control measure helps EARIST in managing its risks effectively at all levels, functions, and processes of the Institute within the specific contexts of the organization. By procedure, all documented information derived from the risk management process is adequately reported and is used as a basis for strategic decision making and accountability at all relevant organizational levels contributing to the realization of the vision, mission, goals, and objectives of the Institute and is consistent with the customer and legal requirements.

The EARIST quality planning considers the information related to the context of the Institute, 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:

1. Identifying and utilizing innovative instructional pedagogies with corresponding evaluation and management system;
2. Articulation of instructional design and development with customer requirements and other relevant interested parties;
3. Aligning subject matter expertise and skills of faculty with quality instructional equipment and facilities, laboratories in achieving quality instructional employing instructional designs and research and extension outputs;
4. Designing a scheme to control the instructional process for the assessment and evaluation of customers at various stages, and

5. Standardizing the performance criteria and verification of the same for the successful completion of the QMS instruction and support and process towards the awarding of academic degrees.

7.2 Requirements for Products and Services

7.2.1 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, the 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 about procurement requirements;
c) Obtaining customer feedback including complaints;
d) Handling customer property; and
e) Establishing specific requirements for contingency actions, when relevant.

7.2.2 Determining Requirements for Products and Services

EARIST has adopted a contract management process to determine the requirements of products and services to be offered to potential customers through Memorandum of Agreement, Memorandum of Understanding, Terms of Reference and Contracts that spells out the capabilities in meeting the requirements to include outsourced services of EARIST e.g. utility services, security services.

7.2.3 Review of Requirements for Products and Services

EARIST ensures that it can meet the requirements for products and services offered to the customers. Management conducts a contract/product review before committing to supply products and services to a customer. Therefore, EARIST safeguards contracts, purchase orders, or other requirements are reviewed and approved before incorporating into the QMS. EARIST retains applicable documented information of the initial review and on any new/revised customer or applicable external party requirements for the products and services provided.

7.2.4 Changes to Requirements for Products and Services

EARIST ensures that relevant document information is amended and those relevant persons are made aware of the changed requirements for products ad services.

7.3 Design and Development of Products and Services (Non-applicable clause)

In terms of new designs and for significant design changes of products and services such as curricular programs, course syllabi, instructional materials, training designs, research and development

proposals, extension project proposals, EARIST ensures the translation of student needs and requirements into detailed design outputs. These address performance, reliability, sustainability, and testability issues including regulatory and statutory concerns.

7.4 Control of Externally Provided Process, Products, and Services

EARIST ensures that externally provided processes, products, and services conform to statutory and regulatory requirements for quality delivery of instruction and support services.

7.4.1 Type and Extent of Control

EARIST ensures that externally provided processes, products, and services do not adversely affect the ability to consistently deliver conforming products and services to the customers. Education providers demonstrating inadequate performance will be required to implement corrective action. Poor performing suppliers will be replaced.

7.4.2 Information for External Providers

EARIST uses purchase orders to define the product or services to be purchased. Purchase orders are created in the company thru an electronic system by Supply Office designated individuals. Purchasing documents are reviewed for adequacy and approved by purchasing personnel before release. Purchasing documents clearly describe the product or service to be provided.

7.5 Production & Service Provision

7.5.1 Control of Production and Service Provision

EARIST plans and implements production and service provision under controlled conditions and are required by job-specific requirements. Examples of the controls include:

a. Availability of information that defines characteristics and results to be achieved;
b. Availability of competent and effectively trained personnel and adequate equipment;
c. Availability and use of suitable monitoring and measuring devices and resources;
d. Evidence that all manufacturing and inspection operations have been completed as planned.

7.5.2 Identification and Traceability

Where appropriate, EARIST ensures the identification of its products and services and other critical process outputs by suitable means. Such identification includes the status of the product or service concerning 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 requirements such as

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

7.5.3 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 paper works, prototypes developed applications, and records of registration.

7.5.4 Preservation

EARIST preserves the conformity of parts and products during internal processing and delivery to the intended destination including outside services. Procedures include instructions for identification, handling, packaging, storage, and protection. Preservation of outputs also includes, where applicable:

a. Cleaning;
b. Prevention, detection, and removal of foreign objects;
c. Special handling for sensitive outputs;
d. Marking and labeling including safety warnings;
e. Special handling for hazardous materials.

Thus, EARIST ensures the safety and security of its customers and promotes well-being by (a) keeping safely all documents submitted by students and faculty; (b) ensuring safety in all physical facilities; (c) maintaining and sustaining 7S environment in the campus e.g. discipline; (d) providing health services; (e) offering guidance and counseling services to customers; (f) ensuring hygiene and sanitation in the canteen and food stalls in the campus; (g) safeguarding the integrity of the evaluation and assessment tools through appropriate handling by proper authority; (h) protecting instructional materials from damage and loss; and (i) providing proper safekeeping for client academic records.

7.5.5 Post-Delivery Activities

EARIST maintains documented information of all products delivered to their clients. EARIST conducts post-delivery activities but not limited to the following:

a. Undertaking tracer studies to determine the employability of EARIST graduates;
b. Issuing referrals for possible job opportunities;
c. Conducts job fair for students and graduates; and
d. Utilizing employer's feedback for enhancement of existing curriculum and improvement of the delivery of instruction.

The extent of these post-delivery activities includes consideration of our client's requirements and received feedback on any or more of the following:

a. client requirements to include feedback;
b. statutory and regulatory requirements; and
c. the risk associated with the conduct of the post-delivery of activities.

7.5.6 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 person authorizing the change, and any necessary actions arising from the review, are maintained.

7.6 Release of Products and Services

EARIST guarantees that only qualified students are admitted to the program both in the undergraduate and graduate programs. The retention and re-directing policies in every program are enforced for the client to advance to the next level. The student must meet the prescribed requirements of the curricular programs e.g. thesis and dissertation, on-the-job training, and pre-service teaching. Records such as a certificate of completion, portfolio, narrative reports, daily time records, and performance evaluation of the clients are maintained and retained.

EARIST guarantees that the clients are equipped with knowledge, skills, attitudes, and values, and competence as shown by satisfactorily complying with all the requirements of their curricular programs. Evaluation and assessment are undertaken at appropriate stages to verify that the curricular program requirements are met before the conferment of degrees. Compliance of all the requirements of the degree programs as approved by the Board of Trustees and upon the recommendation of the respective deans warrants the conferment of the degree to the students during EARIST graduation.

7.7 Control of Nonconforming Outputs

EARIST ensures that process outputs, products, and services of the QMS that do not conform to the requirements (customer, legal, and institutional) are identified and controlled to prevent its unintended use or delivery. Appropriate preventive and corrective 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 these mechanisms, to wit:

a) Correction;
b) Segregation, containment, return or suspension of the provision of products and services;
c) Informing the customer; or
d) Obtaining an 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.

8.0 PERFORMANCE EVALUATION

8.1 Monitoring, Measurement, Analysis, and Evaluation

The objectives of monitoring, measurement, analysis, and evaluation are process criteria, product characteristics, performance, and effectiveness of the QMS. Results from monitoring and measurement are evaluated. Informational reports are presented to management for general review and deciding on opportunities for improvement.

8.1.1 Customer Satisfaction

EARIST monitors the product and service outcomes in terms of continual ability to fulfill client requirements. A periodic gathering of client feedback and satisfaction rating is conducted but not limited to the following mechanisms/tools, to wit: (a) client satisfaction survey; (b) faculty evaluation by students using QCE forms; (c) interview of interested parties; (d) conduct of focused group discussion; (d) used of evaluation forms after each activity e.g. training.

These activities aim to measure and monitor the performance of QMS processes in terms of meeting the client's requirements and expectations. Maintaining client satisfaction is one of the principal objectives of the QMS. Collecting and analyzing client feedback and complaints, and client satisfaction is conducted during management review. Client satisfaction data is used by management to identify opportunities for improvement.

8.1.2 Analysis and Evaluation

EARIST performs necessary analyses and evaluates appropriate data and information initiated from monitoring and measurement and uses the results to evaluate the conformity of products and services, client satisfaction, the performance and effectiveness of the QMS, the performance of external providers, and the need for improvement of the QMS.

8.2 Internal Audit

EARIST plans and conducts internal audits at planned intervals. Internal audits are conducted to verify quality activities and related results comply with planned expectations including client contractual requirements and other QMS requirements as deemed necessary and applicable.

The **Internal Quality Lead Auditor** is responsible for organizing and coordinating the internal audit to ensure that the audit scope, frequency, and methods are defined, and the following requirements are satisfactorily achieved:

a. Definition of audit responsibilities;
b. Definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay;
c. Assurance of auditor independence;

d. Recoding of audit results;
e. Communication of audit results to management.

The **Internal Quality Auditors** who are tasked to perform the audit should meet these qualifications: (1) must have undergone training on auditing management system using ISO 9001 as a basis; (2) must be independent in fact and mental attitude; (3) must possess good communication skills; (4) must exercise sound professional judgment.

Audit results borne from this process are recorded and brought to the attention of the process owner. The official, head of the unit responsible for the area, the process being audited shall take appropriate corrective actions without undue delay. Follow-up activities are conducted to verify and record the implementation and effectiveness of the actions taken. The summary of the audit and results of verification activities are reported to top management during management review.

8.3 Management Review

EARIST Top Management periodically meets once a year (December) to review the implementation of the QMS to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the Institute.

8.3.1 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. The effectiveness of actions taken to address risks and opportunities
d. Information on the performance of the EARIST QMS, including trends in:
    i. Customer satisfaction and feedback from relevant interested parties;
    ii. The extent to which quality objectives have been met;
    iii. Process performance and conformity of products and services;
    iv. Nonconformities and corrective actions;
    v. Monitoring and measurement results;
    vi. Audit results;
    vii. The performance of external providers;
    viii. Adequacy of resources;
    ix. The effectiveness of actions taken to address risks and opportunities; and
    x. Opportunities for improvement.

8.3.2 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 process owners. Records of the management review are maintained.

9.0 IMPROVEMENT

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

9.1 Nonconformity and Corrective Action

EARIST maintains a corrective action and control of non-conforming products and services procedures to ensure that it eliminates the cause of nonconformities and prevent a recurrence. These mechanisms ensure that EARIST reacts to the nonconformities and applicable action is taken to control and correct these 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 the results of any corrective action are maintained.

9.2 Continual Improvement

EARIST initiates actions to continually improve the suitability, adequacy, and effectiveness of the QMS through the results of analysis and evaluation and the outputs from management reviews.

APPENDIX A

CERTIRICATE OF BOARD APPROVAL

Republic of the Philippines
EULOGIO "AMANG" RODRIGUEZ
INSTITUTE OF SCIENCE AND 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. 183-2017

APPROVING the EARIST Quality Assurance Manual 2017 as endorsed by the EARIST Administrative Council and the BOT Academic Committee, subject to evaluation 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