097.13 D PWH
10-11-2012

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
OFFICE OF THE SECRETARY
Manila

OCT 10 2012

DEPARTMENT ORDER)
No. 73)
Series of 2012 10.11.12)

SUBJECT: **Creation of the DPWH – ISO Quality Management System (QMS) Teams**

To enhance and standardize the Department's quality of public service delivery and to become consistent with the requirements of the International Organization for Standardization (ISO), hereunder are the Teams that will manage the implementation of the QMS Certifiable to ISO 9001:2008 Project and their responsibilities:

Top Management (Man Com)

1. Ensures availability of necessary resources for the development and implementation of the QMS;
2. Establishes and maintains the QMS documentation requirements, necessary processes of the DPWH management system, and continual improvement mechanisms;
3. Reviews the QMS periodically and ensure that results of management reviews are in the form of specific actions; and,
4. Ensures that the continual improvement of the QMS is effectively planned and implemented.

Overall Quality Management Representative (QMR)

1. Oversees the overall affairs of the QMS not the operation of function areas;
2. Initiates the QMS activities and monitors the implementation, as a delegated task from Top Management;
3. Ensures that processes needed by the QMS are established, implemented and maintained;
4. Reports to top management on the performance of the QMS and any need for improvement;
5. Ensures the promotion of awareness of customer requirements throughout the organization; and,
6. Acts as liaison with external parties on matters relating to the QMS.

Overall QMS Core Team

1. Provides technical support in the establishment and implementation of the DPWH QMS;
2. Plans and prepares (draft) all the QMS documentation requirements that are implementable DPWH-wide;
3. Cascades information on QMS matters to different offices and ensures implementation accordingly;
4. Acts as overall team leaders of the assigned sub-team such as the Training and Education, Document and Record Control, Workplace Organization, and Internal Quality Audit; and,

5. Reports to the Overall QMR and Deputy QMR on QMS updates.

Overall QMS Secretariat

1. Provides administrative support in the QMS project implementation, such as coordination with the consultants and preparation of necessary logistics;
2. Assists in planning the project activities to ensure the successful implementation;
3. Coordinates the activity schedule and necessary logistics, and other QMS requirements within the Department or through the Overall QMS Core Team; and,
4. Assists in monitoring the completion of the assigned tasks of the overall QMS core team and other officers.

Bureau/Service and RO/DEO QMR

1. Oversees the overall affairs of the QMS in respective office;
2. Initiates the QMS activities and monitors the implementation within the office, as a delegated task from Top Management;
3. Ensures that processes needed by the QMS within the office are established, implemented and maintained;
4. Reports to the concerned QMR on the performance of the QMS and any need for improvement; and,
5. Ensures the promotion of awareness of customer requirements throughout the office.

Bureau/Service and RO/DEO QMS Core Team

1. Provides technical support in the establishment and implementation of the DPWH QMS within the office;
2. Plans and prepares/ drafts QMS documentation requirements that are implementable within the office;
3. Cascades information on QMS matters to respective office and ensures implementation accordingly;
4. Acts as team leaders of the assigned sub-teams such as the Training and Education, Document and Record Control, Workplace Organization, and Internal Quality Audit; and,
5. Reports to the Office QMR on QMS updates.

Attached is the organization structures of these Teams.

This Order shall take effect immediately.

ROGELIO L. SINGSON
Secretary

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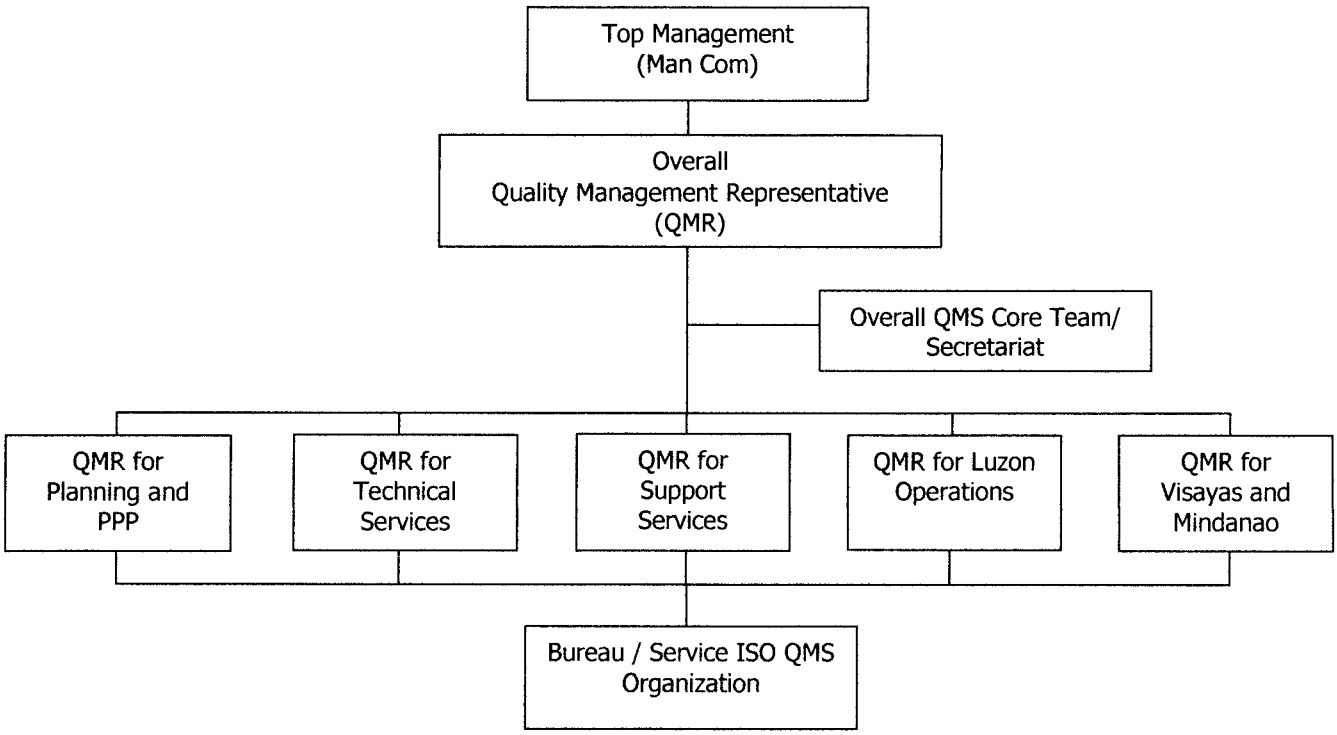
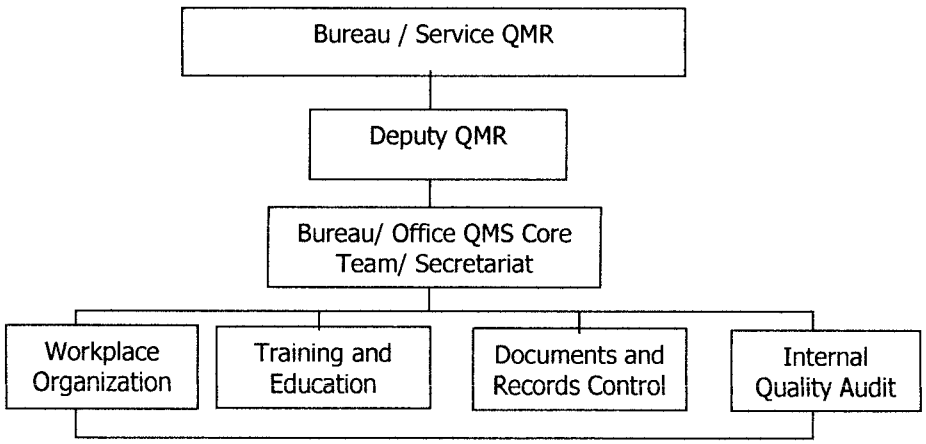
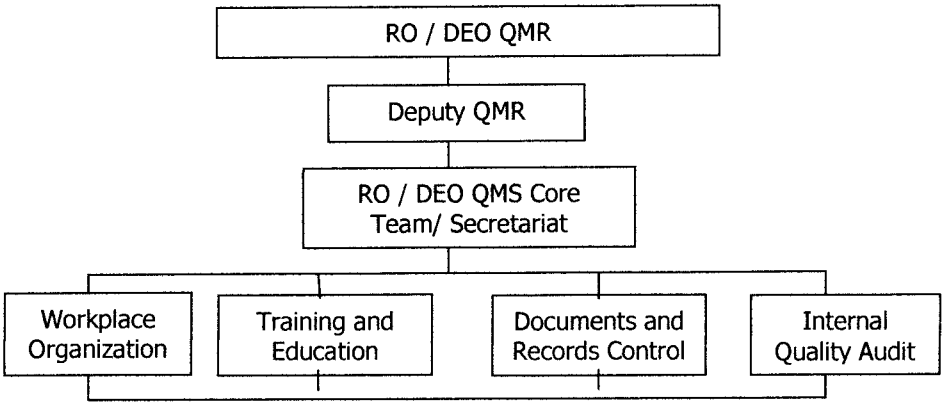
DPWH - ISO Quality Management System (QMS)
Organization Structures



Bureau / Service ISO QMS Organization



Regional /District ISO QMS Organization