



MAY 06 2024

DEPARTMENT ORDER)
NO. 65)
Series of 2024)

**SUBJECT: Quality Management System (QMS)
Awareness Policy**

4/ 05/06/2024

1. Background

1.1. Having been certified with its QMS for more than a decade, the Department has to ensure continuous information dissemination of pertinent QMS principles and elements within its workforce. Under clause 7.3 of ISO 9001:2015, organizations have to establish and maintain procedures to make its employees and members at each relevant function and level, be aware of the following:

- The importance of conformance with the QMS procedures and requirements;
- The actual and potential significant impacts and risks of activities, products and/or services;
- The benefits of improved personal performance with respect to the QMS;
- The employees' roles and responsibilities in achieving conformance with policies and procedures;
- The potential consequences of departure from specified operating procedures.

2. QMS Awareness Program

2.1. The Overall QMS Secretariat, shall provide a standardized and ladderized QMS Awareness Program. The said program shall specify the QMS courses that can be provided to all DPWH employees, depending on their years of service and/or current position. In coordination with the Capacity Development Division (CDD) of the Human Resource and Administrative Service (HRAS) and the Administrative Division of all Regional Offices, selected courses that are prioritized based on employee demand and qualification shall be integrated in the approved Annual Training Calendar.

2.2. In compliance to the most current policy on Guidelines on the Creation of the DPWH – QMS Teams, all offices should have an Awareness Advocacy Team.

2.3. Before the start of every calendar year, the Awareness Advocacy Team shall account all permanent employees within the office and identify the QMS awareness trainings that they have participated, based from the QMS Awareness Program. This shall be updated before the end of the 2nd quarter of the year or prior to the Learning Needs Analysis (LNA) so that the number of employees versus the required awareness course/s shall be included as input in the completion of the training calendar.

2.4. Consolidation of training demand, as a result of section 2.3, shall follow this hierarchy:

Area	Gathered by:	Consolidated by:	Courses to be included in:
District Engineering Office	District QMS Awareness Advocacy Team	Regional Awareness Advocacy Team	Regional Training Calendar (c/o Administrative Division)
Regional Office	Regional Awareness Advocacy Team	Regional Awareness Advocacy Team	Regional Training Calendar (c/o Administrative Division)
Central Office	Bureau/Service/Cluster Awareness Advocacy Team	Overall QMS Secretariat	Central Office Training Calendar (c/o CDD-HRAS)

- 2.5. Given the ladderized nature of the QMS Awareness Program, prioritization of courses shall be implemented. Following the Equal Opportunity Principle (EOP), an employee shall not be allowed to undertake more than two (2) QMS courses that are available in the approved Training Calendar. This will ensure that QMS courses are optimized in providing and retaining the needed knowledge with respect to the employee's current competencies. For courses offered only in the Central Office but have qualified participants in the District Engineering and Regional Offices, the Regional Awareness Advocacy Team shall request for participant slots thru the Overall QMS Secretariat. If approved, a response memorandum confirming the inclusion of qualified participants for the prioritized QMS courses to be included in the next training calendar shall be issued, to be approved by the QMS Head.
- 2.6. Once the prioritized QMS courses are included in the approved Training Calendar, all Regional QMS Coordinators shall act as Subject-Matter Experts (SMEs) for QMS courses included in the Regional Training Calendar while the Overall Secretariat shall act as SMEs for QMS courses in the Central Office. However, if the number of courses in the Regional Training Calendar require more SMEs, the Regional Advocacy Team shall request for additional SMEs from the Overall QMS Secretariat, to be approved by the Overall QMS Head. Third-Party service providers may also be tapped to provide highly-specialized QMS trainings upon the approval of the Overall QMS Head, subject to the usual procurement and accounting procedures.
- 2.7. With exceptions to special elective courses, other completed QMS courses shall be effective for three (3) years from the date of the training. This will also take effect for courses requiring pre-requisites. Requesting for unprogrammed QMS courses shall not be allowed.
- 2.8. To ensure consistency of the program, the Overall QMS Secretariat shall have the responsibility to manage and update all the QMS course designs in close coordination with CDD-HRAS. Moreover, only the Overall QMS Secretariat can provide the standardized training materials for the conduct of any QMS courses. As training materials are only simplified and condensed versions of Department standards and policies, and are used as tools for SMEs in their discussions, QMS training materials shall not be shared to the participants. This is to encourage employees to utilize primary sources



(i.e., Department Orders and Manuals) as references with respect to the implementation of QMS principles and elements.

- 2.9. To evaluate the effectiveness of the implemented QMS courses, the awareness of employees and officials on specific provisions of the ISO 9001:2015 and the DPWH-QMS shall be included as audit item in the annual Internal Quality Audit (IQA). This shall be over and above the Training Impact Evaluation as required by its most current guidelines.
- 2.10. While the Office QMS Awareness Advocacy Team shall spearhead the preparation, coordination and implementation of the QMS Awareness Program, it is the responsibility of all employees and officials to be acquainted and informed on the Department's QMS. Heads of Offices shall engage their respective employees in understanding the QMS.

3. Complementary QMS Awareness Activities

- 3.1. While the QMS Awareness Program covers a wide array of courses intended to increase the knowledge, understanding and appreciation of DPWH employees with respect to the DPWH-QMS, specific adaptation of ISO 9001:2015 clauses are codified and standardized by the respective process owners (i.e., Bureaus and Services). With this, Bureaus and Services that provide capacity-building for specific processes in the DPWH Process Model under their purview shall ensure that provisions of section 1.1 of this order are clearly defined, documented and discussed in their capacity-building activities.
- 3.2. Empirical data have shown that only 10% of learning development can be derived from courses and reading, while the rest is generated from on-the-job experiences, working on tasks and problems, and feedback on good and bad examples of process delivery (Lombardo and Eichinger, 2006, 4th edition). With this, offices shall implement all QMS-mandated activities (e.g., Management Review, Risk Management, Performance Planning and Process Review, etc.) to ensure that employees can see actual practices of ISO 9001:2015 clauses that are being complied with. Further, the Awareness Advocacy Team shall assist the Office QMS Secretariat in ensuring that the implementation of the aforementioned activities is consistent with the most current policies requiring such.
- 3.3. Attendance to invitations from external service providers for ISO 9001:2015 capacity-building activities that are outside the approved QMS Awareness Program shall be coursed through the CDD-HRAS, pending approval of the Overall QMS Head. If approved, the office shall cover all necessary logistical and financial requirements for the said capacity-building.

This Order shall take effect immediately.


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Secretary

2.2.1 MAP/AGC

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