



MAY 28 2024

DEPARTMENT ORDER)

**SUBJECT: Implementation of Quality
Workplace Standard**

NO. 85)

Series of 2024)

dt 5/28/2024

1. Background

- 1.1. To ensure that the working environment in the DPWH is conducive for its Quality Management System (QMS) to be implemented effectively, all offices covered by the DPWH-QMS are hereby required to implement the Quality Workplace Standard. This ensures that the environment for the operation of processes needed to achieve conformity to service requirements are managed in relation to ISO 9001:2015 Clause 7.1.4.

2. Quality Workplace Standard

- 2.1. In compliance to the most current policy on Guidelines on the Creation of the DPWH – QMS Teams, all offices should have a Quality Workplace Team.
- 2.2. Using the Quality Workplace Standard checklist, the Quality Workplace Team shall conduct a thorough inspection of all applicable subdivided and enclosed spaces that are utilized for the implementation of the DPWH-QMS. The inspection shall be conducted once every semester with the next inspection to be at least six (6) months from the preceding inspection. The inspection shall only be conducted in one (1) day to avoid operational disruption.
- 2.3. Once completed, the accomplished checklists shall be summarized by the Quality Workplace Team and the resulting report be discussed during the conduct of the Management Review, specifically the agenda on Adequacy of Resources. The Office QMS Core Team must provide actions and recommendations on how to improve or continually comply with the Quality Workplace Standard.
- 2.4. To evaluate the effectiveness, the awareness of employees and officials on specific provisions of the Quality Workplace Standard and other relevant policies shall be included as audit item in the annual Internal Quality Audit (IQA).
- 2.5. While the Office Quality Workplace Team shall spearhead the coordination and implementation of this standard, it is the responsibility of all employees and officials to ensure adaption of the established Workplace Standard to their individual workstation, including the practice of 5S as an essential element of the QMS. 5S, or the Japanese initialism of *Seiri* (Sort), *Seiton* (Set in Order), *Seiso* (Shine), *Seiketsu* (standardize) and

Shitsuke (Sustain), is a systematized approach to organize work areas and maintain discipline, which cultivates a positive attitude among members of the organization. Heads of Offices shall engage their respective employees in ensuring the compliance to this standard.

This order supersedes Department Order No. 52, series of 2017 and shall take effect immediately.


MANUEL M. BONOAN
Secretary

Encl: DPWH Quality Workplace Standard Checklist

2.2.1 MAP/AGC

Department of Public Works and Highways
Office of the Secretary



WIN4D01174



Department of Public Works and Highways
Quality Management System
Quality Workplace Standard Checklist

Office:

Date of Inspection:

Name of Inspector:

Component	Standard Provisions	✓	Remarks
a. General cleanliness, national symbolism and functionality	1. Major deterioration and defects that cause operational disruption are labeled and reported to the Facilities Management Division/ General Services Section or to the appropriate office holding the function. If noted, must be repaired within six (6) months from the date of inspection.		
	2. The most current ISO 9001:2015 Certification is posted.		
	3. The DPWH Charter Statements are posted (i.e., Vision, Mission, Core Values).		
	4. The DPWH Quality Policy is posted.		
	5. The DPWH Strategy Map is posted.		
	6. The most current Organizational Chart is posted.		
	7. The Philippine National Flag, when raised on a pole, is placed higher than the DPWH flag.		
	8. When located on a stage, the Philippine National Flag is placed on the left side while the DPWH flag is placed on the opposite side (audience perspective).		
	9. The Philippine National Flag in use is not faded or damaged.		
	10. For Regional and District Engineering Offices, roadmap showing jurisdictional assignments is posted.		
b. Front desk Area	1. Signage indicating front desk area is posted.		
	2. Front desk officer is present.		
	3. DPWH Privacy Policy Statement is posted in the respective Frontline Service Receiving Desk.		
	4. A copy of the most current Citizens Charter is available.		
	5. Customer Feedback Form is available.		
	6. Provision of chairs, sofa or benches are arranged in such a way that there is a clear passageway to the counter at the center, and spaces between rows of chairs provide clear passageway as well.		
	7. As much as possible, color, type and size of chairs for clients are uniform per area/location.		
c. Doors	1. Locks and knobs function well.		
	2. Doors have clear signage indicating "Push" or "Pull" and kept closed at all times.		
	3. Doors open without blockage.		

Compliance is based on actual, on-site inspection. In-situ correction does not merit compliance.

Component	Standard Provisions	✓	Remarks
d. Signages	1. Areas are designated using signages that contain clear and relevant information.		
	2. Signs for fire/emergency exits are conspicuous.		
	3. The most current version of frontline service requirements (as stated in the DPWH Citizen's Charter) is posted at the main entrance or most conspicuous place within the office premises.		
	4. "Bawal ang Red Tape" Campaign Materials are posted.		
	5. "No Noon Break" is posted.		
e. Walls and Floors	1. Free from unwanted items such as stains, dusts, cobwebs and garbage.		
	2. Paintings, posters and other decorations do not occupy more than 50% of the available wall and floor spaces.		
	3. Tarpaulins irrelevant to the office functions are not posted within office walls.		
	4. Floors are clean, dry, free of trash and are not used as storage areas.		
	5. Common areas (i.e., hallways and lobbies) are clean and tidy. There are no stacks of furniture or files waiting to be disposed.		
	6. Planters and/or plant boxes does not occupy more than 20% of the effective width of hallways.		
f. Tables	1. As much as possible, desks/tables are uniform in size, type and color in each area/location. Use of modular partitions or cubicles may be utilized.		
	2. Table top contains office computer (i.e., laptop or desktop), telephone and 1 file box for current files. Personal items (e.g., table top calendar, picture frame, task boards, etc.) are not occupying an area bigger than an A4 size paper. Table top is decluttered and organized.		
	3. Conference table, when not in use, do not have personal items, files, supplies and boxes on top. Chairs are tucked under the table.		
	4. Layout of individual tables and desks are arranged according to units and functions and provides clear passageways.		
	5. Uninterruptible Power Supply (UPS) and Automatic Voltage Regulator (AVR), if utilized, are placed on an appropriate compartment.		
g. Chairs	1. As much as possible, chairs are uniform in size, type and color in each area/location.		
	2. Chairs, when not in use, are tucked under the table.		
	3. Use of back/lumbar support (i.e., pillow) may be placed on the chair but size is not bigger than A4 paper.		
	4. For offices utilizing specialized machinery and tools, personal items are not stowed on or behind chairs.		
h. Light and Lighting Fixtures	1. All lighting fixtures are functioning.		
i. Printing/ Photocopying Area	1. As much as possible, one (1) area is allotted for placement of all printing and photocopy machines.		
	2. No paper is left unattended in the output tray.		

Compliance is based on actual, on-site inspection. In-situ correction does not merit compliance.

Component	Standard Provisions	✓	Remarks
	3. Unless otherwise covered by the service providers, toners of printers and photocopiers, fax films, and batteries are kept in storage area prior to disposal.		
	4. Box for scrap papers is placed in one corner of the printing/photocopying area.		
j. Internal Bulletin Boards	1. One bulletin board is allowed in the office.		
	2. Contains office orders, announcements, events, relevant policies, etc. with clear and visible labels.		
	3. Paper posts are covered with transparency films to protect from rapid deterioration.		
	4. ALL postings have been duly approved.		
	5. ALL postings are current and deadlines are not overdue.		
k. Use of Electricity	1. The office is compliant to ALL applicable provisions on the use of electricity following the most current policy regarding Energy Efficiency and Conservation Act. <i>(attach separate checklist)</i>		
l. Wires and Cables	1. Wires and cables are neatly bundled with appropriate cable tie, arranged at straight line and right angles, safely covered with moldings when on floor or walls, and strategically placed to prevent accidents.		
	2. There are no octopus electrical connections.		
m. Whiteboards	1. Whiteboards used for training are clear of markings after the end of the training day.		
	2. Mobile whiteboards, when not in use, are placed at one corner of the room.		
	3. Whiteboard is equipped with markers and eraser.		
n. Cabinets	1. Unless open shelves are used, closed cabinets have clear labels.		
	2. As much as possible, office cabinets are uniform in size and color in each location/area.		
	3. File boxes and big items are arranged systematically inside the cabinets (i.e., heavy items are on the shelf closest to the floor).		
	4. Blue folders are clearly labeled on its spine.		
o. Storage Areas	1. Inventory of supplies is monitored through stock cards.		
	2. Supplies and materials are properly stored in a designated area.		
p. Reference Materials	1. Inventory of official references or documents are maintained.		
	2. Monitoring Logbook for borrowed and returned references is updated.		
q. Waste Materials and Storage	1. The office is compliant to ALL applicable provisions on the most current guidelines and procedures for the implementation of the DPWH Solid Waste Management Policy. <i>(attach separate checklist)</i>		
r. Pantry Area	1. Sink top may contain the dish rack, soap dish and other kitchen equipment but should not occupy more than 60% of the top space.		
	2. Sink top is kept dry when not in use.		

Compliance is based on actual, on-site inspection. In-situ correction does not merit compliance.

Component	Standard Provisions	✓	Remarks
	3. No unwashed and/or disorganized utensils and plates are left in the sink.		
	4. Cleaning materials are kept under the sink or inside cabinets in the dining area.		
	5. Cleaning materials are maintained clean and no over spilling for cleaning supplies.		
s. Emergency Provisions	1. First Aid Kit is available in the office.		
	2. First Aid Kit is labeled clearly using the standard red cross or red crescent so that it can be seen easily.		
	3. Evacuation Plan as required by the DPWH Disaster and Incident Management Operations Manual, is posted.		
	4. Functional fire extinguishers or equivalent mechanism are available and are unexpired.		
t. Prayer Altars (Optional)	1. One location is assigned for each floor but should still provide clear passageway.		
	2. Table allotted is not bigger than the individual desk.		
	3. Water vase is cleaned at the start of the day and spoiled flowers are replaced by fresh ones.		
u. Materials Testing Laboratory	1. ALL materials testing equipment are calibrated and properly labelled as such in accordance to the most current guidelines for the Calibration of Testing Equipment of the DPWH Implementing Offices.		
	2. The office is compliant to ALL applicable provisions on the most current guidelines on Chemical and Hazardous Wastes Management.		
v. Engineering Survey Equipment	1. ALL Engineering Survey Equipment are calibrated and properly labelled as such in accordance to the most current guidelines for the Registration, Calibration, and Monitoring of Engineering Survey Equipment of DPWH Implementing Offices and Accreditation of Authorized Service Centers.		
	2. Monitoring Logbook for used, borrowed and returned survey equipment is updated.		

Inspected by the Office Quality Workplace Team:

Member

Member

Leader

Acknowledged by:

Office QMS Core Team Leader
Date Signed: