




**NORTH LUZON PHILIPPINES STATE COLLEGE**

# **QUALITY MANUAL**

**2018**

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>1</b>

## 1.0 INTRODUCTION

This **Quality Manual** provides the general guidelines and principles for efficient and effective Quality Management System (QMS) of the **North Luzon Philippines State College (NLPSC)**. It sets policies, system and procedures that govern the conduct of the office and establish functional relationships between and among its different staff, office and units.

This QMS Manual, together with associated documents mentioned hereto, aims to:

- Describe the basic elements of the QMS of the **NLPSC** and serve as reference in its implementation and continual improvement;
- Inform the internal and external relevant interested parties and enable them to observe and implement the QMS that is being maintained at the **NLPSC**; and
- Serve as reference and guide for newly-hired personnel and make them familiar and appreciate the **NLPSC's** QMS.

This Manual is intended to be used by all the units of the **NLPSC**.

The control of this Quality Manual includes preparation by the Office of the QMS Director in collaboration with the QMS Core Team, reviewed and/or recommended for approval by the Top Management, and approved by the Board of Trustees (BOT). The Office of the QMS Director has the responsibility to control, revise and update to ensure its applicability. It is therefore expected that this Quality Manual shall be constantly updated based on the ISO 9001:2015 standards, appropriate laws, internal College-wide policies, relevant changes in the organization, if any. Redistribution therefore is expected, as applicable.

It is the responsibility of the Document Controller to distribute and keep a list of authorized holder of the Quality Manual, which may be issued either as controlled or uncontrolled copy. All uncontrolled documents shall be marked with "Uncontrolled" and shall not be updated. Uncontrolled copy of the Quality Manual may be distributed to end-user when considered commercially beneficial or when demanded as a contract requirement. All external distribution based on the requests of clients, certification body and other interested parties shall be subject to the approval of the President only with the recommendation of the QMS Director.

## 2.0 NLPSC PROFILE


### 2.1 History

The metamorphosis of North Luzon Philippines State College as a public higher education institution in the Second District of Ilocos Sur can be traced in its humble, yet glorious history.

The institution evolved in 1975 from a small community college known as Candon Community College (CCC) which offered non-degree courses, the midwifery and the secretarial course.

Through a bill sponsored by then-Congressman, Hon. Eric D. Singson, Candon Community College sought integration to the University of Northern Philippines in Vigan, Ilocos Sur; hence, Republic Act 6744 effected the establishment of CCC-University of Northern Philippines Branch on August 11, 1989.

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>2</b>

As CCC-UNP it strived to provide quality education offering additional courses such as Bachelor of Arts, Bachelor in Elementary Education, Bachelor in Secondary Education, Bachelor of Science in Business Administration, Bachelor of Science in Computer Science, and Bachelor of Science in Criminology aside from the pioneer non-degree courses in midwifery and secretarial. The secretarial course has been enhanced into two new certificate programs: the Associate in Office Management and the Associate in Medical Office Management.

Realizing the vision of Hon. Eric D. Singson for Candon to have a college of its own during his long years as dynamic political leader in the municipality, he sponsored a bill that amended R.A. 6744 and helped establish a new college in the province. Through Republic Act 10085, otherwise known as “An Act Separating the CCC-University of University of Northern Philippines Branch from the University of Northern Philippines in the City of Vigan, both located in the province of Ilocos Sur, converting it into a State College to be known as North Luzon Philippines State College and Appropriating Funds Thereof”, North Luzon Philippines State College (NLPSC) started to operate as a public higher education institution on May 5, 2010.


In pursuance to Republic Act 7722 botherwise known as the “Higher Education Act of 1994” and RA 10085, Acting Director IV of the Commission on Higher Education Regional Office, Dr. Caridad O. Abuan, was designated as Officer-in-Charge of the college on August 11, 2010 by CHED chairperson, Dr. Patricia B. Licuanan. Dr. Abuan ensured a smooth transition of operation and management of the college from the University of Northern Philippines. Formally in 2010, North Luzon Philippines State College set itself to work. A new course, The Bachelor of Science in Office Administration was offered in the Business Education department.

On August 16, 2012, CHED Chairperson, Dr. Patricia B. Licuanan designated Dr. Elizabeth M. Gacusana as the new Officer-in-Charge of the College.

With regards to its curricular mandate, NLPSC has consistently proven its adherence to quality education.

In August 2012, the first 25 LET takers from the BEED Department garnered a 100% institutional passing rate. This is the first time in the history of the institution that a program got a sterling one hundred percent. The national passing rate was 49.29%. Succeeding board examinations showed NLPSC’s excellent performance by obtaining an institutional passing rate higher than the national passing rate. Other board programs such as the BSE, Midwifery and BS Criminology also showed satisfactory performance in the board examinations.

On August 2014 LET, 52 out of 61 examinees (85.25%) passed the exam for BEED and NLPSC set its record in its history as the Top Ten Performing School (tenth place) nationwide besting the 1,313 Higher Education Institutions in the country. The following year (2015), BEED LET takers duplicated the achievement when 53 out of 63 takers (84.13%) and NLPSC was awarded for the second time as the Top Ten Performing School in the entire country.

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>3</b>

In September 19, 2015, NLPSC had its First SUC President in the person of Dr. Elizabeth M. Gacusana. She has set various innovative moves for the college to respond to the demands of time through her SIRIG-BETH institutional and academic agenda for NLPSC. She strategized and envisioned a culture of excellence and dynamism in all endeavours and service-oriented programs and activities for the college during her term until 2019.

Today NLPSC has made enormous achievements not only in its academic quests but more so in its physical development. Many infrastructure projects equipped with facilities have been completed and many projects are still ongoing with the very able leadership of the College President.

NLPSC has lived to its motto of excellence, dynamism and service by producing top ranking examinees in 2016 Licensure Examination for Teachers (LET) having Mr. Loyd Angelo G. Diana who ranked Number 10 in the National Level BEED category and in 2017 having Mr. Adrian C. Doctolero who ranked Number 4 in the National Level BSE category.

NLPSC has evolved from humble beginnings and it continues to soar high with the steadfast dedication and commitment of its workforce.

## 2.2 Mandate

The College shall primarily provide advanced education, higher technological, professional and vocational instruction and training in the arts, sciences, education, entrepreneurship, engineering, agriculture, medicine, nursing, law, architecture, business administration, hotel and restaurant management, tourism, information technology and other relevant fields of study. It shall also promote and undertake research and extension services in support of the socio-economic development of Ilocos Sur, and provide progressive leadership in its areas of specialization (Section 2. RA 10085).

## 2.3 NLPSC's Vision and Mission Statements

### 2.3.1 Vision


To produce quality human resources for global competitiveness

### 2.3.2 Mission

NLPSC is committed to educate diverse learners who will become responsible leaders in a culturally oriented community through affordable and quality education in harmony with technology-based Instruction, Research and Extension.

## 2.4 NLPSC's Core Values

- Goal-oriented
  - o We are guided by a clear purpose to fulfil the covenant we entered into and work harmoniously to strengthen one's relationship
- Responsible Governance

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>4</b>


- o We abide with the Constitution of the Republic of the Philippines and other pertinent government regulations in pursuit of honesty, transparency, efficiency, and effective public service.
- Altruism
  - o We set ourselves as model of sincerity and unselfishness to others.
- Commitment
  - o We dedicate ourselves to transform our clientele to become competent in their chosen profession.
- Empowerment
  - o We, the men and women in the college are vested to deliver quality service without any exchange.
- Synergy
  - o We believe in and practice commitment to serve by developing intellectual and God-fearing leaders in the community.

## 2.5 Developmental Goals

- Strengthen technology-based research capabilities
- Impart efficient and effective public service through functional faculty and staff development programs
- Reinforce responsive extension services
- Innovate instruction for better educational performances and higher standards
- Generate adequate resources through viable economic enterprise
- Broaden access to affordable and quality education
- Enrich student holistic development
- Tap positive linkages for a better and stronger partnership with stakeholders
- Heighten physical development programs

## 2.6 NLPSC's Organizational Structure

The latest Organizational Structure of the College was approved by virtue of Board Resolution 072, series 2017 (See Figure 1).

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	5

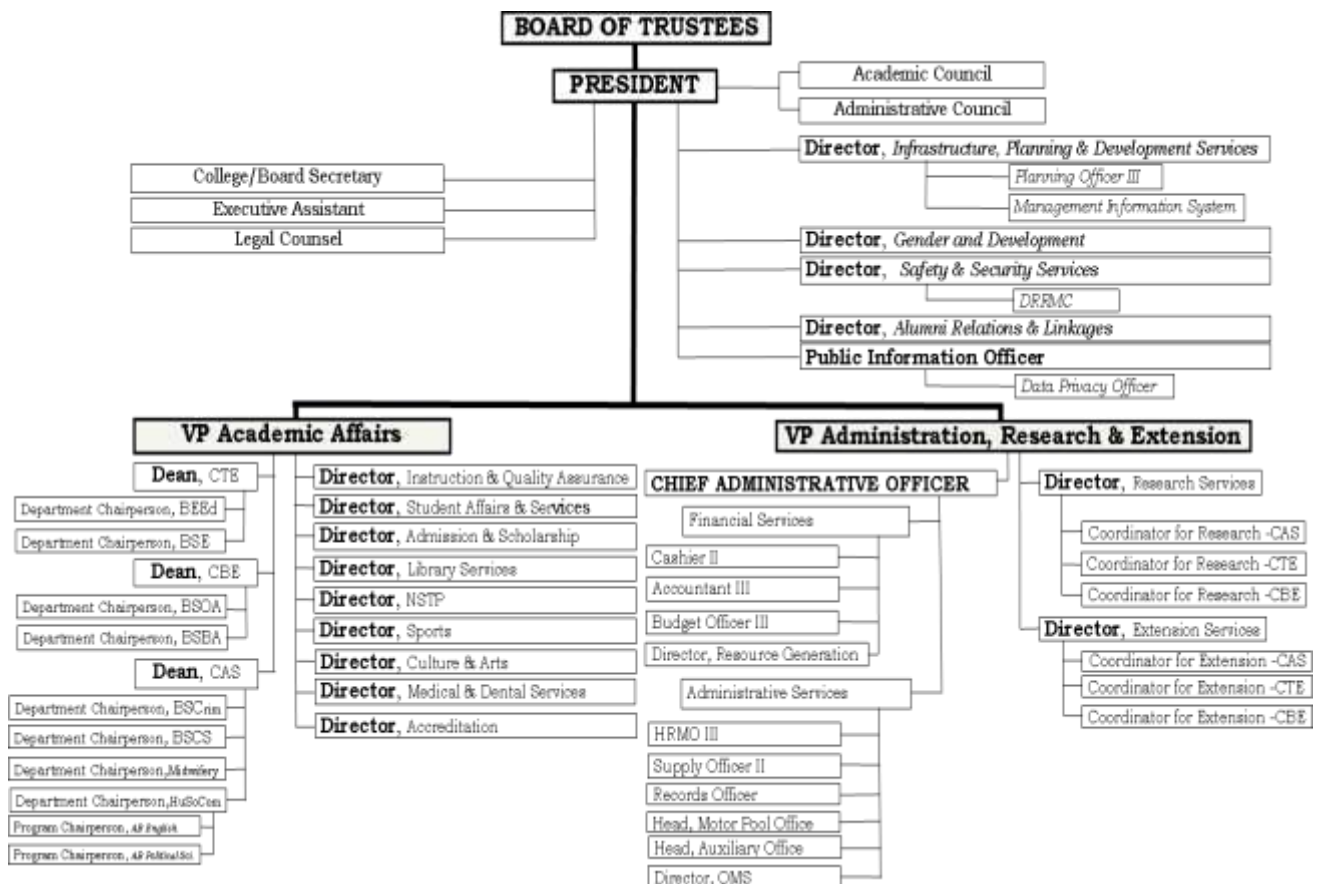


Figure 1: Organizational Structure

## 2.7 NLPSC's Organizational Composition

### Board of Trustees

The Board shall promulgate and implement policies in accordance with the declared state policies on education and other pertinent provisions of the Philippine Constitution on education, science and technology, and the arts, in consultation with the CHED, and shall formulate the guidelines to fully implement the provisions of the Code.

### College President

The Chief Executive Officer of the College, the College President shall, in addition to those specifically provided in RA 10085 and by the IRR, exercise the powers and duties of those usually pertaining to the Office of the President of similar colleges and universities, and those delegated by the Board.

### Vice President for Academic Affairs


The VPAA shall assist the College President on the administration and supervision of services related to academic matters.

### Vice President for Administration, Research and Extension

The VPARE shall assist the College President in ensuring that the support services are provided with competence and efficiency and shall assist the College President in ensuring that the College shall be able to conduct relevant researches and extension programs that will have impact on the development of the community.

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>6</b>

Likewise, it shall ensure that the College shall be able to establish more linkages and generate added resources through the conduct of various income generating programs that will further improve its operations and services as an institution of learning.

#### **Academic Council**

The Academic Council shall have the power to review and recommend the curricular offerings and rules of discipline of the College, subject to the approval of the Board. It shall fix the requirements for the admission of students, as well as for their graduation and conferment of degrees, subject to review and/or approval by the Board through the President of the College. It shall have the disciplinary power over students of the College and shall formulate academic policies and rules and regulations on discipline, subject to the approval of the Board.

#### **Administrative Council**

The Administrative Council shall have the power to review and recommend to the Board policies governing the administration, management and development planning of the college for appropriate action.

#### **Administrative Services Office**

This office is headed by a Chief Administrative Officer who shall provide the College with economical, efficient and effective services related to personnel, legal assistance, records, and such other.

### **3.0 NLPSC's CONTEXT**

#### **3.1 Understanding the Organization and its Context**

The NLPSC determines the external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of its quality management system.

The NLPSC will monitor and review the information about these external and internal issues during the Management Review and the Strategic Planning and Policy Conference.

REFERENCES: SWOT and PESTLE


#### **3.2 Understanding the Needs and Expectations of Interested Parties**

Due to the influence or potential influence on the organization's ability to effectively implement the quality management system, we identify:

- a. interested parties related to the QMS;
- b. needs, expectations and requirements related to the QMS from these interested parties; and
- c. Which of these needs, expectation and requirements become compliance obligations.

We monitor and review the information on these interested parties and their relevant needs expectations and requirements. Identification of interested parties and process of identification, monitoring and reviewing their needs, expectations and requirements,

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	7

including compliance obligation shall be done also during Management Review and Planning.

REFERENCE: Relevant Interested Parties (RIPs) Matrix

### 3.3 Determining the Scope of the Quality Management System

The NLPSC determines the boundaries and applicability of the QMS to establish its scope. The determination takes into account:

- a. the external and internal issues;
- b. the compliance obligations;
- c. the organizational units, functions and physical boundaries;
- d. the activities, processes and services; and
- e. the authorities and ability to exercise control and influence.

Applicability of the QMS is limited to:

#### 3.3.1 Scope Statement

Based on the analysis of the issues and concerns identified in the Risk and Opportunity Register, interests of stakeholders, and in consideration of its products and services, the **NLPSC** determines the scope of the management system as follows:

##### 1. Management Processes

The Management Processes include planning, performance monitoring and evaluation, policy formulation, management review, feedback management, linkages, and communication management.

##### 2. Core Processes

The Core Processes relate to the provision of instruction, research and extension services.

##### 3. Support Processes

The Support Processes ensure that the requirements of the management and core processes are addressed to provide efficient and effective support services which include human resource management, financial management, property and supply management, student affairs and services, safety and security services, procurement management, records management, information system management, general services, and IGP management.


##### 4. Externally Provided Processes

The Externally-provided Processes include consultancy services, human resource services and other services.

#### 3.3.2 Sites Within the Scope

The QMS applies to all processes, activities, and employees within the **College** located at **San Nicolas, Candon City, Ilocos Sur**.



	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>8</b>

### 3.3.3 Permissible Exclusions

There is no ISO 9001:2015 requirement that is not applicable in the **NLPSC's** QMS.

### 3.3.4 Purpose of the Quality Manual

This manual ensures product and service quality of highest standards demanded from the **NLPSC** and expected by its stakeholders.

The manual also defines the College's interpretations of the ISO 9001:2015 standard, as well as, demonstrates how the requirements are being complied.

## 3.4 Quality Management System and Its Processes

The **NLPSC** establishes, implements, maintains and continually improves the QMS including the processes needed and their interactions, in accordance with the requirements of this Standard. Likewise, **NLPSC** maintains and retains documented information.

The College adopts a process approach for its QMS. The process approach involves the systematic definition and management of processes, and their interactions, so as to achieve the intended results in accordance with the quality policy and strategic direction of the organization. Management of processes and the system as a whole can be achieved using the PDCA (Plan-Do-Check-Act) Cycle framework (See Figure 2).

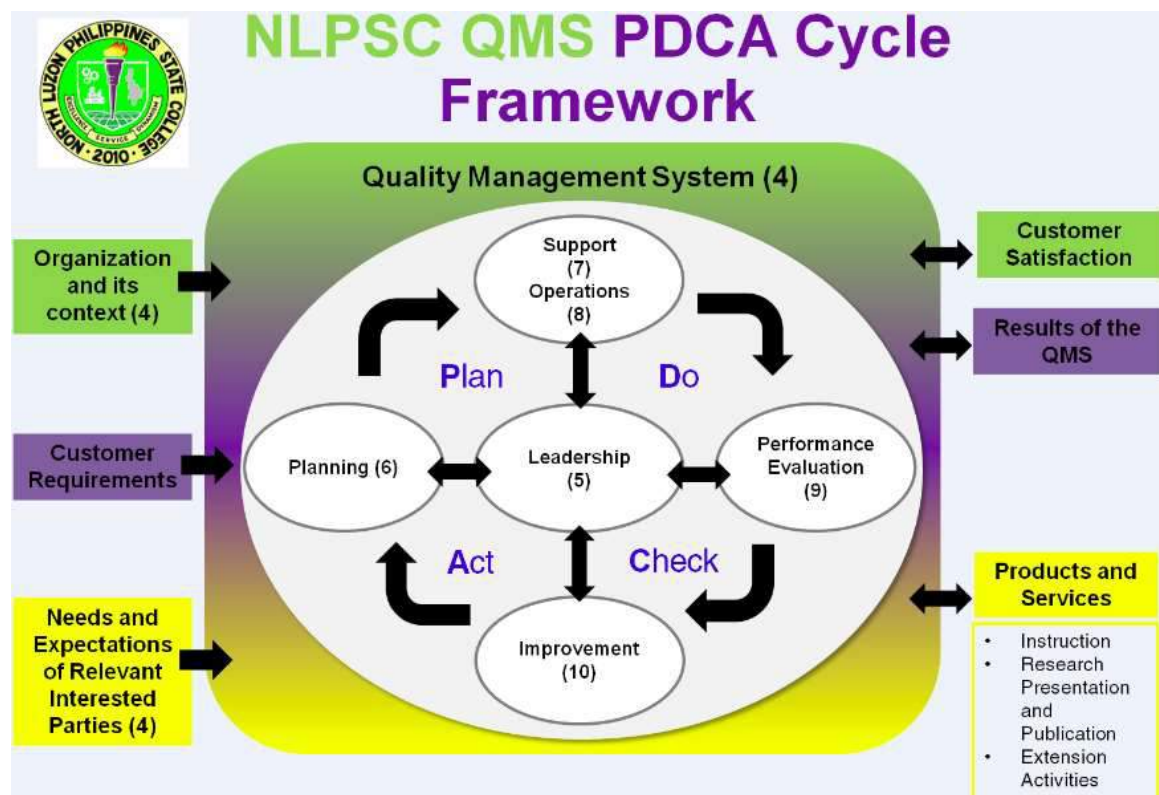



Figure 2. QMS PDCA Framework

Figure 2 shows that the College context, the clients and the relevant interested parties, even outside the organization, are crucial factors in the **NLPSC's** QMS. Their requirements and

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>9</b>

issues are taken into consideration in the planning activities of the organization which include the establishment of the objectives, the processes and the resources necessary to deliver results. Their feedback and satisfaction are also being monitored and measured as inputs to the management's review of the *NLPSC's* performance. Other results of implementation, monitoring and measuring activities against policies, objectives, requirements and planned arrangements are reported accordingly. These data are used in taking actions to continually improve the performance of the system, processes, and the delivery of products and services.

Furthermore, the *NLPSC* QMS is defined in its high level process map (See Figure 3) divided into three groups of processes, namely:

- Management Processes – those that are needed for oversight and governance of NLPSC's quality management system.
- Operations/Core Processes – those that are needed to realize the planned activities in performing processes and allow NLPSC to deliver the intent of the output of the operations.
- Support Processes\_– those that are needed to manage the resources necessary to ensure the satisfactory performance of the Operations Processes.

Conceptually, these three groups of processes are working together to transform the clients' requirements into client satisfaction.

The clients together with the interested parties, even outside the organization, are crucial factors in the NLPSC's QMS. Their requirements and issues are taken into consideration in the planning activities of the organization. Their feedback and satisfaction are also being monitored and measured as inputs to the management's review of the NLPSC's performance. These data are also used for continual improvement of the system, processes, and products and services.

Identification and management of the high level processes within the College reduce the potential occurrence of nonconforming products and services during or after the final delivery of the processes. Risk and opportunities are identified and actions are taken within each of the high level processes.

Each process may be supported by sub-processes, tasks, or activities. Monitoring and control of high level processes ensure effective implementation of all sub-processes, tasks, or activities.

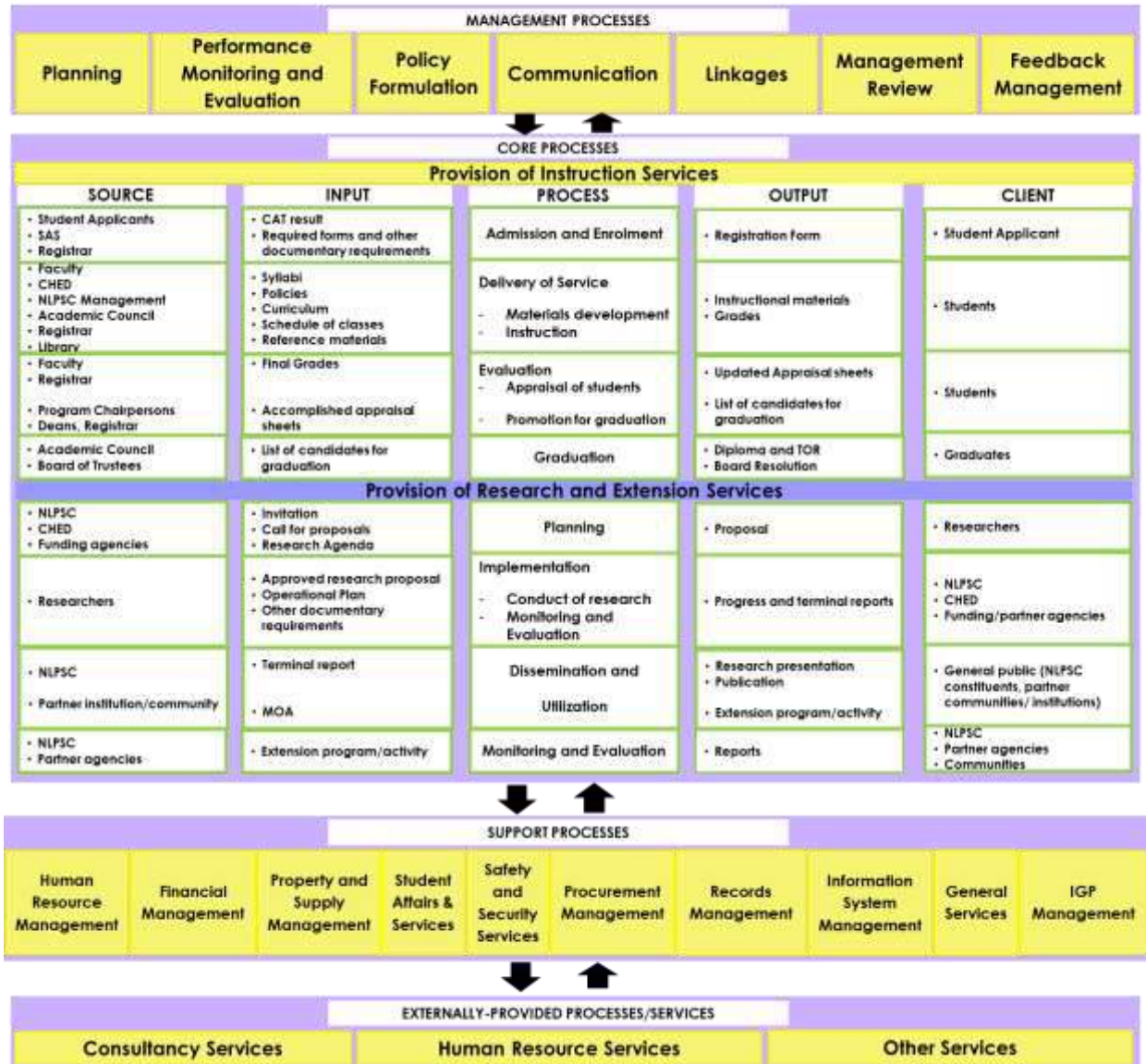
Each high level process has:

- Quality objective;
- Applicable risks and opportunities;
- Applicable inputs and outputs;
- Responsibilities and authorities;
- Supporting resources; and
- Criteria and methods used to ensure effectiveness of the process.

The sequence and interaction of these processes is illustrated in the *NLPSC* Process Map.



## PROCESS MAP OF THE NORTH LUZON PHILIPPINES STATE COLLEGE



*Figure 3: Process Map*


## 4.0 LEADERSHIP

### 4.1 Leadership and Commitment

The **Top Management of the NLPSC** always demonstrates leadership and commitment with respect to the integrated management system by:

- a. taking accountability of the effectiveness of the QMS;
- b. ensuring that the policies and objectives of quality are established for the QMS and are compatible with the strategic direction and the context of the NLPSC;

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>11</b>

- c. ensuring integration of the QMS requirements into the NLPSC's business processes;
- d. promoting awareness of the process approach and risk based thinking in quality management;
- e. ensuring that the resources needed for the QMS are available;
- f. communicating the importance of effective quality management and of conforming to the Standard requirements as well as statutory and regulatory requirements;
- g. ensuring that QMS and its processes achieve its intended results;
- h. engaging, directing and supporting persons to contribute to the effectiveness of the QMS;
- i. promoting continual improvement;
- j. ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented, and
- k. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

#### 4.1.1 Customer Focus

Top management always demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a. customer requirements and applicable statutory and regulatory requirements are determined and met;
- b. the risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed;
- c. the focus on enhancing customer satisfaction is maintained.

#### 4.2 Quality Policy

The **Top Management of the NLPSC** established and issued a Quality Policy:

North Luzon Philippines State College, a dynamic higher education institution in the North, is committed to serve our stakeholders by providing:

- Quality instruction;
- Relevant research and responsive extension programs; and
- Fast and efficient services.

These are delivered by competent, committed and responsible faculty, skilled researchers and extensionists, and customer-friendly personnel through innovative teaching strategies, community-based approaches, and technology-driven processes.


We also adhere to internal and other applicable rules, regulations, and International standards and we operate under the culture of excellence, dynamism and service as we continually improve the effectiveness of our quality management system.

*“Adal a dekalidad, dur-as ti panagbiag.”*  
 “Education of quality, progress of life”

The above Quality Policy shall:

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	12

- a. articulate the purpose and context of the College and support its strategic direction;
- b. provide a framework for setting quality objectives and include a commitment to meet applicable requirements and continual improvement of the QMS;
- c. be communicated to all persons working for or on behalf of NLPSC, including non-organic employees and visitors so that they are aware of their duties on quality;
- d. be reported by the Office of the QMS Director on the needs of distribution within the organization and relevant interested parties;
- e. be periodically reviewed through management review or changes of scope and services to ensure that the policy is always appropriate to the current situation of NLPSC.

### 4.3 Organizational Roles, Responsibilities and Authorities


The Top Management of NLPSC ensures that responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. Individual job profile is kept by the Human Resource Management Office.

Likewise, the top management has assigned QMS Core Team (See Figure 4) the responsibility and authority to do the following:

- a) ensure that a QMS is established, implemented and maintained in accordance with the requirements of ISO 9001 standards;
- b) ensure that the processes are delivered with their intended outputs;
- c) reporting on the performance of QMS to the top management for review, including recommendations for improvement of the system;
- d) ensure the promotion of customer focus throughout the organization; and
- e) ensure that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.



Figure 4: QMS Organization

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	13

### **Top Management:**

- Composed of the President, VPs, Deans and CAO.
- Led by the **President** that would lead the establishment, implementation, monitoring and maintenance of the QMS
- Ensure that quality objectives are set at relevant functions and has consistency with the Quality Policy
- Communicate the importance of meeting customer requirement
- Determine and provide necessary resources and ensure that these are adequately available
- Conduct management review meetings

### **Quality Management System Director:**

- Oversees the establishment, documentation, and effective implementation of the QMS
- Acts as liaison with external parties on matters relating to QMS
- Ensures that procedures for IQA, Management Review, Corrective, and Preventive Actions are established and implemented
- Reports QMS performance to Top Management for review and continual improvement
- Promotes risk-based thinking in overseeing the effectiveness of the QMS

### **QMS Deputy Leader**

- Assists the QMS Director in performing assigned duties and responsibilities
- Assumes responsibility of the QMS Director in his/her absence

### **QMS Secretariat**

- Provides administrative and technical support to successfully implement the project from systems development up to third party certification
- Facilitates the delivery of specific outputs of the project
- Plans and coordinates effective deployment and efficient use of human, financial, and other physical resources of the project

### **Risk Management Team**

- Performs oversight function in ensuring that the established risk controls and related activities are consistently implemented
- Plans and coordinates effective and efficient use of risk control tools
- Ensures that risk-related information are maintained and retained

### **Quality Workplace Team**


- Ensures that the work environment needed to achieve conformity to service requirements is managed
- Ensures consistent implementation of the 5S programs
- Monitors and assesses workplace cleanliness, orderliness, and safety

### **Training and Advocacy Team**

- Provides administrative support in terms of training and advocacy in the successful implementation and sustenance of the QMS
- Plans and coordinates effective deployment and efficient use of resources in line with training and advocacy activities
- Plans and coordinates echoing/cascading sessions on QMS related training

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>14</b>

### Knowledge Management Team

- Ensures that the requirements for retaining documented information are established and implemented
- Coordinates and oversees activities related to managing organizational knowledge

### Internal Audit Team

- Determines whether the QMS is effectively implemented and maintained through QMS audits
- Provides input to management review regarding the results of the audits
- Monitors actions taken to non-conformities raised during the QMS audits

## 5.0 PLANNING

### 5.1 Actions to Address Risks and Opportunities

The NLPSC considers the external and internal issues, needs and expectations of interested parties and the scope of the QMS when planning the QMS and determines the risks and opportunities that need to be addressed to:

- give assurance that the QMS can achieve its intended result;
- enhance desirable effects;
- prevent, or reduce, undesired effects;
- achieve continual improvement by integrating and implementing actions into its QMS aside from evaluating the effectiveness of actions taken.

Risks and opportunities are managed in accordance with the ***Risk and Opportunity Registry***. This document defines how risks are managed in order to minimize their likelihood and impact and how opportunities are managed to improve their likelihood and benefit.

REFERENCE: Risk and Opportunity Registry


### 5.2 Quality Objectives and Planning to Achieve Them

The NLPSC ensures that quality objectives are established annually at relevant levels, functions and processes. The objective establishment process takes into account conformance to services and customer satisfaction, relevant compliance obligations and considering our risks and opportunities.

We ensure that quality objectives are:

- consistent with the quality policy;
- measurable and achievable;
- monitored;
- communicated;
- updated as appropriate;
- documented and maintained.

REFERENCE: Quality Objectives Improvement Plan

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	15

### Curriculum Planning

The Commission on Higher Education (CHED) provides the curriculum for all HEIs, containing the minimum requirements for each programs. However, the curriculum can be enhanced for improvement of the learning outcomes. Enhancement or revision of the curriculum for the different programs/ courses offered at NLPSC, shall involve analysis or assessment of the needs of the industry or future employers in terms of human resources. It also involves the selection of learning/ teaching methods and appropriate teaching and learning materials. The curriculum review committee is responsible in assessing the performance of both individuals (individual evaluation) and the curriculum (called program evaluation).

### Management Planning

The NLPSC undertakes Management Planning which includes strategic planning and annual planning.

Strategic planning involves identifying the College's direction and allocating its resources to pursue this direction on a long-term basis. Plans identified during the Strategic Planning are embodied in a Five Year Development Plan. Reviews are made annually comparing the actual results of operation versus the identified plan to align future endeavors towards the identified direction.

Annual planning is conducted to identify Operational Plans of every operating unit (Academic or Administrative) in a year. These Operational Plans are based on identified Projects/Programs and Activities and must contain short-term objectives of the unit concerned.

### 5.3 Planning of Changes

The changes to the QMS shall be carried out in a planned manner, as needed by considering:

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

When the *NLPSC* determines the need for changes to the QMS or its processes, these changes are planned, implemented, and then verified for effectiveness. As necessary, documents are changed in accordance with the ***Control of Document Procedure***.


## 6.0 SUPPORT

### 6.1. Resources

The *NLPSC* determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the QMS. It also considers:

- a. the capabilities of, and constraints on, existing internal resources; and
- b. what needs to be obtained from external providers.

The College reasonably ensures that its financial resources are properly allocated through the conduct of annual planning and internal budgeting where all operating units

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>16</b>

are involved.

The College sees to it that the implementation of the plans and the execution of the internal budgets of the different operating units are reasonably monitored and assessed periodically.

### 6.1.1 Human Resources

The NLPSC commits to providing the people necessary for the effective operation of the QMS, effective implementation and control of processes.

The Human Resource Management Office (HRMO) of the NLPSC is primarily tasked to look after the welfare of all the employees and it is the custodian and depository of all personnel records. This Office helps in the implementation of rules, policies, institutional mechanisms, systems and procedures towards attaining objectivity and consistency.

THE HRMO strives to attain the following objectives:

- a. To improve organizational effectiveness and productivity through the proper implementation of applicable policies and procedures;
- b. To clarify important provisions on compensation, employee benefits, and other terms and conditions of employment;
- c. To ensure equal opportunities for advancement of all deserving employees of the College; and
- d. To orient applicants on the basic guidelines for human resource development.

REFERENCE: Human Resource Management Manual

### 6.1.2 Infrastructure

The NLPSC determines, provides and maintains the infrastructure for the operation of its processes to achieve conformity of services.


The infrastructure provided by the College includes:

- Buildings, classrooms, gymnasium, audio-visual room, conference room, library, laboratories, board room, computer rooms, training center, offices, clinic, dormitory, simulation room, student center, food court, indoor and outdoor sports facilities, among others.
- Equipment, hardware and software for the library, laboratories and vital offices of the College.
- Support services such as information and communication system and transportation.

The offices concerned in the maintenance of the infrastructure provided by the College include Security and Safety Services, Auxiliary Services, Disaster and Risk Reduction Management, Motorpool Services and Management Information Services.

### 6.1.3 Environment for the Operation of Processes

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	Republic of the Philippines		Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>		Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur		Revision No.:	0
	<b>QUALITY MANUAL</b>		Page No.:	17

The NLPSC determines, provides and maintains the environment for the operation of its processes to achieve conformity of services. A suitable environment can be a combination of human and physical factors such as social, psychological and physical.

#### 6.1.4 Monitoring and Measuring Resources

The NLPSC determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements, monitoring and measurement of quality performance.

We ensure that the resources provided:

- a. are suitable for the specific type of monitoring and measurement activities being undertaken;
- b. are maintained to ensure their continued fitness for their purpose.

The **NLPSC** retains appropriate documented information as evidence of fitness for the purpose of monitoring and measurement resources.

#### 6.1.5 Measurement Traceability

Measurement traceability is a requirement and considered by the NLPSC to be an essential part of providing confidence in the validity of measurement results, hence, measuring equipment shall be:

- a. calibrated or verified, or both, at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exist, the basic use for calibration shall be retained as documented information;
- b. identified in order to determine their status;
- c. safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.


The Concerned Officer shall determine if the validity of previous measurement results has been adversely affected when the measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

#### 6.1.6 Organizational Knowledge

The NLPSC determines the organizational knowledge and learnings necessary for the operation of its processes and to achieve conformity of services.

This may include knowledge and information obtained from:

- internal sources, such as administrative and management of learning records, student records, lessons learned from successes and failures in instruction, feedback from subject matter experts, intellectual property, knowledge gained from experience, and
- external sources such as standards as indicated in statutory and

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>18</b>

regulatory issuances, academe, conferences, or information gathered from clients or suppliers in the form of feedbacks.

This knowledge shall be maintained, and made available to the clients as needed.

When addressing changing needs and trends, the NLPSC considers its current knowledge and determines how to acquire or access the necessary additional knowledge.

### 6.1.7 Procurement Management

Procurement management is the systematic approach used for buying all the goods and services needed by the College. It is governed by the provisions of RA 9184 and its Implementing Rules and Regulations.

The procurement management in the College involves the acquisition of goods and services, infrastructure, and consulting services. It is categorized into three, namely: a) public bidding where the approved budget for the contract (ABC) is above Php1,000,000.00; b) alternative where the ABC is between Php50,000.00 – Php1,000,000.00; and c) Shopping (Sec. 52.1 (b) where the ABC is between Php1,000.00 – Php50,000.00.

**Public/Competitive Bidding.** Refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, post-qualification, and award of contract.

**Alternative Methods.** Whichever is applicable in the contract, the alternative methods to be used are limited source bidding, direct contracting, repeat order, shopping, and negotiated procurement. In all instances, the Procuring Entity shall ensure that the most advantageous price for the Government is obtained.


**Shopping.** This a method of procurement of Goods whereby the Procuring Entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.

The Procurement Management of the NLPSC is a function of the Bids and Awards Committee (BAC) which is tasked to ensure that all procurement processes abide by government laws, rules and regulations.

REFERENCE: 2016 Revised IRR of Republic Act No. 9184

### 6.1.8 Income Generating Project (IGP) Management

NLPSC tends to depend on a range of sources of internally generated income to sustain its normal operation, aside from the subsidy extended by the

	Republic of the Philippines		Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>		Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur		Revision No.:	0
	<b>QUALITY MANUAL</b>		Page No.:	<b>19</b>

national government. The College keeps on strengthening its fiscal capability as a result of the government budgetary cuts for public education.

The emergence of IGPs of the College has created a solution to the urgent call of the government to come up with resource generation schemes that will augment the College's resources to fill the budget gap for any relevant expenditure items that the College may incur. Its primary purpose is to generate income for the College to strengthen its operation.

The IGPs established in the College are categorized into three (3), namely: school facilities/property rental, food production, and accommodation/housing services. There is a high potential of profitability of these projects provided they are operated in a business-like manner.

College facilities/properties were acquired mainly for the functions of instruction, research and extension. However, facilities especially premises, are leased for a fee to its stakeholders at established rates. Interested parties are required to make reservations at least one (1) week ahead of the activity. Reservation in advance would also be necessary to check if there are other reservations made that may result to conflicting schedules so that adjustments could be made whenever possible.

School facilities/property rentals which have something to do with the provision of services include, but are not limited to the following:

- Food Stalls Rental
- Gymnasium
- Basketball/Tennis/Volleyball Courts (outside the gymnasium)
- Conference/Audio Visual Room
- Classrooms
- Monoblock chairs
- Other school facilities


The College adheres to the Letter of Instruction (LOI) No. 872 on the participation of all State Universities and Colleges (SUC) in the preparation of food production plan with particular emphasis on protein sources which includes fruit trees and other food sources.

The College Ladies' Dormitory is intended for student housing services which will operate in accordance with approved rules and regulations. The Ladies' Dormitory is leased for at least one semester for students, subject to renewal of conditions as embodied in the Accommodation and Housing Contract.

The Training Center is intended for seminars and trainings for a maximum of fifty (50) persons.

The Income Generation Program of the College is headed by the President. The Coordinator for IGP is designated personnel who reports directly to the Chief Administrative Officer and Vice President for Administration, Research and Extension.



	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>20</b>

REFERENCE: Income Generating Projects Manual of Operations

### 6.1.9 Property and Supply Management

NLPSC effectively and efficiently implement clear and standard guidelines, policies, processes and procedures that cover all aspect of operations in terms of property and supply management. An effective Property and Supply Management System (PSMS) provides an updated track of all its properties, where they are located, how they are used and when changes were made to them. Effective PSMS can help optimize the College's operations that include planning, resource use and implementation of its management program.

The Property and Supply Office performs the following functions:

- a. Reviews Purchase Request (PR) and assigns control number as per approved financial plan for the procurement of supplies and materials, and Property, Plant, and Equipment (PPE), using various mode of procurement;
- b. Prepares Purchase Order (PO) as per approved PR;
- c. Receives, inspects, accepts and records deliveries based on the approved PR and PO;
- d. Implements effective internal control over property and supplies;
- e. Issues purchased common-use supplies to requesting unit with corresponding Requisition and Issue Slip (RIS);
- f. Issues PPE, and semi-expandable PPE to end-users, along with their respective Inventory Custodian Slip (ICS), and Property Acknowledgment Receipt (PAR) to ensure safe and proper accountability thereof;
- g. Conducts, prepares, and submits report on Physical Count of Inventories and Physical Count of PPE;
- h. Conducts inventory-taking annually for all PPE's, and semi-expandable PPE's;
- i. Accepts returned PPE's subject for disposal; and
- j. Maintains records and updates database of inventories of all PPE's.

The major processes under Property and Supply Management includes the following:

- a. preparation, approval and delivery of purchase order
- b. receipt, inspection, acceptance and recording of deliveries
- c. storage and warehousing
- d. requisition and issuance of goods
- e. inventory-taking
- f. disposal of unserviceable properties and waste materials


REFERENCE: Property and Supply Management Manual of Operations

### 6.1.10 Financial Management

#### Cashier

Monetary responsibility is ensuring that "all resources of the government shall be managed and utilized in accordance with law and regulation, and safeguarded against loss and wastage through illegal and improper disposition."

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	Republic of the Philippines		Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>		Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur		Revision No.:	0
	<b>QUALITY MANUAL</b>		Page No.:	21

The Cashier's Office operations are guided by a manual that provides not only the accountable officers, but also other offices of the College a ready reference on the different laws, rules and regulations pertaining to collections and deposits, disbursement and the control mechanism over them.

The Cashier's Office performs three major functions: disburse; collect and deposit; and to record and report transactions incurred daily.

- a. **Disbursement.** This involves paying out obligations to payee by check, Advice to Debit Account (ADA) and cash (petty cash), through ATM and cash advances by an accountable officer.
- b. **Collection and Deposit.** This involves receipt of payment from payees in any manner and procedure of collection covered by laws and regulations, and depositing the money for safekeeping in a government servicing bank.
- c. **Record and Report.** This involves the recording in the respective books of account the monetary transactions made and preparing and submitting to concerned offices such transactions incurred.

### Accounting

The Accounting office is responsible in keeping records of the financial transactions of the College and in rendering periodic reports of the same in accordance with pertinent laws, rules and regulations.

The NLPSC Accounting Office commits to:


- a. Promote transparency by keeping records of the financial transactions of the College and submitting periodic reports of the same in accordance with pertinent laws, rules and regulations;
- b. Uphold accountability in ensuring proper utilization of public resources for greater welfare of the general public; and
- c. Assist the management in improving College operations.

The frontline services of the Accounting Office include issuing examination permits to students and re-assessing fees and updating students' balances. In performing these functions, the Office utilizes Student Information and Accounting System (SIAS). Through SIAS, examination permits can be generated and printed and Student Individual ledgers are maintained.

Other activities or services in the Accounting Office include processing of disbursement vouchers and ensuring timely remittance of employees' premiums and payments.

The main function of the office is to promote transparency by keeping records of all financial transactions in the College and ensuring that all required reports by oversight agencies are submitted on time in accordance with pertinent laws, rules and regulations.

REFERENCE: Accounting Manual of Operations

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	22

### **Budget**

The NLPSC Budget Office is tasked to ensure that all resources of NLPSC shall be managed, expended or utilized in accordance with laws and regulations, and safeguarded against loss or wastage through illegal or improper disposition.

The institution's policies and procedures on budget preparation, execution, monitoring and reporting in compliance to good governance and government requirements are described in the Manual of Policies & Procedures of the Budget Office which is established in line with the institution's objectives and commitment to total client satisfaction and quality education. The manual also prescribes the records to be maintained, the forms to be used and reports to be prepared to effectively monitor the budget as well as the required information disclosure and presentation of budget information in the financial statements in accordance with the provisions of the Government Accounting Manual (GAM).

REFERENCE: Manual of Policies & Procedures of the Budget Office

### **6.1.11 Other Support Services**

#### **Registrar**

The Office of the College Registrar is the repository of all student records from the students enrolled until the time they graduate. This office provides the most important documents with which all college graduates need in their entrance to productive and professional jobs in the world of work. These documents include Transcript of Records, Diploma, Yearbook, and Certification of Enrolment, Grades, Unit/s Earned, General Weighted Average, Honors Received, Scholarship and Clearances.

It is the responsibility of the Registrar's Office to keep all student records safely and accurately at all times and to have said records confidential. For this purpose, all records are maintained in individual jackets and safely locked in steel cabinets. Only the registrar and authorized personnel have access to all student jackets.


The Registrar's Office offers varied services from admission including enrolment and appraisal to the issuance of pertinent student records. Policies and procedures pertaining to these processes are stipulated in the Registrar's Manual.

REFERENCE: Registrar's Manual

#### **Library Services**

The NLPSC maintains a Library that provides materials and services to meet the instructional, research and extension needs of the various constituents of the college. The library serves the students, faculty, researchers, administrators and employees both in their reading activities and research ventures.

The College Library also offers its services to outside-college researchers such as teachers and students from other schools, alumni, government

	Republic of the Philippines		Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>		Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur		Revision No.:	0
	<b>QUALITY MANUAL</b>		Page No.:	23

officials/workers and those from other colleges of the country subject to the rules and regulations of the college library.

The acquisition of supplies, books and equipment in the Library involves three steps namely; requisition, procurement, and issuance. Requisition entails identification of the supplies/books/equipment that need to be purchased; endorsement of the library board committee; certification on the availability of funds; and approval of the president.

Procurement of library supplies, books and equipment adheres to pertinent laws, rules, and regulations.

Issuance of these requested materials follows the accounting and supply and property management of the College.

To ensure that library resources are kept orderly and well accounted for, a system of classification and cataloguing is devised following the steps below:

- a. Receive new book
- b. Enter book information in the accession book.
- c. Place accession number and classify book.
- d. Create card (author, title and subject) for the book.
- e. Enter book record in the computerized library system.
- f. Shelf book for circulation
- g. Print list of new book for posting.

REFERENCE: NLPSC Library Manual


### **Medical Services**

The Medical and Dental Clinic of the College is an academic support unit which caters primarily to the health needs of its students including its personnel. It serves as the main front line service unit of the college on medical and dental health needs and issues. It ensures instantaneous delivery of quality health services to students and personnel with the utmost form of professionalism and commitment.

The Medical and Dental Clinic is open from Mondays to Fridays except on official holidays. It provides office services from 8:00 in the morning until 5:00 in the afternoon, including lunch break from 12:00 noon until 1:00 in the afternoon.

The Medical and dental Clinic provides the following services to its constituents;

- a. Conducts annual medical and dental health evaluations to all its students;
- b. Provides medical and dental health consultations and treatment;
- c. Renders first aid to student and personnel in need;
- d. Promotes health education;
- e. Issues medical certifications; and
- f. other health related services.

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	24

It is the responsibility of the Medical and Dental Clinic personnel to keep all medical and dental records safe and accurate and at all times to have said records confidential. For this purpose, all records are maintained in individual jackets and safely locked in steel cabinets. Only the Medical and Dental personnel are authorized to access students' medical records.

REFERENCE: Medical-Dental Services Manual


### **Student Affairs Services**

The Student Affairs & Services Office (SASO) of NLPSC is tasked to attend to and provide services to students, its main clientele, as well as other sectors of the academic community which include but are not limited to facilitation of guidance counselling, accreditation of student organizations, administration of College Admission Test (CAT), and coordination of scholarship opportunities. The SASO provides an enriching school life and is a vehicle for more productive activities and initiates programs, projects and activities that lead towards the attainment of the Vision and Mission of the College.

The SASO which is under the Academic Affairs Office is headed by a Director and assisted by Coordinators for Guidance Services, for Student Organization Development, for Student Publication, for Spiritual and Moral Development, and for Discipline.

In consonance with enhancing the development of the individual student, the office has the following objectives:

1. To develop managerial (self and organizational) skills and leadership potentials of students so that they may become effective and dynamic partners of development and engage in worthwhile projects as part of their training towards responsible citizenship;
2. To assist students in gaining awareness and deep understanding of one's problems and make intelligent decisions which can help them toward self-direction;
3. To gain information on the psychological make-up of the students in terms of their mental abilities, achievements, interests, aptitudes and personality characteristics, assist them in their choice of course that suit their intellectual abilities and interest, and the attainment of self-insight;
4. To afford a training ground for students to develop their journalistic potentials, create among them a sense of responsibility and respect for its readers and inculcate in them that the school paper is an instrument of education;
5. To tap and develop the inherent artistic/cultural talents and special status of students in the field of music, dance, speech choir, theater and visual arts to become achievers in their own rights through training, seminars and workshops;
6. To nourish the students with spiritual/moral values encircled with nationalistic fervor and a host of other intangibles;
7. To instil discipline among the students and to develop them as law-abiding-citizens; and

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	25

9. To provide opportunities for the graduating students to hone their productive potentials to become competent and socially responsible human resource.

The SASO responds to the demands of the student populace as their clientele, specifically for the realization of students' holistic development, in line with the thrusts of the college, regional and national development efforts.

While the management of some services is under administrative, auxiliary and academic services, coordinated functions with the SASO are done in facilitating such services to the college community.

The SASO offers services such as Guidance Program (information and orientation, guidance and counseling services, career and job placement); Student Organizations Development Program; Student Publication; Spiritual and Moral Development Program, and Student Discipline. Each of these services adhere to policies and procedures for effective and efficient implementation.

REFERENCE: Student Handbook

## 6.2 Competence

The *NLPSC*

- a. determines the necessary competence of persons doing the work under its control that affects the quality performance and effectiveness of the QMS;
- b. ensures that these persons are competent on the basis of appropriate education, training or experience;
- c. takes actions to acquire the necessary competence and evaluates the effectiveness of the actions taken;
- d. retains appropriate documented information as evidence of competence.

REFERENCES: Job Description (PDF) and 201 File

## 6.3 Awareness

The *NLPSC* ensures that persons doing work under its control are aware of:

- a. the Quality policy;
- b. related Quality objectives;
- c. their contribution to the effectiveness of QMS including the significant aspects and related actual or potential environmental impacts associated with their work;
- d. the implications of not conforming with the QMS requirements.

## 6.4 Communication

The *NLPSC* identifies the need for internal and external communications relevant to the QMS. Various communicated channels are utilized such as memoranda, internal publication, social media, email, website, bulletin boards, and telephone.


## 6.5 Documented information

### 6.5.1 General

The *NLPSC* QMS documentation includes both documents and records which is primarily handled by the Records Management Office (RMO). The College does not

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>26</b>

use the term “documented information”, but instead uses the terms “document” and “record” and undergo different controls as stated herein. The extent of the documentation that has been developed is based on:

- the size of the College;
- complexity and interaction of the processes;
- risks and opportunities; and
- competence of human resources.

### 6.5.2 Control of Documents

A documented procedure for Control of Documents is established to define the controls to ensure that the staff or officers concerned have access to the latest approved information and to restrict the use of obsolete information.

All documented procedures are established, documented, implemented and maintained.

### 6.5.3 Control of Records

A documented procedure for Control of Records is established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records.

These controls are applicable to those records which provide evidence of conformance to requirements. These may be evidences of product or service requirements, contractual requirements, procedural requirements, or statutory and regulatory compliance.

REFERENCES: Control of Documents and Control of Records Procedure


## 7.0 OPERATION

### 7.1 Operational Planning and Control

The *NLPSC* 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 the College is consistent with the requirements of the other processes of the QMS. Such planning considers the information related to the context of the College, current resources and capabilities, product and service requirements and acceptance criteria, as well as, the need to outsource processes. Quality planning includes determining the quality objectives and requirements of the clients which includes the following:

- a. Provision of Instruction Services
  - Preparing OBE Syllabus;
  - Preparing faculty profile, room utilization schedule and list of enrollees;
  - Identifying and utilizing innovative instructional strategies;
  - Preparing appropriate instructional materials based on the learners’ capability and the topics;
  - Enhancing capability of faculty thru Continuous Professional Development;

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	27

- and
- Utilizing standardized performance evaluation tool.

b. Provision of Research and Extension Services

- Dissemination of Call for Proposals both in Research and Extension;
- Screening research proposals thru in-house review based on the research agenda of the College;
- Conducting consultation and survey for the extension services; and
- Designing the utilization process of research outputs.

## 7.2 Requirements for Products and Services

### 7.2.1 Client Communication

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

- Providing information related to the delivery of **instruction, research and extension services**;
- Handling of inquiries pertaining to admission requirements, services offered, program offerings, funding for research, scholarship programs and opportunities for extension activities ;
- Obtaining client feedback including complaints;
- Handling client property; and
- Establishing specific requirements for contingency actions, when relevant.

### 7.2.2 Determination of Requirements for Products and Services


The *NLPSC* ensures that the requirements for the instruction, research and extension services are defined including any applicable statutory and regulatory requirements and those considered necessary by the College.

Determination of students' requirements

- Appraisal Form
- Application for Admission
- Application for Graduation
- Admission Slip
- Completion Form
- Adding/Dropping Form
- Permit to Transfer
- Permit to Cross-enroll

Determination of clients' requirements in Research and Extension

- Request Letter
- Operational Plan
- Revised Proposal with the Tool/Instrument/Questionnaire
- Survey for Extension Services

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>28</b>

- Action Plan
- PPMP/APP
- Memorandum of Agreement (for externally-funded Research and Extension Services)

### 7.2.3 Review of the Requirements for Products and Services

The **NLPSC** reviews its instruction, research and extension services to ensure that they meet all requirements which may include the following:

- Those required by prospective employers like the basic education institutions;
- Those required by the community;
- Those beyond the expectations of the client;
- Applicable statutory and regulatory requirements;
- Those specified by the College; and
- Requirements differing from those previously expressed.

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

### 7.3 Design and Development of Products and Services

For new products or services and for significant design and development changes in the Instruction, Research and Extension services, the **NLPSC** ensures the translation of students and community needs and requirements into detailed design outputs. These address performance, reliability, issues, as well as regulatory and statutory requirements.


This process ensures:

- Design and development planning is conducted;
- Design and development inputs requirements are captured;
- Design and development outputs are created under controlled conditions;
- Design and development reviews, verification and validation are conducted; and
- Design and development changes are made in a controlled manner.

The College shall ensure that all pertinent documented information on the changes in the Instruction, Research and Extension services are properly disseminated to all relevant interested parties.

### 7.4 Control of externally provided processes, products and services

The **NLPSC** ensures that externally provided processes, products and services conform to requirements. The College also determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers based on their ability to provide processes, products and services in accordance with requirements. It also retains documented information of all these activities and any necessary actions arising from the evaluations. See item **6.1.7 Procurement Management** for further details.

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>29</b>

REFERENCE: List of controls on externally provided products, processes, and services

## 7.5 Service Provision

In the *NLPSC*, service provision is planned, documented and executed under controlled conditions for the attainment of its desired goals. The major components to be controlled are:

### 1. Admission and Enrolment

The NLPSC implements definite procedure in the admission and enrolment of students. Such procedures are well-disseminated to the clientele through varied forms of media. The NLPSC also ensures that only qualified students who submits the required credentials are admitted in the programs and are allowed to enroll.

### 2. Delivery of service;

#### a. Materials Development

In order to achieve the desired learning outcomes in the courses offered in the NLPSC, the faculty members are enjoined to develop their own instructional materials (IMs). These IMs need to be subjected to review by the Committee on Instructional Materials Preparation to determine their effectiveness, efficiency and appropriateness.

#### b. Instruction

Instruction is one of the major functions of the NLPSC of which all faculty members strive to deliver efficiently and effectively. To ensure that quality instruction is provided to the students, a regular monitoring and random observation of classes is done every term. A semestral evaluation of the faculty by the students and also by peers and supervisors are conducted and results of these evaluation are made known to the faculty concerned.

### 3. Evaluation

#### a. Appraisal of Students

The academic performance of the students are regularly monitored and updated by maintaining an individual Appraisal Sheet of students kept at the Registrar's Office and at the Dean's Office under the care of the Program Chairperson. Accuracy in evaluating the student's academic performance is ensured by requiring faculty members to submit grade sheets supported by their class record.

#### b. Promotion for graduation

The NLPSC sees to it that only students who have completed the academic requirements prescribed by the CMO of each program are promoted for graduation. The list of candidates for graduation are presented in a meeting attended by concerned faculty members for deliberation purposes.

### 4. Graduation


The NLPSC awards certificates of completion in the different programs to those students who completed the academic requirements as prescribed in the respective CMOs of the programs. The graduation rites are conducted once a year at the end of the second semester which is attended by all personnel in the College.

The documented process controls in the College under the provision of Instruction Services include the following:

#### Instruction Services

- Requiring only qualified faculty members to deliver Instruction services;

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>30</b>

- Accepting only qualified clients as per **NLPSC-CAT** result and interview results with the dean or program chairperson.
- Enrolling only clients with complete original documents;
- Ensuring outcomes-based compliant syllabus, properly reviewed and approved;
- Developing Instructional Materials duly reviewed and approved by the Committee on Instructional Materials;
- Ensuring that the desired learning outcomes are achieved thru Classroom Observation and Monitoring;
- Providing accurate appraisal of students' performance; and
- Promoting students who completed the program requirements prescribed by the curriculum.

#### Research and Extension Services

- Encouraging researchers to focus on their field of specialization aligned with the NLPSC Research Agenda;
- Accepting research proposals aligned with NLPSC Research Agenda screened thru the in-house review;
- Implementing researches that are accepted and approved in in-house review supported with Operational Plan, revised copy of research proposal and the instrument;
- Tracking progress of researches thru monitoring and evaluation instruments;
- Ensuring research outputs are properly disseminated thru fora and utilized thru relevant extension activities;
- Utilizing specific tools in the conduct of research such as statistical software, and online or stand-alone editing software among others;
- Improving the delivery of extension services based on the assessment of clients' satisfaction;
- Preparing post-activity reports after conduct of Extension services;
- Proper turn-over of Research and Extension-related documents and equipment in cases of separation, change of assignment


#### 7.6 Identification and Traceability

Where appropriate, the **NLPSC** identifies its product or 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 College controls and records the unique identification of the clients if unique traceability is required by contract, regulatory, or other established requirement such as the following:

- Collecting, verifying, storing, and preserving of original certificates and the accomplished application form of each client in a personal file;
- Issuing a permanent student number (including course and level);
- Assigning codes (course and subject codes) for subjects offered every term;
- Scheduling room utilization;
- Utilizing classroom attendance sheets or seat plans;
- Requiring students and personnel clearance;
- Preparing Official Transcript of Records reflecting the final grades;
- Availability of information on researches- title, proponents, and date completed; and



	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>31</b>

- Availability of information on extension activities – beneficiaries and MOA.

### 7.7 Property Belonging to Clients or External Providers

The **NLPSC** exercises care over client or supplier property while it is under its control or use. Upon receipt, such property is identified, verified, protected and safeguarded. If such property is lost, damaged or otherwise found to be unfit for use, it is reported to the student or supplier and is properly recorded.

Client intellectual property and client furnished data are identified, maintained, and preserved to prevent accidental loss, damage or inappropriate use.

#### Instruction

- Copies of thesis and action researches are kept in the Library and in the respective Departments
- Student outputs are kept in cabinets, shelves or file boxes; and
- Issuance of Property Acknowledgment Receipt to regular faculty members or custodian for every equipment.

#### Research and Extension

- Issuance of Property Acknowledgment Receipt to the VPARE and the Director for Research for every equipment;
- Original copies of table monitoring reports are kept by the Director for Research in file cabinets; and,
- Completed researches of faculty are kept at the Research Office.

### 7.8 Preservation


The **NLPSC** guarantees the security and safety of its client and promotes their well-being by:

- Keeping safely all documents submitted by the client, such as admission requirements;
- Ensuring the safety of the physical facilities;
- Maintaining discipline in the campus;
- Providing security, medical and dental services, guidance counselling, etc.;
- Ensuring food safety practices and sanitation;
- Maintaining clean and green environment;
- Engaging in sports and extra-curricular activities;
- Keeping safely (stored in cabinets/shelves) all Instructional Materials such as Course Syllabi, Curricula, Modules, Questionnaires, Table of Specifications, Answer Keys and Lecture Notes/Handouts;
- Developed research products and outputs like modules and software (both hard and e-copy) are kept by the Director for Research in file cabinets;
- Maintaining original and revised hard copies of proposals in the Office of the Director for Research;
- Copy of research proposals provided to the panel members in the in-house review shall be retrieved and shredded;

### 7.9 Post-Delivery Activities

The **NLPSC** conducts post-delivery activities but not limited to the following:

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	32

- Conducting enhancement seminar in preparation for the licensure examination;
- Conducting pre-service seminars in preparation for employment and career path;
- Accompanying graduates during examination days;
- Giving Referrals and issuing Recommendations for employment of graduates;
- Holding of Job-fairs;
- Conducting Graduate Tracer Study; and
- Monitoring and evaluating extension services rendered.

The extent of these post-delivery activities is determined in consideration of any or more of the following:

- Client requirements, including feedback;
- Statutory and regulatory requirements; and
- Risks associated in the conduct of post-delivery activities.

### 7.10 Process Change Control

The **NLPSC** reviews and controls both planned and the **NLPSC** 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.

### 7.11 Release of Products and Delivery of Services

The **NLPSC** guarantees that only qualified students are admitted in the program. The retention policies in every program are also enforced for the students to advance to the next level.

The College ensures that the students are equipped with knowledge, skills and competence as manifested by satisfactorily complying with all the requirements of their course such as:

- Passing all the subjects;
- Submitted hardbound thesis/ softbound action research;
- Completed the required number of hours for the Internship;
- Completion of clinical cases for the BS Midwifery students; and
- Cleared of all obligations and accountabilities among others.


Compliance to the aforementioned requirements warrants the conferment of the degree to the students.

### 7.12 Control of Nonconforming Outputs

The **NLPSC** ensures that outputs of the processes of the QMS that do not conform to the requirements are identified and controlled to prevent their 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 ways:

- Correction;
- Segregation, containment, return or suspension of provision of products and services;
- Informing the client; or

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	33

- Obtaining authorization for acceptance of the nonconforming output under concession.

The College 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

#### 8.1.1 General

The **NLPSC** monitors, measures, and evaluates the:

- 8.1.1.1 conformity of products and services;
- 8.1.1.2 client satisfaction;
- 8.1.1.3 performance and effectiveness of the QMS;
- 8.1.1.4 implementation of the plans;
- 8.1.1.5 effectiveness of actions taken to address the risks and opportunities;
- 8.1.1.6 performance of external providers; and,
- 8.1.1.7 need for improvements to the QMS.

#### 8.1.2 Client Satisfaction

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

- Faculty Evaluation by Students;
- Client Feedback Form; and
- Exit Interview of out-going students.


The activities aim to measure as well as to monitor the performance of the College in terms of meeting the clients' requirements and expectations and to survey the current and future development concerns of clients as they are relevant in defining and aligning the College's plans and programs.

## 8.2 Internal Audit

The **NLPSC** maintains an Internal Quality Audit Procedure to verify whether quality activities and related results conform to the College's own requirements for its QMS, to the requirements of ISO 9001:2015 and to determine if the QMS is effectively implemented and maintained.

Personnel tasked to perform an audit shall be qualified and competent. The qualifications of auditors of the QMS are as follows:

1. Must have undergone training on auditing management system using ISO 19011 as basis;

	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	<b>34</b>

2. Must be independent in fact and in mental attitude;
3. Must possess good communication skills;
4. Must exercise sound professional judgment; and
5. Must be a regular personnel of the College.

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.

### 8.3 Management Review

The Top Management reviews the QMS at least once a year to ensure its continuing suitability, adequacy, and effectiveness. The review is led by the President and inputs to this review include, at a minimum, the following:

- the status of actions from previous management reviews;
- changes in internal and external issues that are relevant to the QMS;
- the effectiveness of actions taken to address risks and opportunities;
- information on the performance of the QMS, including trends in:
  - client satisfaction and feedback from relevant interested parties;
  - the extent to which quality objectives have been met;
  - process performance and conformity of products and services;
  - nonconformities and corrective actions;
  - monitoring and measurement results;
  - audit results; and
  - performance of external providers.
- the adequacy of resources; and
- opportunities for improvement.

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 Management Review are maintained.


## 9.0 IMPROVEMENT

### 9.1 General

The Top Management determines and selects opportunities for improvement and implements any necessary actions to meet client requirements and enhance client satisfaction. These include:

- improving products and services to meet requirements as well as to address future needs and expectations;
- correcting, preventing or reducing undesired effects; and
- improving the performance of the QMS.

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	Republic of the Philippines	Doc Ref No.: NLPSC-QMS-MN-001	
	<b>North Luzon Philippines State College</b>	Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur	Revision No.:	0
	<b>QUALITY MANUAL</b>	Page No.:	35

## 9.2 Nonconformity and Corrective Action

The **NLPSC** maintains a Corrective Action Procedure to ensure that the College 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.

## 9.3 Continual Improvement

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



	Republic of the Philippines		Doc Ref No.: OP-MN-010	
	<b>North Luzon Philippines State College</b>		Effectivity Date:	April 13, 2018
	Candon City, Ilocos Sur		Revision No.:	0
	<b>QUALITY MANUAL</b>		Page No.:	iii

## CONTENTS

<b>1.0</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>2.0</b>	<b>AGENCY PROFILE</b>	<b>1</b>
	2.1 History	1
	2.2 Mandate	3
	2.3 NLPSC's Vision and Mission Statements	3
	2.4 NLPSC's Core Values	3
	2.5 Development Goals	4
	2.6 NLPSC Organizational Structure	4
	2.7 NLPSC's Organizational Composition	5
<b>3.0</b>	<b>NLPSC CONTEXT</b>	<b>6</b>
	3.1 Understanding the Organization and Its Context	6
	3.2 Understanding the Needs and Expectations of Interested Parties	6
	3.3 Determining the Scope of the Quality Management System	7
	3.3.1 Scope Statement	7
	3.3.2 Sites Within the Scope	7
	3.3.3 Permissible Exclusions	8
	3.3.4 Purpose of the Quality Manual	8
	3.4 Quality Management System and Its Processes	8
<b>4.0</b>	<b>LEADERSHIP</b>	<b>10</b>
	4.1 Leadership and Commitment	10
	4.1.1 Customer Focus	11
	4.2 Quality Policy	11
	4.3 Organizational Roles, Responsibilities and Authorities	12
<b>5.0</b>	<b>PLANNING</b>	<b>14</b>
	5.1 Actions to Address Risks and Opportunities	14
	5.2 Quality Objectives and Planning to Achieve Them	14
	5.3 Planning of Changes	15
<b>6.0</b>	<b>SUPPORT</b>	<b>15</b>
	6.1 Resources	15
	6.1.1 Human Resources	16
	6.1.2 Infrastructure	16
	6.1.3 Environment for the Operation of Processes	16
	6.1.4 Monitoring and Measuring Resources	17
	6.1.5 Measurement Traceability	17
	6.1.6 Organizational Knowledge	17
	6.1.7 Procurement Management	18
	6.1.8 IGP Management	18
	6.1.9 Property and Supply Management	20
	6.1.10 Financial Management	20
	6.1.11 Other Support Services	22
	6.2 Competence	25
	6.3 Awareness	25
	6.4 Communication	25



Republic of the Philippines		Doc Ref No.: OP-MN-010	
<b>North Luzon Philippines State College</b>		Effectivity Date:	April 13, 2018
Candon City, Ilocos Sur		Revision No.:	0
<b>QUALITY MANUAL</b>		Page No.:	<b>iii</b>

	6.5	Documented Information	25
	6.5.1	General	25
	6.5.2	Control of Documents	26
	6.5.3	Control of Records	26
<b>7.0</b>	<b>OPERATION</b>		<b>26</b>
	7.1	Operational Planning and Control	26
	7.2	Requirements for Products and Services	27
	7.2.1	Client Communication	27
	7.2.2	Determination of Requirements for Products and Services	27
	7.2.3	Review of the Requirements for Products and Services	28
	7.3	Design and Development of Products and Services	28
	7.4	Control of Externally Provided Processes	28
	7.5	Service Provision	29
	7.6	Identification and Traceability	30
	7.7	Property Belonging to Clients and External Providers	31
	7.8	Preservation	31
	7.9	Post Delivery Activities	31
	7.10	Process Change Control	32
	7.11	Release of Products and Delivery of Services	32
	7.12	Control of Nonconforming Outputs	32
<b>8.0</b>	<b>PERFORMANCE EVALUATION</b>		<b>33</b>
	8.1	Monitoring, Measurement, Analysis, and Evaluation	33
	8.1.1	General	33
	8.1.2	Client Satisfaction	33
	8.2	Internal Audit	33
	8.3	Management Review	34
<b>9.0</b>	<b>IMPROVEMENT</b>		<b>34</b>
	9.1	General	34
	9.2	Nonconformity and Corrective Action	35
	9.3	Continual Improvement	35