

## **Minutes of Meeting Management Review**

December 22, 2017, 4:45 PM- 6:15PM

### **Attendees:**

1. Ma. Asena Galang, PDO V, AID
2. Flordeliz Abiad, OIC, Admin and Finance Division
3. Jason Tabinas, PDO IV, IRMISD
4. Anna Katarina Rodriguez, Deputy Executive Director
5. Juan Martin Guasch, PDO V

### **Agenda:**

To review the NBDB quality management system to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization specifically the following:

- a) changes in external and internal issues that are relevant to the quality management system
- b) information on the performance and effectiveness of the quality management system, including trends in:
  - 1) customer satisfaction and feedback from relevant interested parties;
  - 2) the extent to which quality objectives have been met;
  - 3) process performance and conformity of products and services;
  - 4) nonconformities and corrective actions;
  - 5) monitoring and measurement results;
  - 6) audit results;
  - 7) the performance of external providers;
- c) the adequacy of resources;
- d) the effectiveness of actions taken to address risks and opportunities
- e) opportunities for improvement.

### **Minutes of Meetings**

1. Changes in external and internal issues relevant to the quality management system
  - Moratorium on acquisition of supplementary materials was lifted. Stakeholders who did not renew due to loss of business due to moratorium renewed their registration in 2017.
  - More NBDB activities in partnership with DepEd-Bureau of Learning Resources in 2017. Capacity-building activities were conducted in Bohol, Davao, Gensan, and Quezon. This brought more individual registrants. NBDB activities were also promoted in the regions in the course of these activities.

2. Information on the performance and effectiveness of the quality management system:

- 1) customer satisfaction and feedback from relevant interested parties
  - There is a need to summarize feedback from registrants on a monthly basis to proactively address customer concerns.
- 2) meeting quality objectives
  - KPIs for registration process have to be revisited.
  - There is a need to separate summary of customer satisfaction feedback for registration as core process.
- 3) process performance and conformity of products and service
  - Streamline procedure to ensure processing of registration with COMPLETE documents within 72 hours.
- 4) nonconformities and corrective actions
  - RFAs have to be issued to different personnel as required by the corrective action procedure.
- 5) monitoring and measurement results
  - Completely enforce rule that incomplete registration documents should not be accepted by AID.
- 6) audit results
  - Results of Internal Quality Audit (IQA) recently conducted must be discussed in detail in 2018.
- 7) the performance of external providers
  - Contracts with external providers are not fully enforced. Penalties/deductions on payments are enforced but it is difficult to ensure performance of external providers.

3. Adequacy of resources

- There is a need to transfer to a bigger office space. An office space in Quezon City was already identified. Projected space is 1200 sqm. Transfer will be done in 2019.
- Fill-out unfilled authorized positions ASAP. 13 more positions have to be filled-out.
- Authority to fill-up the 31 other vacant plantilla positions has to be requested from DBM.
- 1 additional vehicle must be purchased to replace the depreciated existing vehicle.

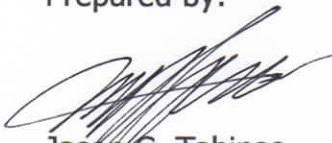
4. Actions to address risks and opportunities

- Update risks and opportunities matrix based on kapihan sessions.

5. opportunities for improvement.

- Unfilled authorized positions versus increased target. There is a need to allocate budget for salaries of Job Orders/COS to augment personnel. Processing of Income Tax Holiday application for indorsement to BOI was not done.
- Delay in project schedule. AID Failed to conduct two (2) book fairs but this was transferred to FMCD.

Prepared by:



Jason G. Tabinas  
PDO IV, IRMISD

Reviewed and Approved by:



Atty. Anna Katarina B. Rodriguez  
Deputy Executive Director