



Republic of the Philippines  
**Department of Education**  
REGION XI  
SCHOOLS DIVISION OF PANABO CITY

**Office of the Schools Division Superintendent**

**DIVISION MEMORANDUM**

SGOD-2025-452

To : Assistant Schools Division Superintendent  
Chief of the Schools Governance and Operations Division  
Chief of the Curriculum Implementation Division  
Raul E. Gacus, Quality Workplace Team Leader  
All Concerned

Subject: **Dissemination of DepEd Memorandum No. 68, s. 2025**

Date: August 22, 2025

Attached is Regional Memorandum No. AD-2025-124 re: Dissemination of DepEd Memorandum No. 68, s. 2025, contents of which are self-explanatory.

For any question, we will be glad to assist you through the Quality Management System (QMS) Secretariat. Attention: Erick S. Dalumpines, QMS Secretariat Team Leader, at [erick.dalumpines@deped.gov.ph](mailto:erick.dalumpines@deped.gov.ph).

For your guidance and compliance.

  
**JINKY B. FIRMAN PhD, CESO VI**  
Schools Division Superintendent

Encl: As stated  
SGOD/aba/kdgi

**RELEASED**

**AUG 22 2025**

RECORDS SECTION, SDO PANABO CITY  
BY 

RS 825120911

0825102877



Republic of the Philippines  
**Department of Education**  
DAVAO REGION

August 20, 2025

REGIONAL MEMORANDUM  
AD-2025-124

DISSEMINATION OF DEPED MEMORANDUM NO. 68, S. 2025

To: Assistant Regional Director  
Schools Division Superintendents  
Chiefs of the Functional Divisions

1. Herewith is the DepEd Memorandum No. 068, s. 2025 dated August 11, 2025 from Atty. Fatima Lipp D. Panontongan, Undersecretary and Chief of Staff, Office of the Secretary, relative to the Addendum to the DepEd Memorandum No. 014, s. 2022, titled "The DepEd Quality Management System Manual and Procedures and Work Instruction Manual," which aims to provide additional guidelines/manual for the implementation of QMS in DepEd, contents of which are self-explanatory.
2. For information and strict compliance.

DEPARTMENT OF EDUCATION NO.  
RECORDS SECTION  
**RELEASED**

**REBONFAMIL R. BAGUIO**  
Assistant Regional Director  
Officer-In-Charge  
Office of the Regional Director

Enclosed: As stated.

ROA9/kgpf

By: *[Signature]* Date: *August 20, 2025*  
Time: *825120911*



Address: F. Torres St., Davao City (8000)  
Telephone Nos.: (082) 291-0051  
Email Address: region11@depd.gov.ph  
Website: www.depedroxi.ph





Republic of the Philippines  
**Department of Education**

AUG 11 2025

DepEd MEMORANDUM  
No. **068**, s. 2025

**ADDENDUM TO THE DEPED MEMORANDUM NO. 014, 2022**  
(The DepEd Quality Management System Manual and Procedures and Work Instructions Manual)

To: Undersecretaries  
Assistant Secretaries  
Bureau and Service Directors  
Regional Directors  
Schools Division Superintendents  
Public Elementary and Secondary School Heads  
All Others Concerned

1. In relation to the issued Department of Education (DepEd) Memorandum No. 014, s. 2022 titled **The DepEd Quality Management System Manual and Procedures and Work Instructions Manual**, this Memorandum aims to provide additional guidelines/manual for the implementation of QMS in DepEd.
2. The Department of Education (DepEd) issues **The DepEd Quality Management System (QMS) Manual and Procedures and Work Instructions Manual (PAWIM)** including the **PAWIM for Quality Workplace (QW)**, which shall serve as reference document for the DepEd NQMS implementation. This is pursuant to DepEd Order No. 009, s. 2021 titled Institutionalization of a Quality Management System in the Department of Education.
3. The issuance of these DepEd-wide QMS Manuals **particularly the PAWIM for QW**, aims to standardize and harmonize the implementation of quality workplace in the Department. It also aims to provide an objective evaluation of the effectiveness of established workplace standards resulting in quality working conditions in DepEd offices and schools.
4. The description and outline of the DepEd-wide QMS Manuals are as follows:

NQMS Manuals	Description	Outline
<b>DepEd QMS Manual</b>	A document that describes the quality management system of the Department of Education. Its purpose is to clearly communicate information, serve as a framework for meeting quality system	1. Introduction 2. Agency Profile 3. Organizational Structure 4. Scope & Coverage 5. Quality Policy 6. DepEd Process Map 7. Management Processes 8. Core Processes

	requirements, and convey management commitment to quality system.	9. Support Processes 10. List of Interested Parties' Needs and Expectations 11. Control of External Providers
<b>Procedures and Work Instructions Manual (PAWIM)</b>	A document that provides the procedures and work instructions required to ensure the satisfactory operation of a standardized and harmonized DepEd quality system within and across all governance levels as described in DepEd QMS Manual.	1. Management Review 2. Internal Quality Audit 3. Corrective Action 4. Risk Management 5. Documented Information Management 6. Citizen/Client Satisfaction Feedback Management 7. Training Advocacy 8. Knowledge Management 9. <b>Quality Workplace</b>

5. This Memorandum contains the PAWIM for QW and its tools/checklists, forms, and templates.

6. The Manual can be accessed through [bit.ly/DepEdNQMS](http://bit.ly/DepEdNQMS).

7. Any proposed improvements, or changes in the DepEd QMS Manual and PAWIM shall be made through an official communication by the concerned Quality Management Representative (QMR) addressed to the DepEd NQMS Secretariat and sent through the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) through email at [nqmssupport@deped.gov.ph](mailto:nqmssupport@deped.gov.ph) for approval.

8. For more information, please contact the **Bureau of Human Resource and Organizational Development-Organizational Effectiveness Division** through email at [bhrod.oed@deped.gov.ph](mailto:bhrod.oed@deped.gov.ph) or at telephone number (02) 8633-5375.

9. Immediate dissemination of this Memorandum is desired.

By Authority of the Secretary:

**ATTY. FATIMA LIPP D. PANONTONGAN**  
Undersecretary and Chief of Staff

Encls.:

As stated

References:

DepEd Order (No. 009, s. 2021)  
DepEd Memorandum No. 014, s. 2022

To be indicated in the Perpetual Index  
under the following subjects:



AUDIT  
BUREAUS AND OFFICES  
EMPLOYEES  
MANUAL  
OFFICIALS  
PROCEDURE  
RULES AND REGULATIONS  
SCHOOLS

MCDK, MPC, FP DM PAWIM for Quality Workplace  
0040 - February 18, 2025

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Republic of the Philippines  
**Department of Education**

BUREAU OF HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

**DOCUMENT REVIEW and APPROVAL FORM (DRAF)**

<b>Section I - REQUEST</b>		<b>DRAF No.</b> _____	
<b>Request for:</b>	<input checked="" type="checkbox"/> Creation <input type="checkbox"/> Revision <input type="checkbox"/> Disposition/Deletion		
<b>Document Type:</b>	<input type="checkbox"/> Form/Template <input type="checkbox"/> QMS Manual <input checked="" type="checkbox"/> PAWIM <input type="checkbox"/> Planning Documents (SWOT, Risk Registry, Opportunity Registry, Relevant Interested Parties, OPCR) <input type="checkbox"/> Operations Manual (Title Page, Introduction, Terms and Acronyms, Legal Bases, Forms/Templates) <input type="checkbox"/> Quality Control Plan		
<b>Applicability:</b>	<input checked="" type="checkbox"/> CO <input checked="" type="checkbox"/> RO <input checked="" type="checkbox"/> SDO <input checked="" type="checkbox"/> School		
<b>Document Title:</b>	Procedures and Work Instructions Manual (PAWIM) for Quality Workplace (QW)		
<b>Document Reference Code:</b>	PAWIM-P-009	<b>Current Revision Number:</b>	
<b>Reason for the request:</b> This additional creation of PAWIM-P-009 for Quality Workplace will help provide an objective evaluation of the effectiveness of the established quality workplace which can result to quality working conditions in the Department of Education (DepEd) Central Office, Regional Office (RO), field offices, and schools.			
<b>Requested by:</b>	 <b>Dorothy Alleen B. Lipit</b> NCMS Secretariat	<b>Date of Request:</b>	August 6, 2025
<b>Section II - REVIEW</b>		<b>Section III - APPROVAL</b>	
<input type="checkbox"/> Recommend Approval	<input type="checkbox"/> Disapproved	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved
<b>Reason:</b>		<b>Reason:</b>	
<b>Reviewed by:</b>	 <b>WILFREDO E. CABRAL</b> Quality Management Representative	<b>Approved by:</b>	 <b>ATTY. FATIMA LIPP D. PANONTONGAN</b> Undersecretary and Chief of Staff
<b>Date:</b>		<b>Date:</b>	



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**Department of Education**

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NEW REVISION NUMBER:	EFFECTIVITY DATE:	DATE REGISTERED IN DML:
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Lead, Knowledge Management Team		Process Holder
Date:	Date:	



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Email Address: [bhrod.oed@deped.gov.ph](mailto:bhrod.oed@deped.gov.ph)  
Website: [www.deped.gov.ph](http://www.deped.gov.ph)

Doc. Ref. Code	PAWIM-F-014	Rev	00
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Applicability:	<input checked="" type="checkbox"/> CO <input checked="" type="checkbox"/> RO <input checked="" type="checkbox"/> SDO <input checked="" type="checkbox"/> School		
Document Title:	Quality Workplace Inspection Checklist		
Document Reference Code:	PAWIM-F-019	Current Revision Number:	
Reason for the request: The creation of this form included in PAWIM-P-009 aims to institutionalize good housekeeping that will standardize and harmonize the implementation of a quality workplace across all governance levels in the DepEd.			
Requested by:	 <b>Dorothy Alleen B. Lipit</b> NQMS Secretariat	Date of Request:	August 6, 2025
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Reason:		Reason:	
Reviewed by:	 <b>WILFREDO E. CABRAL</b> Quality Management Representative	Approved by:	 <b>ATTY. FATIMA LIPP D. PANONTONGAN</b> Undersecretary and Chief of Staff
Date:		Date:	



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Applicability:	<input checked="" type="checkbox"/> CO <input checked="" type="checkbox"/> RO <input checked="" type="checkbox"/> SDO <input checked="" type="checkbox"/> School		
Document Title:	Quality Workplace Inspection Report		
Document Reference Code:	PAWIM-F-021	Current Revision Number:	
Reason for the request: The creation of this form included in PAWIM-P-009 aims to institutionalize good housekeeping that will standardize and harmonize the implementation of a quality workplace across all governance levels in the DepEd.			
Requested by:	 <b>Dorothy Alreen B. Lipit</b> NQMS Secretariat	Date of Request:	August 6, 2025
<b>Section II - REVIEW</b>		<b>Section III - APPROVAL</b>	
<input type="checkbox"/> Recommend Approval	<input type="checkbox"/> Disapproved	<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved
Reason:		Reason:	
Reviewed by:	 <b>WILFREDO E. CABRAL</b> Quality Management Representative	Approved by:	 <b>ATTY. FATIMA LIPP D. PANONTONGAN</b> Undersecretary and Chief of Staff
Date:		Date:	



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Applicability:	<input checked="" type="checkbox"/> CO <input checked="" type="checkbox"/> RO <input checked="" type="checkbox"/> SDO <input checked="" type="checkbox"/> School		
Document Title:	Request for Corrective Action Form (Quality Workplace Inspection)		
Document Reference Code:	PAWIM-F-022	Current Revision Number:	
Reason for the request: The creation of this PAWIM aims to institutionalize good housekeeping that will standardize and harmonize the implementation of a quality workplace across all governance levels in the DepEd.			
Requested by:	 <b>Dorothy Airreen B. Lipit</b> NQMS Secretariat	Date of Request:	August 6, 2025
<b>Section II - REVIEW</b>		<b>Section III - APPROVAL</b>	
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Reason:		Reason:	
Reviewed by:	 <b>WILFREDO E. CABRAL</b> Quality Management Representative	Approved by:	 <b>ATTY. FATIMA LIPP B. PANONTONGAN</b> Undersecretary and Chief of Staff
Date:		Date:	



Republic of the Philippines  
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BUREAU OF HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

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**Department of Education**  
QUALITY MANAGEMENT SYSTEM  
**QUALITY WORKPLACE**

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## 1. Purpose

The Procedures and Work Instructions Manual (PAWIM) for Quality Workplace (QW) shall serve as the reference for the Department of Education (DepEd) National Quality Management System (NQMS) implementation. This PAWIM aims to institutionalize good housekeeping that will standardize and harmonize the implementation of a quality workplace across all governance levels in the DepEd. By describing the procedures and resource requirements for planning execution, reporting, and follow-up of action of the QW processes, it aims to provide an objective evaluation of the effectiveness of the established quality workplace standards resulting in quality working conditions in the Department of Education (DepEd) Central Office, field offices, and schools.

Any proposed improvements or changes to the DepEd QMS Manual and PAWIM shall be made through an official communication from the DepEd NQMS Secretariat addressed to the Quality Management Representative (QMR) and sent through the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) through email at [nqmssupport@deped.gov.ph](mailto:nqmssupport@deped.gov.ph) for approval.

## 2. Scope

This PAWIM for QW shall cover all workplaces within DepEd, encompassing both physical and digital spaces, as well as workstations, whether temporary or permanent. It shall involve good housekeeping, regular inspections, and the implementation of other quality workplace practices across all governance levels within the Department.

## 3. Reference

- 3.1 ISO 9001:2015 Standards (Quality Management System)
- 3.2 DepEd Memorandum No. 014, s. 2022
- 3.3 DepEd Order No. 009, s. 2021
- 3.4 Office Order No. OO-OSEC-2023-269
- 3.5. DAP Good Housekeeping Program
- 3.6. 5S Workplace Management System
- 3.7. ISO 19011:2018
- 3.8. ISO 9001:2015

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**QUALITY WORKPLACE**

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#### 4. Definition of Terms

##### **Calendar of Activities**

Refers to the outline of quality workplace-related events, tasks, or engagements to be completed, including dates, time, and descriptions of each activity.

##### **Compliance**

Set or established criteria/requirements are met or satisfied.

##### **Corrective Action**

Action taken to eliminate/mitigate the cause of a detected "Not Compliant" or other undesirable situation to prevent its recurrence.

##### **Head of Office**

Refers to any DepEd Personnel who holds a supervisory position, responsible for providing leadership, direction, and management oversight to an office. The supervising personnel may either be the Undersecretary, Regional/Bureau/Service Director, Schools Division Superintendent, or School Head.

##### **Inspection Checklist**

A tool used by the Quality Workplace Team (QWT) to assess and evaluate the compliance of all DepEd offices and schools based on good housekeeping principles and standards approved and set by DepEd.

##### **Inspection Findings**

Refer to the observations and results obtained during the inspection process. These may include identified issues, conformity, non-conformity/deviation from a set of standards established by the Department, and any recommendations for improvement.

##### **Inspection Itinerary**

A detailed plan that outlines the specific schedule of the QWT in conducting an inspection

##### **Inspection Report**

Contains the assessment result from the QW inspection, which may include the inspection findings.

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**Inspection Summary Report**

Consolidated report that contains the summary of the QW inspection result for QMR's approval

**Metrics for Success**

Refers to the Key Performance Indicators identified by the QWT Lead. These indicators are employed to systematically measure and monitor the progress, outcomes, and overall effectiveness of Quality Workplace activities.

**Non-Compliance**

Deviation from the established standards, criteria or requirements.

**Quality Management Representative (QMR)**

A person designated by the Top Management of each governance level who shall serve as the overseer in the implementation and effectiveness of the QMS

**Quality Workplace (QW)**

A workplace that is adherent to policy standards and processes that promotes a conducive, efficient, and safe working environment of employees characterized by good housekeeping in the physical and digital spaces, safety, security, and satisfaction of employees and clients.

**Quality Workplace Inspection Team**

A designated team from the QWT who shall conduct monitoring and evaluation to ensure adherence to the QW Standards.

**Quality Workplace Office Representative (QWOR)**

A designated member who shall monitor and carry out the implementation and monitoring of Quality Workplace Standards in their respective offices, as well as serve as a QWT member.

**Quality Workplace Implementation Plan**

It refers to the systematic planning and execution of activities aimed at maximizing workplace productivity and satisfaction.

**Quality Workplace Standard (QWS)**

A set of guidelines and regulations that define the level of quality expected in a quality workplace.

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**Quality Workplace Team (QWT)**

A group of individuals responsible for leading, promoting, implementing and monitoring compliance to quality workplace standards, practices, and principles throughout the organization as reflected in the Quality Workplace Standards.

**Quality Workplace Team Assistant Lead**

The person who works closely with the QWT Lead in leading and coordinating the QW activities such as setting objectives, implementing quality improvement initiatives (including inspection activities), and ensuring alignment with organizational goals and standards.

**Quality Workplace Team Lead**

The person tasked to lead and coordinate the QW activities such as setting objectives, implementing quality improvement initiatives (including inspection activities), and ensuring alignment with organizational goals and standards.

**Quality Workplace Secretariat**

A pool of QWT members from Administrative Service/Unit/Section and Office of the Principal specifically task with providing support, coordination, communication, and documentation.

**QWT Steering Committee**

Top-level official(s) who shall provide support, guidance, and oversight in the implementation of QW, in reference to Office Order OO-OSEC-2023-269 (*Guidelines on the Implementation of the Quality Workplace Management Standards*)

**Request for Corrective Action Form (RCAF)**

A form used by the QWT or any DepEd personnel to record and/or report any detected "Non-Compliance" as a result of root cause analysis during inspection.

**Tagging**

Used to identify miscellaneous inventory, tools, fixtures, office equipment, files,

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and other unknown items for identification, and/or movement.

**Workplace**

A Physical or virtual place of employment where people perform tasks, jobs, and projects.

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### 5. Procedure

The table below describes the key activities and the person responsible for planning, implementing, reporting, and monitoring the actions necessary for the Quality Workplace (QW) process.

REF. NO.	KEY ACTIVITIES		RESPONSIBLE	REFERENCE
5.1	Manage Quality Workplace Team (QWT), and Quality Workplace Representative	1. Selection of candidate for the QWT lead and assistant lead for approval by the QMR	QW Secretariat  Quality Management Representative (Steering Official(s) Designated QMR	<ul style="list-style-type: none"><li>• DepEd Order 9, s. 2021</li><li>• Office Order OO-OSEC-2023-269</li></ul>
		2. Designation of Quality Workplace Office Representative (QWOR)	Head of offices	<ul style="list-style-type: none"><li>• Office Order OO-OSEC-2023-269</li></ul>
		3. Designation of QWT composition	Designated QMR	
		4. Training and capacitation of the QWT members.	QWT Lead	<ul style="list-style-type: none"><li>• DAP Good Housekeeping Program</li><li>• 5S Workplace Management System</li><li>• Topics related to 5S Good Housekeeping</li><li>• Applicable ISO 9001:2015 Clauses 7.1.3 and 7.1.4</li><li>• Occupational Safety and Health (OSH)</li></ul>

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REF. NO.	KEY ACTIVITIES		RESPONSIBLE	REFERENCE
				<ul style="list-style-type: none"> <li>• Workplace Safety Topics</li> <li>• Auditor Training Certification ISO 19011:2018 and ISO 9011:2015</li> <li>• Training on ISO Standards</li> <li>• Quality Workplace PAWIM</li> </ul>
5.2	Plan for the Quality Workplace Implementation	1. Plan and prepare Quality Workplace Program <ul style="list-style-type: none"> <li>◦ Meeting and preparation for QW program</li> <li>◦ Review of applicable QW standards and processes</li> <li>◦ Implementation Plan</li> <li>◦ Development/ Updating of applicable tools</li> </ul> 2. Budget Proposal Preparation <ul style="list-style-type: none"> <li>◦ Prepare Calendar of Activities</li> <li>◦ Submit budget proposal for approval</li> </ul>	QWT Lead  QWT Steering Committee  QW-Promotion and Recognition Sub-team  QW -Education & Training Sub-team    QWT Lead and members  Secretariat	<ul style="list-style-type: none"> <li>• QW Program</li> <li>• List of QW Team Members</li> <li>• QW Implementation Plan</li> <li>• Office Order OO-OSEC-2023-269 (Guidelines on the Implementation of the Quality Workplace Management Standards)</li> <li>• Inspection Checklist</li> <li>• QW Action Plan; Terminal/Activity Report on the Launching of Clean-up Day;</li> </ul>

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REF. NO.	KEY ACTIVITIES		RESPONSIBLE	REFERENCE
		3. Dissemination of QW implementation plan, tools, and standards	QWT Lead	<ul style="list-style-type: none"> <li>Annual National Budget Call</li> <li>Office Order OO-OSEC-2023-269 (Guidelines on the Implementation of the Quality Workplace Management Standards)</li> </ul>
5.3	Implementation of Quality Workplace Program	1. Coordination Meetings with QWT Members and concerned offices  2. Conduct Quality Workplace Training/ Capacity Building Activities and Workshops  3. Conduct Workplace Inspection <ul style="list-style-type: none"> <li>activities to be done before, during, and after the inspection</li> </ul>	QWT Lead and members  QW – Education and Training Sub-team through TAT  QWT Lead and Members	<ul style="list-style-type: none"> <li>Approved Budget for the year</li> <li>TOR of members</li> <li>Inspection Checklist</li> <li>Inspection Tools</li> </ul>
		4. Inspection Activity Documentation	QWT Lead and members	<ul style="list-style-type: none"> <li>Inspection Report</li> </ul>
5.4	Reporting of the QW Inspection Results	1. Finalize the initial inspection findings and submit it to the Secretariat	QWT Lead and members	Accomplished Inspection Tool and Checklist

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REF. NO.	KEY ACTIVITIES		RESPONSIBLE	REFERENCE
		2. Consolidate, prepare, and present the ISR	QWT Secretariat QWT Lead	Quality Workplace Plan
		3. Disseminate Inspection Report (IR) to concerned offices including recommendations for improvement	QWT Lead	
5.5	Monitor corrective action, if any	1. Submit approved corrective actions using the Request for Corrective Action Form (RCAF) to the QW Secretariat	Concerned offices with "Non-Compliance" from QW Inspection	Request for Corrective Action Form (RCAF) Approved Inspection Summary Report
		2. Provide copy of the approved RCAF to KMT for record <ul style="list-style-type: none"><li>Provide copy of the registered RCAF to the office concerned</li></ul>	QW Secretariat	
		3. Monitor and ensure the compliance/completion of corrective action on the next inspection	QWT Lead and Members	Submitted and approved RCAF

**5.1 Manage the Quality Workplace Team**

5.1.1 The QW Secretariat shall recommend from within the Administrative Service the QWT Lead and Assistant Lead, and from the recommended offices per DepEd Order 9, s. 2021, for approval by the QMR.

The selection criteria for candidates for the QWT Lead and Assistant Lead are as follows:

- Duly recommended by immediate superior, and
- Familiar with 5S Principles in Good Housekeeping.

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5.1.2. The head of the office shall designate members of the QWT employed by DepEd who are familiar with the 5S Principles in Good Housekeeping, including Job Orders or Contract of Service personnel. They shall serve as the QWOR to implement and monitor Quality Workplace Standards within their respective offices. The QWOR will report directly to the Head of Office and responsible for:

- Ensuring the workplace is clean, safe, and well-organized;
- Motivating co-employees to sustain the 5S initiatives
- Participating in all Quality Workplace activities and programs;
- Coordinating with the QW Team; and
- Cascading matters in relation to Quality Workplace activities/programs to their respective offices.

5.1.3 Per DepEd Order 9, s. 2021, the QWT is responsible for the following:

- Ensuring consistent implementation of Quality Workplace Standards;
- Collaborating with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity;
- Monitoring and evaluating cleanliness, orderliness, and safety at the school or workplace in conformance with the Quality Workplace Standards; and
- Providing feedback and updates to the QMR on the status of workplace management.

Based on the above-mentioned DepEd Order, below are the offices recommended that can form part of the QWT:

QMS Team	Central Office	Regional Office	Schools Division Office	School
Quality Workplace Team	Administrative Service (AS) Disaster Risk Reduction and	Administrative Division (AD) - General Service Section	Administrative Section (AS)- Asset Management Section	Designated Teacher/s or Non-Teaching Personnel
	Management Service (DRRMS) Education Facilities Division (EFD) Finance Service Procurement Management Service (ProcMS)	AD -Asset Management Section Education Support Services Division - Education Facilities Section (ESSD-EFS)		

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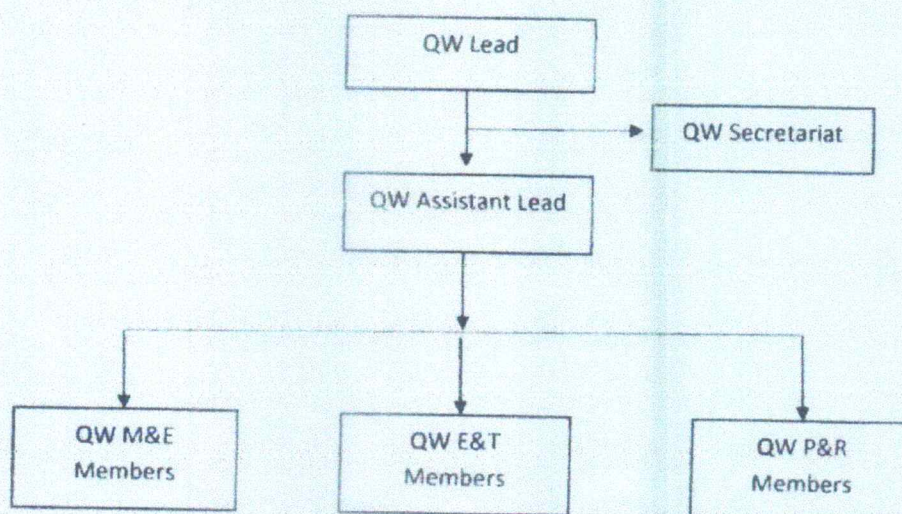
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5.1.4 The designated members of the QWT per governance level shall be composed of the following:

5.1.4.1 **Central Office:**

- Lead
- Assistant Lead
- Members of the following sub teams:
  - Monitoring and Evaluation (M&E)
  - Education and Training (E&T)
  - Promotion and Recognition (P&R)
- QW Secretariat (Administrative Service)

**Figure 1: Organizational Structure of QWT in Central Office**



5.1.4.2 **Regional Offices:**

- QW Team Lead
- QW Assistant Lead
- QW Members
- QW Secretariat (Administrative Section/Unit)

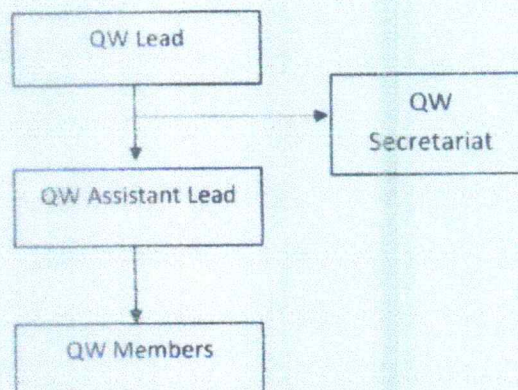
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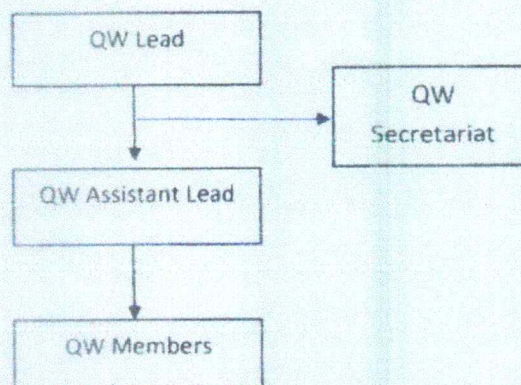
**Figure 2: Organizational Structure of QWT in Regional Offices**



**5.1.4.3 Schools Division Office:**

- QW Team Lead
- QW Assistant Lead
- QW Members- representatives from different sections/units /divisions (Depending on the size of the SDO)
- QW Secretariat (Administrative Section/Unit)

**Figure 3: Organizational Structure of QWT in Schools Division Office**



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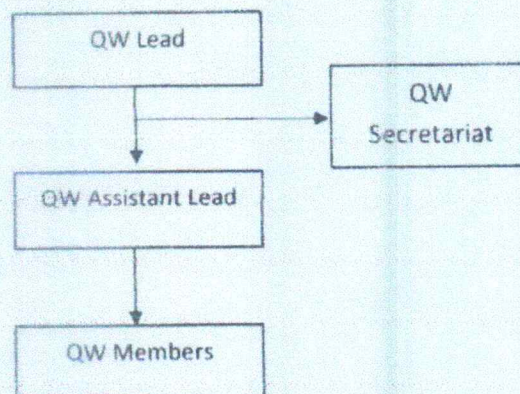
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**5.1.4.4 Schools:**

- QW Team Lead
- QW Assistant Lead
- Members (Depending on the size of the school)
- QW Secretariat (Office of the Principal)

**Note:** Schools are not required to assign teachers to the QWT. However, teachers may participate in the QWT on a voluntary basis.

**Figure 4: Organizational Structure of QWT in Schools**



The QWTs shall be created by the QMR and the Head of Office, which may follow the recommended number of QW sub-teams and member per governance level below:

**Table 1: Number of QW Sub-Teams and Members per Governance Level**

	CO	RO	SDO	School
No. of Teams	4	1	1	1
No. of Members	16	12	Small & Medium = 6 Large = 12	Small & Medium = 2 Large & Mega = 4

**Note:** The number reflected is minimum, additional members may be designated by the head office if necessary.

CO	M&E	E&T	P&R	Secretariat	QWOR
No. of members	4	4	4	4	1 per office

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**Note:** The number of members designated as part of the QWT Secretariat at the RO, SDO, and schools will be determined based on the current staffing levels of the respective Administrative Section/Unit and the Office of the Principal.

- 5.1.5 Training of QWT members. The QWT members shall undergo capacity training on the following topics:
- Monitoring and Evaluation;
  - 5S in Good Housekeeping Principles, processes, components;
  - QW Teams members' roles and responsibilities; and
  - Preparation of 5S Action Plan.

**Note:**

- Education and Training Sub-team shall serve as the focal for Training and Advocacy Team (TAT).
- ISO 9001:2015 and ISO 19011:2018 training can be provided by anyone (internal or external to DepEd).
- The QW Team may seek a qualified external QW Inspectorate Teams, if needed, to ensure compliance and sustainability of the Quality Workplace Standards in all governance levels, subject to applicable budgeting, accounting, auditing, and procurement rules and regulations.

## **5.2 Plan for the Quality Workplace Implementation**

### **5.2.1 Plan and Prepare Quality Workplace Implementation Program**

**5.2.1.1 Meeting and preparation for QW program.** The Quality Workplace Program shall be prepared by the QWT Lead and its Assistant Lead and communicated through a memorandum to all relevant offices at least two (2) weeks prior to the scheduled activity.

**5.2.1.2 Review QW Applicable Standards and Processes.** The QW Team shall review and update existing guidelines relative to Quality Workplace Standards to ensure adherence to recent regulatory requirements.

**5.2.1.3 Implementation Plan.** The QWT shall draft and finalize a detailed outline that describes how a QW project or an initiative will be executed. This implementation plan includes specific steps, timelines, resources needed, roles and responsibilities, and performance metrics. (See Annex B)

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**5.2.1.4 Development/Updating of applicable tools.** The QW Team shall regularly review and update existing tools (e.g., inspection list) to ensure compliance with the most recent regulatory requirements.

**5.2.2 Budget Proposal Preparation.** The QWT shall prepare and recommend the budget requirements to the Administrative Service, which serves as the secretariat for the implementation of the QW program.

**5.2.2.1 Prepare Calendar of Activities.** The QWT shall prepare and recommend the calendar of activities to the QMR coinciding with the budget preparation for the following year. Activities may include, but are not limited to:

- Trainings/workshop
- Inspections
- Clean Up Day
- Meetings

**5.2.2.2 Submit budget proposal.** The QWT shall submit an annual budget proposal needed for the QW program implementation to the Administrative Service, for consolidation and approval. The QWT funds shall be charged against the office acting as the QW Secretariat, subject to the applicable accounting, budgeting, auditing, and procurement rules and regulations.

**5.2.2.3 Dissemination of QW Implementation Plan.** The QW Implementation Plan shall be disseminated by the QWT through the Secretariat. The communication shall include the following:

- a. Offices to be inspected,
- b. Assignment of Inspection Team,
- c. Inspection itinerary, and
- d. resource requirements.

### **5.3 Implementation of Quality Workplace Program**

#### **5.3.1 Coordination Meetings with QWT Members and Concerned Offices.**

- a. The QWT Lead shall prepare a notice of meeting, which shall be signed by the head of office, addressed to the QWT

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- members for the purpose of discussing and reconfirming the schedule, agenda, and the scope of QW activities.
- The QWT Lead shall discuss the agenda, including the schedule of QW Program activities.
  - The QWT secretariat shall document the meeting's proceedings through the preparation of the Minutes to be approved by the Head of the Office / QWT Lead.
  - The minutes of the meeting shall be disseminated to the offices concerned.
  - The offices concerned will conduct self-assessment prior to the inspection.

### **5.3.2 Conduct of Training/Capacity Building Activities and Workshops**

The QWT – Education and Training Sub-team through TAT shall:

- conduct Needs Assessment and identify the specific skills, knowledge, or behaviors that need improvement;
- prepare activity design and materials for the training or workshop;
- facilitate learning by delivering training that is both engaging and interactive; and
- assess effectiveness by evaluating the training's effectiveness through feedback surveys.

### **5.3.3 Conduct Workplace Inspection**

The QW Inspectorate Team is a designated group from the QWT and the Monitoring and Evaluation (M&E) sub-team from the Central Office, responsible for conducting inspections, monitoring, and evaluations to ensure adherence to QW Standards.

The composition of the QW Inspectorate Team shall be discussed and approved during Management Meetings. The approved composition shall be formally issued in a Memorandum signed by the Head of Office. If the composition includes DepEd personnel from different governance levels, all necessary documentation must be observed and processed through the proper communication channels. Each office and school shall undergo inspection at least twice a year.

#### **5.3.3.1 Before Inspection, the QWT shall:**

- 5.3.3.1.1 Conduct a pre-inspection meeting before the inspection schedule to do the following activities:

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- 5.3.3.1.1.1 Prepare an Inspection Itinerary;
- 5.3.3.1.1.2 Conduct a safety briefing for the inspection team;
- 5.3.3.1.1.3 Examine previous inspection reports and corrective actions taken;
- 5.3.3.1.1.4 Analyze incident reports, near-misses, and safety concerns raised by employees;
- 5.3.3.1.1.5 Emphasize safety protocols, procedures, and personal protective equipment (PPE) requirements;
- 5.3.3.1.1.6 Address potential hazards and risks associated with the inspection areas;
- 5.3.3.1.1.7 Review the assigned roles and responsibilities;
- 5.3.3.1.1.8 Prepare necessary inspection tools, equipment, and documentation mechanisms; and
- 5.3.3.1.1.9 Conduct a pre-inspection meeting.

**5.3.3.2 During Inspection, the QWT shall:**

- 5.3.3.2.1 Visit the head of office for a courtesy call to explain the purpose and areas for inspection;
- 5.3.3.2.2 Conduct the inspection following guidelines and using appropriate inspection tool (See Annex A) ensuring that the proper protocols are followed;
- 5.3.3.2.3 Request the assistance of a concerned personnel when needed;
- 5.3.3.2.4 Record all findings accurately and comprehensively in the inspection checklist or a separate log ensuring that the documentation is clear, concise, and includes relevant details such as location, date, time, and severity of findings; and
- 5.3.3.2.5 Treat with utmost confidentiality the inspection results.
- 5.3.3.2.6 Inspection can be implemented through face-to-face, remote (virtual), or blended delivery modes. The inspection modality must be approved and indicated in the Inspection Itinerary.

**5.3.3.3 After inspection, the QWT shall:**

- 5.3.3.3.1 Conduct QWT debriefing. The team will convene right after the inspection to review and discuss their findings;
- 5.3.3.3.2 Suggest corrective actions for each identified area for improvement ensuring that corrective actions are feasible, effective, and address root causes of the identified issues. Corrective action requests can be

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submitted using the Request for Corrective Action Form (RCAF). (See Annex D);

- 5.3.3.3.3 Prepare a comprehensive inspection report through the secretariat summarizing findings, observations, and recommended corrective actions, including photographs, diagrams, and other supporting documentation to enhance clarity and understanding. Template for the Inspection Summary Report can be found in Annex C; and

- 5.3.3.3.4 Submit the inspection report to the head of office seven (7) working days after the inspection for appropriate action.

#### **5.3.4 Inspection Activity Documentation**

The QWT Secretariat shall:

- 5.3.4.1 Document the procedures and processes of the inspection activity using observation notes and taking photographs;
- 5.3.4.2 Prepare a narrative report of the inspection activity conducted; and
- 5.3.4.3 Submit a copy of the narrative report to the head of office/ QWT Lead.

### **5.4 Reporting of the QW Inspection Results**

#### **5.4.1 Finalize the Inspection Report**

The QW Inspection Team shall:

- 5.4.1.1 Finalize the inspection results, including identified issues, compliance with standards, and any recommendations for improvement; and
- 5.4.1.2 Affix signature and submit the report to the Secretariat within five (5) working days after the inspection activity using the prescribed templates(online/offline).

#### **5.4.2 Consolidate, Prepare, and Present the Inspection Summary Report (ISR)**

5.4.2.1 The Secretariat shall:

- 5.4.2.1.1 Consolidate the signed inspection report using the ISR template; and
- 5.4.2.1.2 Prepare an ISR to be reviewed by the QWT Lead.

5.4.2.2 The QWT Lead shall:

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- 5.4.2.2.1 Review and sign the ISR; and
- 5.4.2.2.2 Present and submit the ISR to the QMR for approval.

#### **5.4.3 Disseminate the Inspection Report (IR)**

5.4.3.1 The QW Lead will issue a memo regarding the dissemination of the IR

- 5.4.3.1.1 Per strand for the Central Office
- 5.4.3.1.2 Per Division Office for RO and SDO

**Note:** The inspection report shall be used to improve the condition of the workplace through the following suggested intervention activities:

- 5S Clean- Up Day
- 5-Minute Clean Up Habit
- 5S Self-Evaluation
- 5S inter office benchmarking
- Other office -initiated 5S activities

#### **5.5 Monitor Corrective Actions, if any**

- 5.5.1** Offices identified with 'Non-Compliance' findings from the QW Inspection are required to submit their corrective actions using the **Request for Corrective Action Form (RCAF)** to the QW Secretariat.
- 5.5.2** The QW Secretariat shall provide a copy of the approved RCAF to KMT for its record. Then, provide a copy of the registered RCAF to the office concerned.
- 5.5.3** The QWT shall monitor and ensure the compliance/completion of the corrective action submitted by the office concerned, on the next inspection.


#### **6.0 Attachment**

- 6.1 QW Inspection Checklist
- 6.2 QW Implementation Plan Template
- 6.3 QW Inspection Summary Report
- 6.4 Request for Corrective Action Form (RCAF)

Endorsed by:

Approved by:

  
**WILFREDO E. CABRAL**  
Quality Management Representative

  
**ATTY. FATIMA LIPP D. PANONTONGAN**  
Undersecretary and Chief of Staff

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NAME OF STRAND/BUREAU/SERVICE/REGION/SDO/SCHOOL

**QUALITY WORKPLACE INSPECTION CHECKLIST**

**Functional Division/Section/Unit** : \_\_\_\_\_  
**Date of Assessment** : \_\_\_\_\_

**Tool Description:** The QW Inspection Checklist Template is a systematic tool designed to facilitate the evaluation of workplace organization and cleanliness based on the 5S principles: Sort, Set in Order, Shine, Standardize, and Sustain. This template provides a structured format for conducting inspections, ensuring consistency and thoroughness in assessing adherence to 5S standards.

**Instruction:** The Inspection Team, using this tool, should accurately record their observations during the inspection process, distinguishing between items that meet the desired criteria (Observed) and those that do not (Not Observed).

**Compliance**

- Check the box next to each item that is present, correctly implemented, or functioning as expected.
- If an item meets the criteria described in the checklist, mark it as "Compliant" by checking the corresponding checkbox.
- Ensure that the observation is based on factual evidence gathered during the inspection.

**Non-Compliance**

- Leave the checkbox empty for each item that is not present, incorrectly implemented, or not functioning as expected.
- If an item does not meet the criteria described in the checklist, mark it as "Not Compliant" by leaving the corresponding checkbox unchecked.
- Make sure to provide an explanation or note in the "Additional Comments/Notes"

Standards	Compliance	Non-Compliance	Remarks
I. General Standards			
A. Philippine Flag			
1. The Philippine flag, when raised on a pole, is always placed higher			



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Standards	Compliance	Non-Compliance	Remarks
than the Department's banner/flag.			
2. Size of the Philippine flag must be according to the guidelines given by the National Historical Commission of the Philippines (NHCP).			
3. When located on a stage, it is always placed on the right side of the speaker or the left side of the audience while the LGU banner/flag is placed on the opposite side of the stage.			
4. Philippine flag is folded according to the guidelines of the NHCP. A flag is replaced when faded or damaged and disposed of properly.			
<b>B. Signages</b>			
1. Office identification and signages or directional indications, prohibitions, and warnings are visible.			
2. Signages are strategically placed on the wall or mounted on a stand that allows ease of viewing.			
3. Site and evacuation map are available and displayed in conspicuous places in the offices and corridors.			
4. Signage is clean, readable, and updated.			
<b>C. Floors, Corridors, Stairs, and Ceilings</b>			
1. Surface is clean, cobweb-free, uniformly painted and without stains.			
2. Spaces are clean, well-ventilated, and free of hazards and obstructions.			
3. Light and fixtures are installed, functional, clean and dust-free			

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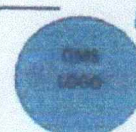
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Standards	Compliance	Non-Compliance	Remarks
<b>D. Office Tools, Appliances, Equipment and other fixtures</b>			
1. Air conditioning units, computers, printers, reproduction machines and other related equipment are inspected regularly and with maintenance schedule.			
2. Electric fans are functional, clean and dust-free.			
3. Bulletin boards are clean, dust-free and display relevant and updated information.			
4. Windows are clear with no visual obstruction or cracks, clean and dust-free.			
5. Dividers do not extend to the aisle, are clean and free of dust and stain.			
6. Shelves/shelf grids/filing cabinets are properly labeled, clean and dust-free.			
<b>E. Safety, Security and Waste Management</b>			
1. First Aid kits are labelled clearly and are in highly visible and accessible places.			
2. Functional fire extinguishers or sand buckets are available.			
3. Fire extinguishers are mounted in cabinets or wall recesses are placed so that the fire extinguisher operating instructions face outward.			
4. Fire extinguishers are placed in areas that are accessible including normal path of travel.			
5. Fire extinguishers are regularly inspected, and the expiration date is monitored.			
6. Electrical wires and cables are neatly sealed, wrapped or			



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Standards	Compliance	Non-Compliance	Remarks
bundled, arranged in a straight line and at right angles.			
7. Adequate sign for fire, emergency or danger and safety instructions are always visible.			
8. Waste materials are segregated.			
9. Trash bins are covered, labelled, and color-coded.			
10. Designated space for trash bins is provided.			
11. Trash or waste materials are collected during or at the end of the day.			
12. Designated space for plants is provided.			
13. Plants are regularly watered and brought out and placed under the sun			
14. Leaves are clean and regularly dusted.			
<b>II. Work Station</b>			
<b>A. Office Table</b>			
1. Shall have a nameplate of the employee occupying the station, visible to the clients. <i>Note: CO, Region, SDO, and School may choose their own template provided that they are using the same template within the entire workplace.</i>			
2. Shall preferably have a file box. <i>Note: maximum of three for on-process documents</i>			
3. Shall contain government property items needed to perform tasks.			
4. Trash bin for dry waste is placed underneath.			
5. May have a small or medium-sized box placed underneath for personal things			
<b>B. Mobile Pedestal</b>			
1. Placed under or beside the table			



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Standards	Compliance	Non-Compliance	Remarks
2. Shall be labeled accordingly: 2.1. Three-layered <ul style="list-style-type: none"><li>• Top Drawer (Office Supplies)</li><li>• Middle Drawer (Office Documents &amp; Materials)</li><li>• Bottom Drawer (Personal Items)</li></ul> 2. 2. Two-layered <ul style="list-style-type: none"><li>• Top Drawer (Office Supplies)</li><li>• Bottom Drawer (Office Documents and Materials or Personal Items)</li></ul>			
<b>C. Office Chair</b>			
1. Placed under or beside the table			
2. Be allowed to retain 1 pillow or any back or lumbar support			
3. Be allowed to have a jacket, shawl, or scarf, draped on its backrest			
<b>D. Computer Unit</b>			
1. Shall use the official DepEd Wallpaper			
2. Shall have its desktop files organized in folders not exceeding three columns of desktop icons			
3. Shall have its cable wires organized and intact so as not to cause obstruction and/or accidents			
4. Shall be free from post-it, stickers, photos, magnets and other similar objects			
<b>E. Documents and Records</b>			
1. Physical and electronic files are organized.			
2. Files are properly labeled and identified.			
3. Vertical filing is observed.			



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Standards	Compliance	Non-Compliance	Remarks
4. Files are protected with password, as necessary and only authorized personnel have access to confidential documents and records.			
5. Appropriate storage is available, organized, clean and dust-free			
6. Preservation, retention, and disposition of records are implemented			
<b>III. Frontline Areas</b>			
<b>A. Guard Station</b>			
1. The station has a designated location and does not block the way.			
2. Security guard logbook with pen is available.			
3. The station is clean and has no litter.			
<b>B. Parking lot</b>			
1. There is a designated slot for different vehicle sizes (cars, motorcycles, bikes, etc.).			
2. Parking slots for PWDs/Pregnant Women/Elderly are visible.			
3. Parking slots for employee and visitors are properly designated.			
4. Parking lots are clean with no obstruction and the pavement has no potholes and/or cracks.			
<b>C. Citizen's Charter</b>			
1. Contains the official logo and the official name of the Department			
2. Format and specifications follow the ARTS prescribed format and standards			
3. Charter contains the core services of each office and follow the guidelines on the Implementation of the Citizen's Charter in compliance with Republic Act No. 11032 or Ease			



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Standards	Compliance	Non-Compliance	Remarks
of Doing Business and Efficient Government Service Delivery Act of 2018			
4. Located at the main entrance or at the most conspicuous place within the office premises			
<b>D. Reception</b>			
1. There is ample space to walk and move around without tripping.			
2. Window glass/counter is clean, clear, without obstructions and free of unwanted items such as stains, dust, and clutter at all times.			
3. Name of the PACD manning the desk/window/counter is visible.			
4. Ballpen is available for client's use.			
5. No personal effects are placed on the countertop.			
6. Queuing system is implemented.			
7. Displays the agency's organizational chart			
8. Have a personnel official business locator and information board.			
9. Post the following in appropriate places: <ul style="list-style-type: none"><li>• DepEd Mission and Vision</li><li>• Quality Policy Statement</li><li>• Client Satisfaction Measurement (CSM) Link and QR Code is displayed</li><li>• Provide CSM forms to clients</li></ul>			
10. Suggestion/Feedback box is strategically placed in the waiting/exit area with a readily available ballpen for client's use			

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Standards	Compliance	Non-Compliance	Remarks
11. Absence of shabby, stained, broken or worn-out chairs and furniture			
<b>E. Rest Rooms</b>			
1. Signage for male and female is clearly distinguishable.			
2. General administrative and common areas have separate toilets for male and female, and are accessible to PWDs, pregnant clients, and the elderly.			
3. Handwashing facilities and toilets are provided with soap and water.			
4. General cleaning of toilets is carried out daily.			
5. Air fresheners, deodorizers, or sanitizers are used to eliminate unpleasant odors, bacteria and viruses			
<b>F. Function Halls and Conference Rooms</b>			
1. Doors open without blockage, clean and dust-free.			
2. Ceiling is clean and dust-free, and surface finish is maintained.			
3. Stained or broken tiles are replaced.			
4. Stained wood ceiling is repainted.			
5. Backstage room for the sound system and operator is available. Microphones and wires have a storage rack or cabinet. Regularly tested to ensure good working condition. (if applicable)			
6. Control panel sockets are labelled.			
7. Light, speakers, and switches are labeled properly.			
8. Sound system provides clear audio with speakers installed at			

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strategic locations in the auditorium.			
9. Lights and Speakers are clean, free from cobwebs and dust.			
<b>IV. Practices</b>			
1. Standard spiel for welcome is used by the frontline officer.			
2. Employees wear the DepEd ID along with a whistle and a laminated copy of the Quality Policy Statement.			
3. Ensure that electrical equipment/appliances are unplugged after working hours			
4. Prescribed dress code is observed by all personnel at all times except pregnant staff, those in mourning and those complying with religious practices.			

**OTHER FINDINGS:**

**1. FOR PROCUREMENT**

**2. FOR REPAIR OR MAINTENANCE**

**3. FOR DISPOSAL**

*Additional Comments/Notes:*

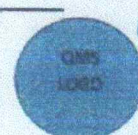
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**EVALUATED BY:**

**INSPECTION TEAM:**

Team Lead

Inspection Team Member

Inspection Team Member

Inspection Team Member

**CONFORME:**

DIVISION CHIEF / SECTION / UNIT HEAD  
Signature over Printed Name



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**QUALITY WORKPLACE IMPLEMENTATION PLAN**

<b>Title:</b>
<b>Objective:</b>
<b>Activity:</b>
<b>Timeline:</b>
<b>Focal Person:</b>
<b>Resources Needed:</b>
<b>Metrics for Success:</b>
<b>Risk Assessment and Mitigation Strategies:</b>

Prepared by:

Approved by:

\_\_\_\_\_  
QWT Lead

\_\_\_\_\_  
Quality Management Representative



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**Recommended Metrics for Success for QWT Activities:**

1. Workplace Cleanliness and Orderliness
  - a. Regularly conduct inspections using the Quality Workplace (QW) Inspection Checklist to ensure compliance with established protocols and standards.
  - b. Ensure alignment with the following frameworks and systems:
    - i. DAP Good Housekeeping Program
    - ii. 5S Workplace Management System
    - iii. ISO 19011:2018 – Guidelines for Auditing Management Systems
    - iv. ISO 9001:2015 – Quality Management Systems Requirements
  - c. Monitor and report the number of workplace-related issues (e.g., clutter, safety hazards) resolved through the implementation and completion of corrective actions.
  - d. Implement and sustain 5S practices (Sort, Set in Order, Shine, Standardize, Sustain) to improve workplace efficiency.
2. Safety and Security
  - a. Conduct safety drills and QW inspections using the Quality Workplace (QW) Inspection Checklist to ensure adherence to safety protocols.
  - b. Track incident reports and measure response times.
  - c. Ensure the availability and proper maintenance of safety equipment (e.g., fire extinguishers, first aid kits).
3. Customers Satisfaction
  - a. Analyze results from periodic satisfaction surveys to assess stakeholder perceptions.
  - b. Monitor the effectiveness and responsiveness of feedback mechanisms (e.g., suggestion boxes, digital forms).
4. QWT Engagement and Participation
  - a. Track attendance and active participation in QWT meetings and activities.
  - b. Record the number of quality workplace-related initiatives or innovations proposed and successfully implemented by the team.
5. Compliance with QMS Documentation
  - a. Ensure compliance with findings and recommendations from internal and external quality audits.

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**QUALITY WORKPLACE INSPECTION REPORT**

*[Name of Strand/Office/Functional Division]*

**A. COMPLIANCE**

- 1.
- 2.

**B. NON-COMPLIANCE**

- 1.
- 2.

**PREPARED BY:**

**REVIEWED AND APPROVED BY:**

\_\_\_\_\_  
QW Inspection Team Lead

\_\_\_\_\_  
QWT Lead

**ACKNOWLEDGED BY:**

\_\_\_\_\_  
Head of Office



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**REQUEST FOR CORRECTIVE ACTION FORM**  
(Quality Workplace Inspection)

<b>Part I: Non-Compliance Identified</b> (to be accomplished by the inspector)		
<b>Office Inspected:</b>		<b>Date of Non-Compliance Identified:</b>
<b>Non-Compliance Identified:</b>		
<b>Issued by:</b>		<b>Received by:</b>
(Inspector) Signature Over Printed Name		(Head of Office Inspected) Signature Over Printed Name
Date:		Date:
<b>Part II: Necessary Action(s)</b> (to be accomplished by the Head of Office inspected)		
<b>Correction</b> (describe action to correct the non-compliance)		
<b>Root Cause Evaluation</b> (analysis can be done on a separate page and may serve as attachment):		
<b>Part III: Corrective Action Plan</b> (to be accomplished by the Head of Office inspected):		
<b>Activity</b>	<b>Responsible Office</b>	<b>Timeline</b>
1.		
2.		
3.		
<b>Approved By:</b> (Head of Process Owner)	 Signature over Printed Name	<b>Target Closeout Date:</b>
<b>Part IV: Monitoring Results</b> (to be accomplished by the Inspector):		
<b>Monitoring Date</b>	<b>Results</b>	

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<b>Actual Closeout Date:</b>	
<b>Monitored by:</b>	<b>Noted by:</b>
<hr/>	<hr/>
(Inspector) Signature Over Printed Name	(Head of Office Inspected) Signature Over Printed Name
Date:	Date:
<b>Supporting Documentation</b>	
<b>Name</b>	<b>Description</b>



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**RCAF Template Instructions**

**Part I:**

1. Non-Compliance Identification - Typically related to the deficiency/issue being corrected.
2. Date Identified - Date the non-compliance was discovered.
3. Office Affected - Office responsible for the corrective action.
4. Issued by - Name and date of the Inspection Team Lead/member.
5. Received by - Name and date of the office with non-compliance for corrective action.

**Part II:**

6. Correction - Action to correct the non-compliance. A correction can be made in advance of, in conjunction with, or after corrective action. This may include a rework, regrade, repair, or scrap.
7. Root Cause Evaluation - Analysis that can be done to identify the cause of the non-compliance

**Part III:**

8. Corrective Action - Action to eliminate the cause of a detected non-compliance or other undesirable situation, and prevent recurrence.
9. Activity - Actions to be done to correct the non-compliance.
10. Responsible Office - Office identified to carry out the Activity.
11. Timeline - Target schedule to carry out the Activity.
12. Target Closeout Date - Projected date for the completion of the Corrective Action Plan.
13. Noted by - Name and date of approval of the Corrective Action Plan from the office affected.
14. Approved by - Name and date of approval of Corrective Action Plan by the Process Owner

**Part IV:**

15. Monitoring Results - Dates and results of monitoring conducted by the Office and Inspection Team to ensure Corrective Action Plan was successful.
16. Actual Closeout Date - Date of the final closure of the Corrective Action Plan.
17. Monitored by - Name and date of final approval by Inspection team lead/members who are responsible for ensuring the Corrective Action Plan is implemented, Non-Compliance is corrected, and monitoring confirms correction.
18. Noted by - Name and date of approval from the office affected.
19. Supporting documentation - Attached with the Corrective Action Plan to validate the process (e.g. training documents, etc.).



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