FOREWORD

The Visayas State University (VSU), an institution of higher learning in the Philippines is in adherence with all other HEIs in the country in sustaining excellence in all its functions, namely: instruction, research, extension and production.

The VSU is classified as Level IV Higher Education Institution by the Commission on Higher Education (CHED). It is the first institution in the country to be accredited Level II by the Accrediting Agency for Chartered Colleges and Universities in the Philippines (AACCUP). The University is also recognized by the AACCUP as one of the top institutions with the highest number of Level III accredited programs in 2014. Its banner program the Bachelor of Science in Agriculture (BSA) is the first in the country to be AACCUP-Level IV- Accredited. It’s BS Agriculture and BS Development Communication programs are likewise recognized as Center of Excellence (COE) and Center of Development (COD), respectively by the Commission on Higher Education (CHED).

With the above recognitions/awards and to maintain excellence in all its endeavors, the VSU is submitting itself to certification by the International Organization for Standardization (ISO). Subjecting an institution to ISO certification will determine whether the standard procedures, policies, and mechanisms in the governance and management within the organization are fully implemented to satisfy the needs of the clientele/stakeholders.

This Manual includes the profile of the university with its vision and mission as stated in the Quality Policy Statement. It also contains the general requirements and management processes leading to the development of a Quality Management System in the university of which all its stakeholders (internal and external) should be made aware of how these procedures/ processes are being implemented and at the same time to give inputs for its continuous improvement.

To facilitate the ISO certification, a Quality Management System Committee and the Internal Audit Committee are created by the university. These committees are responsible for the internal assessment of any unit/process within the university prior to the actual assessment by an ISO auditor of an accredited external certifying body shall be conducted.

EDGARDO E. TULIN
President
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I. THE VSU QUALITY POLICY STATEMENT

The Visayas State University (VSU) is a higher education institution created by law to provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.

Toward this end, we, at the Visayas State University, commit to:

- produce highly competent, quality and world-class manpower in science and technology (S&T), especially for agriculture, environmental management and industry who are proficient in communication skills, critical thinking and analytical abilities,

- generate and disseminate relevant knowledge and technology that lead to improved productivity, profitability and sustainability in agriculture, environment and industry,

- satisfy the needs of the industry, the community and government sector who are in need of quality graduates and technology ready for commercialization through the establishment, operation, maintenance and continuous improvement of a Quality Management System which is aligned with the requirements of ISO 9001:2008.

It shall be the policy of the university that the quality policies and procedures are communicated to and understood by all faculties, staff, students and other stakeholders and shall be continually improved for their relevance and effectiveness.

EDGARDO E. TULIN, PhD
President
The Visayas State University Quality Manual is established essentially to define the policies, systems and procedures adopted to implement and continually improve the Quality Management System of the university. Basically, the Manual is aimed to;

- promote and inculcate the desired culture of quality
- demonstrate how a Quality Management System operates
- define and clarify quality functions
- meet customer demands for their satisfaction
- meet international standards

The Manual includes:

- the scope of the quality management system, including details of and justification for any exclusions
- the documented procedures established for the quality management system, or reference to them, and
- a description of the interaction between/among the processes of the quality management system.

II. AGENCY PROFILE

Background

The Visayas State University or VSU was first known as Visayas State College of Agriculture or ViSCA and later as Leyte State University or LSU. The university main campus is situated in Brgy. Pangasugan, Baybay City, Leyte, Philippines. It is about 8 kilometers north of Baybay City and 34 kilometers south of Ormoc City. It is located in a paradise-like community with Camotes Sea on the west and Mount Pangasugan on the east. Perched on plains and hillsides of about 1,100-hectare university campus with more or less 200 buildings composed of academic departments, research and training centers, staff and student housing facilities, and other structures that make the University an ideal place for learning.

VSU was originally called the Baybay Agricultural School (BAS) in 1924 by virtue of a Provincial Resolution and was converted into the Baybay Agricultural High School (BAHS) in 1934. It was again converted into the Baybay National Agricultural School (BNAS) by virtue
of Commonwealth Act No. 313 which was enacted in 1938. Republic Act No. 2831 enacted on June 19, 1960 converted the then BNAS into the Visayas Agricultural College (VAC). With the desire of the then Provincial Governor of the Province of Leyte, the Honorable Benjamin Romualdez to put up and develop a state university in his province, he made possible the conversion of the Visayas Agricultural College into the Visayas State College of Agriculture (ViSCA) on May 24, 1974 through Presidential Decree (PD) No. 470 which was later amended by PD No. 700 on May 12, 1975.

The 1999 General Appropriations Act mandated the integration of all higher education institutions (HEIs) under the supervision of the Department of Education at that time to a state university within the province where these HEIs are located. In the province of Leyte, four (4) HEIs are integrated into VSU making the university into a five campus university system. These four HEIs included the then Leyte National Agricultural & Vocational School located in Isabel, Leyte and is now called the VSU Isabel; the Leyte School of Agriculture located in Alang-alang, Leyte and is now called the VSU Alang-alang; the Leyte State School of Fisheries located in Tolosa, Leyte and is now called the VSU Tolosa; and the Leyte National College of Agriculture Science & Technology located in Villaba, Leyte and is now called the VSU Villaba. By virtue of RA No. 9158 issued on August 11, 2001, ViSCA was converted into the Leyte State University (LSU) which was later renamed Visayas State University (VSU) by virtue of RA 9437 on April 27, 2007.

**Vision and Mission**

The vision, mission and goals of the Visayas State University as approved by its Board of Regents are as follows:

**VISION:** *The premier university of science and technology in the Visayas*

**MISSION:** *Provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary in advancing the well-being of the country.*

**Core Values**

The core values that serve as guide in the university’s quest for excellence in instruction, research, extension and production are as follows:

- **Relevance.** It emphasizes pertinence and applicability of the University to the social well-being of its stakeholders. The University should continually pursue its programs to contribute to society's intellectual, cultural and economic progress. Its scientific and technological endeavors should be shaped by the demands of society, either in the form of knowledge in basic sciences or technology derived from applied and developmental researches;
• **Integrity.** The firm adherence to an upright moral code and ethical standards is vital in the University's search for truth. An institution engaged in producing quality human capital and scientific innovation must remain incorruptible in a morally challenging environment. Integrity is crucial in forging synergistic partnerships between the University and its stakeholders. Partnerships founded upon integrity practice transparency and mutual trust;

• **Truth.** It is in accord with facts and reality and connotes sincerity in action, character and utterance. The character of an institution is shaped by its ability to stand by the truth and make use of it. The search for truth, the very essence of the academic institution, is the backbone of the scientific process where certainty of results is tested against all known facts. The University is an institution that stands by the truth, reasons in accordance with facts and manifests sincerity in utterance, action and character; and

• **Excellence.** A value that centers on the imminent goodness of the quality of services, systems, and outputs of the University. An institution that consistently lives by excellent standards in everything that it does is effective in its search for truth and delivery of socially-relevant, scientific and technological contributions. The stakeholders of the University that includes its students, producers and industries deserve nothing but the best that the institution can offer.

Goals

The goals of the university are as follows:

• **Sustained Excellence in Instruction.** Produce highly competent and world-class manpower in science and technology (S&T), especially for agriculture, environmental management and industry who are proficient in communication skills, critical thinking and analytical abilities,

• **Innovative RDE System and Competitive S&T Products.** Generate and disseminate relevant knowledge and technology that lead to improved productivity, profitability and sustainability in agriculture, environment and industry,

• **Adequate and Sustainable Resource Generation Activities.** Generate adequate resources to support the University's instruction, research and extension pursuits and physical infrastructure needs in the face of declining government subsidy to state universities and colleges (SUCs),

• **Efficient, Effective and Client-Centered Administrative Support Services.** Provide timely, accessible, acceptable and customer-friendly administrative support system that promotes partnership and sense of shared stewardship with students, faculty, alumni and other stakeholders.
• **Functional and Adequate Physical Facilities and Infrastructure.** Provide functional and adequate infrastructure and related facilities essential to a world-class instruction, innovative RDE, sustainable resource generation and efficient administration.

**Objectives**

The objectives of the university are as follows:

• To strive for excellence in agriculture education for regional and rural development.

• To sharpen its focus on impact programs and projects in instruction, research, and the application of new knowledge for the well-being of the small Visayan farmers and rural families.

• To build enduring linkages with national and international institutions and agencies for the promotion of relevant instruction, meaningful research, and effective transmission of useful knowledge in the rural communities in the Visayas.

**Organizational Structure**

The new organizational structure of the university approved by the Board of Regents per its BOR Resolution No. 51, series of 2013 is attached as Annex A of this Manual.

**The Government of the University**

**The Board of Regents**

The government of the Visayas State University is vested upon the Board of Regents (BOR) of the Visayas State University as constituted by Sec. 4 of Republic Act 8292. The administration of the same and the exercise of the general powers are vested exclusively in the Board of Regents and the President of the university insofar as authorized by the board.

On or before the 15th day of the second month after the opening of regular classes each year, the President of the University shall file with the Office of the President of the Philippines through the Chairman of the CHED, the Senate and House of Representatives a detailed report setting forth the progress, conditions, and needs of the university.

**Members and Officers of the BOR**

The Board of Regents of the Visayas State University is composed of the Chairman of the Commission on Higher Education (CHED) or his/her duly authorized representative as Chairman; the President of the university as Vice Chairman, and the following as members: Chairman of the Senate Committee on Education, Arts, and Culture; Chairman of the House Committee on Higher and Technical Education; Regional Director of the National Economic Development Authority; Regional Director of the Department of
Agriculture; the President of the faculty association; the President of the supreme student council; the President of the alumni association of the institution; and two (2) prominent citizens who have distinguished themselves in their professions or fields of specialization. These two represent the private sector, and are chosen from among a list of at least five (5) persons qualified in the city or the province where the school is located, as recommended by the search committee constituted by the President in consultation with the Chairman of the CHED based on the normal standards and qualifications for the position.

The Board of Regents appoints the private sector representatives upon recommendation of a duly constituted search committee.

The presidents of the faculty and alumni associations and the student regents or trustees shall sit in the Board until the expiration of their term of office in such capacities.

The prominent citizen serves for a term of two (2) years.

In case of change in the governance or structure of the University, the pertinent provisions of CHED Memorandum Circular No. 4, series of 1997 implementing R.A. 8292 shall be used as guide.

The Board appoints a secretary who shall serve as such for both the Board and the university and shall keep all records and proceedings of the Board. He/She shall communicate to each member of the Board and sends notice of meetings.

Meetings of the BOR

The Board of Regents shall regularly convene at least once every quarter.

A majority of all members holding office shall constitute a quorum for board meetings, provided that the chairman of the CHED who is the chairman of the board or the president of the university is among those present in the meeting. In the absence of the chairman of CHED, a commissioner of the CHED, duly designated by him/her, shall represent him/her in the meeting with all the rights and responsibilities of a regular member: Provided, however, That in the said meeting, the president of the university as vice chairman shall be the presiding officer: Provided, further, That this provision notwithstanding, the Chairman of the CHED is hereby authorized to designate a CHED Commissioner as regular chair to the board of the university, in which case said CHED Commissioner shall act as the presiding office.

The Key Officials of the University

**President** - He supervises the operations of the university and the implementation of the different programs. It is his office that provides the over-all direction of the institution and
establishes linkage with outside agencies, both local and international for net-working and possible fund support.

**Vice President for Instruction** – He takes charge in managing and supervising all academic related programs of the university such as curricular program development, implementation of approved programs, both graduate and undergraduate and supervision of academic related services such as student affairs, dormitories, library and registrar.

**Vice President for Research and Extension** – He oversees the research and extension functions of the university and the various research centers. His office also supervises special units such as the research consortium (Visayas Consortium for Agricultural Research Program-VICARP), the Technology Licensing Office and Special Projects, the Plant Disease Diagnostic laboratory, the Central Analytic Service Laboratory, the Geographic Information System (GIS), the Information and Communication Technology Unit, and the Office of Annals of Tropical Research.

**Vice President for Administration and Finance** – He supervises the units that provide administrative and support services to the instruction, research and extension programs of the university. Specifically, he supervises the finance, administrative, and general services division including the health services provided to the university constituents.

- **Director for Administration** and Human Resource Development – Supervises the units that provide administrative support services including records, security and personnel services (including faculty and staff development).
- **Director for Finance** – Supervises the offices which provide finance services that include budget, accounting, and cashiering services.
- **Director for General Services** – Supervises the units which provide general services to the university which include landscaping, construction, building repairs and maintenance, transportation, and other utilities such as electricity, water and garbage.

**Vice President for Planning and Resource Generation** - He supervises the offices which perform planning, and income generation activities of the university. His office also monitors the Manila Office, Center for Culture and Arts and the University Review Center.

**Dean of the Graduate School** – He serves as executive officer of the Graduate School and presides over meetings and other official functions. He/she is appointed by the VSU President from among the Graduate Faculty. He takes charge of the planning, implementing and monitoring of the all graduate programs implemented in academic departments including the enforcement of rules, policies and guidelines.

The following are his specific duties and responsibilities:

a. Serves as presiding officer of the Graduate Faculty and shall preside over its meetings and other official functions.
b. Facilitates the academic activities of the Graduate Faculty such as the review and evaluation of graduate program proposals, academic requirements and instructional methods.

c. Reviews and implements approved admission policies, procedures and guidelines for administering the graduate programs.

d. Prepares periodic reports on the activities of the Graduate School for submission to the VSU President.

e. Prepares the budget and assists in raising funds to support the graduate programs.

f. Represent the VSU President in meetings with external agencies or institutions on matters pertaining to graduate programs.

g. Perform other functions which the VSU President, the Graduate School Council and the Graduate Faculty may require.

**The Deans of the Various Colleges.** Takes charge in the overall supervision of curricular programs offered in the various academic departments under his/her college, including programs in research, extension, production and administration. He is also responsible for the enforcement of administrative policies and guidelines governing the various operations of the university.

**The College Secretary**  
a. Records and keeps the minutes of meetings college executive council.

b. Assists the Dean in preparing the annual budget and requisitions of the college.

c. Facilitates the execution of the decisions made by the dean and the college executive council.

d. Monitors the progress of graduate students, supervises student records and checks graduation requirements.

e. Perform other duties that may be assigned by the dean.

**The Dean of Students.** He/she is responsible for the implementation, supervision and monitoring of the programs and services of the University Student Services Office which includes student admission and student welfare and development.

**The University Librarian.** He/she plans, implements and evaluates the library services and procedures and is responsible for the effective and efficient administration of the library resources and services. She serves as the acquisitions librarian that formulates and maintains the collection development policy and evaluates and weeds out the collection.
The Heads of Academic Departments. The academic department heads are tasked to plan, organize, implement and monitor the academic programs and projects in instruction, research, extension and production in their respective academic department.

The University Administrative Council (UADCO)

The (UADCO) consists of the key officials of the university, including the president, vice presidents, deans of the various colleges, directors of centers and offices, the executive officer, chief accountant, university registrar and the university librarian. As reflected in Section 24, Article 2 of the VSU Code, this body is mandated to review and recommend to the Board of Regents policies governing the administration, management and development planning of the university.

The University Academic Council (UAC)

The UAC is tasked to decide on all academic matters before these are forwarded to the Board of Regents. As reflected in Section 18 of the VSU Code, the UAC shall have the following powers/functions:

a. To determine, review and recommend for the approval of the Board of Regents the course offerings of the university.

b. To draft, review and recommend for approval of the Board of Regents the rules of discipline of and for the university.

c. To fix the requirements for admission of students in the university as well as for their graduation and the conferment of degrees and submit the same to the Board of Regents for review and/or approval.

III. QUALITY MANAGEMENT SYSTEM (QMS)

A. General Requirements

The Visayas State University shall adopt a process-based Quality Management System (QMS) to continually improve the mandated functions of the university to provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.

B. Scope and Exclusions

The scope of this QMS covers the management, core and support processes of the university which applies to instruction with research and extension process to produce highly competent graduates for the development of the country.
However, the following are the exclusions to the VSU QMS aligned to ISO 9001:2008 to wit:

- **Clause 7.5.2.** Validation of Processes for production and service provision

  Validation of Processes is not necessary since the outputs and outcomes of the overall education process of the university is continuously monitored and evaluated. Monitoring and evaluation is part of the core processes and any revision of the policies and processes will be done any time at any portion of the process.

- **Clause 7.6.** Control of Monitoring and Measuring Equipment - the education process of VSU does not make use of any monitoring and measuring equipment that require calibration, verification and adjustment except the attendance monitoring equipment for faculty and staff which is part of the administrative support services.

C. **Process Map**

The interfaces of management, core and support process as well as the corresponding sub-processes are presented in the VSU Education Process Map below.

The Management Process which mostly is part of the processes under the Strategic Performance Management System of the university involves two groups: the planning phase and the management review phase. Under planning is Strategic Planning, Strategic HR Planning, Performance Planning (office target setting as indicated in the Office Performance Commitment Review Form (OPCR) and individual target setting as indicated in the Individual Performance Committee Review Form (IPCR). Under the Management Review are Performance Reviews such as instruction review, research review, extension review, manpower review and administrative review. It also includes Internal Audit and Performance Assessment & Review.

In the center are the Core Processes of the VSU QMS which include: Curriculum Program Design and Redesign, Actual Course Offering and Program Implementation, Program administration and Management and Monitoring and Analysis of Performance.

To attain the core processes and the management processes, support services are also provided to wit: Information Systems Management and Support, Financial Resources Management, Human Resource Management and Development, Administration & General Services and Student Services.
VSU EDUCATION PROCESS MAP

Management Process including SPMS

Planning:
- Strategic Planning
- Strategic Human Resource Planning
- Performance Planning:
  - OPCR
  - IPCR

Management Review:
- Instruction Review
- Research Review
- Extension Review
- Administrative Review
- Manpower Review
- Budget Review
- Performance Assessment and Review

CORE PROCESS

Students
Stakeholders

•Curriculum Program Design/Redesign
•Research/Extension Program/Project Design/Redesign

•Course Offering/ Program Implementation
•Research/Extension Program/Project Implementation

Monitoring & Analysis of Performance

Program/Project Administration and management

Inputs

Feedback

Support Processes

Financial Resources Management
Human Resource Management/ Development
Administrative/ General Services Management
Student Services Management

Information Systems Management & Support
QMS Model

Below is the QMS Model of the Visayas State University showing the process approach and the linkages among the management, core and support processes as well as the measurement, analysis and improvement processes.

QMS MODEL:

The model shows the customers of the university which include students, farmers, industry and funding agencies and their requirements which becomes the basis in product realization design to ensure that the outputs will result to the customers’
satisfaction. The outputs and outcomes of the process are quality graduates, employability of graduates, PRC passing of graduates, research technologies generated/adopted, publications (referred/cited) and beneficiaries trained/served.

D. Control of Outsourced Processes

There are processes that are integral in providing service to the clients, but needs to be outsourced by the university. The following are the outsourced processes of the university:

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Type of Control</th>
</tr>
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</table>
| Part time teaching| • Registrar’s Certification of subjects taught and number of contact hours  
|                   | • Part timer’s contract  
|                   | • Daily Time Record  
|                   | • Students’ Evaluation of the teacher’s teaching effectiveness |
| General Services (clerical, messengerial and utility services, carpentry, masonry, electrical, landscape and ground maintenance, painting and agricultural field labor, laboratory services, etc.) | • Contract of Services  
| | • Record of attendance  
| | • Certificate of Accomplishments |
| IT Systems Development | • Contract  
| | • Scope of Work or terms of reference  
| | • Monitoring of Deliverables  
| | • Certificate of Accomplishments |

The university has complete control over the above outsourced processes to ensure their conformity to statutory and regulatory requirements and to ensure that quality will not be sacrificed. The type and extent of control to the outsourced processes are defined in the Procurement Procedure based on the following factors:

a. Potential impact of the outsourced process on the organization’s capability to provide services that conform to requirements;

b. Degree to which the control for the process is shared; and

c. Capability of achieving the necessary control through the application of ISO 9001 Clause 7.4.
E. Documentation Requirements

a. QMS Documentation

The QMS documentation of the university is composed of records, Board of Regents resolutions, President’s memoranda, Memorandum Circulars and Administrative Orders and Guidelines issued and prepared by various boards/committees, the Quality Procedures and the Quality Manual.

b. Quality Manual

The Quality Manual shall be among the controlled documents. It serves as reference by all faculty and staff of the university to guide them of the quality policies and procedures and make them familiar and appreciate the Quality Management System of the university.

New procedures or services require revision of existing policies and procedures and said revision should be incorporated in the Quality Manual. A written request or suggestion for revisions should be made in writing addressed to the Quality Management Representative (QMR) for his/her consideration to ensure that such changes are reflected in the Manual.

Copies of the Quality Manual will be issued to copy holders identified by the Records Officer who is responsible for the safekeeping and prompt updating of the necessary revisions. It is also the responsibility of the Records Officer to distribute and keep a list of authorized copy holders of the Quality Manual as indicated in the Control of Documents Procedure.

c. Control of Documents

Creation, revision, approval and issuance of documents whether in hard or soft copy follows approved procedures which provide for an effective monitoring, distribution, maintenance and updating of procedures and instructions within the said manuals. These documents include the Quality Manual, Quality Procedures, BOR Resolutions, Memoranda and Administrative Orders, Guidelines and other controlled documents including those in the 201 files of all employees.

A documented procedure on Control of Documents shall be established to define controls needed to:

- Approve documents for adequacy prior to issue;
- Approve and update as necessary and re-approve documents
- Identify the current revision status of documents and changes;
• Ensure that relevant versions of applicable documents are available at points of use;

• Ensure that documents remain legible, readily identifiable and retrievable;

• Ensure that documents of external original determined by the university to be necessary for the planning and operation of the QMS are identified and their distribution controlled;

• Prevent the unintended use of already nullified and obsolete documents, and apply suitable identification to them if they are retained for any purpose; and

• Ensure that confidentiality of documents including documents as part of the 201 files of employees is kept and maintained

d. Control of Records

Records established by the university to provide evidence of conformity to requirements and of the effective operation of the QMS are controlled.

A documented procedure is therefore established for the identification, collection, indexing, access, filing, storage, maintenance and disposition of QMS records. Records should be legible, stored and retained in such a way that they are readily retrievable in storage facilities that provide a suitable environment to prevent damage, deterioration or loss. Permanent but archival records shall likewise be controlled but may be stored in a safe but visible storage at the Archives Center of the university.

The Records Officer of the university will be the Process Owner of this documented procedure and he shall maintain records to demonstrate achievement of the QMS requirements.

Retention periods of QMS records are established, recorded and maintained in accordance with the Records Retention and Disposition Schedule and the same should have prior approval from the National Archives of the Philippines.

IV. MANAGEMENT RESPONSIBILITY

A. Management Commitment

The Visayas State University is committed to the development and implementation of the quality management system and continually improves its effectiveness by disseminating to internal and external stakeholders the importance of meeting customer as well as statutory and regulatory requirements. Management shall likewise commit to provide the necessary
resources for the development and implementation of the QMS and its continual improvement for the satisfaction of its clients which includes the students, farmer beneficiaries and the government and other funding agencies through the conduct of management reviews.

Revision of the QMS will be effected in order to achieve the quality objectives. Needed changes will be communicated to all stakeholders to maintain integrity and attainment of objectives.

B. Customer Focus

The focus of implementing a quality management system is not only to satisfy customer needs but to exceed customers’ expectation. The university therefore conducts regular review of its programs, projects and activities to ensure that its services are still relevant to meet clients’ needs and expectations as well as statutory and regulatory requirements.

C. Quality Policy

The university maintains and updates a Quality Policy suited to higher education institutions to ensure satisfaction of its clients particularly the students, other beneficiaries and stakeholders. The Quality Policy likewise commits to comply with statutory and regulatory requirements and the need for continual improvement to enhance effectiveness of the quality management system.

Regular review and evaluation of the QMS shall be conducted in order to also assess its suitability and fulfillment of customer requirements.

D. Quality Management System Planning

1. Quality Objectives

The university has been operationalizing a Strategic Performance Management System wherein Major Final Outputs (MFOs) and success indicators are used in setting measurable targets consistent with the strategic priorities and strategic plan of the university. A measurable target in the form of PAPs is prepared using the Office Performance Commitment Review (OPCR) Form and is submitted at the beginning of the year. Said targets are monitored by the office heads concerned and are likewise monitored university wide during the conduct of the Performance Review. Prior to preparation of the targets, the quality objectives are presented and communicated to all units usually simultaneous in the dissemination of the strategic priorities for the year as issued by the University President. The quality objectives are subject also to review and revised if needed to suit the organization’s operational requirements.

2. Quality Management System Planning

The Strategic Plan of the university shall be regularly revisited in order to ensure its suitability and relevance of its mandates and to provide basis of the University President in
setting his annual priorities at the beginning of the year. From the annual priorities of the President plus the annual commitment of the university with the Inter-agency Task Force created under AO 80, the various units of the university will conduct its own target setting workshop. However, in order to be able to target PAPs which will not only produce accomplishments as their unit’s share of the overall university commitment, units are encouraged to conduct their unit’s strategic planning workshops in order to be able to identify new initiatives to maximize available opportunities and strengths and to offer solutions to weakness and threats. This new initiatives are expected to deliver best practices which will more than satisfy the clients of the university.

New initiatives identified during the unit strategic planning workshops shall be included as the current target of the unit concerned and if outputs are deliver and in accordance with plans, the same will be counted as best practices of the university which other HEI may benchmark.

E. Responsibility, Authority and Communication

1. Responsibility and Authority

Responsibility and authority are defined and communicated to all academic and administrative units of the university through the issuance of an appointment from the Office of the President. The duties and functions of persons involved in the QMS are clearly defined in the appointment.

2. QMS Organizational Structure

The structure which implements the quality management system of the university is presented in the framework below:
QMS Organizational Structure

Office of the President
Management

Over all QMR

Asst. QMR

QMS Core Team
and Secretariat

Documents
& Records
Control
Team

Training
and
Education
Team

Workplace
Organization
Team

College/Division
QMR

Internal
Quality
Audit
Team

Office/department
QMR
The specific roles and functions of the different officials involved in implementing QMS in the university are as follows:

**OFFICE OF THE PRESIDENT:**

1. Establishes, reviews and updates the Quality Policy and Quality Objectives to maintain its suitability and relevance to the organization
2. Ensures that support in the form of human, financial and infrastructure resources are provided for the effective implementation of the QMS
3. Identifies the persons responsible to implement the QMS
4. Defines the responsibilities and authorities of each official involved in implementing the QMS especially those from the various units of the entire university
5. Establishes and ensure that communication mechanisms are working effectively
6. Ensures that QMS action plans are reviewed and monitored for effectiveness

**QUALITY MANAGEMENT REPRESENTATIVE (QMR)**

1. Drives, oversees and ensures the effective planning, implementation, maintenance and continual improvement for the sustainability of the QMS of the university
2. Responsible for the planning and conducting audits, and for reporting results and maintaining records of the internal audit procedure
3. Educates both the internal and external stakeholders of the QMS policies and objectives
4. Determines the updated need of the customers and disseminate to the implementors of the QMS to ensure satisfying the expectations of the customers
5. Communicates QMS related matters and updates to external parties

**ASSISTANT QMR**

1. Assists the QMR in the effective planning, implementation, maintenance and continual improvement of the QMS
2. Assists the QMR in the overall performance of the functions of the QMR
3. Assumes responsibility of the QMR in his/her absence
CORE TEAM AND SECRETARIAT

1. Provides secretariat services to the QMR and other activities of the QMS
2. Coordinates QMS activities such as trainings, documentations, reviews and audits
3. Assists in coordinating and communicating QMS related activities to the different units in the university including the external campuses
4. Determines, requests and facilitates logistical support to all activities of the QMS

DOCUMENTS AND RECORDS CONTROL TEAM

1. Establishes and implement procedures for the control of documents and records
2. Keeps the master copies and master list of the QMS Manuals and other documents
3. Ensures the availability and faster retrieval of documents
4. Establishes an effective system of records management and disposal of obsolete files and prevent unauthorized use of relevant documents and records; and
5. Ensures the traceability of documents and records

TRAINING AND EDUCATION TEAM

1. Educates employees of their roles and responsibilities in the attainment of the Quality objectives, goals and policies
2. Conducts interventions to enhance awareness and capability of stakeholders of the QMS

WORKPLACE ORGANIZATION TEAM

1. Develops the 5S standards and plan/coordinate in its implementation in the university
2. Conducts continuous training and re-training on 5S program and standards
3. Conducts regular monitoring and audit on 5S program

INTERNAL QUALITY AUDIT TEAM

1. Prepares an audit plan and implement IQA program in accordance with QMS aligned to ISO 9001:2008
2. Conducts internal audit and request and provide for the resources needed in managing and implementing the IQA program
3. Reports findings and results of the IQA during the management reviews

4. Maintains record and monitor implementation of corrective and preventive actions on non-conformities

**COLLEGE/DIVISION QMR**

1. Drives, oversees and ensures the effective planning, implementation, maintenance and continual improvement for the sustainability of the QMS of his College or Division

2. Educates both the internal and external stakeholders of the QMS policies and objectives of his College or Division

3. Determines the updated need of the customers and disseminate to the implementors of the QMS to ensure satisfying the expectations of the customers of his College or division

4. Communicates QMS related matters and updates to external parties

**OFFICE/DEPARTMENT QMR**

1. Drives, oversees and ensures the effective planning, implementation, maintenance and continual improvement for the sustainability of the QMS of his Office or department

2. Educates both the internal and external stakeholders of the QMS policies and objectives of his Office or Department

3. Determines the updated need of the customers and disseminate to the implementors of the QMS to ensure satisfying the expectations of the customers of his Office or Division

4. Communicates QMS related matters and updates to external parties

**F. INTERNAL COMMUNICATION**

Internal communication is facilitated through the intranet using IP messaging and internal through the VSU webpage and VSU email addresses and VSU official facebook account. In addition, regular meetings, conferences, workshops and writeshops shall also be conducted. Written communications and processes are also implemented through memoranda, communications, administrative orders and postings in various bulletin boards within the university. Key officials and heads of organizational units involved in the QMS implementation within the university are likewise provided with cellphone services.
G. MANAGEMENT REVIEW

To ensure continued relevance, sustainability, adequacy and effectiveness in satisfying requirements of the clients and also the statutory and regulatory requirements, regular annual reviews are conducted in instruction, research, extension, manpower, budget, income generating projects, and faculty development. The review shall focus on the performance of the QMS for continual improvement and results shall be used as bases in updating and enhancing the QMS, the Quality Policy and the Quality Objectives.

Information which serves as input to the review are as follows:

1. Audit results, both internal and external
2. Customer/clients feedback
3. Progress of actions on non-conformities
4. Status of corrective and preventive actions
5. Changes relative to QMS
6. Actions on recommendation for continual improvement

Outputs of the review shall include decisions and actions which will involve the improvement of the effectiveness of the QMS and its processes, improvement of the services which results to the satisfaction of the clients and provisions of the human and financial resources needed to effectively implement QMS for improved services and satisfaction of clients. Corrective and preventive actions arrived at during the reviews shall be transmitted to the College/Division QMRs and Office/Department QMRs implementation and evaluation for continued improvement.

V. RESOURCE MANAGEMENT

A. Provision of Resources

The university shall ensure the effectiveness and continual improvement of its QMS by providing appropriate resources during its initial implementation, its maintenance and the enhancement of the various components but which are not be limited to the following:

1. Information Management System
2. Human Resource Management and Development
3. Procurement of Goods and Services
4. Property and Supply Management
5. Financial Management
6. Records Management and Archives Management

B. Information Systems Management

The Information Systems Management Unit of the university ensures the efficient and effective implementation of the following ICT programs of the university:

1. Student Records Management System
2. Human Resource Management and Information System
3. Research and Development Information Management System
4. Financial Management Information System
5. Hospital Records Information System
6. Library Information System
7. University Internet/Intranet System
8. Other Support information system

The ICT Group of the university maintains the internet and intranet connectivity services within the university and ensures the proper maintenance of computer hardware and software.

C. Human Resource Management and Development Competence, Training and Awareness

The Office of the Director for Administration & Human Resource Development (ODAHRD) focuses in the implementation of human resource management policies of the Civil Service Commission especially in ensuring meritocracy and excellence in human resource management within the university. It likewise spearheads in the design of new HR systems, policies and guidelines for improved human resource management system of the university to maintain highly competent and motivated public servants.

As an academic institution, the university gives premium to top quality faculty and staff by imposing higher standards of competence, training and awareness. The university therefore values its employees as the most valuable asset. Thus, ODAHRD through the Office of the Vice President for Instruction and the Office of the Vice
President for Administration and Finance, drive the process in the selection of personnel based on merit and fitness and in identifying competency gaps and in addressing the gaps identified in the Strategic HR Plan of the university. Two crucial committees/boards assist the in the selection process: The Academic Personnel Board for academic faculty, and the Non-Academic Personnel Board for non-academic personnel. To assist the OVPI in the implementation of the faculty development program of the university is the University Scholarship Committee, who acts on requests of faculty members for attendance or participation in trainings, seminars and conferences, as well as recommendations from the various academic departments for the grant of scholarships and fellowships to their faculty who would pursue advanced studies.

To ensure that all personnel, whether academic on non-academic, are competent in performing their functions, the ODAHRD maintains records and undertakes, among others, the following functions:

a. Prepare the Strategic HR Plan of both the faculty and the academic staff identifying the competency needs of personnel to effectively perform their functions affecting product/service quality through conduct of faculty development review and training needs assessment survey for the administrative support personnel.

b. Formulate faculty and staff development policies, plans and programs, and design, implement and administer the in-house training programs for the administrative personnel.

c. Assess the results of the performance evaluation of employees based on the Strategic Performance Management System and development needs as indicated in the Individual Performance Commitment Report form (IPCR) of employees as basis in designing in-house or external training for concerned employees.

d. Evaluate the effectiveness of the interventions and monitor its progress on the competency of the employees concerned.

e. Officially inducts new personnel to the university and orient them on their roles and responsibilities as they affect the achievement of the objectives and targets of the university and the specific targets of the department or department where he/she belongs.

f. Facilitate the alignment and placement of personnel in the department or unit based on his qualification and competency.

Newly hired faculty members are required to attend an orientation seminar conducted by the university. In addition, faculty members are allowed to attend seminars, workshops, conferences, congresses and scientific fora to enhance their
knowledge and skills based on their expertise, as such they will be able to deliver quality services to students who are the number one client of the university.

The Office of the Vice President for Research and Extension likewise provides support to faculty members to encourage them to generate new knowledge and technologies through the conduct of research and extension as this will enhance further the delivery of quality services to the students and to the community.

Appropriate records of academic qualifications, trainings, for a, seminar workshops and other development interventions, both internal and external, are maintained for all personnel in the database at the Personnel Records and Performance Evaluation Office (PRPEO) of the university.

D. Procurement of Goods and Services

The university strictly follows the systems and procedures as provided for in Republic Act No. 9184 otherwise known as the Government Reform Act in the procurement of goods and services to ensure efficiency, effectiveness and economy.

At the beginning of the year, each delivery unit submits to the BAC Secretariat their respective Project Procurement Management Plan (PPMP) for funding to ensure that all procured goods and services are within the approved budget. The BAC Secretariat consolidates all PPMPs to come up with the Annual Procurement Plan of the university and posts the same in the university transparency seal.

The BAC conducts the appropriate bidding procedures to procure the needed goods and services. Delivered goods by suppliers is subjected to inspection by the university designated inspectors checking in details the specifications and quantity as indicated in the purchase orders are also present in the actual items delivered by the suppliers. In case of non-conformity, the Inspectors will reject the delivered items. Only items duly inspected by the Inspector and covered with an Inspection Report duly signed by the designated Inspector will be accepted by the end-user and the supplier will be paid by the university.

E. Financial Management

The Financial Management Service ensures that appropriate funds are generated to finance all the projected Programs, Activities and Projects (PAPs) of the university as distributed to all the delivery units by undertaking proactive planning and budgeting strategies which can maximize budgetary allocation from every allowable expenditure priorities of the government. It also facilitates accountability in accordance with budgeting, accounting and auditing rules and regulations to ensure that all appropriated funds are expended within the prescribed period and to accomplish targeted PAPs. It
continuously refines and improves financial management procedures through the use of appropriate accounting and auditing standards to ensure timely, complete and accurate financial reporting. It also ensures the effective use of financial resources through internal controls at all levels, review of systems and procedures and recommending measures and improved systems and procedures for improved internal check and balance of the financial resources.

F. Infrastructure

The university provides the necessary academic/research and office buildings and facilities, laboratories with equipment, furnitures and fixtures, computer and needed office equipment and other required facilities in order to ensure work-conducive environment where the faculty, academic support staff and administrative support personnel will be able to provide quality service to their clients.

To ensure that all buildings, laboratories, offices and other facilities are maintained and kept functional, the university is keeping the following in-house maintenance services:

a. Instrumentation Unit for repair and servicing of computer, laboratory and other office equipment

b. Infrastructure Unit for the repair and maintenance of buildings, road network and other physical facilities of the university

c. Transportation and Motorpool to provide transportation services to the faculty and staff and for the repair and maintenance of moving light and heavy equipment, site development of land for research and production purposes

d. Electricity, refrigeration and sounds and audio visual equipment

e. Water

f. Landscape Maintenance

g. Garbage Collection

h. Foods and snacks during meetings, seminars and other university activities

i. Accommodation services

G. Work Environment

The university promotes the wellbeing of all its employees to ensure their motivation which will result to efficiency and effectiveness and thus foster improved productivity and teamwork through the following:
a. Team building activities and educational tours

b. Conducive work areas and facilities

c. Wellness and sports facilities such as gymnatorium, tennis courts, volleyball courts, badminton courts, oval, dance and gymnast facilities, treadmills, table tennis in several buildings

d. Safe university campus with strong security services

e. University Market which supplies basic goods and service of the community

f. Philhealth accredited University Hospital with 24 hours services with laboratory and x-ray facilities.

VI. THE EDUCATION PROCESS (Product Realization)

A. Planning

The Visayas State University plans and develops its INSTRUCTION, RESEARCH & EXTENSION PROCESSES to be able to attain its mission and vision, goals and objectives as indicated in its Strategic Plan. Quality Objectives are met and successes determined using the metrics identified per objective. Key Result Areas are identified in the Work and Financial Plan.

The university commits itself with the national government through the Commission of Higher Education of what it intends to accomplish for a particular year. From said commitment and the strategic priorities set by the university as extracted from the Strategic Plan, every college/department/offices/units and centers make their yearly plan of Programs, Activities & Projects (PAP) and their targeted quality accomplishments as their share for the overall targets of the university. These targeted PAPs and accomplishments are indicated in the Office Performance Commitment Review Form (OPCR). Once the targets in the OPCRs are approved, the specific tasks and targeted quality outputs are distributed and given to all employees within that particular unit and these are indicated in the Individual Performance Commitment Review form (IPCR).

B. Customer Related Processes

1. Determination of Requirements Related to the Product

VSU determines customer requirements before offering its product which basically are its curricular programs. For research and extension, the research and extension
priorities by funding agencies are usually determined first before submitting proposals for funding.

Customer requirements include the following:

- Previous customer requirements
- Not stated by the customer but necessary based on the trend as seen by the management
- Statutory and regulatory requirements related to the product
- Additional requirements as determined by the university

Customer requirements are determined according to the Customer Related processes Procedure

2. Review of Requirements Related to the Product

Before a degree program is offered the curricular proposal undergoes a rigid process of review of the requirements by the proponent, the College Curriculum Committee, the University Curriculum Committee, the Academic Council and finally the BOR. This process ensures that:

- Product requirements are defined and documented
- The University has the manpower capability and resources to offer the product or services
- If there are product deviations, the same are resolved before they are offered to the customers
- Records are maintained showing the results of the review and any actions arising from the review
- When CHED issues any Memorandum Orders relative to course offerings, the university communicates these to all personnel involved in the course offerings and effects revision of existing curricular programs

3. Customer Communication

Effective customer communication is an essential element to customer satisfaction. Appropriate handling of communications can reduce customer dissatisfaction situations and in many cases, turn a dissatisfying scenario into a satisfying experience. The Office of the President is responsible for establishing communication methods to ensure that
inquiries, requests and customer feedbacks including complaints are handled expeditiously and professionally.

The Information office is primarily responsible for disseminating all information, activities and accomplishments through the weekly release of the university publication “The Obelisk”. The Office of the Legal Officer likewise is responsible in securing clients’ feedback through suggestion boxes fielded in various departments and units within the university. The Admission’s Office takes charge in disseminating and marketing the curricular programs of the university to various high schools and in conducting entrance and scholarship examinations to incoming freshmen.

C. Design & Development

1. Design and Development Planning

The university plans and regulates the design and development of its course offerings in accordance with pertinent CHED Memorandum Orders (CMO) issued by the Commission.

During the design and development planning, the academic department or college creates curricular committee who will study the requirements and draft the curriculum proposals.

In this stage also, the university determines the review, verification and validation appropriate and the responsibilities and authorities of persons involved in the design and development of the curricular programs.

The activities involved in the design and development planning and the planning outputs shall be updated when necessary and as the activity progresses.

2. Design and Development Inputs

The university determines the inputs needed in the design and development of a curricular program and these include:

a. Result of market survey to determine demand for graduates

b. Graduate profile

c. Applicable CMO and other statutory and regulatory requirements

d. Courses to be included in the curriculum, including course description, credit, prerequisites, etc.

e. Faculty Profile
f. Library holdings and facilities profile

3. Design and Development Outputs

After the design and development inputs have been met, the department or college curriculum committee drafts the curriculum proposal.

For undergraduate program, the proposal is presented and deliberated on various approving bodies according to the following sequence:

Department or College Curriculum Committee

University Curriculum Committee

University Academic Council

Board of Regents

For graduate programs, the following sequence is followed:

Department Curriculum Committee

Graduate School Curriculum Committee

Graduate Faculty

University Curriculum Committee

University Academic Council

Board of Regents
4. Design and Development Review

Review of curricular programs is performed as deemed necessary, to ensure their effectiveness to meet statutory and regulatory requirements as well as to identify any problems and propose solutions thereto. Results of the review also provide inputs for the design and development of new curricular programs.

5. Design and Development Verification

Verification is done to ensure that the design and development requirements have been implemented as planned, the input requirements met and the desired products/outputs are delivered. Verification shall be done by the academic department which offers the curricular program. Results of the verification shall be recorded and used as basis in making appropriate corrective actions.

6. Design and Development Validation

Although the service in the form of curricular offering is ready for offering to the public, validation of its relevance and responsiveness to the demands of the clients is done. This is done by seeking feedback from consumers of the quality of the products of the university, the graduates of its degree programs, both undergraduate and graduate degrees.

7. Control of Design and Development Changes

Results of the validation will be used as basis in identifying changes in the programs and records maintained. The same as the original product design; it shall undergo review, verification and validation, as appropriate, and is approved before its implementation. The review of the design and development changes shall include evaluation of its effect to the original products/services; again, review of the review of changes and any necessary actions shall be recorded and maintained.

D. Purchasing

1. Purchasing Process

The efficiency and effectiveness of the services delivered by the university to its clients depend also on the receipt of the purchased supplies, materials and equipment and the hiring of the faculty members with the needed expertise and competency and support personnel who will deliver the services to the students’ clients.
2. **Purchasing Information**

Purchasing information describes the supplies, materials and equipment to be purchased as indicated in the Procurement Plan. Said purchasing information describes the following:

a. Listings of the supplies, materials and equipment needed to deliver the products or services

b. Educational qualification and competencies of the required faculty and staff

c. Supplies, materials and equipment needed to implement QMS.

3. **Verification of Purchased Products**

The supplies, materials and equipment purchased are subjected to inspection and verification before they are delivered to the end-user to ensure that the specifications needed and that purchased match. In case of mismatch, the procured items will be returned to the supplier for replacement.

**E. Service Provision**

1. **Control of service provision**

The university plans and carries out service provision under controlled conditions which include:

a. Availability of information that describes our course offerings in the form of power point presentation presented during information disseminations to different high schools, course syllabi, and other flyers prepared to inform the client public;

b. Availability of different procedures and other instructions, usually found in the citizens’ charter, manual of procedures and other documents where these can be found;

c. Use of needed equipment to deliver the quality service as planned

d. Availability and use of monitoring systems to include evaluation of teaching effectiveness of faculty manuals

e. Implementation of monitoring and measurement of performance using the Strategic Performance Management System

f. Implementation of service delivery during graduation and post-delivery activities through conduct of review classes and assistance to students during PRC board and Civil Service Examinations;
2. Validation of processes for service provision

The university validates processes for service provision where quality of output cannot be verified by subsequent monitoring or measurement and as a result, deficiencies only becomes apparent after the service has been delivered.

Validation demonstrates the ability of these processes to achieve planned results. Validation includes passing of graduates in the PRC licensure examinations. Those offerings without PRC examination, validation can be carried out through tracer studies of graduates to be conducted by respective colleges and academic departments.

3. Identification and Traceability

Every degree program offered by the university has a course prospectus/checklist where all the required courses to complete the degree are listed. Each course is assigned a course number to allow traceability. This enables the university to check that all required courses have been taken and passed by the client before he/she can be allowed to graduate. Students are also able to trace or keep track of his academic progress online through an access number assigned to each student.

4. Customer Property

The university exercises care of students’ records and those of its personnel while said records are still under the custody of the university. These records are identified, verified, protected and safeguarded. In case of loss, damage or otherwise unsuitable for use by the university, the same will be immediately reported to the customer. Student records are under the responsibility of the Office of the Registrar while personnel records are under the care and protection of the Records Officer of the University. Personnel records of a retired employee will be returned to the owner turned over to her/his family, in case of demise.

5. Preservation of Service

The university preserves its service during internal processing or before the students finish their course program in order to maintain conformity to requirements. Applicable policies and procedures are implemented uniformly. Controls are in place in order to avoid deviations or violations either by the teachers or the students to maintain the quality of the products or graduates of the university. Acquisition and uses of laboratory equipment are likewise controlled and maintained in order to preserve the functionability and reliability of our services.
F. Control of Monitoring & Measurement of Performance

The university monitors and measures the characteristics of the services rendered to verify if the quality of services rendered are fulfilled and is carried out through the use of computer technology which establishes the student registration system. A check of the student’s records in the system will inform the responsible official that a particular student still have lacking units to enroll and pass before he can graduate.

For laboratory experiments, every course has an updated and regularly reviewed laboratory manual which guides the student in the conduct of laboratory exercises or experiments.

Equipment for use by students and the faculty are also regularly calibrated and serviced by qualified repair personnel of the Instrumentation Unit of the university.

Evidence of conformity based on acceptable criteria is maintained. Servicing of equipment is also regularly done and the records of servicing and maintenance are maintained and updated per equipment including vehicles. Service delivery shall not proceed until all planned arrangements have been satisfactorily completed.

VII. MEASUREMENT, ANALYSIS AND IMPROVEMENT

General

VSU prepared plan to ensure the effective and efficient monitoring, measurement, analysis and improvement of the QMS processes needed to demonstrate conformity to product requirements, ensure conformity and continual improvement of the QMS. The methods used include client satisfaction/dissatisfaction survey, client feedback dropped in the suggestion boxes and written comments/feedback and consultative meetings with clients.

Monitoring and Measurement

The universities continuously monitor information relating to customer perception whether the university has met the clients’ requirements and the methods of obtaining and using this information shall be determined as follows:

i. Client Satisfaction/Dissatisfaction Survey

Every client or customer transacting business in any unit within the university shall be required to fill up a form indicating the nature of services he/she would like to available from a particular unit and employee and upon leaving the unit, he/she shall submit his duly filled
up survey questionnaire evaluating the level of satisfaction/dissatisfaction from the services just enjoyed. Said survey form shall be submitted to the security guard on duty at the administration building but for other academic and administrative buildings, for the client to drop his feedback in the suggestion boxes placed outside of the office. Said feedback will be tabulated, consolidated and presented to the Office of the President through the QMR for information and appropriate action.

ii. Client Feedback through the Suggestion Boxes

For clients who do not officially transact business with any employee of a particular unit but have the chance to be in contact with said employee or he may notice some lapses of the processes which can still be further improved, he/she may also share feedback as to the kind of service rendered by said employee concerned to the public or he may give suggestion on how the process can be further improved.

iii. Written comments/feedback

Clients are likewise welcome to submit their written comments or feedback for the improvement of the QMS of the University. Comments and feedback received shall be consolidated and favorably acted upon through applicable interventions.

iv. Consultative and General assembly meetings with clients

The biggest group of clients the university has is the students. Consultative meetings with the students is usually being done by the Office of the University President to gather their comments, problems, issues and other concerns for appropriate action, the purpose of which is not only to ensure maintenance of the QMS but also for continual improvement.

C. Internal Quality Audit

The university conducts internal audit at least once a year to determine whether the Quality Management System conforms to the planned arrangements for product realization, to the requirements of the ISO 9001:2008 standards and to the QMS requirements and to determine if the Quality Management System is effectively implemented and maintained.

The Internal Audit Procedure details the requirements for the audit program including requirements that the audit program shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

The Overall QMR is responsible for the Internal Audit Program. The responsibilities and requirements for the planning and conducting audits, and for reporting results and
maintaining records are detailed in the Internal Audit Procedures. Office of the Overall QMR shall be audited by a second or third party audits.

Management through the Office of the President shall be responsible for the area being audited to ensure that actions are taken without undue delay to eliminate detected nonconformities and its causes. Follow up activities shall be done to include the verification of the actions taken and the reporting of the verification results as indicated in the Corrective Action Procedures.

**Monitoring and Measurement of Processes**

The Visayas State University uses applicable methods for monitoring and measurement of the QMS processes where applicable. These methods demonstrate the ability of the processes to achieve planned results. When targeted results are not attained, corrective action shall be implemented to ensure conformity of the quality of our services in accordance with our QMS.

**Monitoring and Measurement of Services**

The university monitors and measures the characteristics of the services rendered to verify if the quality of services rendered are fulfilled and is carried out at the appropriate stages of the product realization process in accordance with documented procedures.

Evidence of conformity based on acceptable criteria is maintained. Service delivery shall not proceed until all the planned arrangements have been satisfactorily completed.

**a. Control of Non-conformity**

The university ensures that services which do not conform to quality requirements are identified and controlled to prevent its unintended use or delivery. The control and related responsibilities and authorities for dealing with non-conforming product are defined in the control of Non-conforming Services procedures.

**b. Analysis of Data**

VSU has documented procedures to identify, collect and analyze data gathered relative to the suitability and effectiveness of the QMS and to use the data to evaluate and institute corrective action for the continual improvement of the system. The process of determining, collecting and analyzing data is defined in the Client Satisfaction and Management Responsibility procedures.

Data analysis will provide information as to:

i. Client feedback
ii. Conformance to service and/or process requirements

iii. Other applicable information needed for continual improvement of the services

   Results from the analysis of data are recorded and kept/maintained.

c. Improvement

   Continual Improvement

   VSU commits to continually improve the effectiveness of its QMS through the use of our quality policy, quality objectives, intensive faculty development program to pursue advanced graduate studies, in house employee trainings and attendance to various external trainings and seminar workshops by both faculty and staff, analysis of data, corrective and preventive actions and regular management reviews. VSU will identify and implement necessary changes to maintain the suitability and effectiveness of its QMS.

   Records of client feedbacks and investigations relative to client’s complaints, corrective and preventive actions thereon and relative documents and records will be maintained.

Corrective Action

VSU takes action to eliminate causes of non-conformities and prevent their occurrence through appropriate corrective and preventive actions.

A documented procedure defines requirements for:

- reviewing non-conformities which include complaints from clients
- determining causes of these non-conformities are documented
- evaluating the need for action to ensure that non-conformities do not recur
- determining and implementing action needed including updating documentation if appropriate
- records of the results of action taken
- reviewing corrective action taken and verifying its effectiveness

Preventive Action

VSU determines action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure defines requirements for:
• determining potential non-conformities and their causes
• evaluating the need for action to prevent occurrence of non-conformities
• determining and implementing action needed
• records of results of investigations and any action taken
• reviewing preventive action taken and verifying its effectiveness