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FOREWORD

This Quality Manual is the means by which the Government Procurement Policy Board – Technical Support Office (GPPB-TSO) satisfies the requirements of its customers, particularly with regard to Management Responsibility. It demonstrates and documents GPPB-TSO’s commitment to maintain excellent customer service and to foster continual improvement for the advancement of the government procurement system.


The Quality Manual will serve as guide to ensure that the GPPB-TSO’s Quality Policy is fully and completely understood by its employees, and that its procedures are implemented and maintained at all times. All of the components of the Quality Management System shall be periodically and systematically reviewed by the Quality Management System Core Team.

The Quality Management Representative, appointed by GPPB-TSO’s Executive Director, is responsible for the control of all matters pertaining to the implementation of these procedures. The assurance of quality is fundamental to all the work undertaken by the GPPB-TSO. The procedures established shall be practiced by all personnel at every level in the GPPB-TSO’s structure.

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1. QUALITY MANAGEMENT SYSTEM INTRODUCTION

1.1. COMPANY PROFILE


1.1.1. History

By virtue of Republic Act (RA) No. 9184, which was signed into law on 10 January 2003 and took effect on 26 January 2003, the Government Procurement Policy Board (GPPB) was established as an independent, impartial, transparent and effective inter-agency body, with private sector representation.

Under Section 63 of RA 9184 and its revised Implementing Rules and Regulations¹ (IRR), the GPPB has the following duties and responsibilities: (1) to protect national interest in all matters affecting public procurement, having due regard to the country's regional and international obligations; (2) to formulate and amend public procurement policies, rules and regulations and amend, whenever necessary, the IRR; (3) to prepare a generic procurement manual and standard bidding forms for procurement; (4) to ensure the proper implementation by the procuring entities of the Act, its IRR and all other relevant rules and regulations pertaining to public procurement; (5) to establish sustainable training program to develop the capacity of Government procurement officers and employees, and to ensure the conduct of regular procurement training programs; and (6) to conduct an annual review of the effectiveness of the Act and recommend any amendments thereto, as may be necessary.

In addition, the GPPB absorbed all the powers, functions and responsibilities of the Procurement Policy Board that was created under Executive Order (EO) No. 359, series of 1989. As such, the GPPB is endowed with powers and authorities to promulgate rules and regulations to carry out the policy statement and intent of the said EO, which served as the basis for the procurement operation of the Procurement Service (PS) of the Department of Budget and Management (DBM) and other government agencies. Moreover, all functions related to procurement policy-making of the Infrastructure

¹ which took effect on 2 September 2009

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Committee of the National Economic and Development Authority Board is transferred to the GPPB.


To achieve objectives of the GPPB and provide assistance in the performance of its duties and responsibilities, a Technical Support Office was created on October 2003. The GPPB-TSO, in accordance with its mandate under RA 9184, provides research, technical and administrative support to the GPPB.

1.1.2. Legal Compliances

The GPPB-TSO as a government agency under the jurisdiction of the civil service, adhere to the principles that public office is a public trust and the promotion of high standard of ethics in public service. Thus, its officers and employees must at all times be accountable to the people, serve them with the utmost responsibility, integrity, loyalty and efficiency, act with patriotism and justice, and lead modest lives. The Management and its personnel observe and abide the rules laid down under Republic Act No. 3019, or the Anti-Graft and Corrupt Practices Act as well as Republic Act No. 6713 or the Code of Ethical Standards for Public Officials and Employees.

To guarantee that the needs of the stakeholders are met and to improve efficiency in the delivery of its service to the public, the GPPB-TSO implements the provisions of Republic Act No. 9485 otherwise known as the “Anti-Red Tape Act of 2007”. It makes sure that its frontline services will provide sufficient and appropriate services to the needs of its clientele.

Other regulatory issuances that must be complied with by the GPPB-TSO is the submission the Budget and Financial Accountability Reports (BFARs) and Budget Execution Documents (BEDs) in accordance with National Budget Circular No. 561, dated 4 January 2016, and associated Department of Budget and Management (DBM) and Commission on Audit (COA) rules and regulations.

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The GPPB-TSO Quality Management System (QMS) Manual, which serves as a guide in the processes of the Office, is in compliance with the Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2016 provided by the Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems.

The Top Management demonstrates leadership and commitment to ensure that the Office and its personnel comply and abide with all applicable the applicable laws, rules and regulations.


1.1.3. Service Charter

GPPB-TSO provides research, technical and administrative support to the GPPB, including:

1. Research-based procurement policy recommendations and rule-drafting;
2. Development and updating of generic procurement manuals and standard bidding documents/forms;
3. Management and conduct of training on procurement systems and procedures;
4. Evaluation of the effectiveness of the government procurement system and recommendation of improvements in systems procedures;
5. Monitoring the compliance to the Act and assisting procuring entities improve their compliance;
6. Monitoring the effectiveness of the Government Electronic Procurement System (G-EPS); and
7. Secretariat support.

1.1.4. Aspirations

The GPPB-TSO aspires to be a dynamic and enabling partner in the advancement of the government acquisition system to support the implementation of the government procurement legal framework; while serving as the center of excellence for procurement

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capacity development; monitoring and evaluation; and, institutional information on the application and interpretation of the procurement law and associated rules. It shall be composed of a highly technical and exemplary team advancing the platform for a competitive, transparent, fair, efficient, economical, sustainable and accountable government procurement system that adapts to a dynamic public procurement environment suitable to all stakeholders.

1.1.5. Short-Term and Long-Term Plans


Short-term Plans

The plans of the GPPB-TSO in the next three (3) years include:

1. Revision of the Agency Procurement Compliance Performance Indicators (APCPI) baseline indicators;
2. Professionalization of procurement practitioners in collaboration with State Universities and Colleges (SUCs);
3. Initial Stage of Accreditation of Institutions/Resource Persons;
4. Training on Free Trade Negotiations and Strategy;
5. Electronic Procurement Training;
6. Conduct of regular trainings;
7. Identification of Common-Use and Non-Common Use Supplies and Equipment with Green requirements;
8. Institutionalization of Life Cycle Cost (LCC) Approach on Approved Budget for the Contract (ABC) Preparation;
9. Capacity Development of Procurement Practitioners on Green Public Procurement (GPP) regime including Green technical specifications preparation;
10. Collaboration with identified stakeholders as to the study, review and research on the harmonization of Procurement and Government Property Disposal regimes;

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11. Review and study of existing legal frameworks on procurement and government property disposal;
12. Conduct of consultations and focus group discussions on the harmonization of procurement and government property disposal regimes;
13. Implementation of Framework Agreement regime;
14. Updating of Blacklisting Guidelines;
15. Annual training for COA Auditors Suppliers' Congress; Senior Executive Officials and/or Head of the Procuring Entity;
16. Collaboration with the DBM and the Philippine League of Local Budget Officers (Phillbo) in the conduct of roll-out trainings;
17. Monitoring of agencies' procurement compliance and performance;
18. Updating of standardized bidding documents/ forms/ Government Procurement Manuals;
19. CEP for GPPB-TSO Recognized Trainers; and
20. Review of existing Guidelines on Petroleum, Oil, and Lubricant Products; Water, Electricity, Telecommunications, and Internet; Contract Extension; and Janitorial and Security Services.
21. Real-time monitoring of procurement compliance and performance of agencies (subject to PhilGEPS modernization);
22. Creation of GPPB Institute;
23. Streamlining of Competency Framework and QS for Procurement Management Officers
24. Development, preparation and issuance of the Guidelines on Procurement and Government Property Disposal;
25. Expansion of the List of CSE and Non-CSE Products with Green Requirements;
26. Training Roll-out of the Guidelines on Procurement and Government Property Disposal;

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27. Collaboration with the Civil Service Commission (CSC) to conduct further research and study on the responsiveness of QS for PMOs to eventually get their support in streamlining the standards;
28. Partnership with the National Economic and Development Authority (NEDA) and Philippine Statistics Authority (PSA) for the training on the use of Guidelines of Price Escalation; and
29. Partnership with the Department of Information and Communications and Technology (DICT) in crafting technical specifications for ICT.

Long-term Plans

The GPPB-TSO's long term plans include programs, projects and activities to implement an enhanced and more responsive government procurement system.

1.1.6. Future of the Office


The GPPB-TSO shall remain and continue to be an indispensable arm of the GPPB, the government, and other stakeholders in providing technical and administrative support in institutionalizing a sustainable and accountable government procurement system.

Thus, it will continue its contribution through the continuous improvement and adoption of measures that will continually steer its functions and mandates in policy-making and capacity development. It shall unabatingly monitor agencies' compliance with and adherence to the Procurement law, rules and regulations, especially the underspending agencies and identified local government units;

1.2. COMPANY'S VISION AND MISSION

1.2.1. Vision

The GPPB-TSO is a highly-technical and exemplary team advancing the platform for a competitive, transparent, fair, efficient, economical, sustainable and

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accountable government procurement system that adapts to a dynamic public procurement environment suitable to all stakeholders.

1.2.2. Mission

To be a dynamic and enabling partner in the advancement of the government procurement system by providing innovative, responsive and sustainable mechanisms and policies to support the implementation of the government procurement legal framework; while serving as the center of excellence for procurement capacity development; monitoring and evaluation; and, institutional information on the application and interpretation of the procurement law and associated rules.

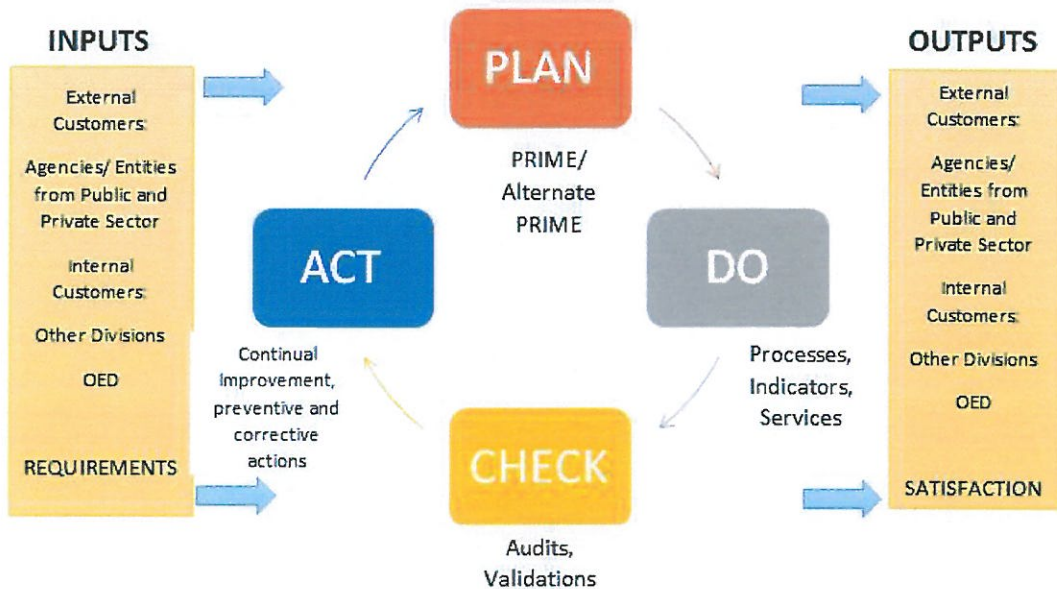
1.3. Quality Policy

“Strong Procurement for a Strong Government”

The GPPB-TSO endeavors to strengthen and adapt to the dynamic public procurement environment to suit all stakeholders by providing innovative, responsive and sustainable mechanisms and policies to support the implementation of the government procurement legal framework; while serving as the center of excellence for procurement capacity development; monitoring and evaluation; and, institutional information on the application and interpretation of the procurement law and associated rules.

It shall continuously improve its QMS to address the needs and satisfy its stakeholder/ clients.

1.4. Adoption of PDCA Management Tool




The GPPB-TSO adopts the Plan-Do-Check-Act (PDCA) Tool for continuous improvement. Each GPPB-TSO core process is linked in one large cycle for improvement toward the greater good of the office.

Strategic Quality Planning

The GPPB-TSO annually conducts its strategic quality planning as an approach to defining long-term organizational goals, as well as the plans for continual improvement of service-delivery to its stakeholders/customers. The strategic quality plan is aligned with the GPPB-TSO's Vision, Mission and Objectives, as well as its Strategic Goals. The Strategic Commitments enrolled by the office shall serve as the steering wheel to direct the GPPB-TSO towards its Strategic Goals. Performance measures shall be added to ensure that the measures are clear and targets are met and realized. Tracking of strategic plans are discussed during the mid-year and year-end assessments.

Anchored on the thrusts of the government, through the DBM and under the Office of the President, the GPPB-TSO's performance targets are calibrated, realized and monitored.

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Addressing Risks and Opportunities

To ensure that the organizational capabilities and resources are employed in an efficient and effective manner, the Top Management of the GPPB-TSO intends to incorporate Risk-Based Thinking in the organization's culture by:

- a. Providing sufficient resources to carry out risk and opportunity management activities;
- b. Assigning responsibilities and authorities for risk and opportunity management activities; and
- c. Reviewing information and results from audits, risk assessment and opportunity management activities.

Risk and opportunity management will be undertaken as part of the GPPB-TSO's day-to-day operations and is captured by analyzing its strengths, weaknesses, and opportunities, conducted at the Office and Division level. The output of the risk and opportunity management is then discussed during mid-year and year-end assessments.

The GPPB-TSO's strategic plans took its breath from the strategic goals of the Department of Budget and Management (DBM) as -its head agency. From 2017 to 2022, the DBM envisions itself as:


- a. One of the top three budget institutions among the ASEAN-10 regions;
- b. An excellent source of expertise in the entire Philippine administrative structure; and
- c. A leaner, quicker, more technologically savvy, better trained and more responsive employees to the demands of a rapidly modernizing country.

The strategic plans of the GPPB-TSO is derived from the analysis of the achievements, milestones and challenges with due consideration of its resources, limitations and capacities.

The Management, through the Administrative and Finance Division shall lead the conduct of strategic planning sessions as well as mid-year and year-end assessments in line with the sessions carried out by the DBM.

Operational/Work Planning

The GPPB-TSO's Operational Plans are undertaken by the Divisions in accordance with its organizational functions and mandates. It involves activities which ensure that the expected services of the GPPB-TSO are properly, efficiently and timely delivered.

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Implementation of Operational and Strategic Plans

Each Division sets their respective goals and commitments in accordance with their respective operational and strategic plans. The process owners or Divisions ensure the progress and completion of these plans through quarterly monitoring which are then used in assessment.

During year-end assessment, each Division presents and discusses its accomplishments and its continuing/new action plans for the succeeding year. The work plans presented, as approved by the Management are then translated to concrete and actionable projects, programs and activities.

Monitoring, Evaluation and Assessment

The GPPB-TSO - utilizes available tools in order to gather data and inputs out of the execution or the “DO” phase of the PDCA Cycle. The tools shall be determined in accordance with the targets and parameters set by each Division.


The strategic commitments quarterly data are obtained from the SPMS Tool. The basis for the outcome of the SPMS Tool, as well as supporting data and documents shall also be provided by the Divisions and/or Process Owners. The SPMS process is adopted by the GPPB-TSO as an instrument for the performance commitments monitoring, evaluation and assessment of the Office as well as the individual employees. Coaching and feedback mechanisms are determined by the Division heads and/or Process Owners.

Further, monitoring is informally held every Monday of the week, during staff meetings where the accomplishments, short-term plans strategies and challenges are being discussed, and the more urgent matters are being identified and prioritized.

1.4.1. Best Practices

The GPPB-TSO’s best practices are anchored on its Core Values of:

- Honesty – GPPB-TSO considers honesty in its framework for making decisions. Each personnel display truthfulness and transparency in their official and personal dealings.
- Integrity – Each personnel of the GPPB-TSO, as public servants, demonstrate appropriate behavior in handling stakeholder/customer needs and displays moral uprightness in public service.
- Teamwork – GPPB-TSO strengthens and empowers the relationship of its personnel, this is displayed through cooperation, harmony and synergy in the office.

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- Professionalism - At GPPB-TSO, employees are hired to be visionaries, in addition to being stewards of public funds and information, each individual understands the importance of his/her contribution and deals with issues in a straightforward manner.
- Excellence – competence and dedication to work is displayed in numerous citations and recognitions to the Office and its personnel.

1.5. Commitment to Quality Management System

The GPPB-TSO and its Top Management are actively involved in implementing the QMS. The Top Management is fully accountable for its overall effectiveness and communication. They initiated and supported the vision and strategic direction for the continued sustainability and enhancement of the QMS, alongside the GPPB-TSO's Quality Policy and Core Values.


The Management provides direction for the integration of the QMS requirements in each core process within the organization and is committed to promote the use of the Process Approach and Risk-Based Thinking, as well as the engagement and motivation of the employees throughout the institutionalization of the QMS.

Leadership and commitment to customer focus is also demonstrated by warranting that customer and stakeholder requirements and needs are determined, communicated and addressed in the whole organization, including the significance of statutory and legal requirement.

Alongside these commitments, the Top Management also sees to it that the resources towards continuous improvement are readily available and accessible. Management Reviews are also conducted regularly. The Management Review contains the following:

a. Review Inputs

1. Results of Audit Findings
2. Stakeholder/Customer Feedback
3. Process Performance and Product/Service Conformity
 - i. The Plans including the Vision, Mission, Objectives, Measures, Targets and Programs of Each Division and the GPPB;
 - ii. Review of plans conducted; and
 - iii. Critical points in GPPB/GPPB-TSO meetings.
4. Status of Corrective and Preventive Actions
5. Follow-up Actions from Previous review
6. Overall Assessment of Quality Management System

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b. Review Outputs

1. Plans on improvement of the effectiveness of Quality Management System and its processes.
2. Plans on improvement of the product/services related to customer request.
3. Recommendation for Improvement, if any

1.5.1. QMS Core Team Composition

The GPPB-TSO, in its commitment to an effective, transparent and sustainable process for high-quality service, constituted a Quality Management System (QMS) Core Team who will directly report to the Top Management:

TOP MANAGEMENT:

Executive Director
Deputy Executive Directors
Division Heads

QUALITY MANAGEMENT REPRESENTATIVE:

Atty. Charity Anne Osdon, Legal and Research Division

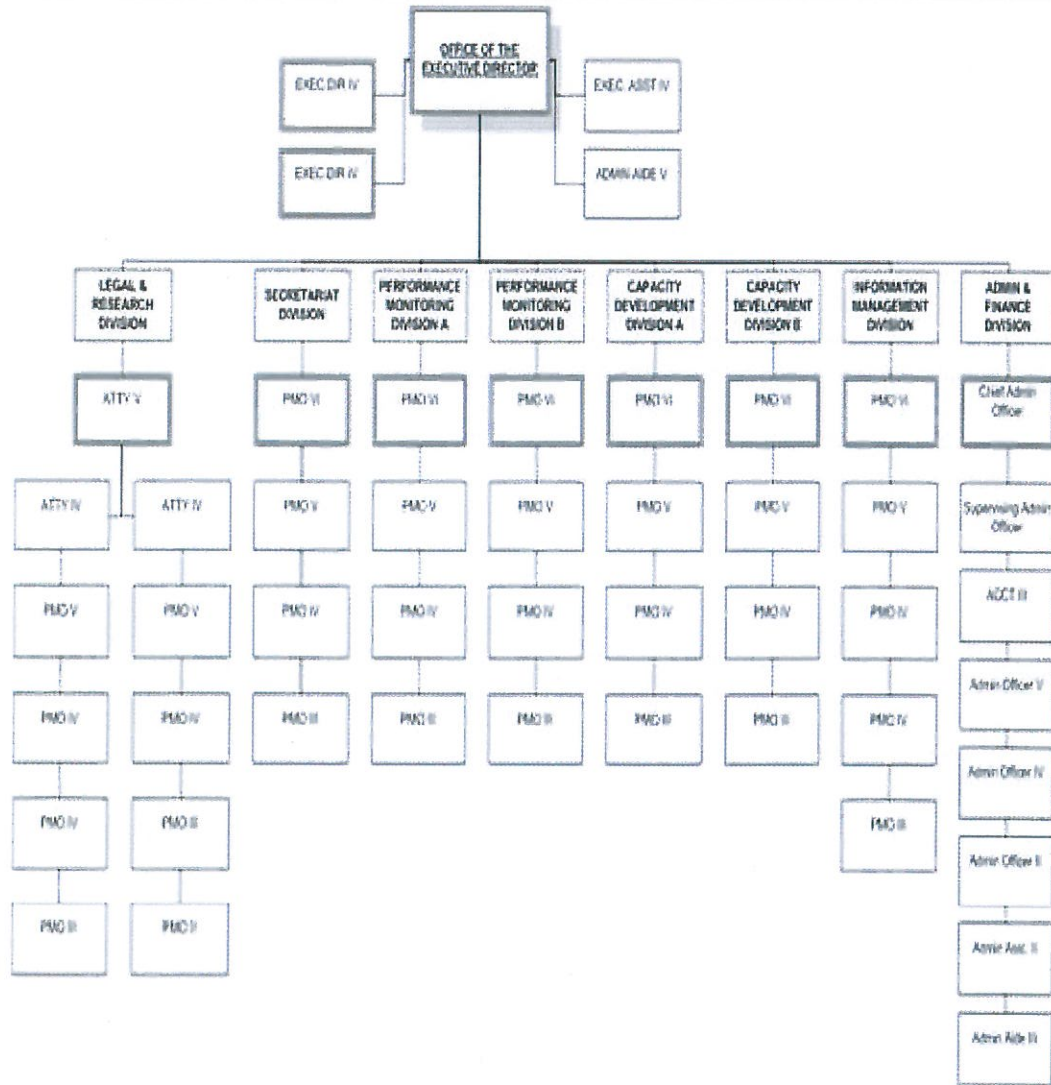
DOCUMENT CONTROL CUSTODIAN:


Ms. Ivy Stephanie T. Caluza, Administrative and Finance Division

MEMBERS/TECHNICAL WORKING GROUP:

Atty. Dofel S. Ferrer, Legal and Research Division
Ms. Diane Angela A. Marcos, Capacity Development Division
Ms. Katrina L. Paala, Information Management Division
Ms. Annie R. Almojuela, Legal and Research Division
Mr. Vykmon B. Gasco, Performance Monitoring Division

GPPB-TSO ORGANIZATIONAL CHART



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Functions of the Six (6) Divisions

The GPPB-TSO is organized into strategic groups based on responsibility areas covering its function as technical and administrative support to the GPPB. The following are its Divisions:

- The Legal and Research Division (LRD);
- The Secretariat Division (SD);
- The Performance Monitoring Division (PMD);
- The Capacity Development Division (CDD);
- The Information management Division (IMD); and
- The Administrative and Finance Division (AFD).

Legal and Research Division


1. Conducts research studies for procurement policy recommendations to GPPB;
2. Issues non-policy opinions in response to requests by government agencies/procuring entities, and private entities;
3. Drafts policy opinions for issuance by the GPPB in response to requests by government agencies/procuring entities and private entities;
4. Manages and operates GPPB-TSO “help-desk”;
5. Updates on RA 9184 Handbook, Philippine Bidding Documents (PBDs), Generic Procurement Manuals (GPM), Sample Forms and frequently Asked Questions (FAQs) handbook.
6. Reviews government contracts involving an amount of at least P500 Million to be procured using Alternative Methods of procurement (EO423).

Secretariat Division

1. Provides technical support to special projects/studies on procurement reforms;
2. Provides the following secretariat support to regular meetings of GPPB, IATWG, GRC, and other procurement related meetings:
 - a. Prepares resolutions, circulars and memoranda to be promulgated by the GPPB;
 - b. Prepares meeting agenda and minutes of meeting; and
 - c. Convenes monthly meetings for GPPB, IATWG, etc.

Performance Monitoring Division

1. Evaluates the effectiveness of the government procurement system and the procurement reform program;
2. Monitors compliance by Government agencies with procurement laws, rules and regulations;
3. Monitors compliance to anti-graft mechanism (EO 662);
4. Monitors/Maintains database of proposed and concluded public sector contract regardless of amount involved (EO 662-A);
5. Gathers and analyzes data on complaints against government regarding violations of RA 9184 and its IRR and other procurement laws and regulations;
6. Monitors performance and effectiveness of the Phil-GEPS;
7. Monitors/Compiles agencies' Annual Procurement Plans (APPs) and Procurement Monitoring Reports (PMRs);
8. Coordinates and liaises with other oversight bodies and agencies, civil society and NGOs on procurement reform implementation and initiatives;
9. Provides the following secretariat support for the Procurement Transparency Group (PTG):
 - a. Prepares PTG recommendations / reports / findings for the GPPB;

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- b. Prepares meeting agenda and minutes of meeting; and
 - c. Convenes regular PTG meetings.
10. Handles checks and reviews the compliance of procuring entities with their reportorial requirements under various procurement issuances, laws and regulations to the GPPB / GPPB – TSO;
11. Handles and processes the following documents:
- a. Agency Procurement Compliance and Performance Indicators (APCPI) System Results;
 - b. Annual Procurement Plans (APPs);
 - c. Procurement Monitoring Report/s (PMRs);
 - d. Blacklisting/Delisting Orders (BO/DO);
 - e. List of Pre-Selected Suppliers (LSB);
 - f. Contract Extension Reports;
 - g. Protest Decisions/Resolutions;
 - h. List of Observers; and
 - i. Other reports and/or documents for handling and monitoring, such as:
 - 1. Copy furnished complaints and/or reports of noncompliance and/or violation RA 9184, its IRR and other issuances;
 - 2. Observers' Reports;
 - 3. Copy furnished audit observations; and
 - 4. Other PMD-related requests and queries
12. Handles requests for meetings, queries and matters related to procurement performance and compliance monitoring.

To ensure that the key objectives of RA 9184 and its IRR are met, performance monitoring and assessment on procuring entities plays a vital role in the policy and decision-making operations of the Government Procurement Policy Board (GPPB) and its Technical Support Office (GPPB-TSO).

Capacity Development Division

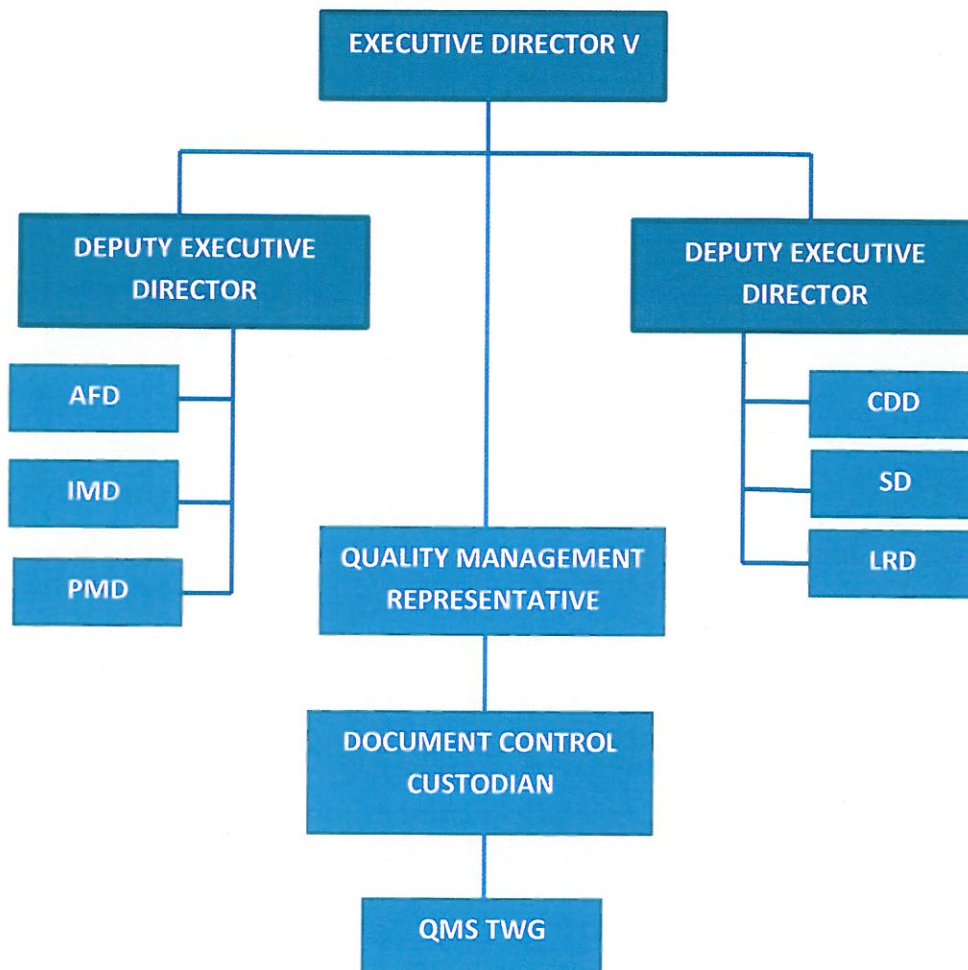
1. Develops/Implements regular nationwide procurement training programs for procurement officials/personnel;
2. Manages the implementation of the Professionalization Program for Public Procurement Practitioners;
3. Establishes/Implements a procurement course and certificate programs;
4. Monitors/Coordinates trainings conducted by authorized trainers nationwide;
5. Prepares/Conducts training need assessment for procurement officials/personnel;
6. Conducts survey on the effectiveness of training programs;
7. Updates training modules/tools;
8. Provides resource speaker/lecturer on procurement law;
9. Assists procuring entities through conduct of training programs, improve their compliance on RA 9184 and its IRR; and
10. Maintains database of trained agencies and procurement officials.


Information Management Division

1. Prepares and updates strategic communication plan for GPPB-TSO
2. Implements communication strategies/programs that reflect and support government's procurement reform programs;
3. Conducts information dissemination and strategic media campaign on procurement reform program;
4. Develops information materials/communication tools (i.e. print, broadcast, and electronic) to increase awareness of general public on government procurement reform;
5. Develops a system information exchange/networking with different stakeholders;
6. Manages publication of GPPB issuances to newspaper, official gazette, UP Law Center and GPPB-TSO website;

7. Manages and updates online listings of suspended and blacklisted contractors/suppliers;
and
8. Maintains GPPB-TSO website.

QUALITY MANAGEMENT SYSTEM ORGANIZATIONAL CHART



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1.5.2. QMS Core Team Functions

TOP MANAGEMENT

This is composed of the Executive Director and the Deputy Executive Directors:

Responsibilities and authorities:

- a) Establishes, reviews, and maintains the quality policy;
- b) Ensures that quality objectives are established at relevant functions and levels;
- c) Warrants allocation of available resources to support the QMS;
- d) Defines the responsibilities and authority of each function in the organization;
- e) Manages and reviews the execution of the Agency's plans and programs;
- f) Reviews the effectiveness of the QMS and monitors action plans;
- g) Ensures that internal communication mechanisms are established and effectively implemented

Executive Director V:

- a) Plan, manage, and direct the operations of GPPB-TSO.
- b) Oversee the performance of all the tasks of the GPPB-TSO, to cover, among others, policy research, capacity building, monitoring, information and communication, internal administration, and as secretariat of the GPPB.
- c) Direct the coordination with all government and international agencies, including development partners and multilateral development banks on all matters pertaining to procurement policies.
- d) Report to the GPPB Chairperson.
- e) Represent the GPPB-TSO and acts as Board Secretary to GPPB meetings.
- f) Identifies the GPPB-TSO's development needs/areas of improvement and formulate measures to improve its overall performance.
- g) Oversee the monitoring of implementation & effectiveness of PhilGEPS.
- h) Plan, oversee the implementation of locally and foreign funded special projects/studies on procurement reform.

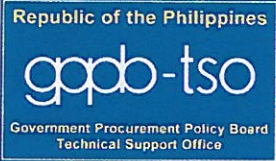
- i) Perform other duties required and assigned by the GPPB.
- j) Approve and allocate company resources to ensure all preventative and corrective actions, when necessary, are carried out throughout GPPB-TSO.

Deputy Executive Director IV:

- a) Oversee/Manage the Legal and Research Division.
- b) Oversee/Manage the Secretariat Division.
- c) Oversee/Manage Capacity Development Divisions A and B.
- d) Conduct dialogue with public procurement stakeholders as the need arises.
- e) Consult and discuss with the Executive Director any plan, step, approach and methodology relative to the management, conduct of business, and execution of duties and responsibilities of the respective Divisions under his/her supervision.
- f) Perform other duties and responsibilities as may be assigned by the GPPB and Executive Director V.
- g) Authorize Corrective and Preventive Action Request (CPAR) forms.
- h) Review and approve corrective and preventive actions and implementation timelines.
- i) Ensure action implementation and conduct necessary follow-up reviews.

Deputy Executive Director IV:

- a) Oversee/Manage Performance Monitoring Divisions A and B.
- b) Oversee/Manage Information Management Division.
- c) Oversee/Manage Administrative and Finance Division.
- d) Conduct dialogue with public procurement stakeholders as the need arises.
- e) Consult and discuss with the Executive Director any plan step, approach and methodology relative to the management, conduct of business, and execution of duties and responsibilities of the respective Divisions under his/her supervision.
- f) Perform other duties and responsibilities as may be assigned by the GPPB and Executive Director V.

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- g) Authorize CPAR forms.
- h) Review and approve corrective and preventive actions and implementation timelines.
- i) Ensure action implementation and conduct necessary follow-up reviews.

QUALITY MANAGEMENT REPRESENTATIVE (QMR)

This refers to the (Note: The position will depend on who will be designated) as QMS Core Team Chair.


Responsibilities:

- a) Oversees QMS implementation to ensure that it is effectively implemented, maintained, and sustained;
- b) Reports QMS performance and improvement areas to the GPPB-TSO Top Management; and
- c) Ensures the promotion of awareness on customer requirements and other matters relating to the QMS.

DOCUMENT CONTROLLER:

Responsibilities:

- a) Establish, document, implement and maintain procedures for the control of documents and records;
- b) Maintain the master copies and master list of manuals and other documents included in the QMS, as well as the master list of externally generated documents and master lists of records;
- c) Ensure that current versions of relevant documents are available at points of use;
- d) Prevent unintended use of obsolete documents as well as the unauthorized use of relevant documents and records; and
- e) Comply with document control procedures.

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QMS TECHNICAL WORKING GROUP (TWG)

The QMS TWG shall be composed of the members of the QMS Core Team.

Responsibilities:

- a) Assists the QMR in performing assigned duties and responsibilities;
- b) Assists in reviewing relevant QMS documents;
- c) Spearheads the activities of the TWG; and
- d) Recommends, if necessary QMS improvements to the QMR.

1.6. Quality Management System Overview and Scope


1.6.1. Focus of the QMS

Applicable to GPPB-TSO but focuses on CDD processes

The QMS Manual addresses all documents and procedures to ensure effective planning, operation and control of processes and those that are related to the Quality Policy. Nonetheless, as one of the core functions of the GPPB-TSO, the QMS focuses on the business process of the Capacity Development Division in responding to requests for trainings as well as to implement systematically its programmed / “in-house” training programs and Training of Trainers for its sustainable education program. The QMS also covers methodologies in evaluating the conducted trainings through feedback / rating sheet mechanisms that will aid in improving the quality of the training, including the resource person as well as the CDD Procurement Management Officer who officiated said training.

1.7 Applicable Standard and Exclusion

The GPPB-TSO claims exclusion from ISO 9001:2008 Clause 7.3 (Design and Development) and Clause 7.6 (Control of Monitoring and Measuring) as no products are designed, validated, manufactured or calibrated by the GPPB-TSO.

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1.8 Objectives of the Manual

The objective of this Manual outlines GPPB-TSO's overall commitment to quality in work practice and service as defined through the business processes of its Capacity Development Division. Through each of these business processes, as described in this Manual, the Capacity Development Division's commitment is defined and realized, thus:

1. To consistently provide quality service that meets the client's requirements; and
2. To maintain client's satisfaction through the effective application of the system, including processes for continual improvement and the prevention of nonconformity.

This Manual provides the quality policy and key requirements of the GPPB-TSO, particularly the Capacity Development Division. It is the source of reference for all matters dealing with quality and is available for inspection by the Internal Quality Auditors, once designated third party quality auditors.

1.9 User's Guide

1.9.1. The level of documentation

The level of documents required is divided into four (4)-level hierarchy:

Level 1 – Quality Manual

Gives an overview of the GPPB-TSO and its services being offered; quality policy; system scope; exclusions; organization and responsibilities; sequence and interaction of processes; documented procedures.

Level 2 - Quality Procedures

Describes the who, what when and where of quality processes and interdepartmental controls.

Level 3 – Work Instructions and Forms

Explains details of specific tasks or activities: the how of performing a specific task. This level may include SOP, quality plans, work instructions, drawings, flowcharts, and forms.

1.9.2 Approval Matrix

The GPPB-TSO shall establish and implement a procedure for the creation, revision, approval, and issuance of documents which include the QM, the Mandatory Procedures and each Division's Procedures.

The Approval Matrix provides for the effective monitoring, distribution, maintenance, and updating of procedures and standard operating procedures (SOPs).

The review and approval of documents are determined the Approval Matrix.

Approval Matrix

Type of Document	Originator	Reviewing Authority	Approving Authority
Level 1 Documents Quality Manual	TWG Head	QMR	Executive Director/ Designated Alternate
Level 2 Mandatory Procedures <ul style="list-style-type: none"> • System Procedures • Documents/Records Control and other System Procedures • Operating Procedures 	TWG Head Division Heads	QMR	Executive Director/ Designated Alternate
Level 3 Work Instructions and Forms <ul style="list-style-type: none"> • Guidelines • Work Instructions • Forms <ul style="list-style-type: none"> a. System Forms b. Department Forms 	TWG Head Process Owner	Division Heads	Executive Director/ Designated Alternate

Procedure

1. When the document is completed, the originator shall inform the DCC. The DCC will

provide the following data:

1. Document Title
2. Document Type
3. Document Owner
4. Signatories of the Document
5. Cross References to other Controlled Documents
6. Distribution

2. The signatories of the document are determined using the Approval Matrix. The “Prepared by” signature is the Originator. The “Reviewed by” is the Originator’s Division Head or a person with relevant technical knowledge.

3. The DCC will circulate the document for appropriate approval.

4. The DCC will issue the document by:

1. Placing the document in the appropriate “Active” folder.
2. Sending the required “~~Authorized~~ Controlled Copy” with (color) stamp, sign and date to the releasing Administrator for mailing or distribution of the document.

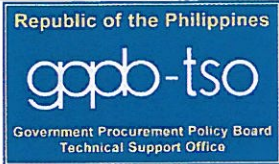
5. Logging of Documents

1. The DCC will number and log the documents.
2. The document is stored in the file depending to its classification.

1.9.3. Confidentiality and Distribution

The GPPB-TSO Management shall ensure that information disclosures, liabilities, responsibilities, and procedures are communicated to and followed by all employees.

The Quality Manual and its related documents are treated as confidential and shall not be brought outside the GPPB-TSO premises without prior authorization from the QMR.

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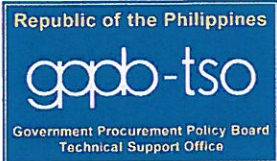
Originator, Reviewing and Approving Authorities for the Release of document/s are as follows:

Type of Document	Originator	Reviewing Authority	Approving Authority
Level 1 Documents Quality Manual	TWG Head	QMR	Executive Director/ Designated Alternate
Level 2 Mandatory Procedures <ul style="list-style-type: none"> • System Procedures • Documents/Records Control and other System Procedures • Operating Procedures 	TWG Head Division Heads	QMR	Executive Director/ Designated Alternate
Level 3 Work Instructions and Forms <ul style="list-style-type: none"> • Guidelines • Work Instructions • Forms <ul style="list-style-type: none"> c. System Forms d. Department Forms 	TWG Head Process Owner	Division Heads	Executive Director/ Designated Alternate

1.9.4 Procedure for Amendment and Revision of the Quality Manual

Amendments and additions to the QM, or its portion, may be necessary with the introduction of new service or processes, or a change in management structure. This is to provide flexibility to the quality system to constantly provide services of the constantly changing client requirements.

Suggestions for amendments should be made in writing by the Process Holder/Owner to the QMR for his/her consideration. Amendment to the content of the Quality Manual is effected by the re-issue of complete section and/or sub-section as identified in the amendment history log.

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The QM may also be amended or revised through a formal Management Review meeting (MRM) which will be held at least annually and will be attended by the Executive Director or his Deputies. Other members of staff will be invited to participate in this review as appropriate.

The objective of the review is to ensure continued QMS suitability, adequacy and effectiveness. The review will include the assessment of opportunities for improvement and any potential QMS changes. The review is planned and captured using Management Review Agenda and the same shall be minuted.

The input to the MRM will include information on:

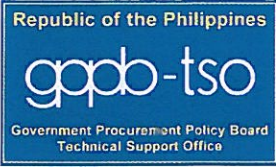
- Follow-up actions from previous review, if there are any;
- Results of internal audits;
- Stakeholder/Customer feedback including:
 - Stakeholder/Customer Satisfaction
 - Stakeholder/Customer complaints
 - Results of stakeholder/Customer visits
- Process performance and service conformity;
- Status of preventive and corrective actions;
- Changes affecting the QMS; and
- Recommendations for improvement.

The output from the MRM will include any decisions or actions in relation to:




- Improvements needed to maintain the effectiveness of the QMS and associated processes;
- Improvements in Customer satisfaction and service delivery;
- Resources needed; and
- Required audits.

1.9.5 Authorization

Controlled or Uncontrolled documents may only be released upon proper request in writing of personnel or client to the QMR. The QMR will determine the veracity of the request and approve the same. The DCC will then print and release the requested document to the requesting personnel.



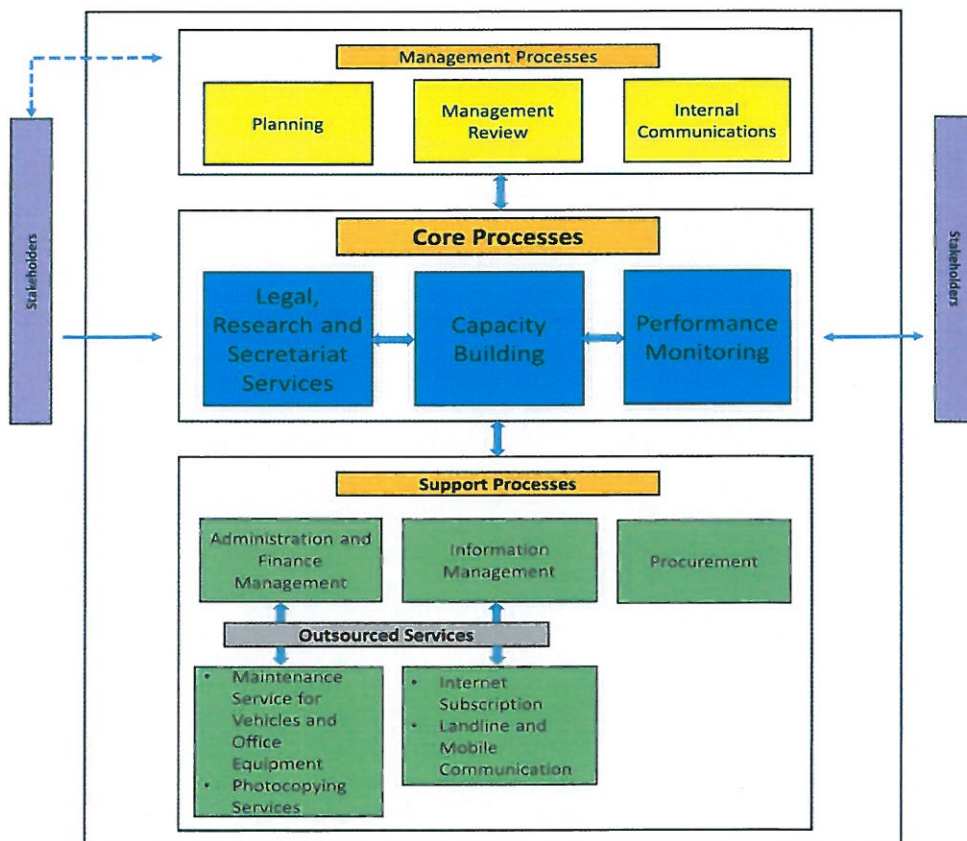
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<p>Prepared by:</p> <p></p> <p>Name: DOREL S. FERRER</p> <p>Position: TWG HEAD</p>	<p>Checked by:</p> <p></p> <p>Name: CHARITY ANNE OSDON</p> <p>Position: Quality Management Representative</p>	<p>Approved by:</p> <p></p> <p>Name: MELISSA R. SANTIAGO-YAN</p> <p>Position: Executive Director/ Officer-in-Charge</p>
<p>Date: January 16, 2017</p>	<p>Date:</p>	<p>Date:</p>


2. SERVICE PROCESS FLOW

2.1. Cycle of Continual Improvement

The GPPB-TSO determines the processes needed for the QMS and their application throughout the organization, and the criteria and methods needed to ensure that both the operation and control of these processes are effective; ensures the availability of resources and information necessary to support the operation and monitoring of these processes; monitors, measures as appropriate, and analyses these processes; and implements actions necessary to achieve planned results and continual improvement of these processes.



The GPPB-TSO process map illustrates the linkages and interactions among the management processes, the core processes, the support processes, and measurement, analysis and improvement processes. The process map also shows that the stakeholders play a significant role in defining requirements as inputs.

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2.2. Service Realization and Measurement, Analysis and Continual Improvement


Monitoring of stakeholder satisfaction shall require the evaluation of information relating to stakeholders' perception as to whether GPPB-TSO has met the stakeholders' requirements.

The GPPB-TSO shall perform the monitoring, measurement, analysis, and improvement of processes to demonstrate and ensure conformity of the QMS and continually improve its effectiveness.

Stakeholder /Customer Satisfaction for CDD Processes

In order to ensure that satisfaction of the needs and expectations of external customers are obtained as regards the services offered by the CDD, and that objectives of each program and activity are met, the following mechanisms have been devised for each of its program or activity:

Program/Activity	External Customer	Mechanism	Timeline
Requests for Resource Persons	Requesting Office	• Training Needs Assessment	• Prior to the conduct of training
		• Post-Training Evaluation	• Immediately after the conduct of training
		• Feedback Survey	• Immediately after the conduct of training
Trainings for Government and Private Sectors	Participants	• Participant's Profile Sheet	• Prior to the conduct of training
		• Post-Training Evaluation	• Immediately after the conduct of training
Continuous Capacity Building Program	Participants	• Training Needs Assessment	• Prior to the conduct of training
		• Post-Training Evaluation	• Immediately after the conduct of training
Recruitment, Selection, Retention and Recognition Program	Participants	• Participant's Profile Sheet	• Prior to the conduct of training
		• Post-Training Evaluation	• Immediately after the conduct of training

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a. *Training Needs Assessment (TNA)*

The TNA administered by the assigned CDD staff to the offices requesting for Resource Persons and existing GPPB-TSO recognized trainers for their Continuing Education Program shall evaluate the requirements and expectations of the customers to the training activity, more specifically the relevance of topic/s and corresponding appropriate duration and activities, if any, needed by the customer in order to perform its functions as a procurement official or personnel. The result of the TNA is also used as reference by the Resource Persons for his/her continual improvement.

b. *Participant's Profile Sheet*

The Participant's Profile Sheet is distributed to participants to the Trainings for Government and Private Sectors and Recruitment, Selection, Retention and Recognition Program to provide the CDD and the Resource Persons a background on the level of knowledge and experience related to procurement of the participants, and accordingly, to aid in the identification of the proper learning method or approach.


c. *Post Training Evaluation (PTE)*

The PTE assesses whether the training activity and the Resource Persons met the expectations of the participants as well as the objectives of the training. Comments and suggestions by the participants are used to improve the implementation of succeeding similar training activities.




d. *Feedback Survey*

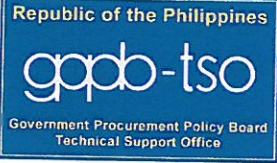
The Feedback Survey sent by the CDD Head to the coordinating representative of the office requesting for Resource Person is used to evaluate the quality of assistance extended by the CDD staff in the coordination and implementation of the training activity. The results of the Feedback Survey contribute to the IPCR of the assigned CDD staff.

In addition, internal customers, which include the Executive Director, Deputy Executive Director in charge of the CDD and in-house trainers of the GPPB-TSO are requested to evaluate the quality of assistance extended by the CDD personnel during the preparation and implementation of the different programs through the accomplishment of the Supervisor and

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Peer Evaluation Forms every semester. The results of the Supervisor and Peer Evaluations also contribute to the IPCR of the assigned CDD staff.

Prepared by:  Name: DOFEL S. FERRER Position: TWG HEAD	Checked by:  Name: CHARITY ANNE OSDON Position: Quality Management Representative	Approved by:  Name: MELISSA A. SANTIAGO-YAN Position: Executive Director/ Officer-in-Charge
Date: <i>January 16, 2017</i>	Date:	Date:

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3. MANDATORY PROCEDURES

3.1 Control of Documents Procedure

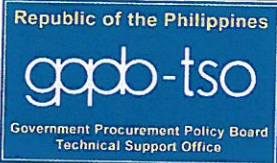
The GPPB-TSO shall develop and implement a documented procedure and maintains the same to control documents used for procedures included in the QMS. Documents to be Controlled Documents shall include the Quality Manual, quality policy and objectives, plans, procedures, related forms and externally sourced documents.

The procedure also applies to all documents originating from the GPPB-TSO. The procedures and forms enumerated in the QMS shall be reviewed and approved by the Division Heads and the Top Management annually, to ensure applicability to work and services offered by the GPPB-TSO. All documents shall likewise be reviewed prior to release and a master list of such documents shall be retained and maintained to identify the revision status. The master list must be readily available to prevent the use of superseded documents. Distribution of Controlled Copies is recorded as to the number copy and its recipient.

All documents to be issued shall be copied from the master copy and must either be marked with "Controlled" or "Uncontrolled" stamp. Controlled copies of superseded documents are to be recalled and removed/ or destroyed, or may be retained for record purposes as long as long as clearly identified in its status. Superseded master copy of documents must be marked as "obsolete" and retained for record purposes and must either be retained for record purposes or may be disposed following the General Circular No. 2 of the National Archives of the Philippines.

Master Copy should be kept by the DCC but only 1 Controlled copy is kept by the DCC. Excess controlled copies may be disposed in accordance with applicable rules.

Codification System of the documents shall be done by indicating the Division where the documents originate, the initials of the title of the document followed by the revision number.

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3.2. Control of Records Procedure

The GPPB-TSO shall establish and maintain documented procedures for identification, collection, indexing, filing, storage, retention, maintenance and disposition of records. Each office and division shall maintain relevant records to demonstrate conformance to specified requirements and the effective operation of the quality management system.

Records shall be legible, stored in storage facilities that provide a suitable environment to prevent damage, deterioration and/or loss, and readily retrievable. Electronic records shall be regularly backed up to the GPPB-TSO Document Management System.


Retention periods of records shall be established, recorded and maintained in accordance with the Records Disposition Schedule (RDS) of the National Archives of the Philippines (NAP) and other applicable statutory and regulatory requirements.

3.3 Control of Non-Conforming Services Procedure

This procedure shall be carried out by the GPPB-TSO to ensure that the services that do not conform to the set requirements are controlled to prevent the unintended delivery of the nonconforming service or undertake the appropriate remedies if the nonconforming service has already been used or delivered.

This procedure applies to the services of the GPPB-TSO to its customers in accordance with its QMS.

Person Responsible	Task
Process Owner	Identify the nonconforming service and undertake the appropriate action
GPPB-TSO Deputy Executive Director (DED)	Endorse actions involving high levels of risk or elevates situation to ED
GPPB-TSO Executive Director (ED)	Authorize actions involving high levels of risk to GPPB-TSO

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3.4 Internal Quality Audit Procedure

The GPPB-TSO recognizes the critical inputs provided by Internal Audit that help in assessing the effectiveness of the quality management system by identifying opportunities for improvement, promoting awareness of customer requirements and measuring the effectiveness of the quality management system.

GPPB-TSO plans to have its own Internal Auditors who will conduct fully planned internal audit to determine whether the QMS is effectively implemented and maintained. The Internal Audit Procedure will detail the requirements for developing the audit program including the requirements for planning. The audit criteria, scope, frequency and methods are defined by the audit plan. The selection of auditors and their conduct ensures objectivity and impartiality throughout the audit process.

3.5 Corrective and Preventive Action Procedure

This procedure will provide a system to assign responsibilities for initiating, requesting, implementing, and verifying the effectiveness of corrective and preventative actions.

Also, the procedure applies to prevent and correct nonconformities related to resources, components, subassemblies, completed services, operational processes, and the quality system.

3.5.1. Procedure

1. Corrective and Preventive Actions

1.1. Corrective and preventive actions are implemented to address actual nonconformities.

1.1.1. CPAR Form may be issued to auditee/Process Holder.

1.1.2. This is to prioritize and direct resources where corrective actions are most urgent.

1.2. Corrective and Preventive Actions may be requested in the following cases:

1.2.1. Identification of a nonconforming process or work operation.

1.2.2. Nonconformity identified during a regulatory or third-party audit, or internal audit.

1.2.3. Customer complaint.

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- 1.2.4. Identification of any other component, process or condition that does not conform to documented quality system, or requirements of applicable regulations.
- 1.2.5. The auditee/Process Holder will propose action/s to address nonconformity which will be checked by the Division Heads.
- 1.2.6. The QMR will verify if the proposed action has been completed.

1.3. The CAR form, as prepared by the Process Owner, is then forwarded to the Deputy Executive Director IV for endorsement and the Executive Director V for approval of the proposed action and implementation timeline.

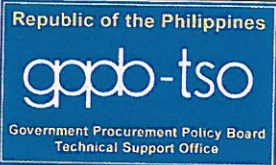
1.4. Any implemented changes are reviewed with respect to their impact on current documentation, and the documentation is updated as appropriate. Documentation changes, if any, are recorded in the CAR form and follow all Document Control Policies and Procedures.

1.5. On, or immediately after the due date for the implementation of the corrective action, the auditor follows up with an inquiry or an audit to determine if the CAR has been implemented and sufficiently effective.

1.5.1. Nonconformity reports are closed out by the auditor, only when there is objective evidence that the corrective action is effective. Otherwise, the auditor recommends another corrective action and evaluates its effectiveness.

1.5.2. If more work/time is needed to fully implement the corrective action, then a new follow-up date will be agreed upon.

Prepared by: Name: DOHEL S. FERRER Position: TWG HEAD	Checked by: Name: CHARITY ANNE OSDON Position: Quality Management Representative	Approved by: Name: MELISSA A. SANTIAGO-YAN Position: Executive Director/ Officer-in-Charge
Date: January 16, 2017	Date:	Date:

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4. LIST OF DIVISIONS PROCEDURES

A. LEGAL AND RESEARCH

1. Rendering Non-Policy Opinion
2. Accommodating Walk-In Clients
3. Accommodating Phone-In Queries

B. SECRETARIAT

1. Setting of Meetings (Schedule, Invitation and Confirmation of Attendance)
2. Preparation of Materials
3. Preparation of Minutes of the Meeting
4. Preparation of Resolution/GRC Memorandum
5. Preparation of Circular/Policy Matters/Letter Reply

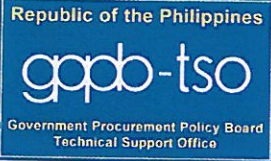
C. CAPACITY DEVELOPMENT

1. Requests for Resource Persons for Trainings on the Government Procurement Reform Act and its Revised Implementing Rules and Regulations

To ensure the proper implementation and compliance to Republic Act (RA) No. 9184, otherwise known as the Government Procurement Reform Act (GPRA), and its revised Implementing Rules and Regulations, the Government Procurement Policy Board-Technical Support Office (GPPB-TSO) through its Capacity Development Division (CDD) assists procuring entities, suppliers, contractors and consultants in their training programs by accommodating their requests for Resource Persons (RPs).

RPs either come from the fly-in teams composed of the Technical Support Staff of GPPB or from the pool of GPPB-TSO Recognized Trainers, to help enlighten and update the requesting agencies and offices on the rules, procedures, and jurisprudence on Philippine procurement system.

Attached is the Master list of Procedures for Requests for RPs for Trainings on GPRA and its IRR.

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2. Trainings for Government and Private Sectors

The CDD also conducts regular trainings on RA 9184 and its revised IRR, including Preparation of Bidding Documents to procurement officers from national government agencies, government-owned and controlled corporations, government financing institutions, and state universities and colleges, and existing and prospective bidders of the government. The Training also aims to provide the recent updates and issuances that can aid to enhance the capacity and knowledge of government procurement officers and employees on public procurement.

Attached is the Master list of Procedures for the Training for Government and Private Sectors.

3. Continuous Capacity Building Program for GPPB-TSO Recognized Trainers


The CDD also conducts regular training programs for its Recognized Trainers as part of the office's commitment to keep them abreast with the updates and latest issuances on RA 9184 and its revised IRR and to hone their skills, for their personal and professional improvement and development. Competent RPs are invited, and appropriate and innovative workshops are executed to achieve the respective objectives of each training program.

Attached is the Master list of Procedures for the Continuous Capacity Building Program for GPPB-TSO Recognized Trainers.

4. Recruitment, Selection, Recognition and Retention Program for GPPB-TSO Recognized Trainers

In order to address the increasing demand for procurement training from various stakeholders, the CDD implements the Recruitment, Selection, Recognition and Retention Program to expand its existing pool of recognized trainers.

Only prospective trainers who have passed the following stages of the Recruitment, Selection, Recognition and Retention Program are recognized as GPPB-TSO trainers:

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1. Preliminary Screening;
2. Training on RA 9184 and its IRR and the Philippine Bidding Documents, and Assessment Exam;
3. Skills and Values Formation Training Workshop, and Evaluation of Facilitation and Presentation Skills;
4. In-House Training;
5. Recognition as GPPB-TSO Recognized Trainers; and
6. Retention Examination of GPPB-TSO Recognized Trainers.


Attached is the Master list of Procedures for the Recruitment, Selection, Recognition and Retention Program.

D. PERFORMANCE MONITORING

1. Evaluating Annual Procurement Plan
2. Evaluating APCPI Result of procuring entities
3. Evaluating Blacklisting Order
4. Evaluating Delisting Order
5. Evaluating Pre-selected List of Suppliers
6. Evaluating APCPI Results
7. Conducting Confirmation Exercises
8. Conducting Training on the Use of APCPI
9. Preparing Communications (Acknowledgment Letter, Reply Letter, E-mail Reply)


E. INFORMATION MANAGEMENT

1. Job Requests (IT-Related)
2. Requests for Posting/Publication
3. Internal Library/E-Library Procedures
4. IT Equipment Assistance: Purchase Requests, Inventory, Inspection & Acceptance, Disposal

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F. ADMINISTRATIVE AND FINANCE

1. General Payroll
2. Leave application Form
3. Pass Slip
4. Personal Data Sheet
5. Position Description Form
6. Clearance
7. Leave Card
8. Service Record
9. Daily Time Record
10. Appointment Form
11. Appointment Transmittal Form
12. Appointment Processing Checklist
13. Division/Individual Performance Commitment Review Form
14. Division/Individual Performance Accomplishment Report
15. Notice of Salary Adjustment
16. Notice of Salary Increment
17. Statement of Asset and Liabilities
18. GAD Forms
19. Inventory Custodian Slip
20. Property Acknowledgment Receipt
21. Requisition Inventory Slip
22. Report on unserviceable property
23. Waste materials report
24. Disbursement Vouchers
25. Monthly Report of Disbursement
26. Journal Entry Voucher
27. General Ledger
28. Trial Balance
29. Balance Sheet
30. Summary Performance Monitoring Report
31. Budget and Financial Accountability Reports
32. LDDAP/ADA
33. Financial Statements
34. Liquidation Report
35. Obligation Request Slip
36. Reallocation Advice for use of PS Appropriations

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37. Certification of Actual Deficiency and Sources of Funds
38. Realignment Advice Form
39. Registry of Allotments
40. Statement of Allotment, Obligation and Balances
41. Summary Performance Monitoring Report
42. Budget and Financial Accountability Reports
43. Budget Preparation Forms
44. Budget Execution Documents
45. Petty Cash Voucher
46. Petty Cash Report
47. Cash Disbursement report
48. Official Receipt
49. Report of Collections and Deposits
50. Report for Accountable Forms
51. Office Performance Commitment Review Form
52. Office Performance Accomplishment Report
53. Parameter, Assumption & Methodology
54. Performance Based Bonus Forms (Forms A, A-1, B, C and 1.0)


5. LIST OF DIVISION FORMS

A. LEGAL AND RESEARCH

1. NPM Routing Slip
2. Walk-In Query Form
3. Walk-In Query Client's Rating Form
4. Phone-In Query Client's Rating Form

B. SECRETARIAT

1. Routing Slip
2. Format of Presentation Materials
3. Format of Minutes of the Meeting
4. Format of GPPB Resolution
5. Format of GPPB Circular
6. Format of GPPB Policy Matter Opinion
7. Format of Reply/Letter


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C. CAPACITY DEVELOPMENT

1. Training Request Routing Slip
2. Training Needs Assessment Form
3. Directory of GPPB-TSO Recognized Trainers
4. Endorsement Letter for Training Requests
5. Office Order
6. Confirmation Letter for Training Requests
7. Post-Training Evaluation Form
8. Letter of Regrets for Training Requests
9. Feedback Survey Form for Training Requests
10. Application Form for Government Sector
11. Application Form for Private Sector
12. Billing Statement
13. Order of Payment
14. Participant's Profile Sheet
15. Certificate of Appearance
16. Certificate of Participation
17. Training Report
18. Nomination Form
19. Presentation and Facilitation Assessment Form
20. Confirmation Form
21. Peer Evaluation Sheet
22. Supervisor's Evaluation Sheet

D. PERFORMANCE MONITORING

1. Annual Procurement Plan (APP) Checklist
2. Blacklisting Order Checklist
3. Delisting Order Checklist
4. Pre-selected List of Suppliers Checklist
5. Agency Procurement Compliance and Performance Indicators (APCPI) Tools

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6. APCPI Evaluation Checklist
7. Templates of Communications:
8. Acknowledgment Letters
9. Reply Letters
10. Indorsement Letters

E. INFORMATION MANAGEMENT

1. IMD Job Order Request Form
2. Posting/Publication Form
3. E-Library Control Card


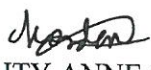

F. ADMIN AND FINANCE

1. Application for Leave
2. Hiring of new employees
3. Separation from service (resignation, transfer, etc)
4. Posting/Updating of employee's Leave Ledger
5. Posting/Verifying Pass slips
6. Report on Employees' Attendance (absences and tardiness/undertime)
7. Training need analysis of employees
8. Identification of GAD activities/program
9. Issuance of supplies and equipment
10. Report on Supplies and Materials Issued
11. Disposal of PPEs
12. Processing of payment (obligation/disbursement process)
13. Check preparation
14. Liquidation of cash advance
15. Collection and deposit of income
16. Preparation of budget proposal
17. Preparation of budget execution documents
18. Recognition of Property, Plant and Equipment
19. Recognition of Income

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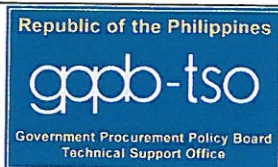
20. Bank Reconciliation

21. Consolidation of office commitments and accomplishments

Prepared by:  Name: DOFEL S. FERRER Position: TWG HEAD	Checked by:  Name: CHARITY ANNE OSDON Position: Quality Management Representative	Approved by:  Name: MELISSA A. SANTIAGO-YAN Position: Executive Director/ Officer-in-Charge
Date: January 16, 2017	Date:	Date:

MASTERLISTS OF PROCEDURES

Code	Master list of Procedures
GPPBTSO-CDD-TR-P01	Receive training request and assign to CDD PMO
GPPBTSO-CDD-IR-P01	Record information of request to Database
GPPBTSO-CDD-TNA-P01	Coordinate with Requesting Agency and send Training Needs Assessment Form
GPPBTSO-CDD-RP-P01	Coordinate with RPs as to their availability
GPPBTSO-CDD-EL-P01	Prepare and send Endorsement Letter/s to Recognized Trainer/s and/or Office Order for GPPB-TSO RPs
GPPBTSO-CDD-CL-P01	Prepare and send Confirmation Letter with Post-Training Evaluation Form or Letter of Regrets to Requesting Office
GPPBTSO-CDD-FA-P01	Coordinate final arrangements and requirements with Requesting Office and RPs
GPPBTSO-CDD-PTE-P01	Prepare Post-Training Evaluation Results Summary
GPPBTSO-CDD-FSF-P01	Send Feedback Survey Form to Coordinator of the Requesting Office
GPPBTSO-CDD-PP-P01	Invite Prospective Participants
GPPBTSO-CDD-AC-P01	Manage Applications and Coordinate with Participants
GPPBTSO-CDD-PS-P01	Finalize Program and Speakers
GPPBTSO-CDD-AL-P01	Prepare Administrative and Logistics Requirements
GPPBTSO-CDD-TP-P01	Implement the Training Program
GPPBTSO-CDD-PTR-P01	Prepare Post-Training Reports
GPPBTSO-CDD-PIR-P01	Prepare Program, and Identify and/or Invite Resource Persons
GPPBTSO-CDD-ICT-P01	Invite and Coordinate with Recognized Trainers
GPPBTSO-CDD-ITP-P01	Implement the Training Program
GPPBTSO-CDD-PTR-P01	Prepare Post-Training Report
GPPBTSO-CDD-QT-P01	Craft or Review Requirements/Qualifications of a Trainer
GPPBTSO-CDD-PSI-P01	Prepare and send Invitation Letters to Identified Agencies/Offices



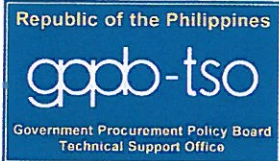
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GPPBTSO-CDD-PSR-P01	Preliminary Screening of Requirements/Qualifications of Nominated Trainer
GPPBTSO-CDD-PIR-P01	Prepare Program, and Identify and/or Invite Resource Persons
GPPBTSO-CDD-CPT-P01	Coordinate with Prospective Trainers
GPPBTSO-CDD-ALR-P01	Prepare Administrative and Logistics Requirements
GPPBTSO-CDD-ITP-P01	Implement the Training Program and Administer Assessment Examination
GPPBTSO-CDD-EAS-P01	Check Examination Answer Sheets and Tabulate Scores
GPPBTSO-CDD-PTR-P01	Prepare Post-Training Report
GPPBTSO-CDD-PIR-P01	Prepare Program, and Identify and/or Invite Resource Persons
GPPBTSO-CDD-CPT-P01	Invite and Coordinate with Prospective Trainers
GPPBTSO-CDD-ALR-P01	Prepare Administrative and Logistics Requirements
GPPBTSO-CDD-SAP-P01	Implement the Training Program and Administer Skills Assessment and Action Planning for Stage IV
GPPBTSO-CDD-SSA-P01	Tabulate Scores on Skills Assessment
GPPBTSO-CDD-PTR-P01	Prepare Post-Training Report
GPPBTSO-CDD-CIH-P01	Prepare and send Letter Requesting for the Conduct of In-House Training to prospective trainers
GPPBTSO-CDD-TSD-P01	Coordinate training schedule and details with the prospective trainers
GPPBTSO-CDD-IRO-P01	Identify and/or request Observer/s from GPPB-TSO RPs and/or Recognized Trainers
GPPBTSO-CDD-ITO-P01	Coordinate details of the In-House Training with confirmed Observer/s
GPPBTSO-CDD-TST-P01	Tabulate Scores on the conduct of In-House Training
GPPBTSO-CDD-FTS-P01	Finalize Total Scores and List of Prospective Trainers who completed and passed the 4 Stages of the Program
GPPBTSO-CDD-LQT-P01	Recommend List of Qualified Trainers to ED
GPPBTSO-CDD-LSC-P01	Prepare and send letter to head of agencies notifying them of the successful completion of their representatives to the Program and request for the issuance of an Order authorizing the newly-recognized trainers to carry out their functions as procurement trainers
GPPBTSO-CDD-CCP-P01	Continuing Capacity Building Program for GPPB-TSO Recognized Trainers
GPPBTSO-IMD-JR-P01	Job Requests (IT-Related)

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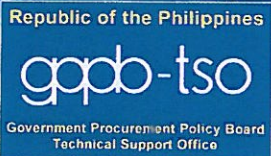
GPPBTSO-IMD-RPP-P01	Requests for Posting/Publication
GPPBTSO-IMD-IL-P01	Internal Library/E-Library Procedures
GPPBTSO-IMD-EA-P01	IT Equipment Assistance: Purchase Requests, Inventory, Inspection & Acceptance, Disposal
GPPBTSO-LRD-NPM-P01	Rendering Non-Policy Opinion
GPPBTSO-LRD-WIC-P01	Accommodating Walk-In Clients
GPPBTSO-LRD-PIC-P01	Accommodating Phone-In Queries
GPPBTSO-PMD-APP-P01	Evaluating Annual Procurement Plan
GPPBTSO-PMD-APCPI-P01	Evaluating APCPI Result of procuring entities
GPPBTSO-PMD-BLO-P01	Evaluating Blacklisting Order
GPPBTSO-PMD-DLO-P01	Evaluating Delisting Order
GPPBTSO-PMD-PLS-P01	Evaluating Pre-selected List of Suppliers
GPPBTSO-PMD-APCPIR-P01	Evaluating APCPI Results
GPPBTSO-PMD-CON-P01	Conducting Confirmation Exercises
GPPBTSO-PMD-TAPCPI-P01	Conducting Training on the Use of APCPI
GPPBTSO-PMD-COM-P01	Preparing Communications (Acknowledgment Letter, Reply Letter, E-mail Reply)
GPPBTSO-SD-SEM-P01	Setting of Meetings (Schedule, Invitation and Confirmation of Attendance)
GPPBTSO-SD-PRM-P01	Preparation of Materials
GPPBTSO-SD-PMM-P01	Preparation of Minutes of the Meeting
GPPBTSO-SD-RE-P01	Preparation of Resolution/GRC Memorandum
GPPBTSO-SD-PPM-P01	Preparation of Circular/Policy Matters/Letter Reply
GPPBTSO-AFD-APL-P01	Application for Leave
GPPBTSO-AFD-HNE-P01	Hiring of new employees
GPPBTSO-AFD-SEP-P01	Separation from service (resignation, transfer, etc)
GPPBTSO-AFD-ELL-P01	Posting/Updating of employee's Leave Ledger
GPPBTSO-AFD-VPS-P01	Posting/Verifying Pass slips
GPPBTSO-AFD-REA-P01	Report on Employees' Attendance (absences and tardiness/undertime)
GPPBTSO-AFD-TNA-P01	Training need analysis of employees
GPPBTSO-AFD-GAD-P01	Identification of GAD activities/program
GPPBTSO-AFD-ISE-P01	Issuance of supplies and equipment
GPPBTSO-AFD-RSE-P01	Report on Supplies and Materials Issued
GPPBTSO-AFD-DPPE-P01	Disposal of PPEs
GPPBTSO-AFD-PRP-P01	Processing of payment (obligation/disbursement process)
GPPBTSO-AFD-CHP-P01	Check preparation
GPPBTSO-AFD-LCA-P01	Liquidation of cash advance

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GPPBTSO-AFD-CDI-P01	Collection and deposit of income
GPPBTSO-AFD-PBP-P01	Preparation of budget proposal
GPPBTSO-AFD-PBE-P01	Preparation of budget execution documents
GPPBTSO-AFD-RPP-P01	Recognition of Property, Plant and Equipment
GPPBTSO-AFD-ROI-P01	Recognition of Income
GPPBTSO-AFD-BR-P01	Bank Reconciliation
GPPBTSO-AFD-OCA-P01	Consolidation of office commitments and accomplishments

MASTER LIST OF FORMS


Code	Forms
CDD-RS-F01	Training Request Routing Slip
CDD-TNA-F01	Training Needs Assessment Form
CDD-DRT-F01	Directory of GPPB-TSO Recognized Trainers
CDD-LTR-F01	Endorsement Letter for Training Requests
CDD-OO-F01	Office Order
CDD-CTR-F01	Confirmation Letter for Training Requests
CDD-PTE-F01	Post-Training Evaluation Form
CDD-LRR-F01	Letter of Regrets for Training Requests
CDD-FSR-F01	Feedback Survey Form for Training Requests
CDD-AGS-F01	Application Form for Government Sector
CDD-APS-F01	Application Form for Private Sector
CDD-BS-F01	Billing Statement
CDD-OP-F01	Order of Payment
CDD-PPF-F01	Participant's Profile Sheet
CDD-CA-F01	Certificate of Appearance
CDD-CP-F01	Certificate of Participation
CDD-TR-F01	Training Report
CDD-NF-F01	Nomination Form
CDD-PFA-F01	Presentation and Facilitation Assessment Form
CDD-CF-F01	Confirmation Form
CDD-PES-F01	Peer Evaluation Sheet
CDD-SES-F01	Supervisor's Evaluation Sheet
IMD-JOR-F01	IMD Job Order Request Form
IMD-PPF-F01	Posting/Publication Form
IMD-ELC-F01	E-Library Control Card

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LRD-NPM-F01	NPM Routing Slip
LRD-WIQ-F01	Walk-In Query Form
LRD-WIR-F01	Walk-In Query Client's Rating Form
LRD-PIR-F01	Phone-In Query Client's Rating Form
PMD-APP-F01	Annual Procurement Plan (APP) Checklist
PMD-BOC-F01	Blacklisting Order Checklist
PMD-DOC-F01	Delisting Order Checklist
PMD-PLS-F01	Pre-selected List of Suppliers Checklist
PMD-APCPI-F01	Agency Procurement Compliance and Performance Indicators (APCPI) Tools
PMD-AEC-F01	APCPI Evaluation Checklist
PMD-TOC-F01	Templates of Communications
PMD-AL-F01	Acknowledgment Letters
PMD-RL-F01	Reply Letters
PMD-EL-F01	Indorsement Letters
SD-RS-F01	Routing Slip
SD-PM-F01	Format of Presentation Materials
SD-MM-F01	Format of Minutes of the Meeting
SD-GR-F01	Format of GPPB Resolution
SD-GC-F01	Format of GPPB Circular
SD-PMO-F01	Format of GPPB Policy Matter Opinion
SD-RL-F01	Format of Reply/Letter
AFD-GP-F01	General Payroll
AFD-LA-F01	Leave application Form
AFD-PS-F01	Pass Slip
AFD-PDS-F01	Personal Data Sheet
AFD-PD-F01	Position Description Form
AFD-CL-F01	Clearance
AFD-LC-F01	Leave Card
AFD-SR-F01	Service Record
AFD-DTR-F01	Daily Time Record
AFD-APP-F01	Appointment Form
AFD-ATS-F01	Appointment Transmittal Form
AFD-APC-F01	Appointment Processing Checklist
AFD-PCR-F01	Division/Individual Performance Commitment Review Form
AFD-PAR-F01	Division/Individual Performance Accomplishment Report
AFD-NSA-F01	Notice of Salary Adjustment

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AFD-NSI-F01	Notice of Salary Increment
AFD-SALN-F01	Statement of Asset and Liabilities
AFD-GAD-F01	GAD Forms
AFD-ICS-F01	Inventory Custodian Slip
AFD-PRA-F01	Property Acknowledgment Receipt
AFD-RIS-F01	Requisition Inventory Slip
AFD-RUP-F01	Report on unserviceable property
AFD-WMR-F01	Waste materials report
AFD-DV-F01	Disbursement Vouchers
AFD-MRD-F01	Monthly Report of Disbursement
AFD-JEV-F01	Journal Entry Voucher
AFD-GL-F01	General Ledger
AFD-TRB-F01	Trial Balance
AFD-BS-F01	Balance Sheet
AFD-SPMR-F01	Summary Performance Monitoring Report
AFD-BFAR-F01	Budget and Financial Accountability Reports
AFD-ADA-F01	LDDAP/ADA
AFD-FS-F01	Financial Statements
AFD LR-F01	Liquidation Report
AFD-ORS-F01	Obligation Request Slip
AFD-RAP-F01	Reallocation Advice for use of PS Appropriations
AFD-CAD-F01	Certification of Actual Deficiency and Sources of Funds
AFD-REA-F01	Realignment Advice Form
AFD-ROA-F01	Registry of Allotments
AFD-SAO-F01	Statement of Allotment, Obligation and Balances
AFD-SPMR-F01	Summary Performance Monitoring Report
AFD-BFAR-F01	Budget and Financial Accountability Reports
AFD-BPF-F01	Budget Preparation Forms
AFD-BED-F01	Budget Execution Documents
AFD-PCV-F01	Petty Cash Voucher
AFD-PCR-F01	Petty Cash Report
AFD-CDR-F01	Cash Disbursement report
AFD-OR-F01	Official Receipt
AFD-RCD-F01	Report of Collections and Deposits
AFD-RAF-F01	Report for Accountable Forms
AFD-OPCR-F01	Office Performance Commitment Review Form

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AFD-OPAR-F01	Office Performance Accomplishment Report
AFD-PAM-F01	Parameter, Assumption & Methodology
AFD-PBB-F01	Performance Based Bonus Forms (Forms A, A-1, B, C and 1.0)


DEFINITION OF TERMS AND ACRONYMS

- Acknowledgement Letter – letter acknowledging receipt of a request for an opinion and other pertinent transactions from national government agencies including its department, bureaus, and offices, including state universities and colleges, government owned and/or controlled corporation government financial institutions and local government units.
- AFD – Administrative Finance Division
- APCPI – Agency Procurement Compliance and Performance Indicators System results
- APP – Annual Procurement Plan
- Audit Criteria - are used as a reference point and include policies, requirements, and other forms of documented information. They are compared against audit evidence to determine how well they are being met.
- CDD – Capacity Development Division
- Certificate of Appearance – a document or record confirming that a particular employee from an agency of national government including its department, bureaus, and offices; state universities and colleges, government-owned and/or

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controlled corporations, government financial institutions and local government units, appeared in the office of GPPB-TSO on Official Business.

- Continual Improvement - is a set of recurring activities that are carried out in order to enhance performance.
- Document Controller – GPPB-TSO personnel designated responsible for the safekeeping of the Quality Manual (QM), distribution of copies to duly authorized officials, and safekeeping a list of authorized copy holders of the QM.
- GPPB – refers to the Government Procurement Policy Board established in accordance with Article XX (the Government Procurement Policy Board) of R.A. 9184.
- IMD – Information Management Division
- LRD – Legal and Research Division
- Non- Policy Matter Opinion – are opinions and answers made by the GPPB - TSO in a query made by a government agency regarding procurement process undertaken by said agency.
- PMD – Performance Monitoring Division
- Process Owners - composed of the GPPB-TSO employees in charge of various processes in each Division.
- Quality Manual (QM) - The highest level of OMS documentation. It contains the approaches used by the GPPB-TSO to align with ISO 9001 :2008 requirements. Includes the organizational structure, personnel complement, and general

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functions of each Division, as well as operations, procedures, and specific policies.

- Quality Policy - should express top management's commitment to the QMS and should allow managers to set quality objectives.
- Records - A type of document that provides evidence that activities have been performed.
- Risk-Based Thinking - refers to a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve objectives.
- SD – Secretariat Division
- Stakeholder/Customer - anyone who receives products/services (outputs) from the GPPB-TSO. Customers can be either people or organizations and can be either external or internal to the organization.
- Strategy - a plan for achieving an objective.

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Date: January 16, 2017	Date:	Date: