

Annex P **RECEIVED**
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OFFICE OF THE SECRETARY

COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF

Name of Administrative Staff: **PAMELA P. ORAÑO**

| Particulars (1) | Numerical Rating (2) | Percentage Weight 70% (3) | Equivalent Numerical Rating (2x3) |
|---|-------------------------|---------------------------------|---|
| 1. Numerical Rating per IPCR | 4.78 | .70 | 3.35 |
| 2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments | 4.75 | .30 | 1.42 |
| TOTAL NUMERICAL RATING | | | 4.77 |

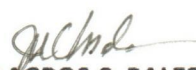
TOTAL NUMERICAL RATING: **4.77**
Add: Additional Approved Points, if any: **0.00**
TOTAL NUMERICAL RATING: **4.77**

ADJECTIVAL RATING: **Outstanding**

Prepared by:


PAMELA P. ORAÑO
Name of Staff

Reviewed by:


MILAGROS C. BALES
Director, QAC

Recommending Approval:


REMBERTO A. PATINDOL
Chairman, PMT

Approved:


EDGARDO E. TULIN
President

INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)

I, Pamela P. Orano, of the _____ Quality Assurance Center commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period July to December, 2019.

Pamela P. Orano
RATEE

Milagros C. Bales
Head of Unit



| MFO | Success Indicators | Target | Accomplishment as of Dec 2019 | % Accomplishment | Rating | | | | Remarks |
|---|---|-------------|-------------------------------|------------------|--------|----|----|------|---------|
| | | | | | Q1 | E2 | T3 | A4 | |
| MFO 1: Program and institutional accreditation services | | | | | | | | | |
| PI 2. Percent preparation for ISO:9001-2015 | 1. Facilitate preparations for ISO certification of VSU (coordinate conduct of meetings, workshops, etc.) | 100% | 100% | 100 | 4 | 5 | 5 | 4.67 | |
| QAC MFO 2. Administrative Service | | | | | | | | | |
| Number of pages of documents to photocopy as supporting Documents for AACUP, ISO, ISA and CHED Monitoring | 2. Photocopy documents for various accreditation / certification activities | 5,000 pages | 5,000 pages | 100 | 4 | 5 | 5 | 4.67 | |
| Number of revised internal documented procedure and forms to print/ reproduced and disseminated | 3. Reproduce and distribute revised internal documented procedure and forms | 100 copies | 150 | 150% | 5 | 5 | 5 | 5 | |
| Number of new internal documented procedure and forms to print/ reproduced and disseminated | 4.3. Reproduce and distribute new internal documented procedure and forms | 10 | 50 | 500% | 5 | 5 | 5 | 5 | |

Center No. 24

| | | | | | | | | | |
|---|---|--------------|--------------|--------------|---|---|---|------|--|
| Number of Master Documents to be controlled, issued, maintained, retrieved, controlled, assigned document numbers and codes | 5. Master Documents to be controlled, issued, maintained, retrieved, controlled, assigned document numbers and codes | 142 | 146 | 103% | 5 | 5 | 5 | 5 | |
| Number of prepared OPCR/PCR, DTR, Leave applications, PRS, BURs | 6. Prepares OPCR/PCR, DTR, Leave applications, PRS, BURs | 6 | 10 | 167.00 | 5 | 4 | 5 | 5 | |
| Number communications, TOS/syllabus received and clearances countersigned | 7. Countersigns communications, TOS/syllabus received and clearances | 20 | 30 | 150% | 4 | 4 | 4 | 4 | |
| Number of PM revised and forms revised | 8. Revised PM and forms | 1 | 3 | 300% | 5 | 5 | 5 | | |
| QAC MFO 3. Support to Operations | | | | | | | | | |
| Number of meetings/workshops/writeshops, benchmarking activities attended and facilitated (ISO, AACUP, CHED ISA, Washington Accord) | 9. Attends and facilitates meetings/workshops/writeshops, benchmarking activities (ISO, AACUP, CHED ISA, Washington Accord) | 6 | 15 | 250% | 5 | 4 | 5 | 4.67 | |
| Percentage of preparedness for 5s | 10. Improve filing of documents in preparation for the 5S internal audit | 10% | 20% | 200% | 4 | 5 | 5 | 4.67 | |
| Number of dDRC and alternate coordinated /managed /monitored | 11. Monitor dDRC | 70 | 100 | 142.86% | 4 | 5 | 5 | 4.67 | |
| QAC MFO 4. Efficient and customer-friendly frontline service | | | | | | | | | |
| Efficient and customer-friendly frontline service | 12. Provide efficient and customer-friendly frontline service to QAC clients | No complaint | No complaint | No complaint | 5 | 5 | 5 | 5 | |

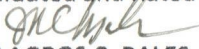
| | | |
|--|--|-------------|
| Total Over-all Rating | | 57.35 |
| Average Rating (Total Over-all rating divided by | | |
| Additional Points: | | |
| Approved Additional Points (with copy of approval) | | |
| FINAL RATING | | 4.78 |
| Adjectival Rating | | outstanding |

Comments and Recommendations for Development


Purpose:

Need to be sent for training on ISO document and records management and other related trainings.

Evaluated and Rated by:


MILAGROS C. BALES
 HEAD OF UNIT

Approved by:


BEATRIZ S. BELONIAS
 Vice President for Instruction

TRACKING TOOL FOR MONITORING TARGETS
Jan to June 2019

| Major Final Output/Performance Indicator | TASK | ASSIGNED TO | DURATION | TASK STATUS | | | | REMARKS |
|---|--|--|------------------|----------------------|----------------------|----------------------|----------------------|---------|
| | | | | 1 st Week | 2 nd Week | 3 rd Week | 4 th Week | |
| MFO 1: Program and institutional accreditation services | | | | | | | | |
| PI 2. Percent preparation for ISO:9001-2015 | 1. Facilitate preparations for ISO certification of VSU (coordinate conduct of meetings, workshops, etc.) | MCBales, EE Ongy, M Magdaro Jr., PPOraño, RASValenzona, CUrate | July to Dec 2019 | x | x | x | x | |
| QAC MFO 2. Administrative Service | | | | | | | | |
| Number of pages of documents to photocopy as supporting Documents for AACCUP, ISO, ISA and CHED Monitoring | 2. Photocopy documents for various accreditation / certification activities | | | | | | | |
| Number of internal documented procedure to print/ reproduced and disseminated | 3. Reproduce and distribute internal documented procedure | PPOraño, RASValenzona, CUrate | July to Dec 2019 | x | x | x | x | |
| Number of Master Documents to be controlled, issued, maintained, retrieved, controlled, assigned document numbers and codes | 4. Master Documents to be controlled, issued, maintained, retrieved, controlled, assigned document numbers and codes | PPOraño, | July to Dec 2019 | x | x | x | x | |
| Number of prepared OPCR/IPCR, DTR, Leave applications, PRS, BURs | 5. Prepares OPCR/IPCR, DTR, Leave applications, PRS, BURs | MCBales, PPOraño, | July to Dec 2019 | x | x | x | x | |
| Number communications, TOS/syllabus received and clearances countersigned | 6. Countersigns communications, TOS/syllabus received and clearances | PPOraño, RASValenzona, CUrate | July to Dec 2019 | x | x | x | x | |
| QAC MFO 3. Support to Operations | | | | | | | | |

| | | | | | | | | |
|---|---|---|------------------|---|---|---|---|--|
| Number of meetings/workshops/writeshops, benchmarking activities attended and facilitated (ISO, AACCU, CHED ISA, Washington Accord) | 7. Attends and facilitates meetings/workshops/writeshops, benchmarking activities (ISO, AACCU, CHED ISA, Washington Accord) | MCBales, EEOny PPOrano, CReilin, RASValenzona, CUriate | July to Dec 2019 | X | X | X | X | |
| Percentage of preparedness for 5s | 8. Improve filling of documents in preparation for the 5S internal audit | MCBales, PPOrano | July to Dec 2019 | X | X | X | X | |
| Number of ddRC coordinated /managed /monitored | 9. Monitor ddRC | | July to Dec 2019 | | | | | |
| QAC MFO 4. Efficient and customer-friendly frontline service | | PPOrano, RASValenzona, CUriate | July to Dec 2019 | X | X | X | X | |

Prepared by:


MILAGROS C. BALES
QAC Director

Instrument for Performance Effectiveness of Administrative Staff

Rating Period: July to December 2019

Name of Staff: Pamela O. Oraño Position: Administrative Aide IV

Instruction to supervisor: Please evaluate the effectiveness of your subordinate in contributing towards attainment of the calibrated targets of your department/office/center/college/campus using the scale below. Encircle your rating.

| Scale | Descriptive Rating | Qualitative Description |
|-------|--------------------|---|
| 5 | Outstanding | The performance almost always exceeds the job requirements. The staff delivers outputs which always results to best practice of the unit. He is an exceptional role model |
| 4 | Very Satisfactory | The performance meets and often exceeds the job requirements |
| 3 | Satisfactory | The performance meets job requirements |
| 2 | Fair | The performance needs some development to meet job requirements. |
| 1 | Poor | The staff fails to meet job requirements |

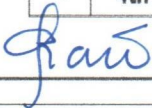
| A. Commitment (both for subordinates and supervisors) | | Scale | | | | |
|---|---|-------|---|---|---|---|
| 1. | Demonstrates sensitivity to client's needs and makes the latter's experience in transacting business with the office fulfilling and rewarding. | 5 | 4 | 3 | 2 | 1 |
| 2. | Makes self-available to clients even beyond official time | 5 | 4 | 3 | 2 | 1 |
| 3. | Submits urgent non-routine reports required by higher offices/agencies such as CHED, DBM, CSC, DOST, NEDA, PASUC and similar regulatory agencies within specified time by rendering overtime work even without overtime pay | 5 | 4 | 3 | 2 | 1 |
| 4. | Accepts all assigned tasks as his/her share of the office targets and delivers outputs within the prescribed time. | 5 | 4 | 3 | 2 | 1 |
| 5. | Commits himself/herself to help attain the targets of his/her office by assisting co-employees who fail to perform all assigned tasks | 5 | 4 | 3 | 2 | 1 |
| 6. | Regularly reports to work on time, logs in upon arrival, secures pass slip when going out on personal matters and logs out upon departure from work. | 5 | 4 | 3 | 2 | 1 |
| 7. | Keeps accurate records of her work which is easily retrievable when needed. | 5 | 4 | 3 | 2 | 1 |
| 8. | Suggests new ways to further improve her work and the services of the office to its clients | 5 | 4 | 3 | 2 | 1 |
| 9. | Accepts additional tasks assigned by the head or by higher offices even if the assignment is not related to his position but critical towards the attainment of the functions of the university | 5 | 4 | 3 | 2 | 1 |
| 10. | Maximizes office hours during lean periods by performing non-routine functions the outputs of which results as a best practice that further increase effectiveness of the office or satisfaction of clientele | 5 | 4 | 3 | 2 | 1 |
| 11. | Accepts objective criticisms and opens to suggestions and innovations for improvement of his work accomplishment | 5 | 4 | 3 | 2 | 1 |
| 12. | Willing to be trained and developed | 5 | 4 | 3 | 2 | 1 |

PERFORMANCE MONITORING & COACHING JOURNAL

| | | |
|---|-----|-------------|
| X | 1st | QUAR TER |
| X | 2nd | |
| X | 3rd | |
| X | 4th | |

Name of Office: Quality Assurance Office
Head of Office: Milagros C. Bales

Name of Personnel: Pamela P. Oraño

Signature: 

| Activity Monitoring | MECHANISM | | | | Remarks |
|--|------------|-------|------|-----------------------|--|
| | Meeting | | Memo | Others (Pls. specify) | |
| | One-on-One | Group | | | |
| Monitoring | | | | | |
| Printing of PPPs of programs subjected for AACUP accreditation for correction by the technical consultants and internal technical evaluators | x | x | | | |
| Editing and printing of PPPs of programs subjected for AACUP accreditation for the accreditors and for QAC file | x | x | | | |
| Preparation of draft of OPCR/IPCR/DTRs | x | | | | |
| Preparing/receiving communications, TOS/syllabi, and countersigning of clearance | x | | | | |
| Photocopying of documents to support accreditation activities | x | | | | |
| Facilitating the conduct of meetings/workshop/ write shops, benchmarking activities, and orientations (for ISO, AACUP,CHED ISA, etc.) | x | x | | | |
| Issues , maintains, retrieves and controls the controlled documents | x | | | | |
| Coordinates and inform relevant personnel on any changes | x | | | | |
| Ensures the implementation of the control of records | x | | | | |
| Provide frontline service for QAC clients | x | | | | Reminded to improve the dealing of clients with calmness and tact. |
| Coaching | | | | | |
| Printing of PPPs of programs subjected for AACUP accreditation for correction by the technical consultants and internal technical evaluators | x | | | | |
| Editing and printing of PPPs of programs subjected for AACUP accreditation for the accreditors and for QAC file | x | | | | |


| | | | | | |
|--|---|--|--|--|---|
| Preparation of OPCR and IPCR drafts | x | | | | |
| Facilitating the conduct of meetings/workshop/ write shops, benchmarking activities, and orientations (for ISO, AACCUP,CHED ISA, etc.) | x | | | | Reminded to do follow up venue reservation and food preparation |

Note: Please indicate the date in the appropriate box when the monitoring was conducted.

Conducted by:


MILAGROS C. BALES
QAC Director

Noted by:


BEATRIZ S. BELONIAS
VP for Instruction

EMPLOYEE DEVELOPMENT PLAN

Name of Employee: **PAMELA P. ORAÑO**

Performance Rating (Previous Rating Period): **Outstanding**

Aim: To improve capability to facilitate quality assurance activities of the university

Proposed Interventions to Improve Performance and/or Competence and Qualification to assume higher responsibilities:

Date: **July 2019**

Target Date: **January to June 2019**

First steps:

- Discussion about the process of preparing, reviewing, reproduction and distribution of documents related to quality assurance activities
- Discussion about the process of assisting taskforce members of the different quality assurance activities in the preparation of the needed documents.

Result:

- Development / Improvement of a system to improve process of preparing for the various Quality Assurance Activities;

Date: **July 2019**

Target Date: **July to December 2019**

Next Step:

- Enable her to attend trainings/seminar workshops related to ISO, CHED-ISA and AACUP Accreditation.
- Involve her in the facilitation of the various workshops organized by QAC.

Outcome:

- Increased efficiency in facilitating various activities in preparation for the quality assurance activities.

Final Step/Recommendation:

- Continue capability enhancement activities through mentoring/coaching, trainings, seminars, workshop, and conferences.

Conforme:


PAMELA P. ORANO
Ratee

Prepared by:


MILAGROS C. BALES

QAC Director