



28 November 2023

MEMORANDUM NO. 948
Series of 2023

T O: All Concerned

R E: Design Thinking Workshop for QMS and other University Processes and Services

As part of our pursuit to continually improve our processes and services here in the university, we will be holding a **Design Thinking Workshop** on **December 13-14, 2023** at **CCE 2nd Floor**.

Design thinking is an innovative approach to problem solving and we believe this approach is much needed to make our ISO 9001-certified Quality Management System and our other services better. We have planned this workshop as early as 2022 and we are excited to finally hold this soon, in partnership with QAC and HRMO.

For the workshop, we have invited **Limitless Lab** as our resource speaker, a startup that has award-winning experience in co-designing public service solutions for government and international development agencies.

You are shortlisted as one of the 70 participants who shall join in the workshop. For the full list, please see the succeeding pages of this memo. These participants represent the identified processes and services that will be subjected to redesigning in this workshop. See to it that you will attend the workshop, making schedule rearrangements for other commitments if needed.

In preparation, your office may conduct an honest review on how your respective processes and services are faring, especially with our customers and clients. During the workshop, bring a laptop and pertinent documents, files, and other materials that may be relevant.

I look forward to your support and cooperation for this important university undertaking. The workshop program will be disseminated in due course.


DANIEL LESLIE S. TAN
OIC-President

NAME	DESIGNATION
1. TAN, Daniel Leslie S.	OIC-President / VP for Administration and Finance
2. BELONIAS, Beatriz S.	VP for Academic Affairs
3. CENIZA, Maria Juliet C.	VP for Research, Extension & Innovation
4. FERRAREN, Dilberto O.	VP for Planning, Resource Gen. & Aux. Services & Deputy Risk Manager
5. VILLOCINO, Aleli A.	VP for Student Affairs & Services & QMO
6. ABELA, Julius V.	Head, UDRRM
7. ABUNDA, Nancy D.	Head, IMDO
8. ALCOBER, Luvilla G.	Administrative Officer II, RSPPRO
9. Alumni / ACRO representative	% Asst. Prof. Corazon Padilla
10. ALVIOLA, Ulderico B.	Head, UIMC / OIC-Web Team & VPP
11. AMPAC, Louella C.	Director, Finance Office
12. AURE, Ma. Rachel Kim L.	Director, Instruction & Evaluation Office
13. BALBARINO, Vivian	Head, Supply & Property Office
14. BARREDO, Bayron S.	Dean, CoEd
15. BULAYOG, Ernesto	Faculty Regent
16. BRIT, Chona A.	OIC-Dean of Students
17. BURLAS, Marlon G.	Head, PPESU & MPSU
18. CAMACHO, Sheira May	Librarian, ULC
19. COBICO, Mary Ann G.	Guidance Counselor & Head, CJPSO
20. COLIS, Honey Sofia V.	OIC-Director, Admin. & Human Resource Dev't.
21. CORTES, Jed Asaph D.	Instructor, DDC / Convener
22. DARGANTES, Toni Marc L.	OIC, Planning Office
23. DE LA TORRE, Miriam A.	OIC Head, University Registrar
24. ECLEO, Jessamine C.	Head, Procurement Office
25. External Supplier	% Ms. Jessamine Ecleo
26. FLORES, Alicia M.	Head, Budget Office
27. GALUPO, Phloem D.	Engineer III
28. GILOS, Vicente A.	Chief Librarian
29. GRAVOSO, Rotacio S.	Director, QAC & Asst. QMO
30. GUINOCOR, Rysan C.	OIC Head, GSO
31. GULLES, John Allan A.	Head, ILE
32. IGCASAMA, Raymund M.	Head, Admissions Office
33. LORETO, Ma. Theresa P.	Dean, CAS
34. MIRAFLORE, Ma. Roberta S.	Head, Records and Archives
35. MORENO, Luz O.	Head, DPBG
36. NAPOLES, Homer Lois	Registrar II
37. ORAÑO, Pamela P.	Lead Internal Quality Auditor
38. PANONCE, Junito A.	Head, SSGAO & ISPSO
39. POMIDA, Argina M.	Head, IGPO
40. RESTOR, Christan Mikhael	Administrative Assistant II
41. RIVERA, Gerald M.	Head, DRRM
42. TABADA, Maria Aurora Teresita W.	Head, Gender Resource Center
43. TAN, Gideon Neil D.	Customer Feedback Officer
44. TAUY, Christie Cyrene T.	Head, SDS
45. VALENZONA, Mario Lilio P.	Director, Physical Plant Office
46. VELARDE, Rosa Ophelia D.	Director for Research
47. VILLAGONZALO, Sean O.	Head, ICTMC
48. VILLAS, Norman O.	In-charge, MIS

49. YU, Elwin Jay V.
50. ABEDEJOS, Mary Anne C.
51. ALBA, Doreen
52. AMADOR, Shanette Joy
53. BREHONIO, Shara Liz D.
54. CO, Jocelyn T.
55. COMPENDIO, Zarlin Jecel
56. HONRADA, Reymart
57. JOSON, Jude D.
58. LATRAS, Beverly
59. MERANO, Marjorie B.
60. OCAÑADA, Jemuel A.
61. PANTORILLA, Daisy
62. ROCA, Kim
63. ROMO, Anarose
64. SUGANOB, Carmi M.
65. VERUEN, Anacel
66. VILLAS, Jansel Joi C.
67. VILLAHERMOSA, Angelica Mae
68. GARDON, Jhon Rey
69. ILAIDA, Ryan
70. LACABA, Shaina Mae

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 dDRC, QMO
 dDRC, Supply & Property Office
 MPS, Web Team
 adDRC, QMO
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 Nurse – dDRC
 CFA & dDRC, CFO
 adDRC, UDRRM
 adDRC, IGPO
 dDRC, Research
 dDRC, UDRRM
 dDRC, QAC
 MPS, Web Team
 adDRC, CFO
 adDRC, IQA
 dDRC, GSO
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