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6 January 2023

MEMORANDUM NO. _07_
Series of 2023

T O: **All Process Owners and Co-Process Owners**

R E: **Preparation for the 5ᵗʰ Management Review**

In preparation for the forthcoming Management Review on January 30-31, 2023, may we request all process owners and co-process owners to prepare the relevant documents and records for presentation and submit hard and ecopy of the documents to the dDRC of the QMR at the Office of the Director for Quality Assurance (ODQA) or email at qmr@vsu.edu.ph on or before January 20, 2023.

In addition, all units/offices/departments with Opportunities for Improvement (OFIs) during the Second Surveillance Audit (SSA) and with issued Corrective Action Reports (CAR), are requested to kindly prepare the supporting documents for verification.

Please see the attachment for your guide in preparing your presentation. If you need any assistance, please feel free to contact ODQA through email (qmr@vsu.edu.ph) or VOIP 172.16.31.128.

Thank you for your commitment and continued support for the continual improvement of our QMS.

EDGARDO E. TULIN
President

Vision: A globally competitive university for science, technology, and environmental conservation.
Mission: Development of a highly competitive human resource, cutting-edge scientific knowledge
                    and innovative technologies for sustainable communities and environment.

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	5th Management Review **January 30-31, 2023** **OP Board Room, VSU**			
	Management Review Inputs	**Needed data**	**Office/Unit In-charge/Responsible Person**	**Records generated/Auditable documents**
A	Status of actions from previous management reviews	OFI, needed changes to the QMS, Resources Needed	Top Management QMR	Status of 4th Management Review
B	Changes in external and internal issues that are relevant to the Quality Management System (QMS)	Year 2022 Strength, Weakness, Opportunities and Threats (SWOT) Analysis Risk and Opportunities Assessment Matrix (ROAM) Objectives, Targets and Programs (OTP) Monitoring Form (Reference: VSU Strategic Plan 2017-2027 & University Priorities 2023)	Risk Manager and Planning Officer	All applicable relevant documents Procedure on Institutional Planning
C	Information/Data on the performance and effectiveness of the quality management system, including trends:			
	1. Customer Satisfaction and Feedback	2022 Trend analysis of customer feedback from different sources Summary results of feedback (transactional and periodic surveys)	Customer Feedback Officer & Customer Feedback Analyst	Customer Feedback Reports (CFRs) & Summary of Results
	2. Extent to which quality objectives have been met	Objectives, Targets and Programs (OTPs) Achievement of the Quality Objectives (Reference: VSU Strategic Plan 2017-2027 & University Priorities 2023)	Planning Officer	Operational Plan Monitoring Form Reference: Guideline on Risk Assessment NOTE: • Accomplishments of 50% and below – process owners shall be issued with CARs (after the MR) • Accomplishments between 51%-75% - require process

			owners to submit action plants for improvement
3. Process Performance and Conformity of Products and Services	Review of set Key Performance Indicators or Major Final Outputs and based on what is indicated in the OTPs (Reference: VSU Strategic Plan 2017-2027 & University Priorities 2023)	All VPs OVPPRGAS OVPAF OVPAA OVPREI OVPSAS	OTP Monitoring Form Operational Plan Monitoring Form Reference: KPI of OTP Metrics should be specified for each process to determine the performance of the process as indicated in the process map in terms of: **CORE PROCESSES:**
		Mr. Raymund M. Igcasama	1. Admission
		Ms. Marwen A. Castañeda	2. Enrollment (i.e *transfer rates, acceptance rates, Year-Over-Year Enrollment, retention rates, recruitment marketing programs, update of enrollment procedure*)
		OVPAA	3. Curriculum Program Design and Redesign (i.e *Faculty Workload & Productivity & Student-to-Faculty Ratio, no. of programs with COPCs*)
		OVPAA / ODIE	4. Curriculum Program Management and Administration (i.e *Faculty & Staff Tenure Rate, Faculty Turnover, Part-Time vs. Full-Time Faculty, Weekly Student Contact Hours, Teaching Performance, Publications & awards, etc.*)
		OVPAA	5. Performance Monitoring, Analysis, and Evaluation (i.e *Graduation rates, course success rates, persistence rates, student engagement, student outcomes (employability of graduates), passing rates for licensure exam,*

					no. of programs accredited (AACCUP), etc.)
					SUPPORT PROCESSES:
				Engr. Marlon G. Burlas	1. Physical Facilities Management (i.e *Preventive and Corrective Maintenance Performance Metrics and Other Processes and Services)*
				Ms. Honey Sofia V. Colis	2. Human Resource Management
				Prof. Manolo B. Loreto Jr. Ms. Chona A. Brit Mr. Junito A. Panonce	3. Student Support *(Housing, Guidance Services, Scholarship, & Financial Assistance)*
				Mr. Vicente A. Gilos	4. Library Services
				Dr. Elwin Jay V. Yu	5. Medical and Health Services *(Health, Emergency and Rescue Services)*
				Dr. Julius V. Abela	6. Security and Safety Services
				Dr. Julius V. Abela	7. Disaster Risk Reduction Management Plan
				Ms. Ma. Roberta S. Miraflor	8. Records Management and Archives
				Ms. Jessamine C. Ecleo	9. Procurement of Goods and Services
				Ms. Alicia M. Flores	10. Property and Supply Management
				Prof. Argina M. Pomida	11. Income Generating Projects
				Engr. Sean O. Villagonzalo Dr. Ulderico B. Alviola	12. Information Management System *(ICTMC, Web Team, UIIC, Updating of the VSU Website)*

			Mr. Jed Asaph D. Cortes Mr. Norman O. Villas	
	4.Nonconformities and Corrective Actions	Status/Trends of NCs and Corrective Actions from 1st, 2nd, 3rd and 4th IQA, Stage 2 audit FSA and SSA Pareto analysis of findings from internal and external audits and customer satisfaction results/feedback	Lead Internal Auditor	Internal Audit Forms NC Register
	5. Monitoring and Measurement Results	Results of monitoring corrective actions of non-conformities Monitoring, and analysis of customer satisfaction result RDE In-house Review Performance evaluation of faculty and staff	QMR Lead Internal Auditor Customer Feedback Officer (CFO) OVPREI OVPAA / ODIE ODHRM	CAR RFCA GOOI NC Report RDE In-House Review Summary of Results Performance evaluation of Faculty and Staff
	6. Audit Report	4th IQA	Lead Internal Auditor	4th IQA Summary of Results
	7. Performance of External Providers	Evaluation of performance of external providers	Procurement Officer	Supplier Performance Evaluation
D	Adequacy of Resources	Report of budget utilization and budget allocation	Finance Director OVPAF	Status of Funds
E	Effectiveness of Actions Taken to Address Risks and Opportunities	Achievements of targets based on OTPs, levels of risks (Reference: VSU Strategic Plan 2017-2027 & University Priorities 2023)	Risk Manager Deputy Risk Managers Planning Officer	SWOT Analysis ROAM OTP OTP Monitoring Form Operational Plan Monitoring Form
F	Opportunities for Improvement	OFIs that are not yet complied during the 1st, 2nd, 3rd and 4th IQA, Stage 2 Audit, FSA and SSA	Lead Internal Auditor QMR	GOOI List Form NC Register Summary of results

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G	Planning for Changes		QMR	
H	Other Matters			

Abbreviation	Definition
AACCUP	Accrediting Agency of Chartered Colleges and Universities in the Philippines
CAR	Corrective Action Report
CFO	Customer Feedback Officer
CFR	Customer Feedback Report
COPC	Customer Operations Performance Center
FSA	First Surveillance Audit
GOOI	General Opportunities and Observation for Improvement
IQA	Internal Quality Audit
KPI	Key Performance Indicator
NC	Nonconformity
ODHRM	Office of the Director for Human Resource Management
ODQA	Office of the Director for Quality Assurance
OFI	Opportunities for Improvement
OTP	Objectives, Targets and Programs
OVPAA	Office of the Vice President for Academic Affairs
OVPAF	Office of the Vice President for Administration and Finance
OVPPRGAS	Office of the Vice President for Planning, Resource Generation & Auxiliary Services
OVPREI	Office of the Vice President for Research, Extension and Innovation
OVPSAS	Office of the Vice President for Student Affairs and Services
QMR	Quality Management Representative
QMS	Quality Management System
RDE	Research Development and Extension
ROAM	Risk and Opportunities Assessment Matrix
SSA	Second Surveillance Audit
SWOT	Strength, Weakness, Opportunities and Threats

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