

Visayas State University
QUALITY ASSURANCE OFFICE

Visca, Baybay City, Leyte

RECEIVED
 21 DEC 2020

OFFICE PERFORMANCE COMMITMENT & REVIEW (OPCR)


I, MILAGROS C. BALES, Director of the Quality Assurance Office (QAC), commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period January to June, 2020.


MILAGROS C. BALES

Director for Quality Assurance

Date:

Approved:


BEATRIZ S. BELONIAS

VP for Instruction

Date:

INFORMATION ON PERSONNEL

Personnel	Number
Director for Quality Assurance (designee)	1
Assist. Director for Quality Assurance (designee)	2
Admin assistant (Ms. Pamela Orano)	1
Clerk (Job order status)	1

Rating Equivalents:
 5 - Outstanding
 4 - Very Satisfactory
 3 - Satisfactory
 2 - Fair
 1 - Poor

MFO No.	MFO Description	Success/Performance Indicator (PI)	Unit/Persons Responsible	Target for 2019	Actual Accomplishments		Rating				Remarks
					Actual	%	Q	E	T	A	
UMFO 5	Support to Operations										
	OVPI MFO 4. Program and Institutional Accreditation Services										
	QAC PI 1. Number of degree programs which passed accreditation/evaluation			6	not undertaken						Accreditation will be done by December of 6 programs: BS Stat, BS Mechanical Engineering, MLAM, MSLAM, MAEd, 3 programs in Isabel (revisit of Area VII- Library: BSEd Math, BSEEd and BSAgrib)

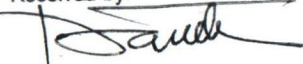
AACCUP					not undertaken						to be accomplished towards end of the year
		Number of PPPs reviewed/edited	EGCagasan/MCBales/	10							
		Level IV Phase 2 2nd cycle visit of BSA Program	EGCagasan/MBales/EEOngy	1	not undertaken						Requested postponement of accreditation to April or May 2021
		Level I Program Accreditation	EGCagasan/MBales/EEOngy/Heads of the Program	3	not undertaken						Requested postponement of accreditation to April or May 2021
		Programs for PSV	Mbales/EEOngy/Heads of the Program	2	not undertaken						Requested postponement of accreditation to April or May 2021
	QAC.PI 2. ISO:9001-2015 Certified			stage 2-Externally Audited	passed the TUV Rheinland certification audit	100					Stage 2 External Audit was held on February 19-20,2020
		No. of quality procedures/guidelines drafted and finalized	MCBales/EEOngy/PPOrano/RAValenzon		5	1000%	5	5	5	5	These were not reflected in the previous OPCR targets
		Number of quality procedures/guidelines, forms and manuals reviewed/ produced	MCBales/EEOngy/PPOrano/RAValenzona	10	303	3303%	5	5	5	5	New PM -17, revised PM- 2, revised GL- 2, new GL-2, revised forms and TPs 280
		Number of internal and external audits coordinated	MCBales/EEOngy/PPOrano/RAValenzona	2	2	100	5	5	5	5	
		Number of management reviews coordinated/conducted	MCBales/EEOngy/PPOrano/RAValenzona	1							Mgt Review will be conducted in January 2021 because inputs for the MR are still being processed by the different units.
		No. of ISO-related trainings/workshops/meetings coordinated/facilitated	MCBales/EEOngy/PPOrano/RAValenzona	4	5	125	5	5	5	5	

	Number of processes/procedures monitored during the roll out/implementation	MCBales/EEOngy/PPOrano/RAValenzona	50	123	246	5	5	5	5	
	Number of documented procedures and forms revised and cascaded	MCBales/EEOngy/PPOrano/RAValenzona	30	284	946.67	5	5	5	5	2 PM revised, 2 GL revised, 280 FMs and TPs revised
	Percentage of programmed ISO-related activities implemented within the targeted timeline	MCBales/EEOngy/PPOrano/RAValenzona	100%	100%	100%	5	5	5	5	
	No. Request for Corrective Actions (RFCAs) reviewed	EEOngy		582	100%	5	5	5	5	These was not reflected in the previous OPCR targets because it was not yet expected output
	No of RFCAs monitored and verified	EEOngy/MCBales		582	100%	5	5	5	5	These was not reflected in the previous OPCR targets because it was not yet expected output
	No. of Corrective Action Plans (CAPs)	EEOngy		70	100%	5	5	5	5	These was not reflected in the previous OPCR targets because it was not yet expected output
	No of SWOT, ROAM, and OTPs reviewed	MCBales/EEOngy		4	100%	5	5	5	5	These was not reflected in the previous OPCR targets because it was not yet expected output
	QAC PI 4. Administrative Service									
	Number of pages of documents to photocopy as supporting Documents for AACCUP, ISO, ISA and CHED Monitoring	PPOrano/RAValenzona	5,000 pages	15750	317%	5	5	5	5	
	Number of manuals reproduced and disseminated	PPOrano/RAValenzona	50	123		5	5	5	5	
	Number of PPPs to print (copy for the internal technical evaluators for corrections)	PPOrano/RAValenzona	10	none	none					AACCUP accreditation is postponed to next year due to COVID 19 pandemic
	QAC PI 5. Support to Operations									

		Number of meetings/workshops/ trainings facilitated (AACUP, ISO, etc)		10	6	60%	5	5	5	5	
		Number of PPPs to edit for final layout and to print for file (for Levels IV and I accreditation)	PPOrano/ RAVaI	30 PPPs for levels IV and I	none	none					Accreditation is postponed to next year
		Number of PPPs to layout for final layout and printing for AACUP Accreditors	PPOrano/ RAValenzona	30 PPPs	none	none					Accreditation is postponed to next year
		Number of benchmarking to schedule/facilitate	MCBales/ EEOngy/PPOrano/ RAValenzona	1	not done due to pandemic						1 request received but
		Number of programs to monitor for compliance of the Mandatory Requirements for AACUP Levels I to IV, and other accreditation	MCBales/ EEOngy//PPOrano/ RAValenzona	at least 20	8	40%	4	4	4	4	
	QAC PI 6. Efficient customer friendly assistance	Efficient and customer-friendly frontline service for QAC	PPOrano/ RAValenzona	Zero complaint from clients	0	100%	5	5	5	5	
UMFO 6.	GENERAL ADMINISTRATIVE										
	PI 1. Number of Risk Assessment/Review conducted			1	1	100%	5	5	5	5	
	PI 2. Number of risks identified/monitored and reported			30	51	170	5	5	5	5	By July of 2020, a risk manager had been appointed to do the tasks
	PI 3: Number of customer feedback (positive/negative comments) received/analyzed and acted upon for the entire University			10	147	1470	5	5	5	5.00	
	PI 4: Number of customer feedback indicated in PI 3, if any, verified and addressed closed out within the prescribed period.			10	15	150%	5	5	5	5.00	A new Customer Feedback Officer was just appointed last Sept. 15, 2020

Overall Rating						99.00	
Average Rating						4.95	
Adjectival Rating						0	

Received by:



Planning Office

Date: 12-21-2020

Calibrated by:

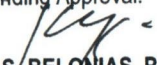


REMBERTO A. PATINDOL, Ph.D.

Chair, PMT

Date: 12-18-2020

Recommending Approval:

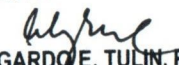


BEATRIZ S. BELONIAS, Ph.D.

Vice Pres. for Instruction

Date: 12-18-2020

Approved:



EDGARDO E. TULIN, Ph.D.

President

Date: 12-21-2020

1 - Quality

2 - Efficiency

3 - Timeliness

4 - Average