

210776
08/2/22

I, **JOEL REY U. ACOB**, 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 **January to June 2024**.

Approved:


PROSE IVY G. YEPES
President

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

15 JUL 2024
4.1

[illegible]

MFOs/PAPs	Success Indicators	Persons Responsible	Target January- June 2024	Actual Accomplish ments	Rating				Remarks
					Q ¹	E ²	T ³	A ⁴	
University Documents Record Controller (UDRC)	The percentage of internal documented information prepared by the processed owner will be reviewed, processed, reproduced, uploaded, and cascaded to the QMS Portal.	QAC Director/QMO/LIQA/CFO/UDRC/ Clerk	15	48	5	5	5	5	ULC: 8 PMs, HRMO: 4 PMs, USHER: __ Forms, RAO: 1 PM, OP: 7 Forms, VSU: 16 Forms, ODS: 5 PMs, GSO: 1 PM & 1 GL, QAC: 1 GL, OVPREI: 3 PMs, OVPAF: 2 Forms
	Number of processes/procedures/forms, TP, GLs) monitored during the roll out/implementation	QAC Director/QMO/LIQA/CFO/UDRC/ Clerk/ other QAC staff	80	80	5	5	5	5	
	Number of meetings/ monitoring visits of dDRCs and orientations with dDRCs conducted	UDRC, dDRCs, QAC staff	2	4	5	5	5	5	2 meetings with Core dDRCs, 2 meetings with CDRCC
	Number of documented information submitted by dDRCs (QRM, DRL, IML, etc.) received and filed	UDRC	10	60	5	5	5	5	1st & 2nd Quarter QRM, DRL received and acted upon, IML, including retrieved obsolete quality procedures
	Number of internal and external document master lists updated and filed	UDRC	1	1	5	5	5	5	
Quality Management Office (QMO)	Number of management reviews coordinated/conducted	QMO/QAC Director/ other QAC staff	1	1	5	5	5	5	January 2024
	Percentage of action plans (planning for changes) monitored and verified	QMO	90%						to be accomplished on the second half of the year 2024
	Percentage of programmed ISO-related activities (ISO awareness, risk assessment trainings, etc.) implemented within the targeted timeline	QMO/LIQA/QAC Director/ CFO/UDRC/ Clerk/ other QAC staff	100%						to be accomplished on the second half of the year 2024
	Percentage of Corrective Action Reports (CARs) monitored and verified	QMO, dDRC of the QMO	90%	20%	5	5	5	5	
	Percentage of action plans generated from external audits monitored and verified	QMO, LIQA	90%						to be accomplished on the second half of the year 2024
Customer Feedback Office (CFO)	Number of customer feedback collected and processed on time	CFO, CFA and admin aide for the CFO	150	67	5	5	5	5	for negative comments and suggestions only
	Number of customer feedback reports from transactional surveys prepared and released	CFO, CFA and admin aide for the CFO	150	323	5	5	5	5	
	Number of customer feedback reports from non-transactional surveys prepared and released	CFO, CFA and admin aide for the CFO	3						to be accomplished on the second half of year 2024
	Number of awareness-related activities on CF procedures (onboarding activities, orientations, etc) conducted	CFO, CFA and admin aide for the CFO	2						to be accomplished on the second half of year 2024

Received by:


TONI MARC L. DARGANTES

Planning Office

Date: JUL 15 2024

Calibrated by:


ELWIN JAY V. YU

Chairman, PMT

Date: 7/22/24

Approved by:


PROSE IVY G. YEPES

University President

Date: 9/6/24

1- Quality

2 - Efficiency

3 - Timeliness

4 - Average