## Visayas State University QUALITY ASSURANCE OFFICE

Visca, Baybay City, Leyte

## 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 <u>vanishing</u> to <u>December</u>, 2019.

MILAGROS C. BALES

Director for Quality Assurance

Date:

INFORMATION ON PERSONNEL

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

Approved:

BEATRIZ S. BELONIAS

VP for Instruction

Date:

Rating Equivalents:

- 5 Outstanding
- 4 Very Satisfactory
- 3 Satisfactory
- 2 Fair
- 1 Poor

MFO No.	MFO	Success/Performance	Unit/Persons	Target for 2019	Actual Acco	mplishments		Ra	ting		Remarks
MIFU NO.	Description	Indicator (PI)	Responsible	raiget for 2013	Actual	%	a	ш	<b> </b>	⋖	Remarks
UMFO 5	IFO 5 Support to Operations										
1	OVPI MFO 4. Pr Services	rogram and Institutional Accre	ditation								
	QAC PI 1. Num accreditation/e	ber of degree programs which valuation	passed								

AACCUP										
	Level III Program Re- accreditation	Mbales/EEOngy /MMagdadaro; Heads of the Program	3	3	100	5	5	5	5	Programs under Isabel Campuswere visited last September 22-24, 2019
	Programs for PSV	Mbales/EEOngy /MMagdadaro; Heads of the Program	3	5	166.67	5	5	5	5	5 Programs were visited last Dec 2-6, 2019
QAC PI 2. ISO:	9001-2015 Certified									
	Number of intenal and external audits coordinated	MCBales/ EEOngy/Mmagd adaro	2	2	100	5	5	5	5	Internal audit onducted Sept 10-12, 2019; and extenal Nov. 22
	Number of management reviews coordinated/conducted	MCBales/ EEOngy/Mmagd adaro	1	2	200%	5	5	5	5	conducted on October 18, 2019 and December 12, 2019
	Percentage of programmed ISO- related activities are implemented within the targeted timeline		100%	90%	90%	4	4	4	4	
QAC PI 3. Instit Assessment (IS	tutional Sustainability SA) Accredited									
QAC PI 4. Adm	inistrative Service									
	Number of pages of documents to photocopy as supporting Documents for AACCUP,ISO,ISA and CHED Monitoring	PPOrano/ RAValenzona	5,000 pages	10000	200%	5	5	5	5	

	Number of manuals reproduced and disseminated	PPOrano/RAVal enzona	100 copies	200	200%	5	5	4	4.66	
		PPOrano/RAVal enzona	10	18	180%	5	5	5	5	
	And the second section of the second	PPOrano/RAVal enzona	10	145	1450%	5	5	5	5	
		PPOrano/RAVal enzona	10	145	200%	5	5	5	5	
QAC PI 5. Sup	port to Operations									
	Number of meetings/workshops/ trainings facilitated (AACCUP, ISO, etc)	PPOrano/ RAValenzona	6	4	66%	5	5	4	4.67	
	Percentage of preparedness for 5s	MCBALES/ MBales/ PPOrano/ RAValenzona	70%	70%	70%	5	4	4	4.33	
	Number of programs to monitor for compliance of the Mandatory Requirements for AACCUP Levels I to IV, RQUAT and other accreditation	MCBales/ EEOngy/Mmagd adaro/PPOrano/ RAValenzona	at least 8	10	125%	5	5	5	5	
QAC PI 6. Efficient customer friendly assistance	Efficient and customer-friendly frontline service	PPOrano/ RAValenzona	Zero complaint from clients	0%	0%	5	5	5	5	

UMFO 6.	GENERAL ADMINISTRATION & SUPPORT SERVICES										
	PI 1. Number of conducted	of Risk Assessment/Review		1	2	200	4	5	4	4.33	
	PI 2. Number	of risks identified		30	69	563.33	5	5	5		final output of risk assessment were done onwards the end of November
	PI 3. Number	of risks adressed/minimized		30	29	96.67	5	5	4	4.67	final output of risk assessment were done only in Novemebr after the management review
	PI 4: Number of legitimate complaints/negative comments received/			6	10	166.67	5	4	4		monitoring of complaints/customer feedback were done by August 2019
		ge of complaints indicated in dressed within the prescibed		10	10	100%	5	5	5	5.00	monitoring and closed complaints/customer feedback were done by August 2019
Total Overa	LL									4.79	
Average Ra	iting										
Adjectival F	Rating										

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REMBERTO	A. PATINDOL, Ph.D.
Chair, PMT	
Date:	

Calibrated by:

Recommending Approval:	
1071.	
BEATRIZ S. BELONIAS, Ph.D.	
Vice Pres. for Instruction	
Date:	

Approved:
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EDGARDO E. TULIN, Ph.D.
President
Date:

1 - Quality

2 - Efficiency

3 - Timeliness

4 - Average