URS

QUALITY MANAGEMENT SYSTEM MANUAL

ISO 9001:2015

UNIVERSITY OF RIZAL SYSTEM
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September 28, 2017

MEMORANDUM
No. 145 s, 09-2017

To   :   Vice-Presidents
                    Campus Directors
                    Faculty and Staff Members

Subject: Summary of Resolutions Approved by the URS Board of Regents at its 60th
                    Regular Meeting held on September 25, 2017

I.   MATTERS APPROVED BY THE BOARD

	Academic Matter	
1.	General Education Curriculum For Implementation Effective Schoolyear 2018-2019	
	Financial Matters	
2.	Rehabilitation of Farmers' Training Center and Hostel at URS Tanay Campus Phase 2 (Completion) with an approved budget for the contract of P6,013,599.10	
3.	Repair and Improvement of Science Laboratory at URS Tanay Campus Phase 2 with an approved budget for the contract of P4,842,974.15	
	Administrative Matters	
4.	Quality Management System (QMS) Manual	
5.	Internal Procedure Manual (IPM)	
6.	Freedom of Information Manual (FOI)	
7.	Designation of Mr Allan Dieta as Campus Director, URS Cardona Campus	
8.	Request of the University President to travel on official business at Melbourne, Australia to present a research paper titled "Migration and Development in the Province of Rizal: Reasons, Benefits and Influence," on November 23-24, 2017	

II. MATTERS CONFIRMED BY THE BOARD

8.	Memorandum of Agreement between the University of Rizal System and the Philippine Coconut Authority for the implementation of Coconut Seedling Dispersal Project
9.	Memorandum of Agreement between the University of Rizal System and the Calvin University, Korea ' ' for the offering of English Language Program for Korean Students

For information and appropriate action.

MARITA R. CANARI, Ed.D.
President

URS Board of Regents has approved the URS Quality Management System Manual last September 25, 2017 during its 3rd Quarter 60th Regular Meeting held at CHED Conference Room, HEDC Building, CP Garcia Avenue, UP Diliman, Quezon City, Philippines.

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QUALITY MANAGEMENT SYSTEM MANUAL
URS-QMSM

TABLE OF CONTENTS

UNIVERSITY OF RIZAL SYSTEM
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- Human Resource Management
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- Supply and Property Management
- Procurement
- Physical Facilities and Development
- Finance Services
- Accounting
- Budgeting
- Cashiering
- General Services
- Medical and Dental
- Security

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- Sustainable Agriculture and Natural Resources Institute (SANRI)
- Extension
- Public Affairs
- Local and Alumni Affairs
- Gender and Development Center

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

1.0 SCOPE

1.1 Scope of the QMS Manual

This manual provides details of the quality management system of the University of Rizal System as founded through the ISO 9001:2015 standards and detailed in the section containing the determination of the scope of the quality management system (URS-QMSM Section 4.3).

1.2 Objective of the QMS Manual

This quality manual functions as a blueprint and roadmap for all the URS employees to ensure an uncomplicated level of understanding on the different rules and strategies in the application of the established quality management system of the university.

2.0 UNIVERSITY BACKGROUND

2.1 History

The University of Rizal System is a merger of two (2) state colleges and a University extension campus- the Rizal Polytechnic College, Rizal State College, and the Rizal Technological University extension campus. The Republic Act 9157 lapsed into law on August 11, 2001, established as a State University in the province of Rizal to be known as the University of Rizal System, by integrating the Rizal State College in Tanay and its extension campuses in Angono, Binangonan, Pililla and Rodriguez, the Rizal Polytechnic College and its extension campus in Cainta and Rizal Technological University-Antipolo Annex, all in the province of Rizal. On June 18, 2002, CHED Resolution No. 411-4004 was issued identifying Tanay Campus as the main campus of the University.

The Rizal National Agricultural School (RNAS) was established by Republic Act Number 1560 authored by Cong. Serafin Salvador, which was approved on June 16, 1956. RNAS was opened on May 27, 1959. It was chartered as a state college on June 24, 1983 by Batas Pambansa Bilang 622 authored by Assemblyman Frisco F. San Juan making it the first state college in the Province of Rizal known as Rizal College of Agriculture and Technology (RCAT). It was later renamed as Rizal State College (RSC) by virtue of Republic Act 7858 sponsored by Hon. Congressman Emigdio S. Tanjuatco, Jr. and approved by His Excellency Fidel V. Ramos on January 21, 1995.

Rizal Polytechnic College was first established as Morong High School on August 16, 1944. It was converted into Morong National High School on August 20, 1976 and to Morong National Comprehensive School on March 30, 1977. With the integration of Tomas Claudio Memorial Elementary School, it was converted into Morong National Comprehensive School, later

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

renamed Rizal Technological and Polytechnic Institute on August 10, 1983 through Batas Pambansa Bilang 469. RTPI became a state college as Rizal Polytechnic College on March 1, 1995 through Republic Act 7933. Through Board of Trustees Resolution No. 06-13-98 dated February 12, 1998. RPC Cardona Research Extension was established.

At present the University operates with ten (10) campuses in the Province of Rizal, namely: URS Angono, Antipolo, Binangonan, Cainta, Cardona, Morong, Pililla, Rodriguez, Tanay and Taytay. It offers complete education from Kindergarten to Graduate School. The University implements a number of academic programs in the doctorate, masters, baccalaureate, non-degree and short-term courses. It also provides research, extension and production services as well as establishment of centers. The existence of the University caters to the needs of the stakeholders within and nearby provinces.

2.2 Vision

The leading University in human resource development, knowledge and technology generation and environmental stewardship.

2.3 Mission

The University of Rizal System is committed to nurture and produce upright and competent graduates and empowered community through relevant and sustainable higher professional and technical instruction, research, extension and production services.

2.4 Core Values

R   – Responsiveness
I   – Integrity
S   – Service
E   – Excellence
S   – Social Responsibility

2.5 Quality Policy

The University of Rizal System commits to deliver excellent products and services to ensure total stakeholders' satisfaction in instruction, research, extension, production and dynamic administrative support and to continuously improve its quality management system processes to satisfy all applicable requirements.

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3.0   BUSINESS PROCESS FLOW

3.1   Business Process Flow

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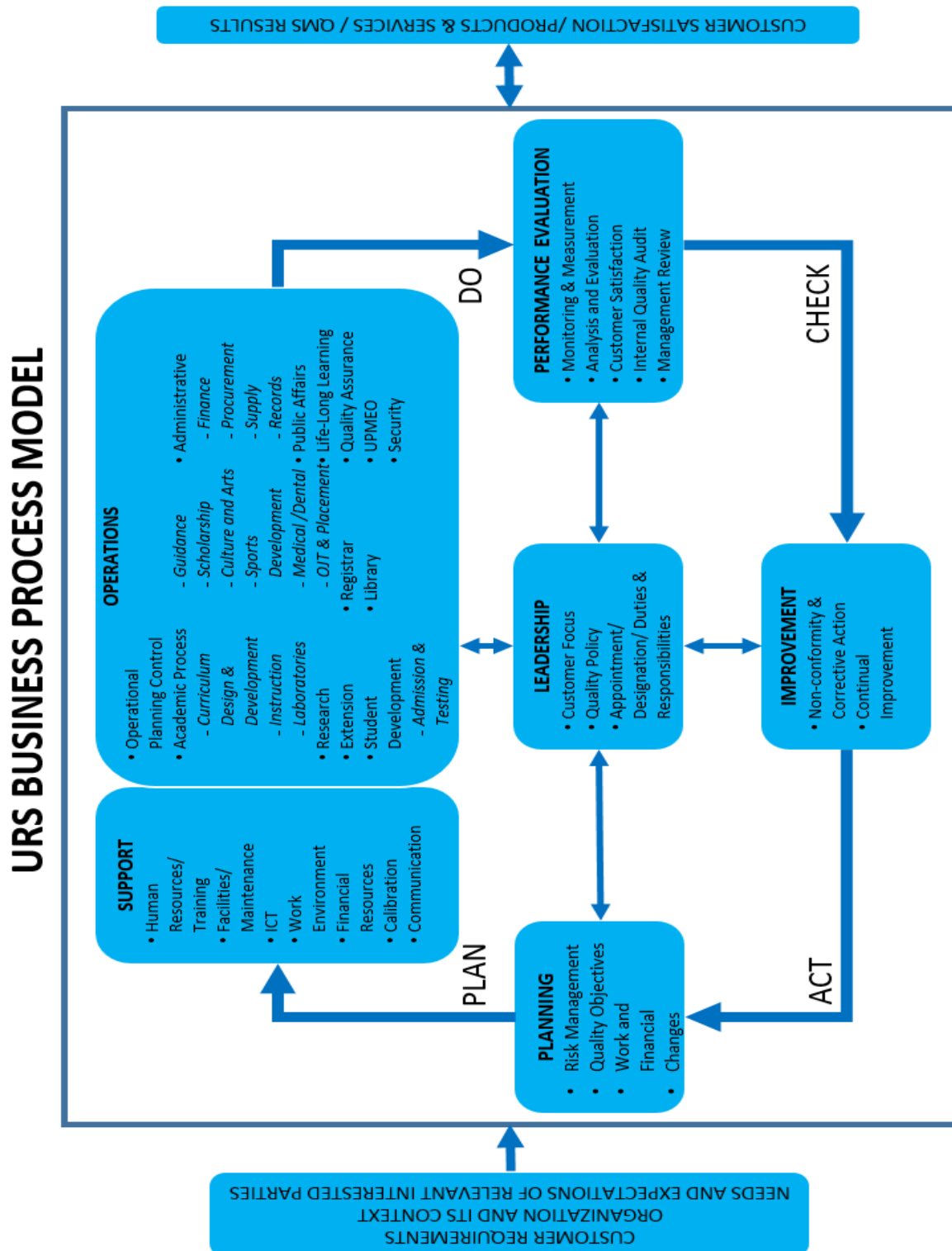
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3.2   Organizational Structure

(Note: Offices highlighted are subject for ISO audit)

MODIFIED URS ORGANIZATIONAL STRUCTURE
BOR RESOLUTION NO. 042-393-13

Last Revision: July 16, 2015 as per BOR Nos. 051-506-15; 051-507-15

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4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context

The university is vigilant on its prime external and internal issues including legal, competitiveness, values and culture respectively, and these are monitored and reviewed over its semestral administrative council meetings.
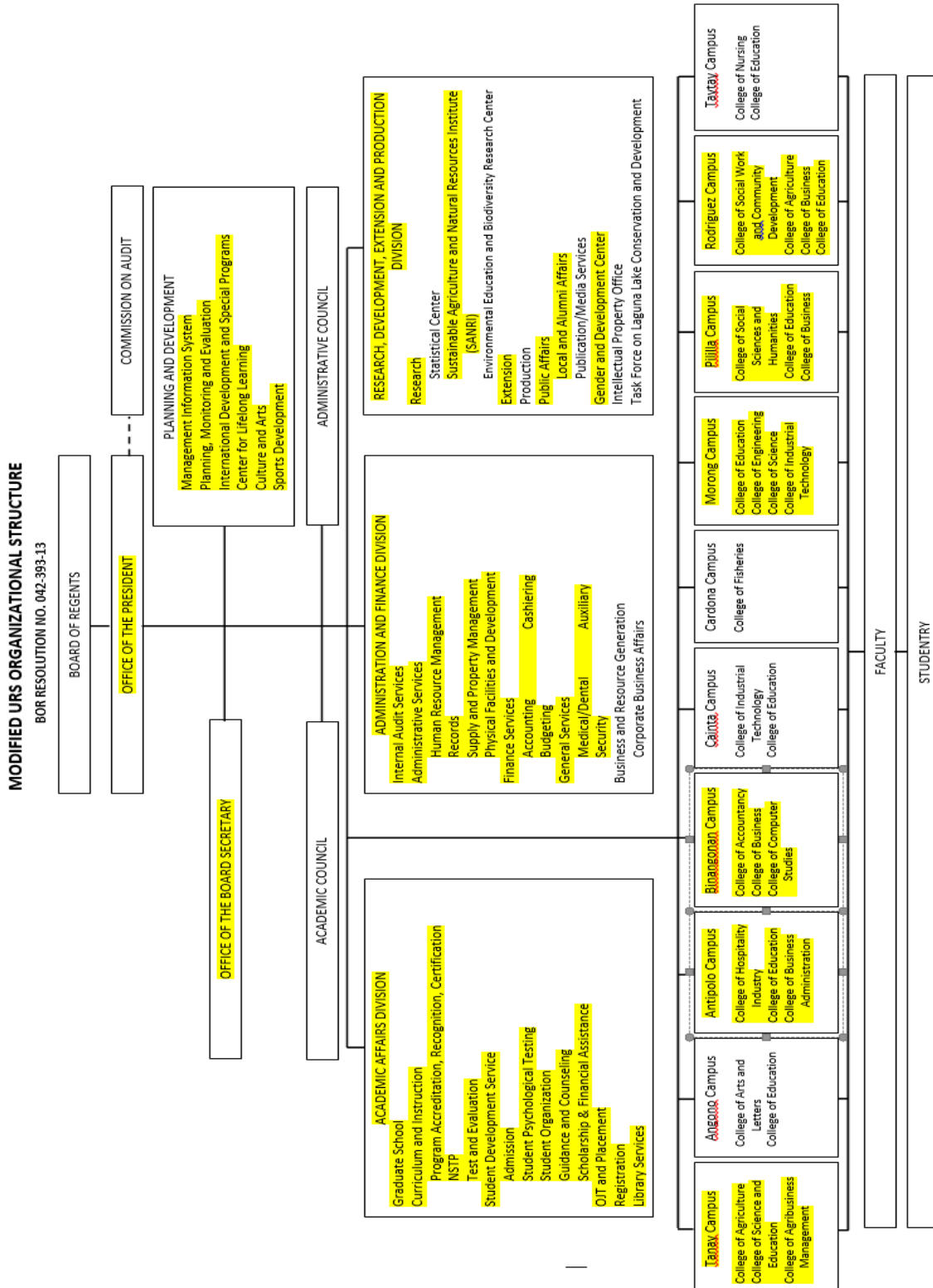
4.2 Understanding the needs and expectations of interested parties

The university recognizes its concerned parties pertinent to its quality management system as customers. External interested parties include governing agencies namely, Commission on Higher Education (CHED), Civil Service Commission (CSC), Department of Budget and Management (DBM), and the Commission on Audit (COA).

The university safeguards quality instruction, facilities, and delivery of on time services for the customers.

On time submissions of reportorial requirements to the governing agencies are maintained.

All these are monitored and reviewed over its semestral administrative council meetings and annual or special academic council meetings.

4.3 Determining the scope of the quality management system

This quality management system applies both to the university level and campus level (URS Tanay- JP Rizal Street, Sampaloc Tanay, Rizal; URS Morong -Sumulong Street, San Juan, Morong Rizal; URS Rodriguez –T. Reyes St. Amity Ville, San Jose Rodriguez, Rizal; URS Antipolo, Marigman St. Barangay San Roque, Antipolo City; URS Pililla, Sitio Dampol, Barangay Bagumbayan, Pililla Rizal; URS Binangonan, National Road, Barangay Calumpang, Binangonan, Rizal) of management and supervision in general. In particular, it effects on the delivery, provision, and development of graduate education, tertiary education, secondary and primary education including all short training courses. It also covers the conveyance of relevant research and extension services.

This manual also covers the handling of the prime internal and external issues including values, culture, legal, and competitiveness. It further addresses the needs and expectations of the clienteles as mentioned in section 4.2 of this manual.

The URS QMS Manual containing its clear scope is available in the various offices as stipulated in the distribution list section of this manual.

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4.4 Quality management system and its processes

Through the resolute hard work of the URS top management, together with its middle level managers and all of its faculty and staff members, the URS has created, documented, implemented and maintained a quality management system in accordance with ISO 9001:2015.

The university ensures the continuous improvement of its quality management system through the URS-QMS Manual, Procedure Manuals, Quality Objectives, Work Instructions, Potential Failure Mode Effect Analysis (PFMEA), Academic Manual, Administrative Manual, RDEP Manual, and other relevant operations manuals of the various units of the university.

All these processes and operations are assured of support through the provision of necessary resources as reflected in the executable work and financial plans.

Feedback and risk monitoring and addressing, through Customer Satisfaction Survey and Potential Failure Mode and Effect Analysis, are in place so that all targets and objectives are directly achieved or guided with continual improvements towards their attainment.

The URS has created and documented procedures, work instructions, guidelines, operations manuals and records to support the effective employment of all its processes and to guarantee that all these are effected as intended.

Please refer to all aforementioned applicable documented information for details.

5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

The URS top management takes full accountability for the effective implementation of its quality management system by involving, directing and supporting middle and grassroots level implementers to demonstrate leadership in all areas of responsibilities.

Leadership and effective implementation of the quality management system processes are embodied in the quality policy, quality objectives, and their fitness to the calculated decisions of the university through its regular administrative, academic, and executive meetings. The incorporation of the quality management system

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

requirements and business process to the annual targets and budget, coupled with risk-based thinking, ensures quality management of the university.

Communicating the importance of an effective quality management system and its conformity to requirements to all the personnel is a priority of the top management of the university to ensure that the intended results and improvements are achieved.

Please refer to all aforementioned applicable documented information for details.

5.1.2 Customer Focus

Implementing seriously the approved curricular programs, CMOs and admission requirements, infrastructures and amenities improvement is a priority of the top management of the university to ensure that customer and applicable statutory and regulatory requirements are determined and met.

Communicating all the customer requirements to all concerned offices and personnel via student handbook, academic manual, flyers, brochures, tarpaulins, university website, feedback analysis, and student intentions is sustained to ensure that customer requirements are regularly met.

Risks and opportunities are identified and addressed to enhance customer satisfaction through the conduct of the quarterly customer satisfaction survey and administrative meetings.

Please refer to all aforementioned applicable documented information for details.

5.2 Policy

5.2.1 Establishing the Quality Policy

URS has crafted, effected and sustained a quality policy that befits the vision and mission of the university.

Refer to the quality policy of the university.

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URS-QMSM

5.2.2 Communicating the Quality Policy

The URS top management spearheads conduct of various orientation activities to the personnel and students about the quality policy in various campuses of the university to ensure that it is well disseminated and understood. Postings via tarpaulins, frames, flyers, university website, and other related means are effected to ensure maximum awareness of both the university personnel, customers and other stakeholders.

The URS through its established University Document Control Center distributed and documented properly the copies of the quality policy, as incorporated in this quality management system manual, to all offices. This is maintained and available at the office of the top management in case of need of any interested party.

Refer to the documented information retained on quality policy.

5.3 Organizational roles, responsibilities and authorities

In effecting and managing the quality management system, the URS top management has designated responsibilities and authorities to specific persons. All the job descriptions are communicated both via electronic system and hard copies for better understanding of employees and acknowledged appropriately.

The ISO Chairperson is responsible in (a) Ensuring that the quality management system conforms to the requirements of this International Standard; (b)Ensuring that the processes are delivering their intended outputs; (c) Reporting the performance of the quality management system and on opportunities for improvement in particular to top management; (d) Ensuring the promotion of customer focus throughout the organization; and (e)Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Refer to appropriate documented information for details.

6.0 PLANNING

6.1 Actions to address risk and opportunities

URS identifies its risks and opportunities. Necessary actions are embraced to address the risks and pursue opportunities (as a result of strengths) through the implementation of the Failure Mode and Effects Analysis (FMEA). The URS identifies the risks through the following formula:

Risk Priority Number= Severity (S) x Occurrence (O) x Detection (D) Severity or RPN = S x O x D

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The following scales quantify the risks:

Severity (S)

EFFECT	CRITERIA: SEVERITY OF EFFECT	RANKING
Very High	Death Hospitalization Psychological/Physical disability of people Loss of morale of stakeholders Customer complaints with legal implications Non-compliance with regulatory requirements Public condemnation Illegibility to National/International recognitions and incentives COA disallowances Unable to graduate/take board exam for academic performance Violation of academic/administrative rules and regulations (internal or external) Dismissal/Expulsion Compromised confidentiality Loss/damages to property amounting to Php 300,000 and above	5
High	Non-achievement of organizational goals Injury or illness Valid customer complaints Demoralization of stakeholders Suspension Psychological trauma Instability of the organization's performance Unable to enroll Instability of operation Loss/damages to property amounting to minimum of Php 100,000 and less Php 300,000	4
Moderate	Customer dissatisfaction; Grievance; Resentment; Anxiety/Stress; Reduced productivity; Poor work performance; Non-implementation of Programs/Projects/Activities Waste of resources (Time, Materials, Human, etc.) Notice of suspension/Dismissal Issuance of NCAR	3

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	Audit observation memorandum (AOM) Loss/damages to property amounting to minimum of Php 50,000 and less Php 100,000	
Low	Customer discomfort; Loss of interest to study/work; Impede office transactions; Indifference; Loss/damages to property amounting to minimum of Php 20,000 and less Php 50,000	**2**
Very Low	Effects not noticed by most customers; Effects noticed by discriminating customers; Loss/damages to property amounting to below Php 20,000	**1**

Occurrence (O)

PROBABILITY OF OCCURRENCE	POSSIBLE FAILURE OF OCCURRENCE	RANK
Very High	Happens at least once a week	**5**
High	Happens at least once in a month	**4**
Moderate	Happens once in a quarter	**3**
Low	Happens once in 6 months	**2**
Remote	Never happened but may happen once in a year	**1**

Detection (D)

DETECTION	LIKELIHOOD OF DETECTION BY PROCESS CONTROL	RANK
Remote	No known control(s) available to detect failure mode Remote likelihood current control(s) will detect failure mode	**5**
Low	Low likelihood current control(s) will detect failure mode	**4**
Moderate	Moderate likelihood current control(s) will detect failure mode	**3**
High	High likelihood current control(s) will detect failure mode	**2**
Almost Certain	Current control(s) almost certain to detect the failure mode	**1**

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	Reliable detection controls are known with similar process	

Risk Priority Number (RPN) = 25

The RPN with risk rating of 25 and above will be given with corrective action. The recommended actions will be followed up preferably minimum of two days after its implementation and will be evaluated on its effectiveness after corrective actions' implementation preferably minimum of six months. Every recommended action will be recorded in the Corrective Action Monitoring Log for proper monitoring of effectiveness.

For every incidence of risk that will occur, an assessment of PFMEA will be made as deemed necessary.

The PFMEA will be continually checked annually to ensure its sufficiency and fitness, and to update whenever it necessitates.

Refer to the PFMEA and Corrective Action Monitoring Log.

6.2   Quality objectives and planning to achieve them

The URS has established, implemented and maintained quality objectives to execute relevant functions, in various levels and processes within the institution to fulfil customer requirements and for continual enhancement in its efficiency and efficacy of the quality management system.

Refer to all documented information of Quality Objectives.

6.3   Planning of changes

The URS has established and maintained a documented system which ensures that any change to be made in the quality management system and in all other ISO documented information shall be documented appropriately through document change notice controlled by the Document Controller.

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7.0   SUPPORT

7.1   Resources

7.1.1   General

The URS defines and provides resources needed for the effective implementation of its quality management system. The institution ensures that prior to obtaining the services of external providers the capabilities of its internal resources are evaluated through the Personal Data Sheets of employees.

Refer to Personal Data Sheets (PDS) and related documented information.

7.1.2   People

URS assigns and designates necessary persons to safeguard active implementation of its quality management systems and for the execution and control of its processes in compliance to all applicable statutory and regulatory rules and regulations.

Refer to the work instruction on Hiring Process and manpower requirements and Civil Service issuances and guidelines.

7.1.3   Infrastructure

URS provides and maintains its infrastructures and physical facilities such as buildings, equipment, vehicles, communication paraphernalia, computers, printers and other associated utilities needed for the implementation of its processes that are geared towards conformity to the requirements of the program offerings and services.

Refer to preventive maintenance plans, preventive maintenance checklist and documented information retained of corrective actions for infrastructures and physical facilities.

7.1.4   Environment for the operation of processes

URS ensures determination, provision and maintenance of suitable environments for the operation of its processes. Also, this is ensured to attain conformity of program offerings and services in relation to the social, psychological and physical dynamics affecting the implementation of every process involved.

URS also assures existence of an environment that is non-discriminating, non-confrontational and free from provocation. The

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

university also enables activities that will reduce pressure and avert exhaustion of its customers and employees.

URS further creates a conducive working conditions to areas with required temperature, humidity, lightings, ventilation, hygiene, and other applicable personal protection paraphernalia.

Refer to all documented information as abovementioned.

7.1.5 Monitoring and measuring resources

URS assures the provision of resources which are suitable for the monitoring and measurement activities and their continuing fitness for its intended use and purpose.

The university also ensures that all measuring equipment are calibrated regularly by a third-party calibrating firms.

URS further assures that standard operating procedure shall be followed in case a measuring equipment is found to be unfit for its anticipated purpose.

Refer to appropriate documented information involving calibrations.

7.1.6 Organizational knowledge

The URS secures that knowledge required for the execution of its processes to realize conformity of program offerings and services are determined, maintained and available when needed.

This includes knowledge obtained from experiences, results of enhancements in the processes, program offerings and services, standards, customers and trainings.

Refer to the system of ranking positions, PDS, and Faculty and Staff Development Program which are available in the HRMO and UPMEO.

7.2 Competence

URS identifies appropriate competence of personnel through training needs analysis initiated annually to guarantee their fitness to their work to effectively implement the quality management system.

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Training needs assessment results determine the capability needs of personnel and are then reflected in the annual personnel development plan.

Conduct of trainings are in accordance with the training plan. After the implementation of the plan it is evaluated on its effectiveness.

Personnel competence assurance also includes updating of applicable licenses.

Refer to URS Faculty and Staff Development Program, training certificates and attendance sheets.

7.3   Awareness

URS assures that every personnel is aware of their involvement and contributions to the efficient and effective execution of the quality management system. They are also informed of the possible benefits and gains as they improve their performance in accordance with the quality policy and quality objectives.
.
Refer to documented information retained on ISO awareness, quality policy, quality objectives and orientation for newly hired personnel.

7.4   Communication

The URS's internal and external communications pertinent to the quality management system include:

Internal communication
It includes meetings, seminars, memoranda, orders, e-mails, postings on information boards.

External communication
Refer to Appendix A (Communication Matrix)

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QUALITY MANAGEMENT SYSTEM MANUAL

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7.5 Documented Information

7.5.1 General

URS established and maintained the University Document Control Center to ensure that documented information required by international standard and by the organization is properly determined and documented.

Refer to Document Control Procedure Manual (URS-OP-IS-DCC-IPM-2017-01)

7.5.2 Creating and updating

Creation and updating of documented information is detailed in the DCC Procedure Manual.

Refer to Document Control Procedure manual (URS-OP-IS-DCC-IPM-2017-01)

7.5.3 Control of documented information

Refer to control of documented information stated in the Document Control Procedure Manual (URS-OP-IS-DCC-IPM-2017-01)

8.0 OPERATION

8.1 Operational Planning and Control

URS, through its various offices and assigned personnel, plans, implements and controls the different processes necessary to deliver the products and services to the customers and stakeholders. Further, URS realizes plans and processes through the quality policy, quality objectives, work instructions, procedure manual and operations manual, Failure Mode and Effect Analysis (FMEA) and essential documented information.

URS supports its operation by outsourcing internet service, security, research and extension evaluators which are controlled via contracts and performance evaluation which are regularly made in accordance to the contract terms and conditions.

Refer to all appropriate documented information.

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8.2 Requirements for products and services

8.2.1 Customer communication

URS establishes communication avenues with the customers via customer satisfaction survey, flyers, brochures, tarpaulins, and student handbook, operations manuals and university website and scheduled meetings concerning specific issues involving the welfare of its customers. Communications are executed via official mails, phone calls, visits or meetings and dialogues.

Refer to all appropriate documented information.

8.2.2 Determining the requirements for products and services

URS top management assures that customer and all applicable statutory and regulatory requirements are identified through various manners including but not limited to approved curricular programs, service contracts, infrastructures and physical facilities development and board performance of its graduates, citizen's charter, electronic and print issuances.

Refer to all aforementioned documented information.

8.2.3 Review of the requirements for products and services

URS ensures that curricular offerings are reviewed by the committees and subcommittees before it is endorsed to the academic council for further review and endorsed to the Board of Regents for approval.

Operation manuals of different offices are reviewed properly by the unit heads before they are endorsed to the academic council or administrative council before they are endorsed to the Board of Regents for approval.

8.2.4 Changes to requirements for products and services

Any change in the operations manual of any particular office is disseminated to all offices concerned so that there is common and mutual understanding of the process implementation and that the quality management system is effected well.

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

The changes are made known to the stakeholders via meeting or issuances of the newly approved operations manuals.

Changes are properly documented by the Document Control Center to ensure that copies are properly issued and superseded ones they are retrieved.

8.3   Design and development of products and services

URS applies design and development to curriculum. New program offering is planned very well as a result of upgrading to the call of changes of time and/or based on new issuances from CHED.

Relevant feedbacks from various stakeholders are considered in the design and development of new curriculum. Stakeholders include but not limited to alumni, students, and faculty and industry partners.

Minimum requirements as prescribed by regulatory body is considered. For an upgrade, previous curricular matrix is compared.

Crafting of new curricular program undergo review by the concerned unit or colleges and endorsed to the curriculum committee before it is endorsed to the academic council and consequently to the BOR and CHEDRO IVA for approval and validation.

The need to incorporate the observation of the CHEDRO IVA on the designed curriculum is recognized by the university.

URS ensures that the conduct of review, verification, validation, authorization of changes, including actions taken to prevent adverse impacts to the overall process and the customers are documented.

8.4   Control of externally provided processes, products and services

8.4.1   General

URS has determined and applied the criteria for selection of new suppliers, evaluation and re-evaluation of external providers based on their ability to provide processes or products and services in accordance with the requirements. The performance of the external providers is being monitored to ensure objectivity of their performance evaluation.

Refer to documented information and regulatory manuals and issuances concerning the procurement of goods thru public bidding,

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

procurement of infrastructure thru public bidding, supplier performance monitoring and suppliers evaluation.

8.4.2 Type and extent of control

The URS is implementing its standard procedure for externally provided supplies and materials which are subjected to incoming inspection using supply inspection procedure and documented in incoming supply office logbook. Supplies and materials delivered are verified through inspection and acceptance.

Refer to the Work Instruction in Receipt and Issuance of Supplies, Materials and Equipment (URS-AF-AS-SPM-IWI-2017-04).

8.4.3 Information for external providers

URS ensures the adequacy of its requirements through request for price quotations before executing communication to the external providers of the processes, products and services to be provided and later on the issuance of a purchase order to the complying external providers.

8.5 Production and service provision

8.5.1 Control of production and service provision

URS implements control on its production and service provisions using the work instructions where the services to be provided or the activities to be performed and the results to be achieved are defined. Availability of monitoring and measuring resources are ensured for use when deemed necessary.

Verification that the criteria for control of processes or outputs are met is ensured via monitoring and measurement activities. Verification means include but not limited to classroom observation, student evaluation and performance reviews and customer satisfaction survey results. To deliver quality service to the customers, URS ensures that faculty and staff assigned to handle subjects are competent and qualified.

Fitness of syllabus and the table of specifications and test questionnaires is validated periodically to achieve planned results.

Controlled environment requirement such as temperature is ensured in computer laboratories and server room.

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Refer to all appropriate documented information.

8.5.2 Identification and traceability

URS use account code, property number, custodian/client name, material labels and other applicable identification to ensure that supplies/materials, property and services are identified and traceable.

Monitoring and measurement for materials are identified and traceable through inspection and acceptance report while for property this can be traced through the inventory reports and asset stickers attached to the equipment.

For students, this can be traceable through student name, identification, faculty, course and records in appropriate offices and grade sheets.

Refer to all appropriate documented information.

8.5.3 Property belonging to customers or external providers

URS has identified the necessary student credentials as property belonging to customers/students as external providers. These properties include but not limited form 137 and 138, birth certificates, diplomas, transcript of records, honorable dismissal, and thesis.

In libraries, student belongings left at the package counter in the Library are received and placed securely until the owner retrieves his belongings.

Refer to documented information for Registrar, Colleges and Library service processes.

8.5.4 Preservation

URS maintains and stores supplies and materials at the stockroom with proper label and Identification. All supplies and materials are controlled appropriately upon receipt from external providers.

Audio-visual materials are stored at the conference rooms and assigned store rooms. Laboratory materials, tools, equipment and

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

apparatuses are stored at specific location of the different laboratories.

Refer to appropriate documented information.

8.5.5 Post-delivery activities

URS determines whether there is potential undesired consequence associated with its products and services and improved via feedback using the customer satisfaction survey results.

Tracer studies are also conducted by the university to see to it that the products and services through its graduates are evaluated and monitored.

Refer to RDEP records, research proceedings and all other appropriate documented information.

8.5.6 Control of changes

Any change in the process of delivering the products and services, a document change notice is required so that proper documentation and control is effected.

Refer to the UDCC Procedure Manual (URS-OP-IS-DCC-IPM-2017-01).

8.6 Release of products and services

URS has established and maintained releasing procedures of the products and services, supplies and materials to the customers.

Refer to appropriate documented information per office that executes release of product and services and supplies and materials.

Refer also to the UDCC Procedure Manual for controlled documented information and SPMO, Library, Deans and Registrars for their specific operating procedures.

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QUALITY MANAGEMENT SYSTEM MANUAL

URS-QMSM

8.7   Control of non-conforming outputs

URS has established, implemented and maintained documented information on control of non-conformity.

NCAR is used to identify the source or reason of non-conformity.

Refer to the documented information for Control of Non-Conformity and Corrective Action (URS-OP-IS-ISC-IPM-2017-0001)

9.0   PERFORMANCE EVALUATION

9.1   Monitoring, measurement, analysis and evaluation

9.1.1   General

The URS has established monitoring & measurement plans through the UPMEO (University Planning, Monitoring and Evaluation Office). This is also described in the quality management system manual and work instructions. Further, these are also dealt with through regular quality inspection, monitoring, internal audits, monitoring of quality objectives and management review process.

Refer to the work instruction of the UPMEO and other documented information regarding the aforementioned concerns.

9.1.2   Customer Satisfaction

URS ensures the conduct of customer satisfaction survey every quarter to monitor whether the products and services are delivered properly and that the processes are effectively achieving what are supposed to be delivered.

The survey is conducted per semester to monitor whether the needs and expectations of the customers are being fulfilled.

Refer to Customer Satisfaction Survey results.

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9.1.3 Analysis and Evaluation

URS ensures analysis and evaluation of available data and information arising from monitoring and measurement results concerning the following:

- conformity of products and services
- degree of customer satisfaction
- performance and effectiveness of the quality management system
- effective implementation of plans
- effectiveness of actions taken to address risks and opportunities
- performance of external providers
- improvements to the quality management system.

Refer to all documented information on the analysis of NCARs.

9.2 Internal audit

URS conducts internal audit at least once a year to ensure effectiveness of the quality management system although additional audit may be done if deemed necessary following the internal audit process.

Refer to internal quality audit procedure (URS-OP-IS-ISC-E-2017-0002).

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9.3 Management review

9.3.1 General

URS ensures the conduct of management review meeting at least once a year. It is spearheaded by the top management and attended by process owners and officials of all areas to ensure the consistent suitability, adequacy and effectiveness of the quality management system.

9.3.2 Management Review inputs

Input to the management review includes but not limited to:

- status of actions from previous management review
- the changes in internal and external issues that are relevant to the quality management system;

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QUALITY MANAGEMENT SYSTEM MANUAL

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- information on the performance and conformity performance and effectiveness of the quality management system including the following:
    1. customer satisfaction
    2. attainment of quality objectives
    3. process performance and conformity of products and services
    4. nonconformities and corrective actions
    5. monitoring and evaluation results
    6. audit findings
    7. the performance of external providers
- resources adequacy
- effectiveness of actions taken to address risks and opportunities, and
- opportunities for improvement.

9.3.3 Management Review Outputs

The management review outputs are generally focused on the resolves and actions from top management in relation to opportunities for improvement, any need for changes to the quality management system, and resource needs.

10.0 IMPROVEMENT

10.1 General

URS guarantees that opportunities for improvement and its implementations are effected through management review, improvements, corrections and corrective actions from NCARs to enhance customer satisfaction and to meet customer requirements.

10.2 Nonconformity and corrective action

URS follows a procedure for non- conformity and corrective action. Further, URS ensures that documented information shows evidence of non-conformity and corrective actions which are kept properly.

Refer to Non-Conformity and Corrective Action.

10.3 Continual improvement

URS uses the results of analysis of evaluation and outputs from management review and are used as tools for continual improvement.

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This is done to continually improve the suitability, adequacy and effectiveness of the quality management system.

Refer to Minutes of the Management Review meeting, results of the quality objectives performance monitoring, customer satisfaction survey results and audit findings.

References:

ISO 9001:2015 (Quality Management System Requirements)

ISO 19011:2011 (Guidelines for Auditing Management Systems)

All applicable documented information as listed in the master list of internal and external documents.

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ISO 9001:2015

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