INFORMATION:

Document Identification: URS-OP-IS-ISC-I-2016-001
Effective Date: December 22, 2016

ORIGINATOR:

MA. VICTORIA L. RIVERA
Quality Management Representative

ORIGINATOR:

MARITA R. CANAP, EdD
University President
A. INTRODUCTION

The University of Rizal System created this Quality Manual to fulfill its higher education mandates and to make continuously evolving efforts to provide relevant support mechanisms for the holistic development of students, enabling research and extension environment, and feasible production activities that will support its various clients and stakeholders.

This Quality Manual is designed to provide framework on how the university can plan, implement, monitor and evaluate the various products and services it is offering to the different level of clienteles and interested parties. The upkeep of this Quality Manual lies with the accountability of the Quality Management representatives of the University.

B. URS Profile

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 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). RCAT was later renamed 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 renamed Rizal Technological and Polytechnic Institute on August 10, 1983 through Batas Pambansa 469. RTPI became a state college, the 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.

1. URS Management Team

The power of the URS is lodged in its Board of Regents (BOR) with its University President as the Chief Executive Officer exercising the overall authority of providing general supervision, directions and control on the University’s core thrusts such as academic, administrative, research and development, extension and production, and business concerns.

The University President is supported by the three Vice Presidents namely, Vice President for Academic Affairs, Vice President for Administration and Finance, and Vice President for Research & Development, Extension and Production.

The Vice President for Academic Affairs is responsible in the concerns involving the graduate school, curriculum and instruction, student development services, OJT and placement, registration, and library services.

The Vice President for Administration and Finance is responsible in the operations of internal audit services, administrative services, finance services, general services, and business and resources generation.
The Vice President for Research & Development, Extension and Production is responsible for the research, extension, production, public affairs, gender and development center, intellectual property, and environment-related initiatives.

2. URS Organizational Structure

The URS’ highest governing body is the Board of Regents. Immediately under the BOR is the University President. Following are the Vice Presidents, the Campus Directors, College Deans, Section Directors, Unit Heads, and the Program Heads.

The primary policy making bodies of the University are the Academic Council and the Administrative Council. The complete details of the URS Organization Structure is reflected in the approved structure.

Refer to BOR Resolution No. 042-393-13 dated March 14, 2014.

C. VISION, MISSION AND QUALITY POLICY

The vision, mission, core values, brand & vector, and quality policy are attached in the commitment of the university in providing higher learning impacts in the local, national and international levels. Particularly, these are crafted to provide substantial influences on the academic, social, economic, cultural, political, and ethical welfare, and the environmental responsiveness of the clients and stakeholders.

1. Vision

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

Refer to BOR Resolution No. 042-390-13 dated March 14, 2013

2. 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.

Refer to BOR Resolution No. 042-390-13 dated March 14, 2013
3. Core Values

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

Refer to BOR Resolution No. 042-390-13 dated March 14, 2013

4. Brand & Vector

“Nurturing tomorrow’s noblest”

Refer to BOR Resolution No. 042-390-13 dated March 14, 2013

5. Quality Policy

The University of Rizal Systems 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 in compliance with statutory and regulatory requirements.

Refer to BOR Resolution No. 057-600-15 dated December 14, 2016
D. QUALITY MANAGEMENT SYSTEM

The quality management system describes the coverage and the administration of the core and support processes. In particular, this ISO initiative is focused on the academic core process.

1. Scope Of The Quality Management System

The URS Quality Management System is developed to guide the employee on important policies and procedures related to the over-all management and operation of the University. Specifically, the system contains detailed facts on the policies, procedures and processes in line with the organizational structure and mandated functions of the University.

It is also intended to provide the user with useful information about the official duties and functions of various offices as well as the expected major outputs of these offices. Likewise, legal, proper and prescribed processes for frontliners and other service-oriented administrative offices are identified to ensure the accomplishments of the critical services and tasks assigned to concerned employees.

Compliance to all policies and procedures in this system will ensure the attainment of the University’s Vision, Mission and Goals.

a. Managing the Quality Management System

The URS Quality Management Representatives are accountable to ensure that the URS QMS are properly implemented, supervised, monitored and evaluated as to its effectiveness and efficiency and applicability and responsiveness to the changing demands of the clienteles and stakeholders.

Specifically, the QMRs are tasked to:

- Lead the university in salient activities from which it identifies the objectives and determines the appropriate processes and resources required to achieve desired results based on ISO standards;
 Ensure the proper management of the interacting processes and resources required to provide value and realize results for relevant interested parties;

 Help enable the top management to optimize the use of the resources considering the long and short term consequences of their decisions;

 Assure provision of the means to identify actions to address intended and unintended consequences in providing products and services.

The URS QMRs are assisted by the core group designated through Memorandum. The main duty is to create and execute a Quality Management System of the identified URS core processes under the ISO standards.

b. Quality Management System in a Process-Based Approach

The URS sees that the efficient and effective means of achieving the desired vision, mission, and goals is to address the intended activities and the available resources mismatch. And this incongruity can only be resolved by making the solutions in a process-based approach.

The overall process is composed of the management process, core process, and the support process.
URS Academic Administration Process Model

URS Academic Core Process

CLIENTELE NEEDS

SUPPORT PROCESS

URS Academic Process Model

This is a Controlled document. User should verify latest revision.
1. Management process

The management process involves the planning, evaluation, audit, improvement and feedback management.

2. Core Process

This includes the totality of the academic planning, implementation, review and evaluation, and improvement of the academic process.

3. Support processes

The support process embodies the implementation of the various services that shall complement to the core process.

2. MANAGEMENT PROCESS

The management process represents the following:

a. Strategic Planning

URS regularly conducts strategic planning to focus on the direction of the University following the Quality Management System. Short term and long term plans are formulated, reviewed, and revised accordingly to assure the attainment of the goals set by the university.

1. Action Planning

Involvement of every unit in the University is always considered in making the action plans so that every single effort is gearing towards the achievement of the academic goals of the university. Resources and activities are analyzed to make the target realizable at the end of the given period.
2. Performance Planning

Performance planning is done at the start of the rating period where the Campus Directors convene their Deans and faculty members.

Directors of offices assemble their unit heads with their staff members to discuss and agree on the plans and priorities that should be accomplished as output of their office and as cascaded from the URS Strategic Plans and Objectives.

During this stage, success indicators are determined. Success indicators are performance level yardsticks consisting of the performance measures and performance targets. This shall serve as basis of offices under Office of the President, Academic Affairs, Research & Development, Extension and Production, Administrative and Finance Services and their sub-offices.

Refer to SPMS Guidelines, section 4.1 (URS-AF-AS-I-2017-0001)

b. Performance review

This process aims to assess both the office and individual employee’s performance level based on set performance targets and measures as approved in the Office and Individual Performance contracts (OPCR and IPCR).

Refer to SPMS Guidelines, section 4.1 (URS-AF-AS-I-2017-0001)

c. Internal Audit

Internal audits are conducted to ensure ongoing compliance with requirements of the QMS standards, company’s policies and procedures. This is accomplished by auditing against all important processes and areas, and by applying all applicable sections of the standard. Audit requirements include those of ISO 9001:2008 clauses, University’s quality system documentation, as well as requirements of customers or regulatory authorities as applicable.

Refer to Internal Audit Procedural Manual (URS-AF-IA-I-2017-0001)
d. Improvement Management

URS improvement of its processes, products and services are manage through the implementation of corrective and preventive action process. Such improvements aim to address the needs and expectations of clientele as well as other interested parties, to the extent possible.

1. Corrective/Preventive Management

In an effort to ensure continual improvement, the University engages in corrective and preventive action to discover, investigate, and correct non-conformances related to the University’s quality system processes.

This system shall be used to address all of the following:

- a. Customer complaints
- b. Employee suggestions for improvement
- c. Process nonconformities
- d. Audit findings (internal or external)
- e. Management review action items
- f. Any other reported problem or suggestion

Refer to Procedural Manual for Control of Non-Conformance, Corrective and Preventive Action (URS-OP-IS-DCC-I-2017-0001)

2. Control of Nonconforming Products and Services

This procedure defines the requirements for identifying and processing nonconforming service/s. The process is applicable to all products/services, process and system non-conformances including customer feedbacks/complaints and unmet quality objectives' targets.

Refer to Procedural Manual for Control of Non-Conformance, Corrective and Preventive Action (URS-OP-IS-DCC-I-2017-0001)
e. Feedback Management

Customer feedback is an indispensable tool for measuring the effectiveness of the University’s quality management system.

1. External Feedback

The University, as it promotes transparency and proactive atmosphere for the external clientele, conducts tracer studies to formally and scientifically gather curricular program feedbacks that are being utilized for curricular reviews and improvements.

Refer to URS RDEP Manual Section 1; Section 3.1.1; and 9.1
URS-RD-RE-I-2017-0001

2. Internal Feedback

To assure internal feedbacks for academic administration, the University regularly conducts Performance Evaluation System involving the administrators, faculty members, and the students. This is being utilized to have an objective sources of improvements and potential commendation to the academic administration efforts and activities.

3. ACADEMIC CORE PROCESS

The University of Rizal System continuously manifests its leadership in providing quality and relevant education as shown by its improved performance in licensure examinations, high employability rate of graduates, higher capability building of its faculty, accreditation and recognition of its programs, improvement of its library services and awards received by both students and faculty. Thus, the Academic Affairs oversees the following processes.
a. Selection

To assure higher learning quality, the URS administers selection and admission tests to incoming students and consider only those that are likely to have educational achievement in the chosen field of specialization.

Refer to URS Academic Manual –Student Admission, Section 1.1 page 67. Section 1.2 page 65.

b. Admission and Registration

For the Graduate School, the applicants should pass the Graduate School Admission Test and Interview. Only applicants who have satisfied admission requirements will be allowed to enroll.

Refer to URS Academic Manual –Student Admission, Section 1.4 page 67.

For the undergraduate level, graduates of secondary schools should take and pass the University Admission Test (URSAT) and the holders of Philippine Educational Placement Test (PEPT) certificates are eligible for admission to college provided that he/she should pass the University Admission Test and undergo Career Counseling.

Refer to URS Academic Manual –Student Admission, Section 2.2.2 page 110

Foreign students who desire to enroll in the University should secure and satisfy the requirements and policies of the University and the stipulations in the perfected MOA.

Refer to URS Academic Manual –Student Admission, Section 2.2.3 page 111

All applicants in all levels who satisfy all the admission requirements and documentary necessities shall be allowed to register.
Degree requirements, academic loads, residence periods and grading system should be observed to maintain good standing and registration.

Refer to URS Academic Manual –Student Admission, Section 1.9 page 70; section 1.9.2 page 72; and section 1.9.6 page 73.

c. Instruction

The University of Rizal System values its human resources and commits to develop through systematic program of career and personal development for its faculty and staff members.

The University, as it commits to its mandates of providing higher and advanced education services, focuses on the effective instruction, facilitation, efficient learning experiences and academic services to its clientele by setting effective policies and guidelines.

These policies and guidelines as approved by the University Administrative Council through Resolution No. 03, Series of 2014 have been formulated in accordance with the existing rules and regulations of the Civil Service Commission and other existing laws and regulations.

The provisions of these policies and guidelines are in line with the University’s commitment to professionalize workforce for the delivery of basic service to the public.

The University Officials including but not limited to the President, Vice Presidents, Campus Directors, Section Directors, Unit Heads and others officials, and the faculty members, monitor and appraise the implementation of the curricular offerings.

Refer to URS Academic Manual –Article IV Faculty Development Program, page 46


d. Graduation

The annual commencement exercises is a vivid manifestations of the victorious completion of the curricular programs subscribed by the students and as approved by the University.