



THE CNSC QUALITY MANUAL

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1.1 DISTRIBUTION LIST

Printed copies of the Quality System Manual shall be distributed to the following:

Position	Name
Office of the College President	Rusty G. Abanto, Ph. D.
Vice President for Administration and Finance	Godofredo E. Peteza, Ph. D.
Vice President for Academic Affairs	Erlinda J. Porcincula, Ph. D.
Vice President for Research and Extension	Arlyn M. Magana, Ph. D.
Quality Management Representative	Erlinda J. Porcincula, Ph. D.
College Deans	

1.2 SCOPE AND APPLICATION OF THE QUALITY MANUAL

1.2.1 The quality management system defined in this quality manual applies to the operations and delivery of major final outputs related to instruction, research and extension, cross-cutting administrative functions of CNSC. The operations of the canteen, dormitory and printing press are not covered by this Quality Manual.

1.2.2 The locations of Camarines Norte State College include: (1) the CNSC Main Campus in F. Pimentel Avenue, Brgy. 2, Daet, Camarines Norte; (2) the College of Education (CoEd) Campus in Brgy. 2, Daet, Camarines Norte; (3) the Institute of Fisheries and Marine Sciences (IFMS) Campus in Brgy. San Roque, Mercedes Camarines Norte; (4) the College of Agriculture and Natural Resources (CANR) Campus in Brgy. Talobatib, Labo, Camarines Norte; (5) the College of Trades and Technology (COTT) Campus in Orange Hill, South Poblacion, Jose Panganiban, Camarines Norte; and (6) the Institute of Agribusiness and Development (IABD) Campus in Sitio Lobo, Tabugon, Sta. Elena, Camarines Norte.

1.3 OBJECTIVES OF THE QUALITY MANUAL

1.3.1 CNSC has developed and implemented a quality management system that demonstrates its ability and commitment to provide products and services that consistently meet the clientele's requirements and complies with the necessary statutory and regulatory requirements, like those of the Commission on Higher Education (CHED), Department of Budget and Management (DBM), National Economic Development Authority (NEDA), and Civil Service Commission (CSC), to name a few.

These can all be done through the effective implementation of the quality management system that upholds continuous improvement and prevention of non-conformities in its operations.

1.3.2 The quality management system complies with the International Standard Organization (ISO 9001:2008).



1.3.3 This quality manual serves as a guide and reference for all employees; it aims to provide a common understanding of the various agency policies and procedures in the effective implementation of its quality management system.

2.0 BACKGROUND OF CNSC

2.0.1 The establishment of Camarines Norte State College was made possible through Republic Act 7352 which was signed into law on April 2, 1992. This Republic Act integrated the then Camarines Norte National High School (CNNHS) and Abaño Pilot Elementary School, both in Daet; School of Fisheries in Mercedes; Camarines Norte National Agricultural School (CNNAS) in Labo; and Camarines Norte School of Arts and Trades (CNSAT) in Jose Panganiban into the Camarines Norte State College (CNSC). Through this Act, CNNHS (with an area of 8.33 hectares) became the main campus; the one hectare-Abaño Campus was converted into Elementary and Laboratory High Schools; the School of Fisheries was incorporated in the College of Agriculture as Department of Fisheries (DF) and CNNAS as the College of Agriculture (CA); CNSAT became the College of Engineering and Architecture (CEA).

2.0.2 At present, CNSC has six (6) Campuses such as (1) the Main Campus which houses the College of Arts and Sciences, the College of Business and Public Administration, the Institute of Computer Studies, and the College of Engineering; (2) the Abaño Campus, home of the College of Education; (3) Institute of Fisheries and Marine Sciences; (4) the Labo Campus which is the College of Agriculture and Natural Resources; (5) College of Trades and Technology, Jose Panganiban Campus; and (6) Institute of Agribusiness and Development. With these six Campuses, CNSC has expanded the coverage of higher education and professional instruction and training in the fields of economics, agriculture, engineering, education, management, finance, accounting, forest research and conservation, business and public administration. Accordingly, CNSC offers advanced studies particularly in public administration and management. The College also provides research and extension services along its Research and Development Agenda on (1) Food Security and Poverty Reduction; (2) Education and Capability Building; (3) Community-based Participatory Resource Development; (4) Technology Development; (5) Pollution Control; (6) Competitiveness; (7) Natural Resource Management and Sustainable Development; (8) Health and Nutrition; (9) Information and Communication Technology; and (10) Disaster Risk Reduction Management/Climate Change Adaptation.

2.0.3 The human resources of the College are composed of relatively 224 teaching staff and 106 non-teaching personnel, working together for its vision of becoming a premier Higher Education Institution in the Bicol Region.

2.1 VISION STATEMENT

2.1.1 "CNSC as a premier Higher Education Institution in the Bicol Region"



2.2 MISSION STATEMENT

2.2.1 "Camarines Norte State College shall provide higher and advanced studies in the fields of education, arts and sciences, economics, health, engineering, management, finance, accounting, business and public administration, fisheries, agriculture, natural resources development and management and ladderized courses. It shall also respond to research, extension and production services adherent to progressive leadership towards sustainable development."

2.3 CORE VALUES

2.3.1 **Quality and Excellence.** CNSC believes in quality performance in achieving excellence particularly in instruction, research undertakings and extension ventures of the faculty and students which are responsive to innovative and professional search for knowledge and service to the community.

2.3.2 **Transparent and Efficient Service.** The College adheres to the principle of transparency and accountability in providing service to its clientele. It upholds and maintains corporate integrity through adherence to ethical leadership, good governance and compliance to anti-corruption systems and regulation of the government. It emphasizes efficient and effective performance of one's duties as learners, shapers of educational success, and providers of the operative and managerial functions of the College with utmost devotion of meeting its vision and mission.

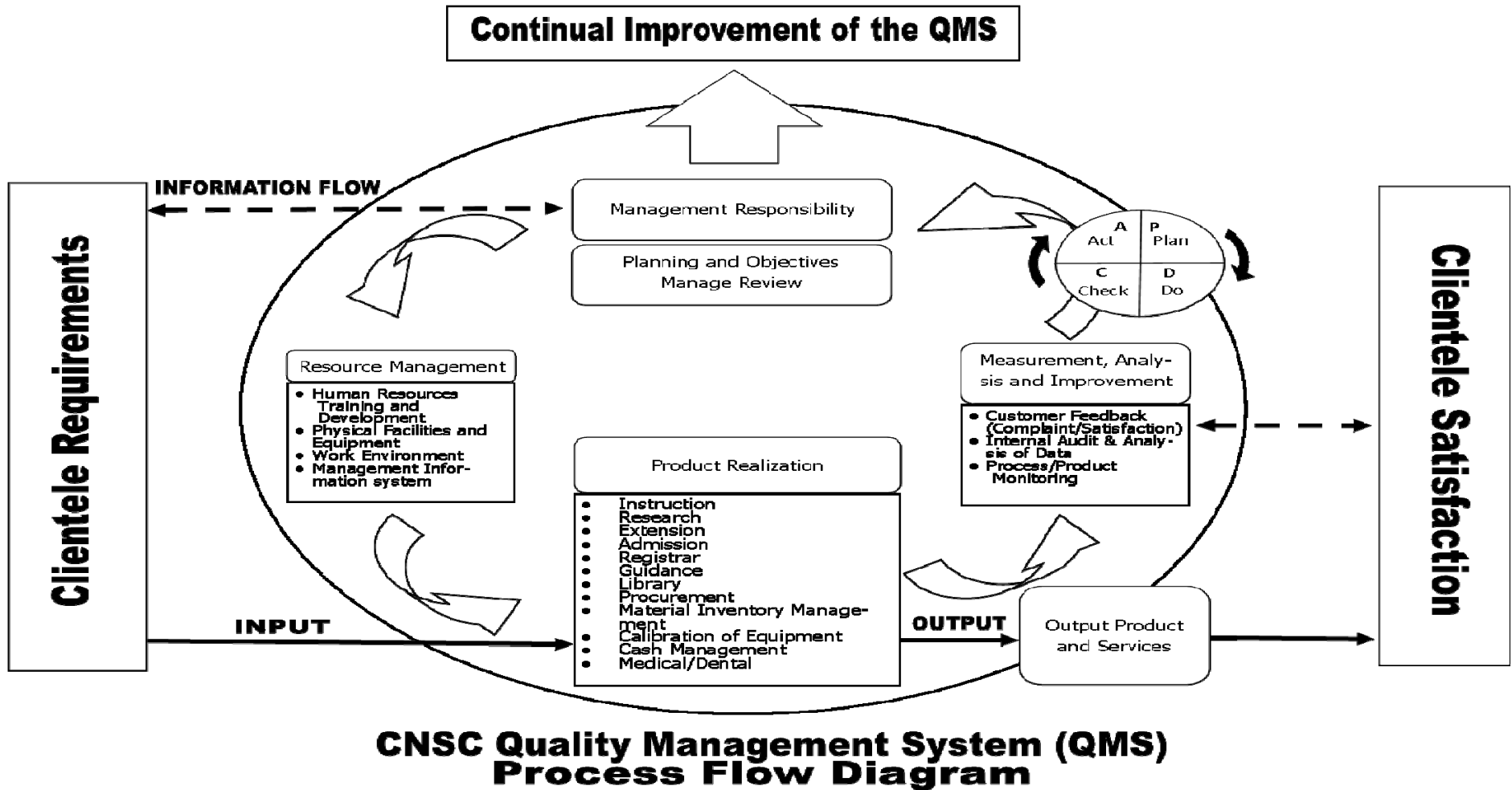
2.3.3 **Partnership and Engagement.** CNSC supports the culture that promotes integrity, shared responsibility, teamwork and mutual respect. The College engages the students, faculty and staff and the alumni in responding to the most compelling challenges for the institution.

2.4 QUALITY POLICY

2.4.1 "CNSC commits to continually uphold and strive for international standards through an effective and efficient management system providing excellent professional services on instruction, research and extension to meet the highest level of clienteles' satisfaction".



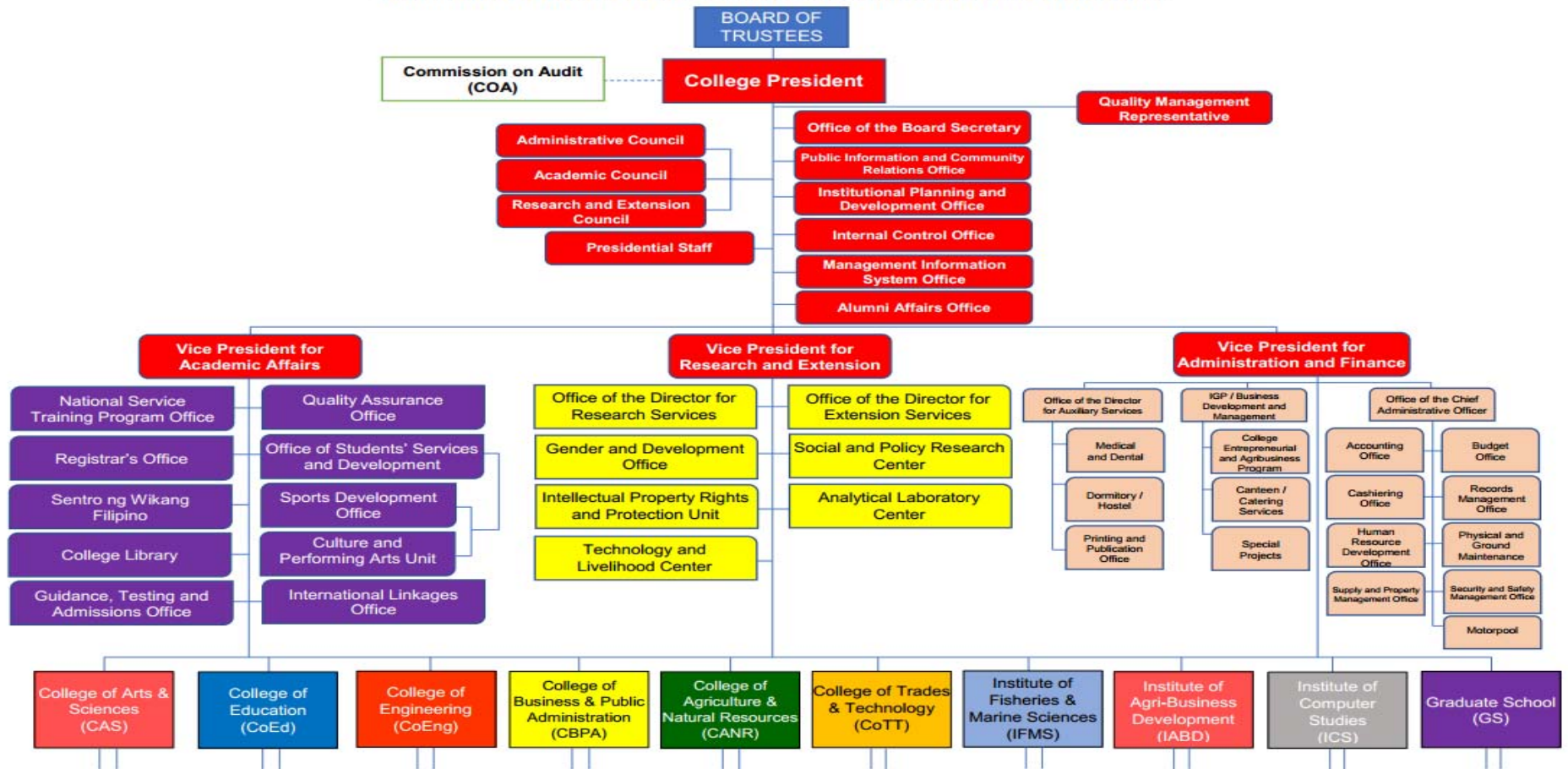
3.0 BUSINESS PROCESS FLOW





3.1 ORGANIZATIONAL CHART

CAMARINES NORTE STATE COLLEGE ORGANIZATIONAL STRUCTURE





4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

4.1.1 CNSC has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2008. The quality management system is being maintained and continually improved through the Plan-Do-Check-Act (PDCA) loop. The system involved the use of quality policy, quality objectives, audit system and results, data analysis, corrective and preventive actions and management review.

4.1.2 In designing and implementing the Quality Management System, CNSC has:

- a. Identified the processes involved in the Quality Management System and their corresponding application and importance to the agency mandates;
- b. Determined criteria and methods needed to measure the performance, particularly the effectiveness of the processes and operations;
- c. Documented and illustrated criteria and methods in quality objectives and work instructions;
- d. Ensured the availability of required resources and necessary information for the achievement of the strategic plans along the different processes and for their continual improvement;
- e. Established systems to monitor, measure where applicable, and analyze these processes; and
- f. Established processes and systems to identify and implement actions necessary to achieve planned results and continuous improvement of these processes.

4.1.3 Outsourced Processes

4.1.3.1 Some processes, products and services required by CNSC can be outsourced from a list of suppliers. The processes, products and services that affect the agency's conformity to the requirements are being controlled, monitored and evaluated by CNSC. The entire process of procurement follows the Republic Act 9184 otherwise known as Government Procurement Reform Act.

4.1.3.2 Among others, the security services are also being sourced out and the provision of such services is controlled by the Contract Agreement established between CNSC and the service provider.

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General

4.2.1.1 Camarines Norte State College ensures that its Quality Management System has a documented quality policy posted in appropriate locations. Moreover, CNSC quality system documentation is composed of the following categories:



- a. Quality Policy and Quality Objectives;
- b. Quality Manual;
- c. Procedure Manual;
- d. Quality System Forms;
- e. Work Instructions;
- f. Government Specifications and Standards; and
- g. Regulatory Specifications and Standards.

4.2.2 Quality Manual

4.2.2.1 This Quality Manual has been prepared to describe the CNSC QMS. It has been established to describe the scope of the quality management system of the organization including details and justification of exclusions. The Process Flow Diagram provides a description of the interaction between the processes, the inputs and the outputs of the Quality Management System.

4.2.3 Control of Documents

4.2.3.1 The document control system defined in CNSC-PM-01: Control of Documents and Records ensures that:

- a. Documents are reviewed for adequacy and are approved prior to its release;
- b. Documents are reviewed and updated as necessary, and revised documents are re-approved;
- c. Documents are properly identified including their current revision status and changes;
- d. Documents are distributed to, and are available at locations where they are used;
- e. Documents remain legible and readily identifiable;
- f. Documents from external sources such as CHED Memorandum Circulars and other relevant releases from state agencies like DBM, CSC and NEDA, necessary for the operations of CNSC are identified and their distribution is controlled; and
- g. Obsolete documents are identified and are withdrawn from points of use to prevent unauthorized use.

4.2.4 Control of Records

4.2.4.1 Records are established and controlled providing evidence of conformity to requirements of the effective operation of the quality management system. CNSC-PM-01: Control of Documents and Records defines specifically what records are maintained in each office and designates their storage locations, retention periods and disposal. The Procedure Manual also defines the process for ensuring that records are legible, are readily identified, are stored in appropriate locations and conditions, are adequately protected and are easily retrievable.



5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

5.1.1 Top management has been actively involved in implementing the quality management system (QMS). Top management provided the vision and strategic direction for the growth of the QMS by establishing the quality policy and the quality objectives. For continuous improvement of the QMS, the top management shall:

- a. Communicate the importance of meeting clientele, statutory and regulatory requirements in Re-orientation programs done every year and other relevant school activities;
- b. Establish a quality policy;
- c. Ensure that quality objectives are established;
- d. Conduct annual management reviews; and
- e. Ensure the availability of resources through planning and budgeting workshops which generate relevant documents such as the Total Operating Budget, Operational Plan, Annual Procurement Plan and Project Procurement Management Plan.

5.2 CUSTOMER FOCUS

5.2.1 The principal objective of the quality management system is for the organization to focus on the clientele, and in particular, on enhancing clientele satisfaction. To achieve high level of clientele satisfaction, there should be an accurate determination of clientele requirements and an effective verification or validation that the requirements are met.

5.2.2 Management ensures that clientele satisfaction is systematically monitored as a measure of performance in determining and meeting customer requirements. This process is defined in Section 8.2.1 (Customer Satisfaction) of this Manual, and in the associated work instruction.

5.3 QUALITY POLICY

5.3.1 Quality Policy is documented in Section 2.4 of this manual.

5.3.2 The Quality Policy of CNSC is established by the top management and it serves as the basis for setting the quality objectives. The top management has ensured that the policy is appropriate for the mandates of the College, and includes a commitment to comply with the requirements and to continuously improve the effectiveness of the quality management system.

5.3.3 Quality Policy is posted conspicuously in the College particularly in reception areas and on CNSC website. Its role is explained and discussed at the General Orientation and Re-Orientation programs or trainings provided to all the CNSC employees. The quality policy is also communicated to different stakeholders and clienteles through billboards/tarpaulins and in the conduct of various school activities.



5.3.4 Quality policy is being reviewed once a year to check its continuous relevance and suitability to Camarines Norte State College.

5.4 PLANNING

5.4.1 Quality Objectives

5.4.1.1 Quality objectives are established at relevant functions and levels within CNSC to implement quality policy, to meet clientele requirements, for products and services, and to improve quality system and quality performance.

5.4.1.2 Quality objectives are specific, measurable, attainable, relevant, and time-bound and should state commitment for continuous improvement. It shall be reviewed and updated every year, or whenever necessary.

5.4.2 Quality Management System Planning

5.4.2.1 CNSC Top management ensures that quality management system processes are planned and implemented to meet its quality objectives. This is done through operational plans, project proposals, documented procedures, quality plans and work instructions. Refer to all applicable documented procedures and work instructions.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

5.5.1.1 Interrelation of all Offices and personnel who manage, perform, verify work affecting over-all quality is identified in the Organizational Chart shown in Section 3.1 of this manual.

5.5.1.2 Top management shall ensure that authorities and responsibilities for specific processes of the quality management systems are defined and communicated in Administrative Memoranda indicating designations and to be included in the 201 files.

5.5.2 Management Representative

5.5.2.1 Top management has appointed the Office of the Vice President for Academic Affairs as the Management Representative for the quality management system, through the Administrative Memorandum No. 003 s. 2016. The Quality Management Representative has the following authorities and responsibilities:

- a. Ensure that processes needed for the quality management system are established, implemented and maintained;
- b. Promote awareness of customer requirements throughout the organization;
- c. Report to the top management on the performance of the quality management system and any need for improvement, and
- d. Coordinate communication with external parties on matters relating to the quality management system and ISO 9001:2008 certification.



5.5.3 Internal Communication

5.5.3.1 CNSC has established appropriate and adequate communication processes such as regular meetings, memoranda, information bulletin boards, etc. to ensure the effectiveness of the Quality Management System.

5.6 MANAGEMENT REVIEW

5.6.1 General

5.6.1.1 Management review is conducted at least once a year, preferably after the internal audit, and as the need arises, to discuss and assess problems and opportunities for improvement and to ensure the effectiveness of the quality management system.

5.6.2 Review Input

5.6.2.1 Input into the management reviews consists of information and data related to quality performance of CNSC. The agenda of the management review are as follows but not limited to:

- a. Follow-up actions from earlier management reviews;
- b. Process performance and product conformity data;
- c. Status of preventive and corrective actions;
- d. Customer feedback and complaints;
- e. Results of audits;
- f. Changes that could affect the quality management system, and
- g. Recommendations for improvement.

5.6.2.2 Refer to the Management Review minutes of the meeting.

5.6.3 Review Output

5.6.3.1 During review meetings, the management identifies appropriate actions to be taken regarding the following issues:

- a. Improvement of the effectiveness of the QMS and its processes;
- b. Improvement of product and services related to clientele requirements, and
- c. Resource needs.

5.6.3.2 Responsibility for required actions is assigned to members of the management review team, primarily the members of the Administrative Council of CNSC. All the proceedings of the meeting such as decisions, assigned actions, and their due dates are recorded in the minutes of the management review.



6.0 RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

6.1.1 To ensure that the Quality Management System is implemented, maintained and improved, an annual Planning and Budgeting activity is convened by the top management for the determination of the priority programs, projects and activities and provision or allotment of necessary resources to support them. Outputs of the said activity include Operational Plan and Total Operating Budget for the year being considered.

6.2 HUMAN RESOURCES

6.2.1 General

6.2.1.1 CNSC ensures that personnel performing work affecting conformity to requirements are competent. Competency is determined on the basis of appropriate education, training, skills and experience. Refer to CNSC-WI-HR-01, Hiring Process.

6.2.1.2 CNSC organizes in-house trainings based on the needs of the faculty members and staff. A Human Resource Development Plan is also prepared by the Human Resource Development Office (HRDO) to ensure that training and competency needs of personnel are provided either by in-house trainings or by sending them to trainings initiated by other agencies.

6.2.1.3 Heads of Offices are responsible for identifying competency requirements and for providing training in their areas using the Civil Service Commission Qualification Standards, Recruitment rules and other relevant legal bases.

6.2.2 Competence, Awareness and Training

6.2.2.1 The objective of CNSC's Human Resource Development Plan is to ensure that employees possess the required knowledge and skills for performing their jobs; and that they are familiar with relevant requirements of the quality system pertaining to their job functions

6.2.2.2 Processes for ensuring adequate competency and awareness of personnel are defined in CNSC-WI-HR-03: Competence, Awareness and Training. The procedure addresses issues related to:

- a. Determining competency requirements;
- b. Identifying training needs based on employee's performance;
- c. Providing trainings;
- d. Evaluating the effectiveness of training through attendance reports; and
- e. Maintaining training records.

6.2.2.3 Refer to all applicable training records.



6.3 INFRASTRUCTURE

6.3.1 Buildings, Workspaces and Associated Utilities

6.3.1.1 Infrastructure and facilities, such as buildings, grounds, comfort rooms, classrooms and associated utilities are properly maintained to achieve conformity to requirements.

6.3.1.2 Heads of Offices are responsible for identifying the need and requirements for new, and/or modification or repair of existing infrastructure and facilities in their units. Requests for construction, rehabilitation, changes and/or expansion of facilities are submitted to the Office of the President for approval.

6.3.1.3 Maintenance of buildings and facilities is performed by utility, repair and maintenance personnel. This includes regularly scheduled maintenance of lighting systems, plumbing fixtures, air conditioning units and cleaning. Refer to Preventive Maintenance Plan, Checklists and Job Order Request forms for Repair and Maintenance.

6.3.2 Equipment Maintenance

6.3.2.1 Laboratory equipment, machines, hardware and software are regularly maintained in accordance with the Preventive Maintenance Plan. Refer to Preventive Maintenance Plan and Checklists.

6.4 WORK ENVIRONMENT

6.4.1 CNSC manages the work environment through the Preventive Maintenance Plans and Checklists. Refer to Preventive Maintenance Plans, Checklists and Job Order Request forms for repair and maintenance services.

7.0 PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

7.1.1 CNSC plans and develops all the processes needed for the realization of product through the set of objectives, product specifications and criteria, work instructions and process planning. Refer to all associated documents and procedures.

7.2 CUSTOMER-RELATED PROCESSES

7.2.1 Determination of requirements related to the product

7.2.1.1 CNSC determines clientele requirements before starting the production of the required outputs. Clientele requirements include:

- a. Requirements specified by the clientele, including delivery (eg. Actions on correspondence, documents being requested like Transcript of Records, Certificate of Grades, delivery of job order requests, etc.)



- b. Statutory and regulatory requirements like CHED memorandum orders, DBM releases, and CSC regulations, to name a few; and
- c. Any additional requirements necessary in response to the changes in the educational system.

7.2.2 Review of requirements related to the product

7.2.2.1 Prior to the delivery of product or service to the clientele, requests are reviewed by the releasing personnel/officer to ensure that CNSC meets the clientele requirements.

7.2.2.2 Example of review process is the review of curricular offerings, syllabi, and the accreditation of curricular programs. Research and extension proposals are likewise reviewed by a pool of experts prior to approval and implementation.

7.2.2.3 The Administrative Council and Academic Council review and deliberate project proposals relative to administrative and academic concerns, respectively.

7.2.3 Customer communication

7.2.3.1 Clientele communication is done either by phone, in person or official written communication. Refer to associated documents and records.

7.2.3.2 A Student Handbook is regularly updated and distributed to discuss the policies and guidelines on issues concerning the students. Suggestions and complaints from clientele are likewise handled accordingly by the Office of Student Services and Development, making sure that important issues are addressed. Refer to CNSC-WI-VA-03: Handling of Complaints from Employees and Students and CNSC-WI-SS-03: Handling of Student Complaints.

7.2.3.3 Orientation programs for students are also initiated to discuss relevant policies and guidelines in the College. Similarly, re-orientation programs for employees are conducted at least once a year to discuss updates on policies concerning academic, administrative as well as research and extension.

7.3 DESIGN AND DEVELOPMENT

7.3.1 Design and Development Planning

7.3.1.1 CNSC plans and controls the design and development of product it provides to its clienteles such as academic programs, research services and extension services.

7.3.1.2 During the design, CNSC determines the following:

- a. For curricular programs, feasibility study is done to ensure that curricular programs to be offered are compliant with the design requirements as specified by clienteles and as required by statutory and regulatory standards like CHED memorandum orders;
- b. For extension trainings, needs assessment is done to ensure that trainings to be provided are responsive to what the clientele needs;



- c. For research projects, review and evaluation is done to ensure that the research is in line with the CNSC Research Agenda and that of the priorities by the Department of Science and Technology, Department of Agriculture and other research funding agencies.

7.3.1.3 CNSC manages communication between and among different groups involved in design and development to ensure effective and efficient delivery of products and services.

7.3.2 Design and Development Inputs

7.3.2.1 Inputs relating to product requirements are determined and records are maintained. These inputs may include:

- a. functional and performance requirements as specified by the clientele,
- b. applicable statutory and regulatory requirements such as CMOs,
- c. if applicable, information derived from previous similar designs and information derived from benchmarking activities in other private and government agencies,
- d. other requirements essential for design and development to conform to the changing trends and demands of the educational system.

7.3.3 Design and Development Outputs

7.3.3.1 The outputs of design and development are in the form which can be verified against the design and development input such as the revised curriculum that are assure of its compliance and terminal report of the extension program and research output.

7.3.3.2 Design and development outputs are checked whether they:

- a. Meet the input requirements as specified by clientele as well as by statutory and regulatory standards from CHED, DBM, CSC and other state agencies,
- b. Provide appropriate information for purchasing, production and service provision,
- c. Specify the characteristics of the product and services that will guide clientele in its proper use. Outputs such as laboratory manuals, research and extension manuals, student handbook and other relevant products are made sure to be user and reader-friendly.

7.3.4 Design and Development Review

7.3.4.1 At suitable stages, reviews of design and development are performed. They are reviewed whether:

- a. The outputs of design and development meet requirements by both clientele and statutory and regulatory standards; and
- b. Problems are encountered and actions were taken.



7.3.5 Design and development verification

7.3.5.1 The design and development outputs are verified and validated to ensure that they are performed in accordance to their intended functions and objectives.

7.3.5.2 For development and administration of new curricular programs, refer to CNSC-WI-VA-01: Curricular Program Administration.

7.3.5.3 Curricular programs are subjected to CHED monitoring to ensure its compliance to their minimum requirements. In addition, curricular programs are subjected to accreditation by Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACUP) to monitor their compliance to AACUP standards.

7.3.6 Control of Design and Development Changes

7.3.6.1 Changes in the outputs of design and development are identified and records are then maintained. The changes are reviewed, verified and validated, as appropriate and approved before implementation.

7.4 PURCHASING

7.4.1 Purchasing Process

7.4.1.1 A documented procedure described in CNSC-WI-SU-01: Procurement Process is being followed to ensure that purchased product conforms to the specified purchase requirements and to the government rules on procurement as specified in RA 9184.

7.4.1.2 CNSC ensures that all purchased products and services are in conformance with the requirements as per approved purchase requisition and purchase order.

7.4.1.3 Selection criteria and evaluation, re-evaluation of suppliers is developed and implemented. Refer to CNSC-WI-SU-01: Procurement Process, as well as applicable forms and records.

7.4.1.4 Records of the evaluation and any necessary actions are maintained as quality records.

7.4.2 Purchasing information

7.4.2.1 All products to be purchased are described on the purchase requisitions, performance or delivery contracts and purchase orders.

7.4.2.2 Prior to communication with the suppliers, the adequacy of purchased requirements is ensured by the Supply Office.

7.4.3 Verification of Purchased Product

7.4.3.1 CNSC has established and implemented inspection activities to ensure that product purchased are in accordance to the requirements as specified in the purchase request/order



7.4.3.2 Refer to CNSC-WI-SU-01: Procurement Process, and all applicable forms and records.

7.5 PRODUCT AND SERVICE PROVISION

7.5.1 Control of Service Provision

7.5.1.1. Service provision is planned and carried out through the work instructions and documented procedures. Refer to all applicable documented procedures, work instructions and records.

7.5.2. Validation of processes for service provision

7.5.2.1. CNSC validates processes for production and service provision to check whether the processes have achieved planned results.

7.5.2.2 CNSC ensures that qualified teaching and non-teaching staff are assigned to the right jobs by validating actual work assignment with their qualifications.

7.5.2.3 Curricular offerings and other academic-related services are validated whether they are compliant with the latest CHED memorandum orders.

7.5.2.4 Research and extension projects are validated as to their alignment to the CNSC Research and Extension Agenda and whether or not they address the needs identified by extension beneficiaries.

7.5.2.5 Administrative services provided by the Administrative Division of CNSC are also validated through clientele satisfaction surveys discussed in Section 8.2.1 of this quality manual.

7.5.3. Identification and Traceability

7.5.3.1 CNSC ensures that products and services it provides are identified and traceable as per issuance, receipt and other related and applicable documents.

7.5.3.2 Students and employees are required to wear their identification cards (IDs) and their school uniform when they enter the College during official government hours.

7.5.3.3 Equipment and other properties issued to CNSC employees are properly identified with property identification tags.

7.5.4 Customer Property

7.5.4.1 CNSC takes care of clienteles' properties while they are under its control or while they are still in use by the organization. CNSC identifies, verifies, protects and safeguards customer property provided by the customer as part of CNSC processes. Some of these documents owned by the clienteles are Form 137, birth certificates and other documents presented to CNSC during enrolment. Examinations, projects and other relevant academic-related



documents are returned to students after having been evaluated by the concerned faculty members. If any property is lost, damaged or otherwise found to be unsuitable for use, CNSC reports and informs the clientele.

7.5.5 Preservation of Product

7.5.5.1 CNSC ensures the proper identification, handling, packaging, storage and protection of products under its possession which require such processes. Refer to inventory records.

7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT

7.6.1 CNSC has determined the laboratory equipment which are used in inspection, measurement and testing activities by students and faculty members. When necessary to ensure valid results, measuring equipment is:

- a. Calibrated or verified at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards.
- b. Adjusted or re-adjusted as necessary;
- c. Identified to enable the calibration status to be determined;
- d. Safeguarded from adjustments that would invalidate the measurement results, and
- e. Protected from damage and deterioration during handling, maintenance and storage.

7.6.2 Refer to calibration records.

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

8.1.1. CNSC plans and implements the monitoring, measurement, analysis and improvement processes needed:

- a. To demonstrate conformity to clientele requirements;
- b. To ensure conformity of the quality management system; and
- c. To continuously improve the effectiveness of the quality management system.

8.2 MONITORING AND MEASUREMENT

8.2.1 Customer Satisfaction

8.2.1.1. Clientele satisfaction is being monitored through the customer satisfaction survey/analysis. Refer to CNSC-PM-04: Client Satisfaction Survey for customer satisfaction survey and analysis.

8.2.1.2. Clientele satisfaction information is reported to, and evaluated by the management review of the quality system.

8.2.2 Internal Audit

8.2.2.1 Internal quality audits are being conducted at least once a year to determine whether



the quality management system is effectively implemented and maintained in accordance to planned arrangements and to the requirements of the standard. Refer to CNSC-PM-02: Internal Audit.

8.2.2.2 Necessary corrections and corrective actions are taken without undue delay by management personnel responsible for the areas where non-conforming processes and/or practices are identified by the audit. Auditors follow up to ensure that the actions taken are fully implemented and are effective.

8.2.2.3 Records of the audit and its results shall be maintained in accordance with Procedure Manual CNSC-PM-01: Control of Documents and Records.

8.2.3 Monitoring and Measurement Processes

8.2.3.1 Targets indicated in the Quality Objectives of each office are monitored and measured as per the agreed frequency, either monthly, quarterly, every semester or annually. These are reported to the Quality Management Representative by the process owner. Quality management systems are measured through internal quality audits conducted for at least once a year.

8.2.3.2 All non-conformances found as a result of the audit shall be subjected to correction and corrective actions to ensure conformity of service. Refer to CNSC-PM-03: Control of Non-conformity, Corrective and Preventive Action.

8.2.4 Monitoring and Measurement of Services

8.2.4.1 CNSC monitors and measures its products and services to ensure that service requirements are met as per planned arrangements and acceptance criteria.

8.2.4.2 Materials and supplies are inspected prior to acceptance by the supply office and the end-user. Performance of suppliers are also monitored and evaluated every purchase done.

8.2.4.3 The quality of teaching is monitored through the conduct of semestral class observation of faculty members by the Deans/Campus Directors. Teaching Efficiency Rating (TER) survey is also administered to measure performance of individual faculty members.

8.2.4.4 Targets indicated in the Quality Objectives are monitored based on the agreed frequency, and are reported to the Quality Management Representative.

8.3 CONTROL OF NON-CONFORMING PRODUCT

8.3.1 CNSC ensures that products and services which do not conform to product and service requirements are identified and controlled to prevent its recurrence and unintended use or delivery.

8.3.2 CNSC deals with non-conforming products and services by one or more of the following



ways:

- a. Process owner or any staff must take actions to eliminate the detected non-conformity;
- b. taking actions appropriate to the effects, or potential effects of the non-conformity when non-conforming product or service is detected

8.3.3 When non-conforming product or service is corrected it is subjected to verification to demonstrate conformity to the requirements. Records of the nonconformities and any subsequent actions taken are maintained.

8.3.4 Refer to CNSC-PM-03: Control of Non-Conformity, Corrective and Preventive Action.

8.4 ANALYSIS OF DATA

8.4.1 Data and information recorded in the logbook are compiled and analyzed semi-annual to determine trends in the performance and effectiveness of the quality management system and to identify opportunities for improvement.

8.4.2 The analysis of data provides information relating to:

- a. Clientele satisfaction;
- b. Conformance to product/service requirements;
- c. Characteristics and trends of processes and products including opportunities for preventive action, and
- d. Suppliers.

8.5 IMPROVEMENT

8.5.1 Continuous Improvement

8.5.1.1 CNSC shall continue to improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, clientele survey results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective and Preventive Actions

8.5.2.1 Corrective actions are taken to eliminate causes of non-conformities in order to prevent their recurrence.

8.5.2.2 Preventive actions are implemented to eliminate causes of potential non-conformities in order to prevent their occurrence.

8.5.2.3 The process for taking corrective and preventive actions includes:

- a. Reviewing non-conformities and determining potential non-conformities;
- b. Determining causes for nonconformities and potential non-conformities;



- c. Evaluating the need for action to ensure that non-conformities do not recur and those potential non-conformities are prevented;
- d. Determining and implementing actions needed, including, if appropriate, updating documentation;
- e. Recording the results of any investigations and of actions taken, and
- f. Reviewing the corrective or preventive action taken and its effectiveness.

8.5.2.4 Refer to CNSC-PM-03, Control of Non-conformity, Corrective and Preventive Action.

9.0 REFERENCES

ISO 9001:2008 : Quality Management Systems

ISO 19011: 2011 : Guidelines for Auditing Management Systems

All applicable memorandum orders from the Commission on Higher Education (CHED), Department of Budget and Management (DBM), and Civil Service Commission (CSC)

Republic Act 9184: Government Procurement Reform Act

RA 9470 : NAP General Circular No. 1, January 20, 2009; National Archives of the Phils. Act of 2007

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Quality Management Representative

Date: February 16, 2017

Approved by:

RUSTY G. ABANTO, Ph. D.

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Date: FEB 20 2017