

# DILGinsider



## Aiming for ISO certification

# DILG caps Stage 1



*Undersecretary Edwin R. Enrile commends the ISO team during the presentation of the DILG - CO QMS to DILG officials.*

The Department of the Interior and Local Government (DILG) successfully hurdled and capped the first stage for the ISO certification with an initial presentation of the DILG Central Office's Quality Management System (QMS) to all DILG top officials, including directors and division chiefs.

The presentation was held recently to critique and finalize the documented QMS, update them on the progress of activities, their responsibilities and deliverables as well as to agree on areas of concern for the effective implementation of the QMS in the central office.

In his opening remarks, Undersecretary Edwin R. Enrile, who is also the DILG-CO Quality Management Representative (QMR), said that "quality management is a commitment of the President to our "Boss", the public, because they are our first and foremost clients."

"The QMS is also in line with the ARTA law and the Citizens' Charter and is also a requirement in the granting of the Performance Based Bonus (PBB) for government personnel," he said.

He commended all who participated in the ISO writeshops, which led to the development of the QMS Manual and different QMS documents.

"We will implement the DILG Central Office QMS from August to October, 2015. We want all of you to initially test the implementation this July to validate your procedures and to determine if there is still a need to revise them in preparation for the August implementation," he stressed.

QMS Resource Person and Consultant Mr. Romeo Ramirez presented the QMS Manual for critiquing and approval by the heads of offices.

On the other hand, four division chiefs, namely, Blessilda Rachel Paule of the National Barangay Operations Office, Hilda Gaurino of the Administrative Service, Anna-Lissa Carioso of the Public Affairs and Communication Service and Atty. Benjamin Zabala, Jr. of the Internal Audit Service, shared their QMS experiences in crafting their objectives, procedures and other needed documents for QMS.

Asst. Secretary Ester Aldana, DILG-CO Deputy QMR, thanked the ISO team participants for their significant contributions in establishing the Central Office QMS.

"The QMS Manual has been presented and will be distributed to concerned offices. Much has already been done, but much still needs to be done. Challenges are ahead of us to effectively implement or document our QMS," Asec. Aldana said.

She said that for 2014 PBB, one of the requirements is the ISO certification. "If we will not implement this, definitely, we will not get our PBB," she noted.

The DILG - CO has close to three months for the initial implementation starting August prior to being subjected to Stage 1 audit, and nearly four months for the implementation of the Stage 2 audit.

*Marilou E. Domingiano*