

KALINGA STATE UNIVERSITY

Bulanao, Tabuk City, Kalinga 3800



**KALINGA STATE UNIVERSITY
QUALITY MANAGEMENT SYSTEM
MANUAL**

Approved through Kalinga State University
Board of Regents Resolution No. 1391, s. 2017



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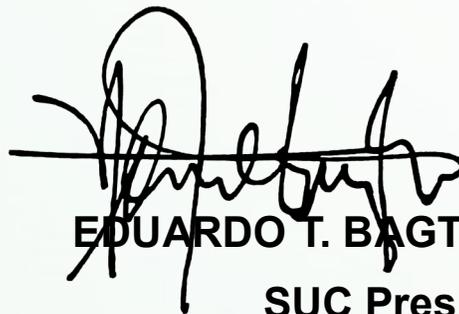
FOREWORD

This KSU Quality Management System (QMS) Manual is one of the initiatives of the University in its strong and sincerest desire to imbed in all its programs, activities and projects (PAP's), the culture of quality and excellence. It is one of our ways of catching up with the standards of known and prestigious Universities in the Asia-Pacific Region, leading to our acquisition of an ISO Certification which we are going to work soonest.

This QMS Manual portrays the key officials of the University, the different offices tasked to perform the mandated functions of the University, the Quality Management System's processes and procedures, the safeguards, measurement and analysis of the levels of satisfaction of the clientele, the feed-backing mechanisms, quality audit and the process of improvement, all leading to the achievement of the Vision of the University.

All the stakeholders of KSU are encouraged to take a look on the provisions of this QMS Manual to enlighten us so that our transactions with the University will be made easy.

Your satisfaction with our services is our highest pleasure. With you beside us, KSU could hurdle the challenges of globalization.



EDUARDO T. BAGTANG, CPA, DBM
SUC President III



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THE KSU QUALITY POLICY STATEMENT

The Kalinga State University (KSU) is an institution of higher learning provided under Republic Act 10584 and mandated primarily to provide advanced education, higher technological, professional instruction and training in the arts, agriculture, forestry, social and natural sciences and technology, and other relevant fields of study. It shall also promote and undertake research and extension services, and provide progressive leadership in its areas of specialization.

The Office of the President provides leadership that supports the implementation of the University's vision, mission, goals and objectives that shapes the future through educating and empowering people to meet the real challenges of tomorrow. We are committed to fostering an institution-wide commitment to quality thereby strengthening a quality culture in KSU.

By adopting a strategic approach to quality, we aim to continually improve our quality management system and the services provided to our customers and stakeholders.

The University aims for the:

- ⇒ Production of professionals who are capable communicators, creative and critical thinkers, sensitive to others and of world-class standards in the fields of arts, agriculture, forestry, social and natural sciences and technology, and other relevant fields of study.
- ⇒ Advancement and conduct of relevant researches, extension services, and self-reliant income generation projects in its mandated field of specialization geared towards the promotion of countryside sustainable development.
- ⇒ Successful partnerships with other government instrumentalities, communities, and industry players, in which collaboration, thrust and excellence in the delivery of various products and services.

In order to effectively and efficiently deliver its mandates, the university shall undertake continuous education and information activities to its students, faculty members, non-teaching staff, and other stakeholders on the updated policies of the University.



EDUARDO T. BAGTANG, CPA, DBM
SUC President III



KALINGA STATE UNIVERSITY Tabuk City, Kalinga

QUALITY MANAGEMENT SYSTEM MANUAL

I. INTRODUCTION

The establishment of the Kalinga State University Quality Management System Manual is essential to provide definition of the policies, systems and procedures as basis for its implementation and continuous improvement. Basically, the Manual aims for:

- advancement and promotion of culture of quality;
- expression on how a Quality Management System functions;
- define and clarify quality functions;
- satisfaction of customers' demands; and
- international standards are achieved.

The Manual includes:

- the History, Vision, Missions, Goals and Objectives, and the Officers and their Functions of the University;
- scope of the quality management system, with details of and justification for any exclusions;
- the documented procedures established for the quality management system, or reference to them; and
- a description of the interaction between/among the processes of the quality management system.

II. AGENCY PROFILE

History of KSU

Presidential Decree No. 2017 merged the Kalinga-Apayao Community College, BIBAK National Agricultural School and Doña Eufronia M. Puzon Memorial School into a State College known as Kalinga-Apayao State College in 1986.

After twenty-seven (27) years of existence as State College in its quest for excellence, it was converted as State University through Republic Act 10584 inked on May 24, 2013. It was accorded its University Status by the Commission on Higher Education on December 15, 2015.

Vision and Mission

The Vision, Mission and Goals of the Kalinga State University as approved by its Board of Regents are as follows:

VISION:

A Knowledge and Technology Hub in Asia-Pacific Region

MISSION:

Kalinga State University shall primarily provide advanced education, professional instruction and training in the arts, agriculture, forestry, social & natural sciences and technology, and other relevant fields of study. It shall also promote and undertake research and extension services, and provide progressive leadership in its areas of specialization.

Core Values

In order to attain its vision-mission, KSU shall adhere always to Good Governance in all its endeavors, treat all its clientele and employees with Kindness and Compassion, promote Strong Sense of Service Orientedness and Commitment to foster Unity and Love for Nature and Humanity.

Goals

1. Quality and Excellence

a. Instruction

- State-of-the Art Instructional Facilities and Equipments
- Excellent and Highly-competent Faculty Specialists in respective Discipline
- Center of Development (COD) Center of Excellence in priority degree program
- Outcomes-Based Education (OBE) anchored on Philippine Higher Education Road map and compliant to ISO standards and requirements
- High Profile of Graduate's Performance in Board/Licensure Examination and Job Placement
- Level IV accredited status of priority/mandated curricular programs

b. Research

- KSU as a Prime Center for Research and Development Services of CAR
- Technology and Enterprise Development-Oriented Research Program
- Center of Research in Upland Agriculture
- Complete State-of-the Art Research Laboratory

c. Extension

- Enterprise Development-Oriented Extension Services Program
- Strong Linkage and funding support from local, regional, national and international Partners

d. Administration

- Practice of Good Governance
- Establishment of modern infrastructure facilities

2. Relevance and Responsiveness

a. Instruction

- Relevant Curricular Program responsive to local, national and global industry needs and Job Market-Driven Demands
- Student Mobility through Student Internship Program anchored on strong and sustained partnership and collaboration with local, national and international host training entities and universities
- Establishment of innovation centers

b. Research

- Development-Oriented Research program within the context of National Higher Education Research Agenda
- State-of-the Art Research facilities and equipment responsive to research challenges and demands

c. Extension

- Enterprise Development-Oriented Extension Services Program, relevant and responsive to local, regional, national and international challenges and demands





d. Administration

- Practice of Transparency and Accountability
- Accreditation of the university (ISA/ISO)

3. Access and Equity

a. Instruction

- Rationalized Scholarship Program for all three KSU Satellite Campuses in the Province.

b. Research

- KSU Partnership/Linkages on Research Projects with at least local, National and International Research Funding Institution.

c. Extension

- Increased number of beneficiaries and communities served KSU Extension program services
- Enterprise Development-Oriented Extension Service Program consistent with KSU's VMGO

d. Administration

- Equal Treatment of Clientele
- Implementation of Freedom of Information (FOI)

4. Efficiency and Effectiveness

a. Instruction

- Discipline Specialist Development-Oriented Faculty Development Program
- Complete State-of-the Art Instructional Facilities and Equipments

b. Research

- Research Capability Building Program
- State-of-the Art Research Facilities and Equipments

c. Extension

- Revitalized Extension Services Program directed towards Enterprise Development Expert Committee Extension workers

d. Administration

- Implement policy on quick response
- Modernization of facilities

OBJECTIVES

Key Result Area: INSTRUCTION

1. Eighty-five percent (85%) establishment of a state-of-the art instructional facilities and equipment.
2. Ninety-eight percent 98% of capabilities and academic qualifications of all faculty member are vertical zed to their degrees and specialization.
3. Established one Center of Development (COD) and one Center of Excellence in priority degree programs.
4. One hundred percent (100%) of program offering are Outcomes-Base Education (OBE) anchored on Philippine Higher Education Road Map and compliant to ISO standards and requirements.
5. Students performance in Licensure/Board Examination surpass national passing rate by eighty percent (80%).

6. Offering of additional Relevant Curricular Programs that are responsive to local, regional, national and global Industry needs and Job Market-Driven Demands.
7. Ninety percent (90%) priority degree programs are relevant and responsive development-oriented are accredited to Level IV and compliant to international standards.
8. Offering of open and distance learning and transnational education increased to six (6) courses.
9. One hundred percent (100%) of graduating students equipped with global competitiveness.
10. Five Thousand (5,000) students participating in student mobility through Student Internship Program anchored on strong and sustained partnership and collaboration with local, national and international host training entities and universities.
11. Rationalized Scholarship/Grant Programs for all three KSU Satellite Campuses.
12. Establishment of two (2) innovation centers.

Key Result Area: RESEARCH

1. Faculty researchers trained under a rational Research Capability Building Program increased by ninety-five percent (95%).
2. Research and Development Program is Technology and Enterprise Development-Oriented one hundred percent (100%) aligned and consistent with the National Higher Education Research (NHERA) and the provincial and regional Medium Term Development Plan.
3. Physical resources and infrastructure for research improved by ninety-eight percent (98%) towards compliance to State-of-the Art Research Laboratory.
4. Establish four (4) additional research centers.
5. Linkages and partnerships with Research Institutions and funding agencies is expanded by ninety-eight percent (98%).
6. Policy research on environment that will promote quality performance improved by ninety-eight percent (98%).
7. Dissemination of Research outputs for technology transfer and commercialization of products from research is enhanced by ninety-eight percent (98%).

Key Result Area: EXTENSION

1. Eighty percent (80%) of Extension services programs are revitalized towards Enterprise Development-Oriented and are relevant and responsive to local, regional, national and international challenges and demands.
2. Strengthen ninety percent (90%) of its Linkages and funding support from local, regional, national and international partners.
3. A pool of qualified, trained, dedicated and competent Faculty Extensionists capable in implementing KSU's Extension Services Program towards building enterprising and self-reliant communities increased by ninety-eight percent (98%).
4. Number of beneficiaries and communities serve through the various extension services programs and projects increased by ninety percent (90%).
5. Personnel and physical resources towards the end view of increasing KSU's Extension Services Capabilities are increased by ninety-eight percent (98%).
6. Capability of KSU's Extension unit in assessing needed data for its operations through interconnectivity with primary data sources and innovating and creating delivery approaches and strategies is enhanced by ninety-eight percent (98%).

Key Result Area: ADMINISTRATION

1. Enhance by one hundred (100%) the practice of good governance in all offices of the University, such as: Transparency and accountability, equal treatment of clientele, implementation of FOI, adoption of quick response policy
2. One hundred percent (100%) ISO and ISA Accredited
3. Ninety percent (90%) improvement of facilities
4. Seven (7) new construction of academic and other facilities
5. Ninety percent (90%) Modernization of academic and administrative facilities
6. Improve by ninety percent (90%) the resource generation/income of the University



Organizational Structure

The new Organizational Structure of the University approved by the Board of Regents per its BOR Resolution is attached as Annex "A" of this Manual.

The Administration of the University

The University shall have the general powers of a corporation set forth in Batas Pambansa Bilang 68, as amended, otherwise known as "The Corporation Code of the Philippines". The Administration of the University and the exercise of its corporate powers shall be vested exclusively in the Board of Regents and the President of the University.

The Governing Board

The highest policy-making body of the State University is the Board of Regents (BOR) whose composition, functions and terms of office are defined in the R.A. 8292 known as the Higher Education Modernization Act of 1997.

The Governing Board Composition

The governing body of the University shall be the Board of Regents, hereinafter referred to as the Board, which shall be composed of the following:

- a) The Chairperson of the Commission on Higher Education (CHED), Chairperson;
- b) The President of the University, Vice Chairperson;
- c) The Chairperson of the Committee on Education, Arts and Culture of the Senate, member;
- d) The Chairperson of the Committee on Higher and Technical Education of the House of Representatives, member;
- e) The Regional Director of the National Economic and Development Authority (NEDA), member;
- f) The Regional Director of the Department of Science and Technology (DOST), member;
- g) The President of the federation of faculty associations of the University, member;
- h) The President of the federation of student councils of the University, member;
- i) The President of the federation of alumni associations of the University, member; and
- j) Two (2) prominent citizens from the private sector who have distinguished themselves in their profession or the fields of specialization of the University, members.

Powers and Duties of the Board of Regents

The Board shall have the following specific powers and duties, in addition to its general powers of administration and the exercise of all the powers granted to the board of directors of a corporation under existing laws:

- a) To promulgate and implement policies in accordance with the declared State policies and the provisions of the Philippine Constitution on education, agriculture, science and technology, as well as the policies, standards and thrusts of the CHED under Republic Act No. 7722, otherwise known as the "Higher Education Act of 1994";
- b) To promulgate rules and regulations not contrary to law as may be necessary to carry out the purposes and functions of the University;
- c) To receive and appropriate all sums as may be provided for the support of the University in the manner it may determine in its discretion, in order to carry out the purposes and functions of the University;
- d) To import economic, technical and cultural books and/or publications;
- e) To receive in trust legacies, gifts and donations of real and personal properties of all kinds and to administer and dispose of the same when necessary for the

benefit of the University, and subject to the limitations, directions and instructions of the donor, if any;

- f) To fix the tuition fees and other necessary school charges such as, but not limited to, matriculation fees, graduation fees and laboratory fees, as the Board may deem proper to impose, after due consultations with the involved sectors.

Such fees and charges, including government subsidies and other income generated by the University, shall constitute special trust funds and shall be deposited in any authorized government depository bank, and all interests that shall accrue therefrom shall form part of the same funds for the use of the University.

Any provision of existing laws, rules and regulations to the contrary notwithstanding, any income generated by the University from tuition fees and other charges, as well as from the operation of auxiliary services and land grants, shall be retained by the University, and may be disbursed by the Board for instruction, research, extension or other programs/projects of the University: *Provided*, That all fiduciary fees shall be disbursed for the specific purposes for which these are collected.

If, for reasons beyond its control, the University shall not be able to pursue any project for which the funds have been appropriated and allocated under its approved program of expenditures, the Board may authorize the use of said funds for any reasonable purpose which, in its discretion, may be necessary and urgent for the attainment of the objectives and goals of the University;

- g) To adopt and implement a socialized scheme of tuition and school fees for greater access to poor but deserving students;
- h) To authorize the construction or repair of its buildings, machinery, equipment and other facilities, and the purchase and acquisition of real property, including necessary supplies, materials and equipment;
- i) To appoint upon recommendation of the President of the University, vice presidents, deans, directors, heads of campuses, faculty members, and other officials and employees of the University;
- j) To fix and adjust salaries of faculty members and administrative officials and employees, subject to the provisions of the Revised Compensation and Position Classification System and other pertinent budget and compensation laws including those governing hours of service and such other duties and conditions as it may deem proper; to grant them, at its discretion, leaves of absence under such regulations as it may promulgate, any provision of existing law to the contrary notwithstanding; and to remove them for cause in accordance with the requirements of due process of law;
- k) To approve the curricula, instructional programs and rules of discipline drawn by the Administrative and the Academic Councils herein provided;
- l) To set policies on admission and graduation of students;
- m) To award honorary degrees upon persons Precognition of their outstanding contribution in the fields of education, public service, arts, science and technology, agriculture or in any field of specialization within the academic competence of the University; and to authorize the awarding of certificates of completion of non degree and non traditional courses;
- n) To establish and absorb non chartered tertiary institutions within the Province of Kalinga as branches and centers in coordination with the CHED, and in consultation with the Department of Budget and Management (DBM), and to offer therein programs or courses to promote and carry out equal access to educational opportunities as mandated by the Constitution;
- o) To establish research and extension centers of the University where such will promote the development of the latter;





- p) To establish professorial chairs in the University and to provide fellowships for qualified faculty members and scholarships to deserving students;
- q) To delegate any of its powers and duties provided for hereinabove to the President and/or other officials of the University as it may deem appropriate, so as to expedite the administration of the affairs of the University;
- r) To authorize an external management audit of the University, to be financed by the CHED, subject to the rules and regulations of the Commission on Audit (COA); and to institute reforms, including academic and structural changes, on the basis of the audit results and recommendations;
- s) To collaborate with other governing boards of state colleges and universities within the Province of Kalinga or the Cordillera Administrative Region, under the supervision of the CHED and in consultation with the DBM, and work towards the restructuring of the University to become more efficient, relevant, productive and competitive;
- t) To enter into joint ventures with business and industry for the profitable development and management of the economic assets of the University, the proceeds from which shall be used for the development and strengthening of the University;
- u) To develop consortia and other economic forms of linkages with local government units (LGUs), institutions and agencies, both public and private, local and foreign, in the furtherance of the purposes and objectives of the University;
- v) To develop academic arrangements for institutional capability building with appropriate institutions and agencies, public and private, local and foreign, and to appoint experts/specialists as consultants, part-time or visiting or exchange professors, scholars or researchers, as the case may be;
- w) To set up the adoption of modern and innovative modes of transmitting knowledge such as the use of information technology, the dual learning system, open or distance education and community laboratory for the promotion of greater access to education;
- x) To establish policy guidelines and procedures for participative decision-making and transparency within the University;
- y) To privatize, where most advantageous to the University, the management of non academic services such as health, food, building or grounds or property maintenance and such other similar activities; and
- z) To extend the term of the President of the University beyond the age of retirement but not beyond the age of seventy (70), whose performance has been unanimously rated by the Board as outstanding, based on the guidelines, qualifications and/or standards set by the Board, after unanimous recommendation by the search committee.

Meetings of the Board.

The Board shall regularly convene once every three (3) months. Whenever necessary, the Chairperson of the Board may call, upon three (3) days' prior written notice, a maximum of two (2) special meetings within the same period.

A quorum of the Board shall consist of majority of all its members holding office at the time of the meeting: *Provided, however*, That the Chairperson of the Board or the President of the University is among those present in the meeting. If the Chairperson of the CHED is unable to attend, a Commissioner may be designated as representative to the meeting with all the rights and responsibilities of a regular member: *Provided, however*, That during this meeting, the President of the University as Vice Chairperson shall be the Presiding Officer: *Provided, further*, That this *proviso* notwithstanding, the Chairperson of the CHED is hereby authorized to designate a CHED Commissioner as the regular Chair of the Board, in which case the said CHED Commissioner shall act as the Presiding Officer.

In case the Chairpersons of the Congressional Committees on Education shall not be able to attend the Board meeting, they may duly designate their respective representatives to attend the meeting, who shall have the same rights and responsibilities as a regular member of the Board.

The members of the Board shall not receive any salary but shall be entitled to reimbursements for actual and necessary expenses incurred, either in their attendance to meetings of the Board or in connection with other official business authorized by resolution of the Board, subject to existing laws and regulations.

The Key Officials of the University

A. *The University President*

The President is the Chief Executive Officer of the University whose powers, duties, term of Office and manner of appointment are defined in R.A. 10584 as amended by R.A. 8292. The University shall be headed by a President, who shall render full-time service and who shall be appointed by the Board, subject to the guidelines, qualifications and standards set by the Board, upon recommendation of a duly constituted search committee.

Functions and Responsibilities of the University President:

- a. He shall be the Chairman of the Administrative Council, Academic Council and the Ex-Officio of the State University;
- b. He shall have, upon authority of the Board, general administration and supervision of all business, financial and academic operations of the University;
- c. He shall have, upon authority of the Board, general administration and supervision of all officers, members of the teaching staff and non-teaching staff of the State University;
- d. He shall carry out the general policies laid down by the Board of Regents, and shall have the power to act within said policies. He shall undertake, direct and assign the details of an Executive action;
- e. He shall have the power and duty to determine and prepare the agenda of all meetings of the Board of Regents, Administrative Council and Academic Council. Any member of the Board and Councils, however, is entitled to have any pertinent matter included which shall be signed by him;
- f. He shall preside at commencement and other public exercises of the college, and confer such degrees and honors as granted by the Board of Regents. All diplomas and certificates issued by the University shall be signed by him.
- g. He shall exercise the powers and functions delegated to him or as authorized by the Board of Regents;
- h. He shall have the authority to grant service credits and to change the leave status of any member of the academic staff from teacher's leave to vacation - sick leave or vice-versa in the interest of the service subject to policies approved by the Board of Regents and Civil Service laws and regulations;
- i. He shall be responsible with all members of the academic and non-academic staff in the full discharge of their functions; and if the exigency of the service demands, he shall, after consultation with the officer concerned in proper case, initiate the necessary proceedings and appropriate actions;
- j. He shall submit to the Board of Regents, annual report, on work of the preceding year and the needs of the college for the next year on or before the last day of January of each year;
- k. He shall present to the Board of Regents, proposed annual program plan and budget of the State University for approval;
- l. He shall have the right to modify or disapprove any action or resolution of any official in the University, if in his judgment, the interest of the University so requires. Should such power be exercised, he shall communicate his decision in writing to the body concerned, stating therein the reasons for his action, thereafter, he shall inform the Board of Regents accordingly which body may subsequently take any action deemed appropriate;
- m. The University President shall have the authority to receive all processes against the State University;
- n. He shall have the authority to request any secondary or elementary school in the region or any part of the country as a training or laboratory school of the university in consultation with the school administration concerned;
- o. He shall have, with authority of the Board, to request for loans or transfer of personnel, apparatus, equipment or supplies from any bureau or office of the National Government as may be needed by the State University;





- p. With proper authority from the Board of Regents, he shall sign and execute in behalf of the State University all contracts, deeds and other instruments necessary for the proper administration and supervision of the State University. However, in regular recurring undertakings and transactions where his action is virtually ministerial, conditions and terms thereof having been fixed in the college's existing regulations, and general laws, he may direct through written instruction, that approval in specified cases be made in his behalf by officers of administration or heads of units, subject to such safeguards as he may impose, without prejudice to his power of revocation;

The President may invite, from time to time, scholars of eminence and other persons who have achieved distinction in some learned profession or career, to deliver a lecture or a series thereof, and for such services to be taken from miscellaneous funds at rates in accordance with existing rules and regulations of the State University;

- q. He shall have the authority to grant, deny or extend the fellowship/training grants of any members of the faculty and staff as specified in the contract;
- r. He shall, with authority of the Board, have the authority to accept the resignation, retirement and leaves of absence with or without pay of members of faculty and non-teaching;
- s. He shall have, with authority of the Board, power to recommend for appointment of faculty members and non-teaching from one unit of the university to another unit due to the exigency of the service;
- t. He shall authorize the transfer of faculty members and non-teaching staff from one unit of the university to another unit due to the exigency of the service;
- u. He shall appoint qualified members of the faculty as fellows of the State University, either full or partial to enable them to pursue graduate studies in the country or abroad. As such, he shall fix the financial assistance to any fellow in accordance with existing regulations, he shall issue adequate safeguards for the operations of student organizations and other student activities;
- v. He shall have the authority to renew appointment of personnel for not more than one year if the budget permits and the services are necessary, to make ad-interim appointments when the need of the service so requires;
- w. He shall have the right to approve or disapprove the application for retirement of members of the faculty and staff and to provide funds for its purpose;
- x. He shall approve promulgated rules as deemed necessary for the safekeeping and proper disbursement of student funds of all student organizations officially recognized by the State University;
- y. He shall generate funds and grant-in-aid in support of research and development projects aside from annual budgetary allocations of the University; and
- z. He shall have the power to recommend to the Board of Regents merit increases and promotions to deserving members of the faculty and staff. He shall have such other powers and duties as elsewhere provided in the KSU Code/Charter, as maybe especially authorized by the Board of Regents and other pertinent laws.

A.1. The University Secretary

The functions of the University Secretary shall be:

1. Prepare agenda for all regular and special meetings of the State University, and deliver the same to appropriate offices at least 10 days before its scheduled meeting;
2. Transcribe the minutes of each meetings and have the transcribed minutes attested by the chairman/presiding officer;
3. Prepare and issue other excerpts of minutes and/or certification on certain policies promulgated;
4. Keep custody of all records of policies/actions approved by the Committee/Body;
5. Act as secretary to the administrative and academic councils and to other bodies that may be formed or created by the university;
6. Consolidate the proposed agenda and issue of notices of meetings of form or created councils or bodies, and take down minutes of the proceedings thereof;
7. Keep custody of classified records; issue excerpts of or certification of actions upon request of authorized employees or officials; and
8. Perform other functions that may be directed by higher authorities.

A.2. The Director for Planning and Development

The functions, duties and responsibilities of the Director for Planning and Development are:

1. Assist the University President in the planning, implementation, monitoring and evaluation of the State University academics plans and campus development;
2. Coordinate with the VPAF and VPASD on the formulation and packaging of academic plans, strategic and investment plans and proposals;
3. Monitor and evaluate the implementation of development plans, programs and projects of the State University;
4. Exercise general supervision over infrastructure unit in identifying, defining and maintaining the boundaries and other technical aspects of the landholdings of the State University;
5. Implement Executive orders, Letter of Instructions, Proclamations from higher authorities which are pertinent to the landholdings of the State University;
6. Facilitate the acquisition of permits, clearances and other pertinent requirements from the Department of Environment and Natural Resources (DENR) with respect to the implementation of projects, cutting and transporting of trees within the State University reservation areas;
7. Conduct regular ocular inspection and inventory of needs and developments of satellite campuses, landholdings, experimental sites, production sites, demonstration sites, etc. of the State University;
8. Initiate measures on the protecting of watershed resources within the State University landholdings in coordination with appropriate units of the State University;
9. Act as an internal area chair for Physical Plant during AACCCUP accreditation activity; and
10. Perform other functions as may be designated by higher authorities.

A.3. Director of Quality Assurance

1. The Director will recommend and supervise the designated institutional Chairman and members for the internal accreditors/NBC Evaluators/Workload committees;
2. Train faculty members to become internal accreditors;
3. Evaluate the readiness of program or course subjects for accreditation activities in coordination with the College Deans and University President;
4. Provide logistics in coordination with the University President to the programs subject for accreditation activities;
5. Submit plans, annual reports and other pertinent records as may be required by higher authorities.
6. Devise plans, programs and policies regarding NBC and ISO/ISA evaluation activities in consonance with national, local and institutional standards;
7. Act as the over-all Chairman during accreditation/NBC/ISO/ISA evaluation; and
8. Perform other functions as may be designated by higher authorities.

B. Office of the Vice President for Academics and Student Development (VP-ASD)

The Functions of the Office of the Vice President for Academics and Student Development (VPASD) are:

1. Assist the President in the administration of academic, Sports and Socio-Cultural matters;
2. Exercise general supervision for the planning, implementation, coordination, monitoring and evaluation of the academic and academic-related policies, programs, projects and services of the State University through the offices under his jurisdiction;
3. Administer and supervise plans and programs of the offices under his jurisdiction;
4. Chair the Faculty Training & Development Committee (FTDC) and Faculty Selection Board (FSB) of the State University; and
5. Perform other roles, duties and responsibilities as may be directed by higher authorities.



B.1. The Director for Open University

The Functions of the Director of Open University are:

1. Develop policies aligned with national and international standards in the offering of curricular subjects.
2. Crafts and implement policies on foreign/exchange students.

B.2. The Director for Student Development Services and Placement Services

The Functions of the Director of Student Development Services and Placement Services are:

1. Serve as a link between the University Administration and the Student Body and/or its organization and association;
2. Exercise over-all leadership and direction in the planning, implementation and evaluation of Student Development Programs and Services;
3. Oversee the execution of institutional policies, rules and regulations with regards to their implementation on students while in campus;
4. Coordinate with other function Directors and other appropriate agencies in determining and implementing activities for students development;
5. Supervise admission, registration, and evaluation of student records;
6. Coordinate commencement exercises and baccalaureate services;
7. Supervise the updating of student academic records; and
8. Perform such other related functions that may be assigned by higher authorities.

B.3. University Registrar's

The Following are the Functions of the Registrar:

1. Responsible in the accurate implementation of admission policies, rules, standards and procedures;
2. Be responsible in the processing of documents for admission and registration upon approval of the Institute deans and principal;
3. Be accountable in the safeguard and issuance of accurate scholastic records of students both in the graduate, undergraduate and High school students;
4. Coordinate with the College Deans and High School Principal for reconciliation of students scholastic records;
5. Accept and record the result of action of the validation committee on scholastic records of students subject for validation;
6. Prepare accurately the credentials of the students graduates and affix his signature on the Official Transcript of Records (OTR); and
7. Perform other related functions that may be assigned him by higher authorities.

B.4. The Director for Socio-Cultural and Sports

The Functions of the Director for Socio-Cultural and Sports as follows:

1. Prepares annual procurement program for sports and cultural affairs and submits the same for approval by higher authorities of the university;
2. Prepares annual investment plan/financial plan of sports and socio-cultural affairs of the university and recommends the same for approval by higher authorities;
3. Exercise general supervision and leadership in the planning, implementation monitoring and evaluation of the Institutions Socio-Cultural and Sports Program;
4. Plan and implement all programs or projects of the State University related to Sports, and Socio-cultural Program.
5. Supervise the development, maintenance and upgrading of sports activities;
6. Recommend the purchase of athletic equipment, supplies and materials to appropriate higher authorities; and
7. Perform other related functions that may be assigned to him by higher offices.

B.5. The Director for Library Services

The Library Services Office shall:

1. Help build capabilities and competence of college students, faculty, staff and researchers through an adequate stock of relevant and quality library collections;
2. Efficiently and effectively organize the library collections for maximum service of its clientele;
3. Prepare comprehensive literature researches and bibliographies;
4. Establish linkages with other agencies to promote better library services; and
5. Perform such other related functions.

C. The Vice President for Research and Development, Extension and Training (VP-RDET)

Functions of the VPRDET:

1. Provide over-all leadership in planning, implementation, and evaluation of the institution's research and extension programs;
2. Assist the College President in the formulation and implementation of the institution's policies in research and development and extension programs;
3. Provides supervision to the Directors for Research and Development and Extension and Training in the planning, implementation and evaluation of Research and Extension programs and activities;
4. Chair the editorial board of the State University R & E Journal and publication of scholarly research and extension outputs of the faculty and staff members of the State University;
5. Submit plans, annual reports and other pertinent records as may be required by higher authorities; and
6. Perform other functions as may be directed by higher authorities.

C.1. The Director for Research

The Functions, Duties and Responsibilities of the Director for Research are the following:

1. Provide leadership in the formulation of strategic plans on research and development consistent with the research and development agenda of the State University;
2. Exercise general supervision and coordination of all research programs and project activities of the State University;
3. Be accountable to the Vice President for Research and Development, Extension and Training in implementing the policies and program of activities in the field of Research;
4. Conduct, monitor and evaluate the implementation of approved research projects;
5. Establish local, national and international linkages for funding and partnership for the implementation of research proposals, projects activities of the State University;
6. Act as an internal Area Chair for research during AACCUP accreditation; and
7. Perform other related functions that may be assigned by higher authorities.

C.2. The Director for Extension and GAD Focal person

The Functions, Duties and Responsibilities of the Director for Extension and GAD Focal person are:

1. Provide leadership in the formulation of strategic plans on extension and training consistent with the extension and training agenda of the State University;
2. Exercise general supervision and coordination of all extension and training programs and project activities of the State University;
3. Be accountable to the Vice President for Research and Development, Extension and Training in implementing the policies and program of activities in the field of extension and training;



4. Conduct, monitor and evaluate the implementation of approved extension and training projects;
5. Establish local, national and international linkages for funding and partnership for the implementation of extension and training proposals, projects activities of the State University;
6. Act as an internal Area Chair for extension and community outreach during AACCU accreditation; and
7. Perform other related functions that may be assigned by higher authorities.

D. The Vice President for Administration and Finance (VP-AF).

The functions, duties and responsibilities of the office of the VPAF are:

1. Provide over-all leadership in the general planning, administration and finances of the State University;
2. Assist the University President in the over-all formulation of plans, management and finances of the State University;
3. Act as Vice Chairman of the Administrative Council;
4. Assist the University President in the submission and follow-up of project proposals to potential sources of support;
5. Assist the University President in seeking donations, grant-in-aid's, and other supports for instruction, research, extension and production programs, scholarships, staff/personnel and other physical plant developments;
6. Coordinate the formulation and review of the medium term development and strategic action plans of the State University;
7. Develop and manage plans for campus-wide development, physical infrastructure and the use of land and space;
8. Submit plans, annual reports and other pertinent records as may be required by higher authorities.
9. Oversee the up to date implementation of NBC 461, PES and other promotion circular;
10. Act as the over-all coordinator for the evaluation of papers for the NBC 461, PES and other promotion circular; and
11. Perform other functions as may be directed by higher authorities.

D.1. Director for Income Generating Projects

The Director for Income Generating Projects has the following functions and responsibilities:

1. Directly supervise the heads of the various sections under the Business Affairs Units, Production, Dormitory, Auxiliary Services (canteen, food services, etc);
2. Review all proposal and recommendation from the section heads of the Business Affairs Units to determine their feasibility and recommend to higher authorities for appropriate action;
3. Control activities of different sections in line with programmed resources;
4. Devise a monitoring and feedback mechanism wherein business affairs needs and problems are quickly determined and properly addressed;
5. Provide the other organizational units with guideline affecting business affairs unit operations;
6. Establish institutional linkages and provide networking with the entities for potential resource generation;
7. Effect the production mandate of the State University;
8. Coordinate with other offices in monitoring and reporting the operations of the Income-Generating Projects of the State University;
9. Coordinate and implement all activities of the various Income-Generating Projects of the State University;
10. Supervise all Income-Generating Projects of the State University in accordance with government policies, laws, rules and regulations pertinent hereto towards the acceleration of production income with greater efficiency, effectiveness and economy;
11. Coordinate with concerned agencies/persons having business operations in the institution to enhance business affairs activities, policies and services; and
12. Perform other duties and responsibilities that may be assigned to him by higher office.

D.2. The Director for Administration Services

The functions of the Director for Administration Services are:

1. He shall assist the Office of the President in the daily management and administration of the University;
2. Direct the planning, implementation and evaluation of Administrative Management program and policies for their efficient and economical implementation;
3. Coordinate with other agencies and offices to bring about inter-agency complementation and to maximize the use of available resources;
4. Cause implementation of the regular conduct of administrative procedures;
5. Effectively supervise the Offices under his division; and
6. Perform other related functions that may be assigned to him by higher office.

D.3. The Director for Finance Services

The functions of the Director for Administration and Finance are:

1. He shall assist the Office of the President in the daily management and administration of the University;
2. Direct the planning, implementation and evaluation of Financial Management program and policies for their efficient and economical implementation;
3. Coordinate with other agencies and offices to bring about inter-agency complementation and to maximize the use of available resources;
4. Cause implementation of the regular conduct of administrative procedures;
5. Effectively supervise the Offices under his division; and
6. Perform other related functions that may be assigned to him by higher office.

E. Campus Administrators

Each Extension Campus in Barangays of Bulanao and Dagupan in the City of Tabuk and Barangay of Bagbag in the Municipality of Rizal, all in the Province of Kalinga shall be referred to as University Campus. He/she shall have the following functions and responsibilities:

1. Spearhead the campus in general planning and supervision in the pursuit of its mandated academic functions in instruction, research, extension and resource generation and also in the AACUP accreditation.
2. Supervise the faculty, staff and students in the campus;
3. Coordinate with the University administration and act as link with the rank and file and of the students of the campus for the promotion and attainment of academic vision, mission, and goals.

E.1. The College Deans

The following are the Major Functions, Duties and Responsibilities of the College Deans:

A. Programming functions:

1. Exercises leadership in planning, implementing, monitoring and evaluating the instruction, re search, extension and Resource Generation Program Projects and activities of the college.



2. Programs class schedules and prepares and distributes teaching workloads of faculty members after approval of higher authority.
3. Prepares annual procurement program and submits the same for approval by higher authorities of the State University.
4. Prepares annual investment plan/financial plan of the college and recommends the same for approval by higher authorities.
5. Plans/reviews/initiates enhancement of the College's Faculty Development Plan and cause approval thereof by higher authorities.
6. Takes responsibility of administrative and supervisory function in the implementation of programs for the college.
7. Exercise general supervision and leadership in the planning, implementation monitoring and evaluation of sports and socio-cultural affairs and other co-curricular activities of the college and other student development activities.
8. Programs and implements the Accreditation work Plan of the College, Curricular Programs Review/Revision.

Management Functions:

1. Review and approve course syllabi of Faculty Members and initiate enhancement.
2. Conduct monitoring and evaluation activities of Program chairmen; Research, Extension, Resource Generation, Sports and cultural affairs chairmen and Discipline heads and other staff under his/her office.
3. Acts on communications with dispatch and protocol.
4. Oversee the efficient and effective use of the College's resources and determines resource needs and cause acquisition theory.
5. Implement a system of prompt submission of Grading Sheets, documents and pertinent papers by Faculty members.
6. Coordinate with the VP-ASD and Other appropriate office regarding curricular concerns.
7. Oversee the use of maintenance of school facilities, equipment and fixtures in his/her College and recommend to the General Services Office repairs, replacements and improvement of the physical plant (academic buildings and offices).

Complementation Functions:

1. Cause teamwork, efficiency and effectiveness of personnel, complementation and supplementation of services and available resources.
2. Promote harmonious relationships between and among subordinates and cause synergy of efforts and talents.

Representation Functions:

1. Represent the College in appropriate offices from within and local as officer in authority in the promotion, development and implementation of worthy standards, policies, programs and activities, decisions and actions commensurate to the Vision and Mission of the College.
2. Chair College's regular and special meetings as the officer in authority in matters such as recent developments, administrative and supervisory matters, problems and decision.
3. Act as the Chairman of the College's planning unit, Disciplinary Board and Area chair for administration and VMGO during AACUP accreditation.
4. Represents the College in Faculty Training and Development Council, Academic and Administrative Council Meetings and others that require official representations of the College.

The State University Academic Council

There shall be an Academic Council composed of the University President as Chairman, and all members of the Instructional Staff with the rank of not lower than Assistant professor as members.

FUNCTIONS:

1. Review and recommend curricular offerings and rules of discipline of the University subject for appropriate action of the Board of Regents;
2. Review academic standards, procedures, policies, rules, and regulations and indorse to the University President for appropriate action; and
3. Fix the requirements for the admission of students as well as for graduation and the conferment of degrees subject to review and/or approval of the BOR through the President of the University.

The State University Administrative Council

There shall be an Administrative Council of the State University composed of the following:

- a. The University President as Chairman
- b. The Vice Presidents as Members
- c. The Directors as Members
- d. The Campus Administrators as members
- e. The College Deans as Members
- f. Other Officials of equal rank as Members
- g. University secretary as council secretary

POWERS AND DUTIES:

A. The Administrative Council shall have the following powers and duties:

- a. Review and recommend to the Board of Regents policies governing the administration, management and development planning of the State University for appropriate action; and
- b. Act as an advisory body to the College President on general policies.

B. It shall be the duty of the Council Secretary to:

- a. issue notices and agenda of meetings; and
- b. keep the minutes of the proceedings and furnish each member of the Administrative Council a copy of such minutes.



III. QUALITY MANAGEMENT SYSTEM (QMS)

A. General Requirements

The Kalinga State University shall adopt a process-based Quality Management System (QMS) to continually improve the mandated functions of the university to provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.

B. Scope and Exclusions

The Scope of this QMS covers the management, core and support processes of the University which applies to instruction, research and extension to produce highly competent graduates for the development of the country.

However, the following are the exclusions to the KSU QMS aligned to ISO 9001:2015 to wit:

- **Clause 7.5.2.** Validation of Processes for production and service provision

Validation of Processes is not necessary since the outputs and outcomes of the overall education process of the university is continuously monitored and evaluated. Monitoring and evaluation is part of the core processes and any revision of the policies and processes will be done any time at any portion of the process.

- **Clause 7.6.** Control of Monitoring and Measuring Equipment - the education process of KSU does not make use of any monitoring and measuring equipment that require calibration, verification and adjustment except the attendance monitoring equipment for faculty and staff which is part of the administrative support services.

C. References:

- ◆ Kalinga State University (R.A. 10584)
- ◆ PD 2017
- ◆ Republic Act 8292
- ◆ Visayas State University Quality Manual

D. Process Map

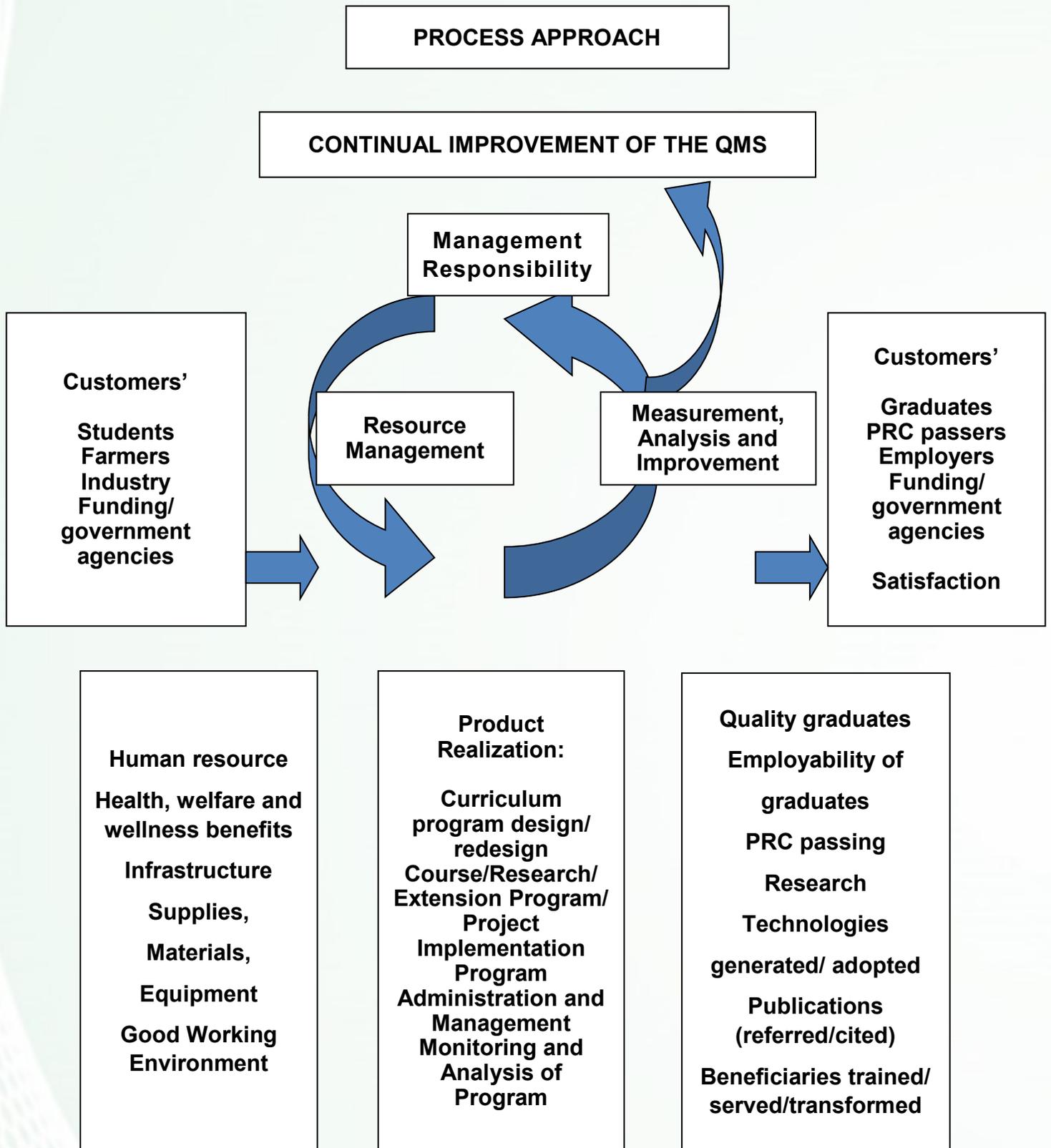
The interfaces of management, core and support process as well as the corresponding sub-processes are presented in the KSU Education Process Map on the next page.

The Management Process which mostly is part of the processes under the Strategic Performance Management System of the university involves two groups: the planning phase and the management review phase. Under planning is Strategic Planning, Strategic HR Planning, Performance Planning (office target setting as indicated in the Office Performance Commitment Review Form (OPCR) and individual target setting as indicated in the Individual Performance Committee Review Form (IPCR). Under the Management Review are Performance Reviews such as instruction review, research review, extension review, manpower review and administrative review. It also includes Internal Audit and Performance Assessment & Review.

In the center are the Core Processes of the KSU QMS which include: Curriculum Program Design and Redesign, Actual Course Offering and Program Implementation, Program Administration and Management and Monitoring and Analysis of Performance.

To attain the core processes and the management processes, support services are also provided to wit: Information Systems Management and Support, Financial Resources Management, Human Resource Management and Development, Administration & General Services and Student Services.

Process Map





Management Process including SPMS

QMS Model

Below is the QMS Model of the Kalinga State University showing the process approach and the linkages among the management, core and support processes as well as the measurement, analysis and improvement processes.

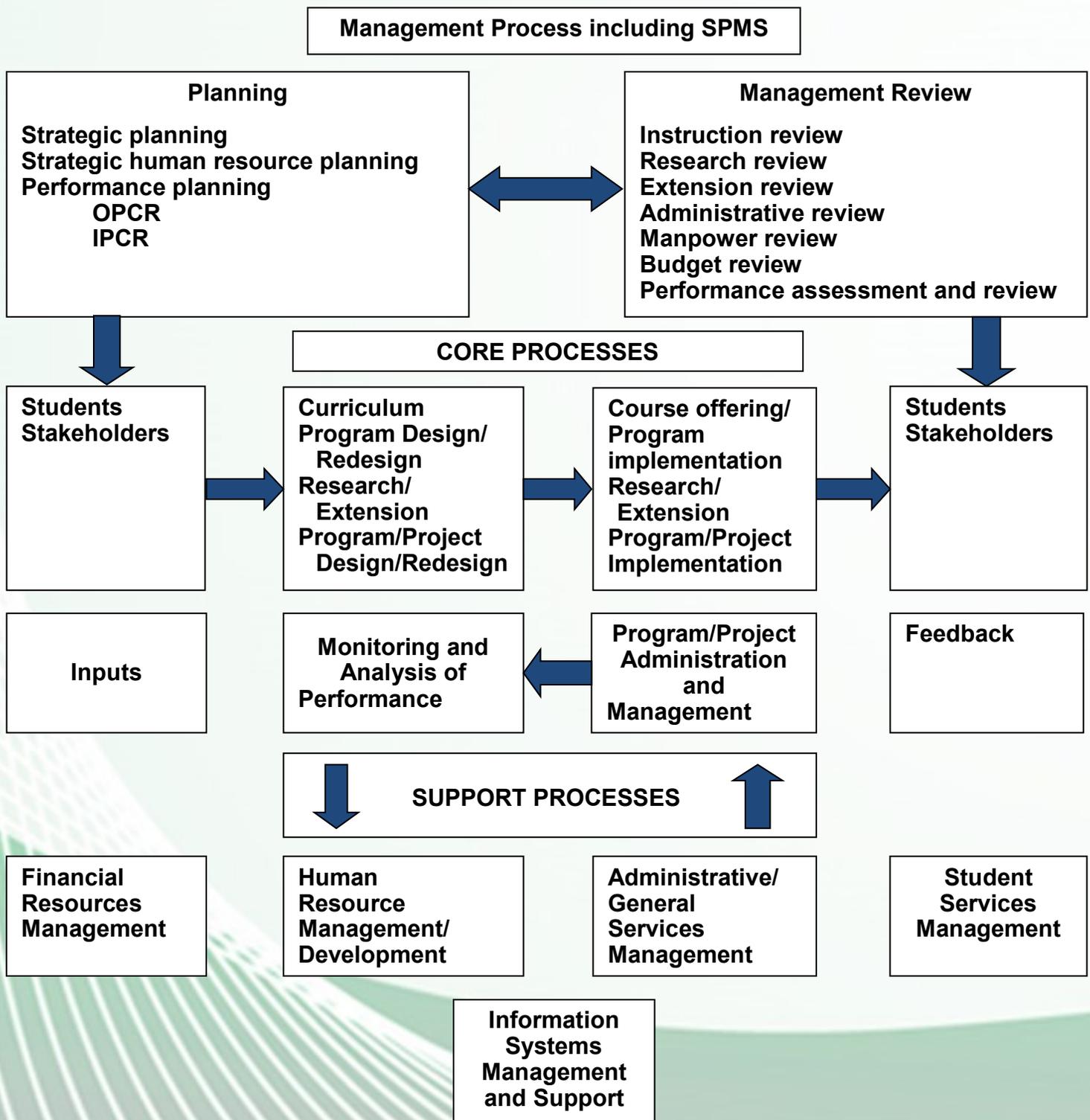
QMS MODEL:

Inputs

Outputs/Outcomes

The model shows the customers of the university which include students, farmers, industry and funding agencies and their requirements which becomes the basis in product realization design to ensure that the outputs will result to the customers.

QMS MODEL



E. Control of Outsourced Processes

There are processes that are integral in providing service to the clients, but needs to be outsourced by the university. The following are the outsourced processes of the university:

Services Provided Type of Control

Part time teaching

- Registrar's Certification of subjects taught and number of contact hours
- Part timer's contract
- Daily Time Record
- Students' Evaluation of the teacher's teaching effectiveness

General Services (clerical, convey messages, utility services, carpentry, masonry ,electrical, landscape and ground maintenance, painting and agricultural field labor, laboratory services, etc.)

- Contract of Services
- Record of attendance
- Certificate of Accomplishments IT Systems Development
- Contract
- Scope of Work or terms of reference
- Monitoring of Deliverables
- Certificate of Accomplishments

The University has complete control over the above outsourced processes to ensure their conformity to statutory and regulatory requirements and to ensure that quality will not be sacrificed. The type and extent of control to the outsourced processes are defined in the Procurement Procedure based on the following factors:

- a. Potential impact of the outsourced process on the organization's capability to provide services that conform to requirements;
- b. Degree to which the control for the process is shared; and
- c. Capability of achieving the necessary control through the application of ISO 9001

F. Documentation Requirements

a. QMS Documentation

The QMS documentation of the university is composed of records, Board of Regents resolutions, President's memoranda, Memorandum Circulars and Administrative Orders and Guidelines issued and prepared by various boards/committees, the Quality Procedures and the Quality Manual.

b. Quality Manual

The Quality Manual shall be among the controlled documents. It serves as reference by all faculty and staff of the university to guide them of the quality policies and procedures and make them familiar and appreciate the Quality Management System of the University.

New procedures or services require revision of existing policies and procedures and said revision should be incorporated in the Quality Manual. A written request or suggestion for revisions should be made in writing addressed to the Quality Management Representative (QMR) for his/her consideration to ensure that such changes are reflected in the Manual.

Copies of the Quality Manual will be issued to copy holders identified by the Records Officer who is responsible for the safekeeping and prompt updating of the necessary revisions. It is also the responsibility of the Records Officer to distribute and keep a list of authorized copy holders of the Quality Manual as indicated in the Control of Documents Procedure.





c. Control of Documents

Creation, revision, approval and issuance of documents whether in hard or softcopy follows approved procedures which provide for an effective monitoring, distribution, maintenance and updating of procedures and instructions within the said manuals. These documents include the Quality Manual, Quality Procedures, BOR Resolutions, Memoranda and Administrative Orders, Guidelines and other controlled documents including those in the 201 files of all employees.

A documented procedure on Control of Documents shall be established to define controls needed to:

- Approve documents for adequacy prior to issuance;
- Approve and update as necessary and re-approve documents;
- Identify the current revision status of documents and changes;
- Ensure that relevant versions of applicable documents are available at points of use;
- Ensure that documents remain legible, readily identifiable and retrievable;
- Ensure that documents of external in origin determined by the university to be necessary for the planning and operation of the QMS are identified and their distribution controlled;
- Prevent the unintended use of already nullified and obsolete documents, and apply suitable identification to them if they are retained for any purpose; and
- Ensure that confidentiality of documents including documents as part of the 201files of employees is kept and maintained.

d. Control of Records

- ◆ Records established by the university to provide evidence of conformity to requirements and of the effective operation of the QMS are controlled.
- ◆ A documented procedure is therefore established for the identification, collection, indexing, access, filing, storage, maintenance and disposition of QMS records.
- ◆ Records should be legible, stored and retained in such a way that they are readily retrievable from storage facilities that provide a suitable environment to prevent damage, deterioration or loss. Permanent but archival records shall likewise be controlled but may be stored in a safe but visible storage at the Archives Center of the university.
- ◆ The Records Officer of the university will be the Process Owner of this document procedure and he shall maintain records to demonstrate achievement of the QMS requirements.
- ◆ Retention periods of QMS records are established, recorded and maintained in accordance with the Records Retention and Disposition Schedule and the same should have prior approval from the National Archives of the Philippines.

IV. MANAGEMENT RESPONSIBILITY

A. Management Commitment

The Kalinga State University is committed to the development and implementation of the quality management system and continually improves its effectiveness by disseminating to internal and external stakeholders the importance of meeting customer as well as statutory and regulatory requirements. Management shall likewise commit to provide the necessary resources for the development and implementation of the QMS and its continual improvement for the satisfaction of its clients which includes the students, farmer beneficiaries and the government and other funding agencies through the conduct of management reviews.

Revision of the QMS will be effected in order to achieve the quality objectives. Needed changes will be communicated to all stakeholders to maintain integrity and attainment of objectives.

B. Customer Focus

The focus of implementing a quality management system is not only to satisfy customer needs but to exceed customers' expectation. The university therefore conducts regular review of its programs, projects and activities to ensure that its services are still relevant to meet clients' needs and expectations as well as statutory and regulatory requirements.

C. Quality Policy

The University maintains and updates a Quality Policy suited to higher education institutions to ensure satisfaction of its clients particularly the students, other beneficiaries and stakeholders. The Quality Policy likewise commits to comply with statutory and regulatory requirements and the need for continual improvement to enhance effectiveness of the quality management system.

Regular review and evaluation of the QMS shall be conducted in order to also assess its suitability and fulfillment of customer requirements.

D. Quality Management System Planning

1. Quality Objectives

The university has been implementing a Strategic Performance Management System wherein Major Final Outputs (MFOs) and success indicators are used in setting measurable targets consistent with the strategic priorities and strategic plan of the university. A measurable target in the form of PAPs is prepared using the Office Performance Commitment Review (OPCR) Form and is submitted at the beginning of the year. Said targets are monitored by the office heads concerned and are likewise monitored university wide during the conduct of the Performance Review. Prior to preparation of the targets, the quality objectives are presented and communicated to all units usually simultaneous in the dissemination of the strategic priorities for the year as issued by the University President. The quality objectives are subject also to review and revised if needed to suit the organization's operational requirements.

2. Quality Management System Planning

The Strategic Plan of the university shall be regularly revisited in order to ensure its suitability and relevance of its mandates and to provide basis of the University President in setting his annual priorities at the beginning of the year. From the annual





priorities of the President plus the annual commitment of the university with the Inter-agency Task Force created under AO 80, the various units of the university will conduct its own target setting workshop. However, in order to be able to target PAPs which will not only produce accomplishments as their unit's share of the overall university commitment, units are encouraged to conduct their unit's strategic planning workshops in order to be able to identify new initiatives to maximize available opportunities and strengths and to offer solutions to weakness and threats. This new initiatives are expected to deliver best practices which will satisfy the clients of the University.

New initiatives identified during the unit strategic planning workshops shall be included as the current target of the unit concerned. If outputs are delivered in accordance to plans, the same will be counted as best practices of the university which other HEI may benchmark.

E. Responsibility, Authority and Communication

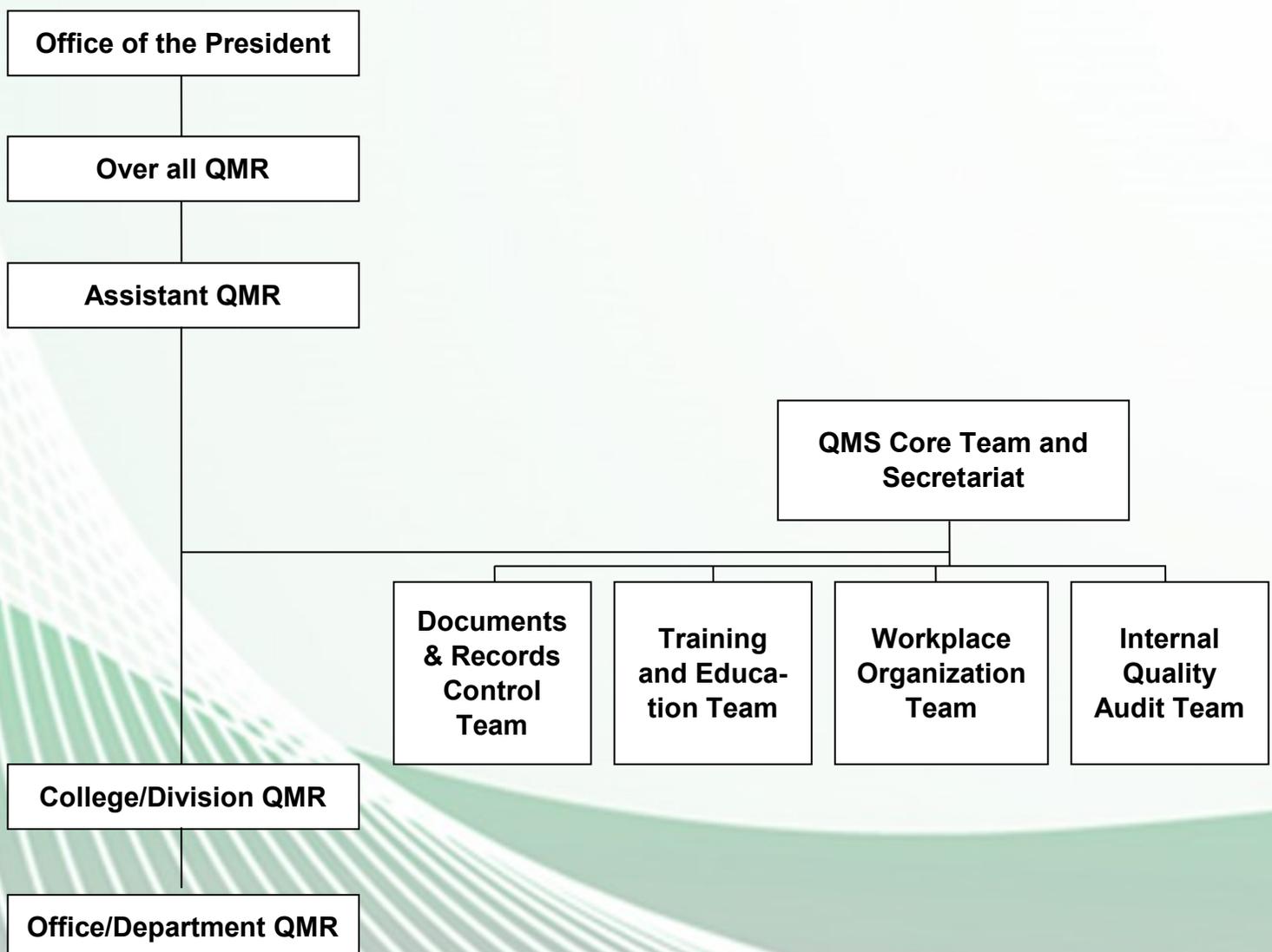
1. Responsibility and Authority

Responsibility and authority are defined and communicated to all academic and administrative units of the university through the issuance of an appointment from the Office of the President. The duties and functions of persons involved in the QMS are clearly defined in the appointment.

2. QMS Organizational Structure

The structure which implements the quality management system of the university is presented in the framework below:

QMS STRUCTURE



OFFICE OF THE PRESIDENT

1. Establishes, reviews and updates the Quality Policy and Quality Objectives to maintain its suitability and relevance to the organization.
2. Ensures that support in the form of human, financial and infrastructure resources are provided for the effective implementation of the QMS.
3. Identifies the persons responsible to implement the QMS.
4. Defines the responsibilities and authorities of each official involved in implementing the QMS especially those from the various units of the entire University.
5. Establishes and ensures that communication mechanisms are working effectively.
6. Ensures that QMS action plans are reviewed and monitored for effectiveness

QUALITY MANAGEMENT REPRESENTATIVE (QMR)

1. Drives, oversees and ensures the effective planning, implementation, maintenance and continual improvement for the sustainability of the QMS of the University;
2. Plans and conducts audits, and for reporting results and maintaining records of the internal audit procedure;
3. Educates both the internal and external stakeholders of the QMS policies and objectives;
4. Determines the updated need of the customers and disseminate to the implementers of the QMS to ensure customers' satisfaction;
5. Communicates QMS related matters and updates to external parties; and
6. Collates customers' feedback and determines customer's satisfaction.

ASSISTANT QMR

1. Assists the QMR in the effective planning, implementation, maintenance and continual improvement of the QMS;
2. Assists the QMR in the overall performance of the functions of the QMR; and
3. Assumes responsibility of the QMR in his/her absence

CORE TEAM AND SECRETARIAT

1. Provides secretariat services to the QMR and other activities of the QMS;
2. Coordinates QMS activities such as trainings, documentations, reviews and audits;
3. Assists in coordinating and communicating QMS related activities to the different units in the University including the external campuses; and
4. Determines, requests and facilitates logistical support to all activities of the QMS.

DOCUMENTS AND RECORDS CONTROL TEAM

Records are kept in a way which allows easy retrieval and analysis of trends where applicable. Storage methods ensure that records are kept safe from deterioration, damage, and loss.

1. Establishes and implement procedures for the control of documents and records;
2. Keeps the master copies and master list of the QMS Manuals and other documents;
3. Ensures the availability and faster retrieval of documents;
4. Establishes an effective system of records management and disposal of obsolete files and prevent unauthorized use of relevant documents and records; and
5. Ensures the traceability of documents and records.

TRAINING AND EDUCATION TEAM

1. Educates employees of their roles and responsibilities in the attainment of the Quality objectives, goals and policies; and
2. Conducts interventions to enhance awareness and capability of stakeholders of the QMS.

WORKPLACE ORGANIZATION TEAM

1. Develops the 5S standards and plan/coordinate in its implementation in the University;
2. Conducts continuous training and re-training on 5S program and standards; and
3. Conducts regular monitoring and audit on 5S program.

INTERNAL QUALITY AUDIT TEAM

1. Prepares an audit plan and implement IQA program in accordance with QMS aligned to ISO 9001:2015;
2. Conducts internal audit and request and provide for the resources needed in managing and implementing the IQA program;
3. Reports findings and results of the IQA during the management reviews; and
4. Maintains record and monitor implementation of corrective and preventive actions on non-conformities.





COLLEGE/DIVISION QMR

1. Drives, oversees and ensures the effective planning, implementation, maintenance and continual improvement for the sustainability of the QMS of his College or Division;
2. Educates both the internal and external stakeholders of the QMS policies and objectives of his College or Division;
3. Determines the updated need of the customers and disseminate to the implementers of the QMS to ensure customer's satisfaction in his College or division; and
4. Communicates QMS related matters and updates to external parties

OFFICE/DEPARTMENT QMR

1. Drives, oversees and ensures the effective planning, implementation, maintenance and continual improvement for the sustainability of the QMS of his Office or department;
2. Educates both the internal and external stakeholders of the QMS policies and objectives of his Office or Department;
3. Determines the updated need of the customers and disseminate to the implementers of the QMS to ensure customer's satisfaction in his Office or division; and
4. Communicates QMS related matters and updates to external parties

F. INTERNAL COMMUNICATION

Internal communication is facilitated through the intranet using IP messaging and internal through the KSU webpage and KSU email addresses and KSU official facebook account. In addition, regular meetings, conferences, workshops and writeshops shall also be conducted. Written communications and processes are also implemented through memoranda, communications, administrative orders and postings in various bulletin boards within the university. Key officials and heads of organizational units involved in the QMS implementation within the university are likewise provided with cellphone services.

G. MANAGEMENT REVIEW

To ensure continued relevance, sustainability, adequacy and effectiveness in satisfying requirements of the clients and also the statutory and regulatory requirements; regular annual reviews are conducted in instruction, research, extension, training and GAD, manpower, budget, income generating projects, and faculty development. The review shall focus on the performance of the QMS for continual improvement and results shall be used as bases in updating and enhancing the QMS, the Quality Policy and the Quality Objectives.

Information which serves as input to the review are as follows:

1. Audit results, both internal and external;
2. Customer/clients feedback;
3. Progress of actions on non-conformities;
4. Status of corrective and preventive actions;
5. Changes relative to QMS; and
6. Actions on recommendation for continual improvement.

Outputs of the review shall include decisions and actions which will involve the improvement of the effectiveness of the QMS and its processes, improvement of the services which results to the satisfaction of the clients, and provision of the human and financial resources needed to effectively implement QMS for improved services and satisfaction of clients. Corrective and preventive actions arrived at during the reviews shall be transmitted to the College/Division QMRs and Office/Department QMRs implementation and evaluation for continued improvement.

V. RESOURCE MANAGEMENT

A. Provision of Resources

The University shall ensure the effectiveness and continual improvement of its QMS by providing appropriate resources during its initial implementation, its maintenance and the enhancement of the various components but which are not limited to the following:

1. Information Management System;
2. Human Resource Management and Development;
3. Procurement of Goods and Services;
4. Property and Supply Management;
5. Financial Management; and
6. Records Management and Archives Management.

B. Information Systems Management

The Information Systems Management Unit of the University ensures the efficient and effective implementation of the following ICT programs:

1. Student Records Management System;
2. Human Resource Management and Information System;
3. Research and Development Information Management System;
4. Extension and Training and GAD Information Management System;
5. Financial Management Information System;
6. Income Generating Information System;
7. Library Information System;
8. University Internet/Intranet System; and
9. Other Support information system.

The ICT Center of the university maintains the internet and intranet connectivity services within the university and ensures the proper maintenance of computer hardware and software.

C. Human Resource Management and Development Competence, Training and Awareness

The Office of the Director for Administration Services, and the Office of the Director for Finance Services focuses in the implementation of human resource management policies of the Civil Service Commission especially in ensuring merit and excellence in human resource management within the university. It likewise spearheads the design of new HR systems, policies and guidelines for improved human resource management system of the University to maintain highly competent and motivated public servants.

As an academic institution, the university gives premium to top quality faculty and staff by imposing higher standards of competence, training and awareness. The university therefore values its employees as the most valuable asset. Thus, Office of the Director for Administration Services, and the Office of the Director for Finance Services through the Office of the Vice President for Academics and Student Development, Office of the Vice President for Research, Development and Training and the Office of the Vice President for Administration and Finance, drive the process in the selection of personnel based on merit and fitness and in identifying competency gaps and in addressing the gaps identified in the Strategic HR Plan of the University. Two crucial committees/boards assist in the selection process: the Faculty Selection Board for academic faculty, and the Personnel Selection Board for non-teaching personnel. To assist the OVPASD in the implementation of the Faculty Development Program of the University is the University Faculty Training and Development Committee (FTDC), who acts on requests of faculty members for attendance or participation in trainings, seminars and conferences, as well as recommendations from the various academic departments for the grant of scholarships and fellowships to their faculty who would pursue advanced studies which is based on the FTDC of each College.





To ensure that all personnel, whether academic or non-academic, are competent in performing their functions, the ODAF maintains records and undertakes, among others, the following functions:

- a. Prepare the Strategic HR Plan of both the faculty and the academic staff identifying the competency needs of personnel to effectively perform their functions affecting product/service quality through conduct of faculty development review and training needs assessment survey for the administrative support personnel.
- b. Formulate faculty and staff development policies, plans and programs, and design, implement and administer the in-house training programs for the administrative personnel.
- c. Assess the results of the performance evaluation of employees based on the Strategic Performance Management System and development needs as indicated in the Individual Performance Commitment Report form (IPCR) of employees as basis in designing in-house or external training for concerned employees.
- d. Evaluate the effectiveness of the interventions and monitor its progress on the competency of the employees concerned.
- e. Officially inducts new personnel to the university and orient them on their roles and responsibilities as they affect the achievement of the objectives and targets of the University and the specific targets of the department or department where he/she belongs.
- f. Facilitate the alignment and placement of personnel in the department or unit based on his qualification and competency.

Newly hired faculty members are required to attend an orientation seminar conducted by the University. In addition, faculty members are allowed to attend seminars, workshops, conferences, congresses and scientific fora to enhance their knowledge and skills based on their expertise, as such they will be able to deliver quality services to students who are the number one client of the University.

The Office of the Vice President for Research, Development, Extension and Training likewise provides support to faculty members to encourage them to generate new knowledge and technologies through the conduct of research and extension as this will enhance further the delivery of quality services to the students and to the community.

Appropriate records of academic qualifications, trainings, fora, seminar workshops and other development interventions, both internal and external, are maintained for all personnel in the database at the Personnel Records and Performance Evaluation Office (PRPEO) and at the Office of the Director of Research and Development for researchers and Office of the Director for Extension and Training for extension implementers of the University.

D. Procurement of Goods and Services

The University strictly follows the systems and procedures as provided for in Republic Act No. 9184 otherwise known as the Government Procurement Reform Act in the procurement of goods and services to ensure efficiency, effectiveness and economy. Three months before the beginning of the incoming year, each delivery unit submits to the BAC Secretariat their respective Project Procurement Management Plan (PPMP) for funding to ensure that all procured goods and services are within the approved budget. The BAC Secretariat consolidates all PPMPs to come up with the Annual Procurement Plan (APP) of the University and posts the same in the University Transparency Seal website.

The Procurement Service Unit and the BAC conduct the appropriate bidding procedures to procure the needed goods and services. Delivered goods by suppliers is subjected to inspection by the University designated inspectors checking in details the specifications and quantity as indicated in the purchase orders when actual items are delivered by the suppliers, and with validation of personnel from the Commission on Audit. In case of non-conformity, the Inspectors will reject the delivered items. Only items duly inspected by the Inspector and covered with an Inspection Report duly signed by the designated Inspector will be accepted by the end-user and the supplier will be paid by the University.

E. Financial Management

The Financial Management Service ensures that appropriate funds are generated to finance all the projected Programs, Activities and Projects (PAPs) of the university as distributed to all the delivery units by undertaking proactive planning and budgeting strategies which can maximize budgetary allocation from every allowable expenditure priorities of the government. It also facilitates accountability in accordance with budgeting, accounting and auditing rules and regulations to ensure that all appropriated funds are expended within the prescribed period and to accomplish targeted PAPs. It continuously refines and improves financial management procedures through the use of appropriate accounting and auditing standards to ensure timely, complete and accurate financial reporting. It also ensures the effective use of financial resources through internal controls at all levels, review of systems and procedures and recommending measures and improved systems and procedures for improved internal check and balance of the financial resources.

F. Infrastructure

The University provides the necessary academic/research and office buildings and facilities, laboratories with equipment, furniture and fixtures, computer and needed office equipment and other required facilities in order to ensure work-conducive environment where the faculty, academic support staff and administrative support personnel will be able to provide quality service to their clients. To ensure that all buildings, laboratories, offices and other facilities are maintained and kept functional, the university is keeping the following in-house maintenance services:

- a. Instrumentation Unit for repair and servicing of computer, laboratory and other office equipment;
- b. Infrastructure Unit for the repair and maintenance of buildings, road network and other physical facilities of the University;
- c. Transportation and Motorpool to provide transportation services to the faculty and staff and for the repair and maintenance of moving light and heavy equipment, site development of land for research and production purposes;
- d. Electricity, refrigeration, and sounds and-visual equipment;
- e. Water;
- f. Landscape Maintenance;
- g. Garbage Collection; and
- h. Accommodation services.

G. Work Environment

The University promotes the well-being of all its employees to ensure their motivation which will result to efficiency and effectiveness and thus foster improved productivity and teamwork through the following:

- a. Team building activities and educational tours;
- b. Conducive work areas and facilities;
- c. Wellness and sports facilities such as gymnasium, basketball courts, volleyball courts, badminton courts, oval, dance and gymnast facilities, table tennis in the campuses; and
- d. Safe University campus with strong security services.



VI. THE EDUCATION PROCESS (Product Realization)

A. Planning

The Kalinga State University plans and develops its INSTRUCTION, RESEARCH AND EXTENSION PROCESSES to be able to attain its mission and vision, goals and objectives as indicated in its Strategic Plan. Quality Objectives are met and successes determined using the metrics identified per objective. Key Result Areas are identified in the Work and Financial Plan.

The university commits itself with the national government through the Commission of Higher Education of what it intends to accomplish for a particular year. From said commitment and the strategic priorities set by the university as extracted from the Strategic Plan, every college/department/offices/units and centers make their yearly plan of Programs, Activities & Projects (PAP) and their targeted quality accomplishments as their share for the overall targets of the university. These targeted PAPs and accomplishments are indicated in the Office Performance Commitment Review Form (OPCR). Once the targets in the OPCR are approved, the specific tasks and targeted quality outputs are distributed and given to all employees within that particular unit and these are indicated in the Individual Performance Commitment Review form (IPCR).

B. Customer Related Processes

1. Determination of Requirements Related to the Product

KSU determines customer requirements before offering its product which basically are its curricular programs. For research and extension, the research and extension priorities by funding agencies are usually determined first before submitting proposals for funding.

Customer requirements include the following:

- Previous customer requirements
- Not stated by the customer but necessary based on the trend as seen by the management
- Statutory and regulatory requirements related to the product
- Additional requirements as determined by the university

Customer requirements are determined according to the Customer Related processes.

2. Review of Requirements Related to the Product

Before a degree program is offered the curricular proposal undergoes a rigid process of review of the requirements by the proponent, the College Curriculum Committee, the University Curriculum Committee, the Academic Council, endorsement by the Commission on Higher Education Regional Office and finally approved by the BOR. This process ensures that:

- ◇ Product requirements are defined and documented;
- ◇ The University has the manpower capability and resources to offer the product or services;
- ◇ If there are product deviations, the same are resolved before they are offered to the customers;
- ◇ Records are maintained showing the results of the review and any actions arising from the review;
- ◇ When CHED issues any Memorandum Orders relative to course offerings, the university communicates these to all personnel involved in the course offerings and effects revision of existing curricular programs.

3. Customer Communication

Effective customer communication is an essential element to customer satisfaction. Appropriate handling of communications can reduce customer dissatisfaction situations and in many cases, turn a dissatisfying scenario into a satisfying experience. The Office of the President is responsible for establishing communication methods to ensure that inquiries, requests and customer feedbacks including complaints are handled expeditiously and professionally.

The Guidance Office takes charge in disseminating and marketing the curricular programs of the university to various high schools and in conducting entrance examinations to incoming freshmen.

C. Design & Development

1. Design and Development Planning

The university plans and regulates the design and development of its course offerings in accordance with pertinent CHED Memorandum Orders (CMO) issued by the Commission.

During the design and development planning, the academic department or college creates curricular committee who will study the requirements and draft the curriculum proposals. In this stage also, the university determines the review, verification and validation appropriate and the responsibilities and authorities of persons involved in the design and development of the curricular programs.

The activities involved in the design and development planning and the planning outputs shall be updated when necessary and as the activity progresses.

2. Design and Development Inputs

The University determines the inputs needed in the design and development of a curricular program and these include:

- a. Result of market survey to determine demand for graduates;
- b. Graduate profile including board results and tracer studies;
- c. Applicable CMO and other statutory and regulatory requirements;
- d. Courses to be included in the curriculum, including course description, credit, prerequisites, etc.;
- e. Faculty Profile; and
- f. Library holdings and facilities profile.

3. Design and Development Outputs

After the design and development inputs have been met, the department or college curriculum committee drafts the curriculum proposal. For undergraduate program, the proposal is presented and deliberated on various approving bodies according to the following sequence:

Department Curriculum Committee
Department or College
Curriculum Committee
University Curriculum Committee
University Academic Council
CHED Regional Office
Board of Regents



For graduate programs, the following sequence is followed:

Graduate School Curriculum Committee
Graduate Faculty
University Curriculum Committee
University Academic Council
CHED Regional Office
Board of Regents

4. Design and Development Review

Review of curricular programs is performed as deemed necessary, to ensure their effectiveness to meet statutory and regulatory requirements as well as to identify any problems and propose solutions thereto. Results of the review also provide inputs for the design and development of new curricular programs.

5. Design and Development Verification

Verification is done to ensure that the design and development requirements have been implemented as planned, the input requirements met and the desired products/outputs are delivered. Verification shall be done by the academic department which offers the curricular program. Results of the verification shall be recorded and used as basis in making appropriate corrective actions.

6. Design and Development Validation

Although the service in the form of curricular offering is ready for offering to the public, validation of its relevance and responsiveness to the demands of the clients is done. This is done by seeking feedback from consumers of the quality of the products of the university, the graduates of its degree programs, both undergraduate and graduate degrees.

7. Control of Design and Development Changes

Results of the validation will be used as basis in identifying changes in the programs and records maintained. The same as the original product design; it shall undergo review, verification and validation, as appropriate, and is approved before its implementation. The review of the design and development changes shall include evaluation of its effect to the original products/services; again, review of the review of changes and any necessary actions shall be recorded and maintained.

D. Purchasing

1. Purchasing Process

The efficiency and effectiveness of the services delivered by the University to its clients depend also on the receipt of the purchased supplies, materials and equipment and the hiring of the faculty members with the needed expertise and competency and non-teaching staff who will deliver the services to the students' clients.

2. Purchasing Information

Purchasing information describes the supplies, materials and equipment to be purchased as indicated in the Procurement Plan. Said purchasing information describes the following:

- a. Listings of the supplies, materials and equipment needed to deliver the products or services;
- b. Educational qualification and competencies of the required faculty and non-teaching staff; and
- c. Supplies, materials and equipment needed to implement QMS.

3. Verification of Purchased Products

The supplies, materials and equipment purchased are subjected to inspection and verification before they are delivered to the end-user to ensure that the specifications needed and that purchased match. In case of mismatch, the procured items will be returned to the supplier for replacement.

E. Service Provision

1. Control of service provision

The University plans and carries out service provision under controlled conditions which include:

- a. Availability of information that describes our course offerings in the form of but not limited to powerpoint presentation presented during information disseminations to different high schools, course syllabi, and other flyers prepared to inform the client public;
- b. Availability of different procedures and other instructions, usually found in the citizens' charter, manual of procedures and other documents where these can be found;
- c. Use of needed equipment to deliver the quality service as planned;
- d. Availability and use of monitoring systems to include evaluation of teaching effectiveness of faculty manuals;
- e. Implementation of monitoring and measurement of performance using the Strategic Performance Management System; and
- f. Implementation of service delivery during graduation and post-delivery activities through conduct of review classes and assistance to students during PRC board and Civil Service Examinations.

2. Validation of processes for service provision

The University validates processes for service provision where quality of output cannot be verified by subsequent monitoring or measurement and as a result, deficiencies only becomes apparent after the service has been delivered.

Validation demonstrates the ability of these processes to achieve planned results. This includes passing of graduates in the Professional Regulation Commission (PRC) licensure examinations. Those degree offerings without PRC examination, validation can be carried out through tracer studies of graduates to be conducted by respective colleges and academic departments. Tracer studies are usually conducted every three (3) years.

3. Identification and Traceability

Every degree program offered by the University has a course prospectus/checklist where all the required courses to complete the degree are listed including prerequisites and required number of hours. Each course is assigned a course number to allow traceability. This enables the University to check that all required courses have been taken and passed by the client before he/she can be allowed to graduate.

In case of loss, damage or otherwise unsuitable for use by the university, the same will be immediately reported to the customer. Student records are under the responsibility of the Office of the Registrar while personnel records are under the care and protection of the Records Officer of the University. Personnel records of a retired employee will be returned to the owner and/or turned over to her/his family, in case of demise.

5. Preservation of Service

The University preserves its service during internal processing or before the students finish their course program in order to maintain conformity to requirements. Applicable policies and procedures are implemented uniformly. Controls are in place in order to avoid deviations or violations either by the teachers or the students to maintain the quality of the products or graduates of the university. Acquisition and uses of laboratory equipment are likewise controlled and maintained in order to preserve the functionality and reliability of our services.



F. Control of Monitoring & Measurement of Performance

The University monitors and measures the characteristics of the services rendered to verify if the quality of services rendered are fulfilled and is carried out through the use of computer technology which establishes the student registration system. A check of the student's records in the system will inform the responsible official that a particular student still have lacking units to enroll and pass before he can graduate.

For laboratory experiments, every course has an updated and regularly reviewed laboratory manual which guides the student in the conduct of laboratory exercises or experiments.

Equipment for use by students and the faculty are also regularly calibrated and serviced by qualified repair personnel of the Instrumentation Unit of the University or external experts.

Evidence of conformity based on acceptable criteria is maintained. Servicing of equipment is also regularly done and the records of servicing and maintenance are maintained and updated per equipment including vehicles. Service delivery shall not proceed until all planned arrangements have been satisfactorily completed.

MEASUREMENT, ANALYSIS AND IMPROVEMENT

General

The University shall prepare a plan to ensure the effective and efficient monitoring, measurement, analysis and improvement of the QMS processes needed to demonstrate conformity to product requirements, ensure conformity and continual improvement of the QMS. The methods be used will include client satisfaction, client feedback dropped in the suggestion boxes and written comments/feedback and consultative meetings with clients.

Monitoring and Measurement

The University continuously monitor information relating to customer perception whether the University has met the clients' requirements and the methods of obtaining and using this information shall be determined as follows:

i. Client Satisfaction Survey

Every client or customer transacting business in any unit within the University shall be required to fill out a form indicating the nature of services he/she would like to avail from a particular unit and employee and upon leaving the unit, he/she shall submit his duly filled out survey questionnaire evaluating the level of satisfaction from the services just undertaken. Said survey form shall be submitted to the security guard on duty but for other academic non-academic services, the client may drop his/her feedback in the suggestion boxes placed outside of the office. Said feedback will be tabulated, consolidated and presented to the Office of the President through the QMR for information and appropriate action.

ii. Client Feedback through the Suggestion Boxes

For clients who do not officially transact business with any employee of a particular unit but have the chance to be in contact with said employee or he may notice some lapses of the processes which can still be further improved, he/she may also share feedback as to the kind of service rendered by said employee concerned to the public or he may give suggestion on how the process can be further improved especially on the observance of the Citizen's Charter.

iii. Written comments/feedback

Clients are likewise welcome to submit their written comments or feedback for the improvement of the QMS of the University. Comments and feedback received shall be consolidated and favorably acted upon through applicable interventions.

iv. Consultative and General assembly meetings with clients

The biggest group of clients the University has is the students. Consultative meetings with the students is usually being done by the Office of the University President to gather their comments, problems, issues and other concerns for appropriate action. The purpose of which is not only to ensure maintenance of the QMS but also for continual improvement.

Internal Quality Audit

The University conducts internal audit at least once a year to determine whether the Quality Management System conforms to the planned arrangements for product realization, to the requirements of the ISO 9001:2015 standards, to the QMS requirements, and to determine if the Quality Management System is effectively implemented and maintained.

The Internal Audit Procedure details the requirements for the audit program including requirements that the audit program shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.

The audit criteria, scope, frequency and methods shall be defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

The Overall QMR is responsible for the Internal Audit Program. The responsibilities and requirements for the planning and conducting audits, and for reporting results and maintaining records are detailed in the Internal Audit Procedures. Office of the Overall QMR shall be audited by a second or third party audits. Management through the Office of the President shall be responsible for the area being audited to ensure that actions are taken without undue delay to eliminate detected nonconformities and its causes. Follow up activities shall be done to include the verification of the actions taken and the reporting of the verification results as indicated in the Corrective Action Procedures.

Monitoring and Measurement of Processes

The Kalinga State University uses applicable methods for monitoring and measurement of the QMS processes where applicable. These methods demonstrate the ability of the processes to achieve planned results. When targeted results are not attained, corrective action shall be implemented to ensure conformity of the quality of our services in accordance with our QMS.

Monitoring and Measurement of Services

The University monitors and measures the characteristics of the services rendered to verify if the quality of services rendered are fulfilled and is carried out at the appropriate stages of the product realization process in accordance with documented procedures.

Evidence of conformity based on acceptable criteria is maintained. Service delivery shall not proceed until all the planned arrangements have been satisfactorily completed.

a. Control of Non-conformity

The University ensures that services which do not conform to quality requirements are identified and controlled to prevent its unintended use or delivery. The control and related responsibilities and authorities for dealing with non-conforming product are defined in the control of Non-conforming Services procedures.

b. Analysis of Data

KSU has documented procedures to identify, collect and analyze data gathered relative to the suitability and effectiveness of the QMS and to use the data to evaluate and institute corrective action for the continual improvement of the system. The process of determining, collecting and analyzing data is defined in the Client Satisfaction and Management Responsibility procedures.



Data analysis will provide information as to:

- i. Client feedback
- ii. Conformity to service and/or process requirements
- iii. Other applicable information needed for continual improvement of the services. Results from the analysis of data are recorded and kept/maintained.

c. Improvement

Continual Improvement

KSU commits to continually improve the effectiveness of its QMS through the use of our quality policy, quality objectives, intensive faculty development program to pursue advanced graduate studies, in-house employee trainings and attendance to various external trainings and seminar workshops by both faculty and staff, analysis of data, corrective and preventive actions and regular management reviews. KSU will identify and implement necessary changes to maintain the suitability and effectiveness of its QMS.

Records of client feedbacks and investigations relative to client's complaints, corrective and preventive actions thereon and relative documents and records will be maintained.

Corrective Action

KSU takes action to eliminate causes of non-conformities and prevent their occurrence through appropriate corrective and preventive actions.

A documented procedure defines requirements for:

- ◆ reviewing non-conformities which include complaints from clients;
- ◆ determining causes of these non-conformities are documented;
- ◆ evaluating the need for action to ensure that non-conformities do not recur;
- ◆ determining and implementing action needed including updating documentation if appropriate;
- ◆ recording of the results of action taken; and
- ◆ reviewing corrective action taken and verifying its effectiveness.

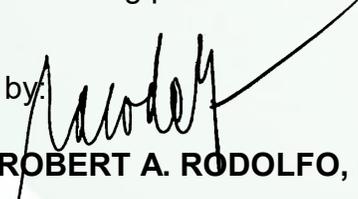
Preventive Action

KSU determines action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure defines requirements for:

- ◆ determining potential non-conformities and their causes;
- ◆ evaluating the need for action to prevent occurrence of non-conformities;
- ◆ determining and implementing action needed;
- ◆ recording of results of investigations and any action taken; and
- ◆ reviewing preventive action taken and verifying its effectiveness.

Prepared by:


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Reviewed by:


AMADO P. IMPER, PhD

Approved by:


EDUARDO T. BAGTANG, CPA, DBM
SUC President III

APPENDICES



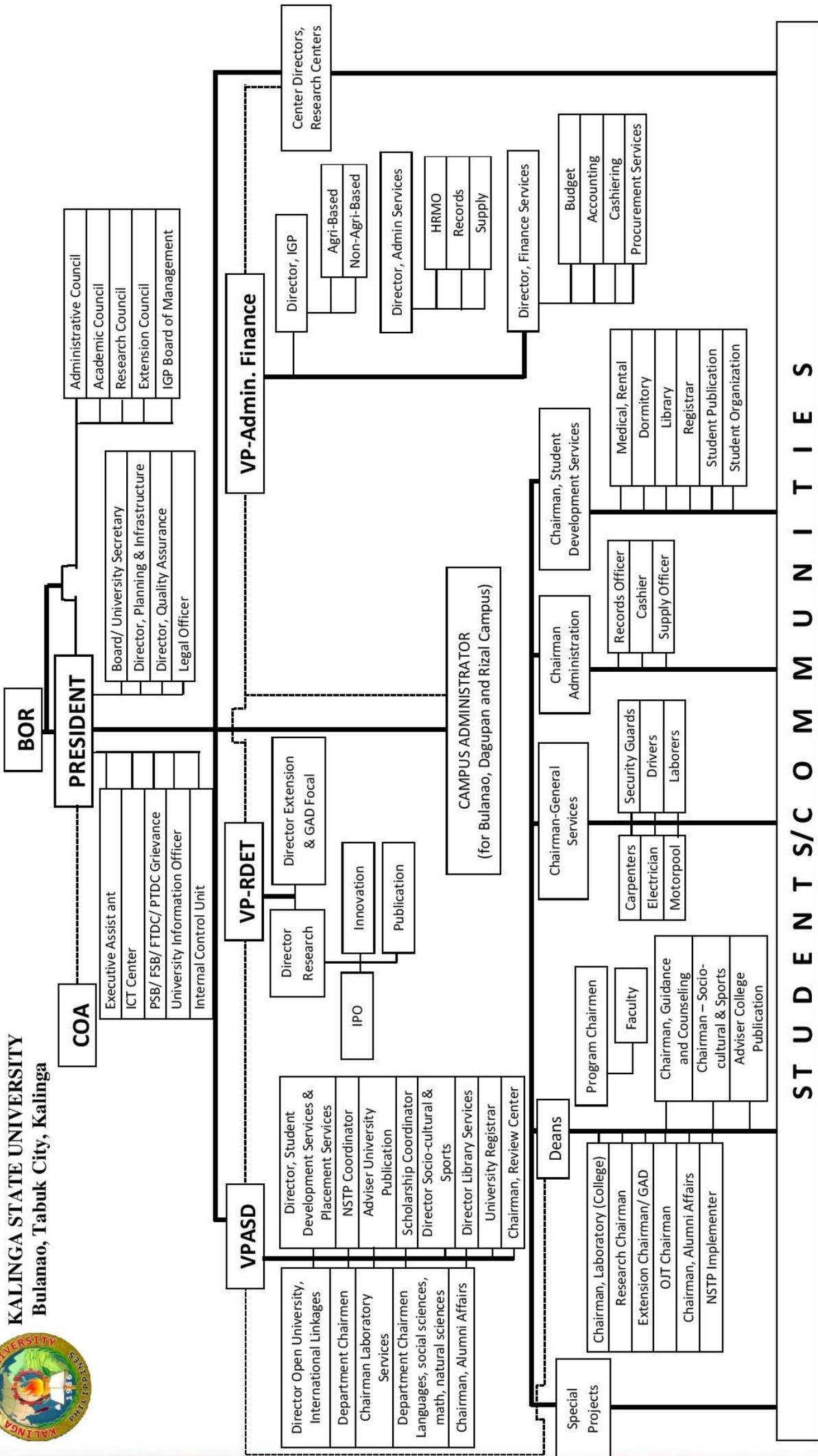


Annex "A" - Organization Structure of the Kalinga State University

ORGANIZATIONAL STRUCTURE

Approved under Board of Regents Resolution No. 1343, s. 2016 dated December 22, 2016

KALINGA STATE UNIVERSITY
Bulanao, Tabuk City, Kalinga



Note: — line of authority or line function
- - - line function

**Annex "B" - Excerpts from the Minutes of the Administrative Council Meeting
for Approval of QMS Manual**



Republic of the Philippines
KALINGA STATE UNIVERSITY
Tabuk City, Kalinga

**EXCERPTS FROM THE MINUTES OF THE ADMINISTRATIVE COUNCIL MEETING
HELD ON FEBRUARY 9, 2017 AT 9:30 A.M. AT THE LIBRARY HALL, KSU
DAGUPAN CAMPUS, TABUK CITY, KALINGA**

ADMINISTRATIVE COUNCIL RESOLUTION NO. 2 s. 2017

**RESOLVED TO APPROVE the Quality Management System Manual of the
University; for their appropriate action.**

APPROVED

CERTIFIED TRUE AND CORRECT:


PERFELIA R. BUEN
University/Board Secretary





Annex "C" - Approval of the Quality Management System Manual by the Board of Regents (BOR) of the Kalinga State University



Republic of the Philippines

KALINGA STATE UNIVERSITY

Bulanao, Tabuk City, Kalinga 3800

EXCERPT FROM THE MINUTES OF THE 90th REGULAR MEETING (1ST QUARTER) OF THE BOARD OF REGENTS OF THE KALINGA STATE UNIVERSITY FOR CY 2017 HELD AT THE MANGO SUITES, SANTIAGO CITY, ISABELA ON MARCH 2, 2017 AT 8:00 A.M.

Board Resolution No. 1391, s. 2017

RESOLVED AS IT IS HEREBY RESOLVED to APPROVE the Kalinga State University Quality Management System Manual, on proviso that it shall be updated periodically as deemed necessary.

CERTIFIED TRUE AND CORRECT:

PERFELIA R. BUEN, Ph. D.
University/Board Secretary V

ACKNOWLEDGEMENT

The Kalinga State University would like to acknowledge and thank the Visayas State University of which majority of the provisions in this Quality Management Systems were adopted from their QMS Manual.

-The Author



REPUBLIC OF THE PHILIPPINES
KALINGA STATE UNIVERSITY
(KSU)

QUALITY MANAGEMENT SYSTEM MANUAL

Approved by the Board of Regents through its Board Resolution No. 1391, Series of 2017 as endorsed and approved by the Administrative Council Resolution No. 2, Series of 2017.