



Republic of the Philippines  
**Department of Education**  
DIGOS CITY DIVISION

**Office of the Schools Division Superintendent**

**DIVISION MEMORANDUM**

SGOD-2025-221

To : Assistant Schools Division Superintendent  
Chief Education Supervisors (CID&SGOD)  
Concerned Schools Division Office Personnel

Subject : RECOMPOSITION OF DIVISION QUALITY MANAGEMENT SYSTEM  
(QMS) TEAM

Date : April 11, 2025

1. Relative to RM PPRD-2024-149, titled “One DepEd, One QMS for Region XI Schools Division Offices”, and DepEd Order No. 009, series 2021, titled “Institutionalization of a Quality Management System (QMS) in the Department of Education,” this initiative aims to enhance the delivery of quality basic education services across all levels of governance, including the Central Office (CO), Regional Offices (Ros), Schools Division Offices (SDO)s, and Schools/Community Learning Centers (CLCs).
2. The following are the different team members of the Division QMS:

TEAM	QUALITY MANAGEMENT SYSTEM TEAM COMPOSITION	
QMR	Maria Genevieve T. Francisquete, CESO VI	No Position Indicated
Secretariat	Reyzen O. Monserate	Team Leader
	Leilani Señires	Deputy Team Leader
	Cecile Uy	Member
	Cherrie Anne Bohol	Member
	Ruben Evaretta	Member
	Marjun B. Rebosquillo	Member
	Mark Castañares	Member
	Chindy Bagando	Member
Internal Audit	Sollie B. Oliver, JD, MATE	Team Leader
	Cherrie Anne Bohol	Deputy Team Leader
	Marjun B. Rebosquillo	Member
	Reyzen O. Monserate	Member
	Mark Castañares	Member
	Cherry Rossette E. Oliva	Member
	Clarence S. Pillerin	Member
	Gervasio R. Salinas, Jr.	Member
	Jem Boy B. Cabrella	Member
	Eleser Mateo	Member
Quality Workplace	Francis Jude D. Alcomendras	Team Leader
	Mhyrra Faye L. Balingit	Deputy Team Leader
	Atty. Clarisse Joy L. Arnaez-Llaban	Member



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	Dr. Micah A. Fuentes	Member
	Daissy Jane Sanoy	Member
	Joel E. Estomo	Member
	Vincent Zambra	Member
	Jayzon T. Cardines	Member
	Marcelino Ranollo, Jr.	Member
	April Rose Alcala	Member
	Heidi Escalona	Member
Knowledge Management	Beverly S. Daugdaug, EdD	Team Leader
	Atty. Rodel Pagayon	Deputy Team Leader
	Aleli M. Chiong	Member
	Stephen Pascual	Member
	Zandria M. Sy	Member
	Joan M. Niones	Member
	Leilani Señires	Member
	Inda Nacua	Member
	Ivy Solano	Member
	Rowena M. Magdayao	Member
Training and Advocacy	Sollie B. Oliver, JD, MATE	Team Leader
	Ronald B. Dedace	Deputy Team Leader
	Janice Alquizar	Member
	Ruben Evaretta	Member
	Rowena Magdayao	Member
	Mary Joy Fortun	Member
	Niel Bongcayao	Member
	Angel Bisaga, Jr.	Member
	Jose Israel Maravilles	Member
	Jessica G. Lucero	Member
RISK MANAGEMENT	Ida I. Juezan	Team Leader
	Peter-Jason C. Senarillos	Deputy Team Leader
	Francis Jude D. Alcomendras	Member
	Airon Alejandro	Member
	Claire Marriz Moral	Member
	Russel Kevin T. Maurin	Member
	Ferna Renira T. Alde	Member
	Clarence S. Pillerin	Member
	Ma. Florinel G. Gallardo	Member
	Mary Joy Fortun	Member
	Chariss M. Altamera	Member



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3. The terms and reference of the QMS Teams are the following:

A. Quality Management Representative (QMR)

- Communicate the importance of having a QMS within DepEd;
- Oversee the implementation and take accountability for the effectiveness of the QMS;
- Ensure the conformance of the QMS to the requirements of ISO 9001;
- Ensure the integrity and effectiveness of the QMS;
- Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management
- Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;
- Ensure integration of the QMS requirements into DepEd's business processes;
- Promote continuous improvement of the QMS and processes of the agency;
- Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;
- Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and
- Act as liaison of the Department with external parties on matters relating to QMS.

B. QMS Secretariat

- Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;
- Provide technical and administrative support to successfully implement the QMS;
- Coordinate QMS-related activities in their respective offices;
- Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
- Facilitate the delivery of specific outputs in line with the QMS;
- Assist the QMR in communicating with external parties on QMS-related matters; and
- Provide feedback and updates on QMS-related matters to the QMR.

C. Knowledge Management Team

- Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;
- Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;
- Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;
- Oversee activities related to managing organizational knowledge and setting document management standards; and
- Provide feedback to the QMR on the status of the control documents and records.

D. Internal Quality Audit Team



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- Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;
- Undergo training on ISO 19011 (Guidelines for Auditing Management System);
- Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;
- Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;
- Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and
- Provide the findings of the IQA through the audit summary report and status of the Request for Action (RFA) to the QMR as an input to the Management Review.

**E. Risk Management Team (RMT)**

- Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;
- Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;
- Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;
- Provide feedback and update to the QMR on the status of risk assessment and action plans;
- Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and
- Ensure documentation and clear implementation of quality objectives through the review of targets and indicators of the OPCRF.

**F. Quality Workplace Team (QWT)**

- Ensure consistent implementation of Quality Workplace Standards;
- Collaborate with concerned office/personnel to ensure a conducive and and safe work/school environment to improve productivity;
- Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and
- Provide feedback and updates to the QMR on the status of workplace Management.

**G. Training and Advocacy Team (TAT)**

- Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;
- Capacitate employees on the development of their Operations Manuals and Planning Documents;
- Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;
- Plan and coordinate effective deployment and efficient use of QMS Training and materials;
- Develop and disseminate IEC materials to strengthen awareness on



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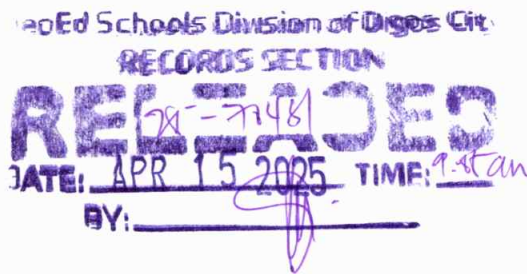
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QMS and build a culture of continuous improvement; and  
-Provide feedback and updates to the QMR on the status of QMS-related  
Training and awareness.

4. For information and compliance.

*Melanie P. Estacio*  
**MELANIE P. ESTACIO, PhD, CESO VI**  
Schools Division Superintendent

Enclosed: As stated.  
SGOD/rom



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