



Republic of the Philippines
Department of Education
DIGOS CITY DIVISION

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

SGOD-2025- 768

To : Chief Education Supervisors (CID&SGOD)
Public Schools District Supervisors
Elementary and Secondary School Heads

Subject : INDORSEMENT OF THE INVITATION FROM THE ASIAN
PRODUCTIVITY ORGANIZATION (APO) IN COOPERATION WITH
DEVELOPMENT ACADEMY OF THE PHILIPPINES (DAP)

Date : November 24, 2025

1. Pursuant to the Indorsement dated November 18, 2025, issued by Allan G. Farnazo, Director IV, the Schools Division Office of Digos City hereby indorses the invitation from Asian Productivity Organization (APO) in cooperation with Development Academy of the Philippines (DAP) on the **Online Training Course and Master Class on Integrating Service Quality Standards in Government Service Delivery**.
2. Participation of DepEd teachers in the said activity is discretionary, subject to the following conditions:
 - 2.1 Strict adherence to the policy on "No Disruption of Classes" as stipulated in DepEd Order No. 9, s. 2005 entitled "Instituting Measures to Increase Engaged Time on-Task and Ensuring Compliance Therewith"; and
 - 2.2 Participants shall be on official time.
3. Enclosed are the details of the activity.
4. Immediate dissemination of this Memorandum is desired.

ap/estacio
MELANIE P. ESTACIO, PhD, CESO VI
Schools Division Superintendent

Schools Division Office of Digos City
RECORDS SECTION

RELEASED
25-7427
DATE: NOV 26 2025 TIME: 1:24 PM
BY: *[Signature]*

Enclosed: As stated.
SGOD/rom



Address: Roxas cor. Lopez Jaena Street, Zone II, Digos City (8002)
Telephone Nos.: (082) 553-8375; (082) 553-8396

RECORDS

120927



Republic of the Philippines
Department of Education
DAVAO REGION

1st Indorsement
November 18, 2025

Respectfully referred to the Schools Division Superintendents, the invitation from Asian Productivity Organization (APO) in cooperation with Development Academy of the Philippine (DAP), on the **Online Training Course and Master Class on Integrating Service Quality Standards in Government Service Delivery**, subject to the availability of funds, learning and development priorities and discretion of the approving authority.

ALLAN G. FARNAZO
Director IV

Encl.: As Stated.

ROH/kfy

DEPARTMENT OF EDUCATION
RECORDS SECTION

RELEASED

By: _____
Date: _____ Time: Nov. 21, 2025
120927

INVITATION: Online Training Course and Master Class on Integrating Service Quality Standards in Government Service Delivery

1 message

PRODUCTIVITY DEVELOPMENT RESEARCH OFFICE <pdrc.pdro@dap.edu.ph>
Bcc: region11@deped.gov.ph

Fri, Nov 14, 2025 at 4:28 PM

Greetings from the Development Academy of the Philippines (DAP)!


The Asian Productivity Organization (APO), in cooperation with the DAP, is pleased to invite you and/or your representative(s) to the learning sessions on Integrating Service Quality Standards in Government Service Delivery via Zoom on the following dates:

- **Training Course on Integrating Service Quality Standards in Government Service Delivery**, 2-4 December 2025, 8:00 a.m. to 12:00 noon
- **Master Class on Integrating Service Quality Standards in Government Service Delivery**, 5 December 2025, 8:00 a.m. to 12:00 noon

Ms. Nyota S. Brown, APO Expert and Secretary of American Society for Quality (ASQ) - Government Division, will serve as the resource person for the training course and master class.

Register here


Deadline for registration is 27 November 2025.



Delight citizens! Join the Training Course and Master Class on Integrating Service Quality Standards in Government Service Delivery

Training course
Learn practical tools and strategies to integrate service quality standards in public service delivery and boost citizen satisfaction.

Master class
Learn how to lead efforts to raise service quality standards, delight citizens at every interaction, and build public trust through superior service delivery.




Nyota S. Brown
Secretary, American Society for Quality (ASQ) - Government Division

Why Attend?

- ✓ Understand the value of service quality standards in designing and delivering government services.
- ✓ Describe the principles, approaches, and tools on integrating service quality standards in designing and delivering government services.
- ✓ Determine mechanism to improve the implementation of service quality standards in delivering government services; and
- ✓ Identify best practices on integrating service quality standards in government service.

Scan to register now!



When and where?

Training Course
2-4 December 2025, 8:00 a.m. to 12:00 noon, via Zoom
For DepEd, LGU and private sector leaders, managers, and staff

Master Class
5 December 2025, 8:00 a.m. to 12:00 noon, via Zoom
Attend for FREE!

Who should attend?

Public sector officers, managers, and staff, including frontline employees, supervisors, quality management teams, and are involved in designing and delivering frontline government services.

Public sector officers and managers responsible for the overall management, design, and delivery of frontline government services.

Development Academy of the Philippines | 02-8866-1000

For inquiries, please do not hesitate to call us at +632.8.631.0921 local 140.



Productivity Development Research Office
Productivity and Development Center
Development Academy of the Philippines
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