Republic of the Philippines
Province of Bohol
MUNICIPALITY OF LOON
OFFICE OF THE MAYOR

EXECUTIVE ORDER NO. 12
Series of 2023

ORGANIZING THE MUNICIPAL QUALITY MANAGEMENT SYSTEM TEAM

WHEREAS, Administrative Order No. 161, that was issued in 2006, institutionalized the Quality Management System (QMS) in the Government of the Philippines, by enjoining "*government agencies to establish the ISO-aligned Quality Management System to be recognized for demonstrated conformity applicable to the Philippine National Standards*";

WHEREAS, Executive Order No. 605, Series of 2007, entitled "*Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program*" amends the above-mentioned Order and enjoins all departments and agencies of the government to adopt ISO-QMS and pursue certification;

WHEREAS, Administrative Order No. 25, Series of 2011, entitled "*Creating an Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems*" aims to establish QMS aligned with ISO 9001 Standards or the continuing certification of frontline services in government agencies;

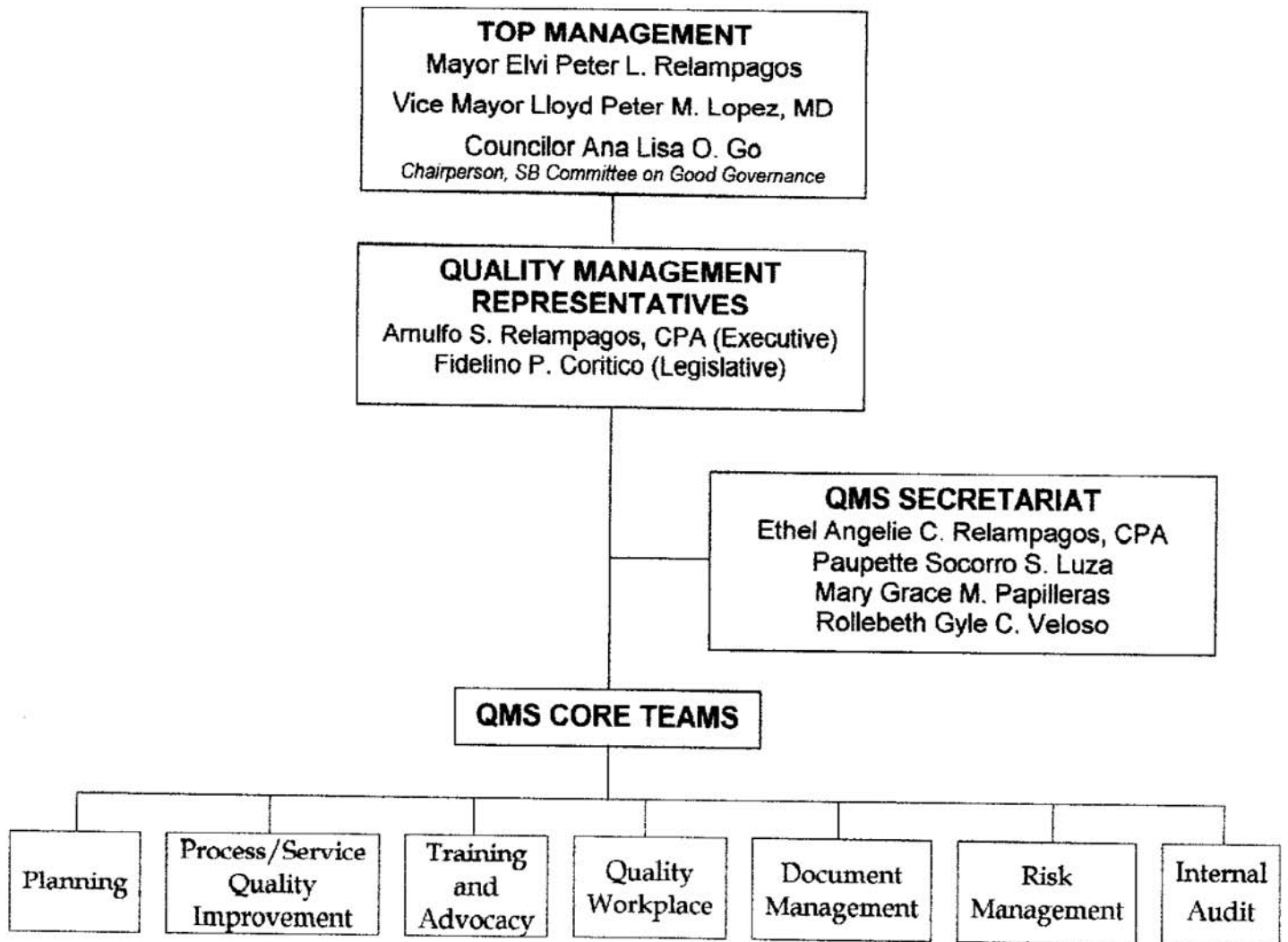WHEREAS, the LGU of Loon is keen on making itself ISO-certified;

WHEREAS, there is a need to create a team that shall formulate the Quality Manual of the LGU and oversee, sustain and ensure the credibility of all aspects of the LGU system in line with the applicable international standards, including the adequacy of the criteria and processes for recognition, and to assess how well the system serves the local interest;

NOW THEREFORE, premises considered and by virtue of the authority vested upon me under the Local Government Code and other existing laws, I, Elvi Peter L. Relampagos, mayor of the Municipality of Loon, Bohol, do hereby declare and order the following:

Section 1. Organization and Composition. - The Municipal Quality Management System Team (MQMST) is hereby organized to be composed of the following:

- Top Management;
- Quality Management Representatives;
- Quality Management System Secretariat; and
- Quality Management Core Teams for the following concerns:

    - Planning
    - Process/Service Quality Improvement
    - Training and Advocacy
    - Quality Workplace
    - Document Management
    - Risk Management
    - Internal Audit

Section 2. Structure. – The MQMST shall have the following structure:

TOP MANAGEMENT
Mayor Elvi Peter L. Relampagos
Vice Mayor Lloyd Peter M. Lopez, MD
Councilor Ana Lisa O. Go
Chairperson, SB Committee on Good Governance

QUALITY MANAGEMENT REPRESENTATIVES
Arnulfo S. Relampagos, CPA (Executive)
Fidelino P. Coritico (Legislative)

QMS SECRETARIAT
Ethel Angelie C. Relampagos, CPA
Paupette Socorro S. Luza
Mary Grace M. Papilleras
Rollebeth Gyle C. Veloso

QMS CORE TEAMS

Planning	Process/Service Quality Improvement	Training and Advocacy	Quality Workplace	Document Management	Risk Management	Internal Audit

PLANNING TEAM	*Team Leader:*	Alan L. Relator, CE
	Assistant Team Leader:	Reynaldo P. Monreal
	Team Members:	Councilor Pedro M. Literatus Jr.
		Jhunie Ray P. Suarez
		Oliver C. Algusar
PROCESS/SERVICE QUALITY IMPROVEMENT TEAM	*Team Leader:*	Teodomiro P. Coritico
	Assistant Team Leader:	Jannes D. Cantones, LicAgr
	Team Members:	Councilor Willou C. Tan
		Merly S. Justol
		Michael Novi E. Maluenda
		Charles Evan M. Rotersos
		Marilyn L. Piamonte
		Ma. Editha O. Santillana
		Joseph Irwin A. Requina
TRAINING AND ADVOCACY TEAM	*Team Leader:*	Lloyd Peter Lopez, MD
	Assistant Team Leaders:	Melquiades E. Maestrado
		Maria Victoria D. Lamparas, MD
	Team Members:	Lean F. Longos
		Oliver C. Algusar
		Ziselle Ann C. Capiolos
		Mary Grace M. Papilleras
		Ezra A. Guadalquiver
		Mellanie M. Roseque
QUALITY WORKPLACE TEAM	*Team Leader:*	Severino L. Roslinda, CE
	Assistant Team Leader:	Celso R. Orion
	Team Members:	Sheila L. Castrojo
		Aleth B. Lagroma

		Noel S. Castrojo Rodrigo P. Pamplona Mercel C. Plazos Juliet S. Paña Ruby P. Cuizon Jackie Jean T. Moria Gladish Mae G. Sesnorio Merly S. Justol Joseph S. Alcover Servando R. Leopardas Jr. Ricardo R. Ladeza Reynaldo L. Libranza Angel Dawn P. Cabañelez Ramonita R. Almonical Edelene A. Coraza Engr. Mark Roldan R. Lanzaderas Councilor Emerson S. Relampagos
DOCUMENT MANAGEMENT TEAM	*Team Leader:* *Assistant Team Leader:* *Team Members:*	Aristona C. Ladeza Fe L. Millanes Jhansen M. Sevilla Artemio P. Sangarios Jr. Cresencio R. Masas Jr. John Kelvin D. Catayas Argosy S. Nazareno Orlaine P. Caet Roselle V. Salomon Marisa V. Cartoneros Nora S. Mesina Aimee W. Calabria Harne Mae L. Pamon Agape G. Monton Aleth B. Lagroma Christylzen Mary C. Ho Jea Rachelle N. De Guzman Maria Teresa B. Fortugaliza
RISK MANAGEMENT TEAM	*Team Leader:* *Assistant Team Leader:* *Team Members:*	Marina M. Loquinte, CE, EnP Ma. Marnelli L. Maquindang, RSW Roy S. Roferos Jonas P. Lagroma Adam L. Saligumba Erica Bianca M. Morastil Ma. Vilma G. Palacio Shannen Jaye O. Langcamon, RMT, MD Hon. Judy Marie H. Veloso
INTERNAL AUDIT TEAM	*Team Leader:* *Assistant Team Leader:* *Team Members:*	Atty. Rex L. Solarte, CPA Estrellita C. Geonzon, CPA Fidelino P. Coritico Jerry P. Rulona, CPA Charlene P. Suarez Manilyn L. Portrias Cathyryn R. Lugo Teofanie L. Requillo Judith S. Marcojos Merly S. Justol Ma. Editha O. Santillana Michael Novi E. Maluenda Maria Cecilia L. Cartagenas Marimar M. Anuba Jackie Jean T. Moria Maria Liezl R. Aranas Maria Luz M. Casinillo Mhilagrose Daebie C. Palomeras

Section 3. Roles and Responsibilities of Top Management, Quality Management Representatives and QMS Secretariat. - The Top Management, Quality Management Representatives and QMS Secretariat shall perform the following roles and representatives:

TOP MANAGEMENT

- Take accountability of the effectiveness of the QMS;
- Ensure that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the LGU;
- Ensure the integration of the QMS requirements into the LGU's business processes;
- Promote the use of the process approach and risk-based thinking;
- Ensure that the resources needed for the QMS are available;
- Communicate the importance of effective quality management and of conforming to the QMS requirements;
- Ensure that the QMS achieves its intended results;
- Engage, direct, and support persons to contribute to the effectiveness of the QMS;
- Promote improvement; and
- Support the relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;

QUALITY MANAGEMENT REPRESENTATIVES

- Directly report to the Top Management as regards the overall mechanism and mobilization of the LGU's QMS;
- Ensure that the QMS across all levels of the LGU conforms to the requirements of the ISO 9001:2015;
- Report on the performance of the QMS and on the opportunities for improvement, in particular, to Top Management;
- Ensure the promotion of client focus throughout the LGU; and
- Ensure that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

QMS SECRETARIAT

- Align with the ISO Resource Person externally and the Quality Management Representative internally as regards the details of the implementation and progress of the LGU's ISO journey;
- Ensure that processes needed for QMS are established, implemented, and maintained in the LGU; and
- Liaise with external parties on matters relating to the QMS.

Section 4. Roles and Responsibilities of the Core Teams. - Reporting directly to the Top Management and Quality Management Representatives in the overall mechanism and mobilization of the QMS in their respective functional areas, each of these seven (7) Core Teams is composed of a leader, assistant leader, and members. Their roles and responsibilities are as follows:

PLANNING TEAM

- Lead in developing and monitoring the required planning documents;
- Make sure that their functional area conforms to the requirements of the established QMS and ISO 9001:2015 standards;
- Ensure the promotion of client focus in their functional area; and
- Safeguard the integrity of the established QMS and maintain it when changes thereto are planned and implemented.

PROCESS/SERVICE QUALITY IMPROVEMENT TEAM

- Lead in process/service improvement initiatives in the LGU; and
- Report on the performance of the established QMS and on the opportunities for improvement.

TRAINING AND ADVOCACY TEAM

- Lead in cascading the established QMS;
- Provide administrative support in terms of training and advocacy in the successful implementation and sustainability of the QMS;
- Plan and coordinate the effective deployment and efficient use of resources in line with training and advocacy activities; and
- Plan, coordinate and facilitate the echoing/cascading sessions on QMS-related training activities.

QUALITY WORKPLACE TEAM

- Lead in implementing 5S Good Housekeeping principles
- Ensure that the environment in the functional area is conducive for the achievement of the operational processes involved;
- Monitor and assess workplace cleanliness, orderliness, and safety in conformity to service requirements; and
- Ensure the consistent implementation of 5S programs, as applicable.

DOCUMENT MANAGEMENT TEAM

- Lead in planning, conducting and monitoring internal quality audit;
- Manage the functional area's quality management documented information required by ISO 9001:2015;
- Manage the functional area's documented information determined by the organization as necessary for the effectiveness of the QMS;
- Take charge of the creation, updating and control of documented information and consolidation of the functional area's documentation (distribution, access, retrieval and use, storage, preservation, control of changes, retention, and disposition); and
- Assume responsibility over all documented information of external origin.

RISK MANAGEMENT TEAM

- Lead in directing and controlling the identified risk;
- Focus and manage the organization's issues and concerns;
- Perform oversight function in ensuring that the established risk controls and related activities are consistently implemented and incorporated in the planning activities of the LGU; and
- Ensure that risks are adequately considered when setting functional objectives.

INTERNAL QUALITY AUDIT TEAM

- Periodically conduct internal audits at planned intervals to provide information on whether the QMS conforms to the LGU's QMS requirements and the requirements of ISO 9001:2015;
- Assess whether the QMS is effectively implemented and maintained;
- Provide opportunities for improvement in the conduct of the audit;
- Create value-adding inputs to functional areas for their continual improvement; and
- Provide inputs for Top Management review.

Section 4. Meetings and Quorum. - The MQMST Top Management shall meet every third week of the month. The Chairperson may call for a special meeting as may be deemed necessary. Each Core Team may conduct separate meetings in close coordination with the QMR.

Section 5. Effectivity. - This Executive Orders shall take effect immediately.

Section 6. Superseding Provision. – This Executive Order supersedes E.O. No. 8 dated January 18, 2023.

Issued this 2nd day of May 2023 in the Municipality of Loon, Bohol.

ELVI PETER L. RELAMPAGOS
Mayor