



MANAGEMENT REVIEW MINUTES OF MEETING

Venue: 3rd Floor Multi-Purpose Building, DOJ
Compound, Padre Faura St., Ermita, Manila

Date Conducted: 1 October 2018

A. Present during the meeting

Name	Position	Office
Atty. Adrian Ferdinand S. Sugay	Undersecretary	Office of the Undersecretary
Atty. Adonis P. Sulit	Assistant Secretary	Office of the Assistant Secretary
Atty. Emmanuel D. Medina	Senior Deputy City Pros.	OCP Makati City
Atty. Evangeline Viudez-Canobas	Senior Assistant City Prosecutor	OCP Makati City
Ms. Liza B. De Leon	Director	Administrative Service
Mr. Emmanuel Lowell A. Pandaan for Dir. Maria Elisa B. Germar	Chief Accountant	Financial Service
Engr. Rodolfo C. Florentin	Director	Administrative Service
Ms. Irene H. Fuertes	Administrative Officer	OCP Makati City
Ms. Hedeliza Q. Encabo	Supervising Admin Officer/ Acting Chief	Personnel Division
Ms. Melissa Joy A. Ohao	Administrative Officer V	Training Section
Ms. Magie T. Pascual	BAC Secretariat / Internal Quality Auditor	Bids and Awards Committee
Mr. Elieson P. Tubiera	Administrative Officer V	Property Management Section
Mr. George C. Peñalosa	Engineer III	Maintenance Section
Ms. Grace May A. Vergara	Internal Quality Auditor	Management Division
Ms. Maria Belinda P. Avergonzado	Internal Quality Auditor	Management Division
Mr. Nap Angelo M. Manguiat	Internal Quality Auditor	Management Division
Mr. Ned O. Sabino	Internal Quality Auditor	Management Division
Ms. Jan Marie M. Riñon	Internal Quality Auditor	Management Division
Ms. Corazon A. Consunji	Internal Quality Auditor	National Prosecution Service
Mr. Alfredo H. Masangkay	Internal Quality Auditor	National Prosecution Service
Mr. Christopher C. Remolacio	Internal Quality Auditor	Leave Section

B. Absent during the meeting (where appropriate, indicate reason for absence)

Name	Position	Office
Dir. Ryan C. Thomas (due to illness)	Quality Management Representative	Planning and Management Service

C. Other attendees during the meeting

Name	Position	Office
Ms. Presentacion Bombeta	Consultant	National Bureau of Investigation
Ms. Agrifina Dela Cruz	Observer	QMS Secretariat
Ms. Ma. Antonette A. Mendoza	Job Order	

D. Chaired by: Ms. GRACE MAY A. VERGARA
for Dir. Ryan C. Thomas

Time Started: 1:20PM



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E. Highlights of the Review

AGENDA / HIGHLIGHTS/ ACTION ITEM	WHO/ WHEN (for action item only)
<p>1.0 Brief overview of ISO 9001:2015 requirements for Management Review</p> <ul style="list-style-type: none"> ○ Informed the group that the conduct of the Management Review is consistent with Clause 9.3 of the ISO standards. 	
<p>2.0 Discussion on the Context of the Organization</p> <p>2.1 Understanding the Organization</p> <ul style="list-style-type: none"> ○ Presented the Mission and Vision of the Department. ○ Presented and discussed the revision made on the Quality Policy based on the approved Quality Manual – Revision 1 dated 1 August 2018. ○ Presented and discussed the revision made on Quality Objective, Targets and Plan <p>2.2 Scope of the QMS</p> <ul style="list-style-type: none"> ○ Discussed the scope of Quality Management System (QMS) as required in ISO 9001:2015. 	
<p>3.0 Objectives of the Management Review</p> <ul style="list-style-type: none"> ○ Management Review inputs and outputs were discussed to have a clear understanding of the topics for discussion. 	
<p>4.0 Management Review Status</p> <ul style="list-style-type: none"> • Informed the group that the Management Review (MR) is the first MR conducted for CY 2018, consistent with the approved Quality Manual Revision 1 dated 01 August 2018. • Discussed the revisions made in the external and internal issues affecting the QMS. 	
<p>5.0 Performance Assessment of the QMS</p> <p>5.1 Meeting Quality Objectives</p> <ul style="list-style-type: none"> ○ The accomplishments of OCP Makati City on cases resolved for CY 2016 and 2017 was presented. ○ OCP Makati City got a disposition rate of 97% and 95% for CY 2016 and 2017 respectively. The accomplishments of OCP Makati City for the last 2 years showed how the Office has been exceeding its target of having 85% of their cases resolved annually. ○ The office also had a zero backlog on pending cases for CY 2016 and 2017 because all pending cases of OCP Makati City were resolved within the prescribed period or within 120 days. ○ Out of 110 clients who accomplished the client feedback form covering the month of August CY 2018, the office got 90% “excellent” satisfaction rating equivalent to the required Quality Objectives of the Department. <p>The chair also discussed Other Quality Plans and Its Corresponding Programs:</p> <ul style="list-style-type: none"> ▪ Re: Streamlining and Process Improvement pursuant to RA No. 11032, otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”, the Chair informed the team that the DOJ is scheduled to have a management briefing on the regulatory review process. ▪ Re: Implementation of Case Decongestion Program, it was reported that the said program is still on-going. ▪ Re: Establishment/implementation of ICT Program, it was reported that the same was cascaded to prosecution offices that have high backlog of cases. 	<p>OCP – Makati should maintain the following:</p> <ol style="list-style-type: none"> 1. At least 85% disposition rate annually; 2. “Excellent” client satisfaction rating. <p>Asec. NV Bainto EODB TWG Offices with Frontline Services</p> <p>MISD NPS Offices Process Owners</p>



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<ul style="list-style-type: none"> ▪ Re: Establishment/implementation of client satisfaction survey and evaluation, it was made clear it will be conducted on the last quarter of the year to determine the needs and expectations of interested parties', their perception and the effectiveness of the system. <p>5.2 Process Performance Review</p> <ul style="list-style-type: none"> ○ The Chair presented to the group the Office Performance Commitment Review for CY 2017 of the Office of the Secretary (OSEC), the Planning and Management Service (PMS) and the Administrative Service consisting of Personnel Division and General Services Division. <p>5.3 Compliance Obligations</p> <ul style="list-style-type: none"> ○ The Chair discussed the status of completion of the list of laws and regulatory issuances governing the QMS processes pursuant to the Memorandum signed by then Usec. Reynante Orceo dated 25 April 2018. The chair emphasized that such is among the documented information required by the standards. <p>5.4 Performance of External Providers</p> <ul style="list-style-type: none"> ○ The group was informed that there was no data on the performance of external providers of the Department. The group likewise agreed that all concerned offices will have to undergo a DOJ-wide survey or feedback mechanism on the last quarter of CY 2018 to monitor, analyze and evaluate external providers' performance on services provided and goods that are procured. <p>5.5 Internal Customer Satisfaction and Feedback</p> <ul style="list-style-type: none"> ○ The group was informed that the internal QMS implementation survey will be conducted on the last quarter of CY 2018 to determine the needs and expectations of interested parties', their perception and the effectiveness of the system by distributing Internal QMS Survey Form among the randomly selected officials and employees of the Department. 	<p>Process owners with frontline services</p> <p>The process owners agreed to update and submit their compliance obligations on or before 05 October 2018.</p> <p>BAC/Procurement Division, Property Management Section and Administrative Service for janitorial and security</p>
<p>6.0 Results of Internal Quality Audit CY 2018</p> <ul style="list-style-type: none"> • Results of audit have been discussed with the process owners based on the audit reports that have been issued to them last 25 September 2018. • A total of 14 "Nonconformity Corrective Action Reports (NCARs)" were issued in line with ISO 9001:2015 requirements. • A total of 40 "Positive Findings", 12 "Observations" and 4 "Hints for Improvement" were reported. 	
<p>7.0 Opportunities for Continual Improvement</p> <p>7.1 Presentation of Non-Conformity Corrective Action Report and Approval of the Actions to be Taken</p> <ul style="list-style-type: none"> ○ All NCARs were discussed and out of 14 NCARs, 12 are still open/pending action (closing). ○ The Chair emphasized the completion date on the submission of the actions to be taken for the follow up activities of Internal Quality Auditors to close the NCARs and to correct nonconformities as regards to improving the system/process. <p>7.2 Addressing the Risks and Opportunities</p> <ul style="list-style-type: none"> ○ The Chair discussed the results of the Risk and opportunities assessment and reminded the group of the importance of knowing when and how to use the risk 	<p>All Internal Quality Auditors Top Management</p> <p>Administrative Service</p>



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<p>and opportunities assessment. It was made clear that as changes come along the way, their processes will encounter risks and how it will impact their process depends on how they will manage it.</p> <ul style="list-style-type: none">○ The effectiveness and efficiency of the Risk Treatment Plan and Action Plan were also evaluated and reviewed to prevent or reduce undesired effects in the Department. <p>7.3 Adequacy of Resources</p> <ul style="list-style-type: none">○ Based on the IQ audit, the inadequacy of the following resources hampers the smooth processing/implementation of certain processes in the Department: (1) Infrastructure, particularly with respect to storage areas – for Recruitment, Maintenance and Property and Management Section; (2) People - particularly in Procurement Division who has one (1) filled up item only.	Administrative Service / Personnel Division and Top Management
<p>8 Other Matters</p> <ul style="list-style-type: none">● Approved the revision of the previously enrolled process of the Recruitment, Selection and Placement of Personnel and all related forms. The process of applying/enrolling revisions was likewise reiterated to ensure that process owners are made aware of the next steps to be done should the need to update/revise their process arises.● Next steps and future activities for QMS implementation have been identified as follows:<ul style="list-style-type: none">○ Internal Quality Auditors to follow up actions for NCARs issued to close audit findings○ Briefing of External Providers○ Preparation for the 1st Cycle Certification Audit.	All process owners
<p>9 Conclusions on the continuing suitability, adequacy and effectiveness of the QMS including the Quality Policy</p> <ul style="list-style-type: none">● DOJ Quality Management System was launched last 01 August 2018 but there is still a need to improve on the monitoring and measurement of customer satisfaction mechanism and on the provision of resources for QMS implementation.● There is apparent sustained commitment for QMS implementation that facilitates approval of necessary management actions and/or issuance of policies.	

F. Time Adjourned: 4:00pm

G. Tentative Date of Next Meeting: September 2019

Notes: If any of the above agenda is not applicable or there is no issue to review/ discuss for the period covered, this must be appropriately indicated against the relevant agenda.

Prepared by:



NAP ANGELO M. MANGUIAT
Document Control Officer

Reviewed by:



OIC-Director RYAN C. THOMAS
Quality Management Representative

Approved by:



Undersecretary ADRIAN FERDINAND S. SUGAY