



Republic of the Philippines
Department of Education
SOCCSKSARGEN REGION

January 11, 2021

REGION MEMORANDUM
PPRD No. 1, s. 2021

**CONDUCT OF THE PILOT TESTING OF THE PROCESS QUALITY REVIEW (PQR)
TOOL IN DETERMINING EFFECTIVENESS OF CORRECTIVE ACTION REPORT
(CAR) INTERVENTION**

TO: Schools Division Superintendents
Divisions of General Santos City, Sultan Kudarat &
South Cotabato

Attn: PQR Members of the Regional Office

1. This has reference to the results of the Stage 1 (PPRD RM No. 42, s. 2020) of the research entitled, *“Development and Validation of Process Quality Review (PQR) Tool in Determining Effectiveness of Corrective Action Report (CAR) Intervention: Basis for Policy Formulation,”* which generally aims to formulate a research-based policy in the institutionalization of a validated PQR tool as the major output of study.
2. Initially, this research undertaking had already answered four (4) among the six (6) research objectives; hence, it deems to answer the remaining two (2) research objectives as indicated below:
 - a. Determine the profile of the respondents in terms of: gender, age, number of years in the service, Regional Functional Division, and Quality Management Team/ Committee;
 - b. Develop a Process Quality Review (PQR) tool that determines effectiveness of Corrective Action Report (CAR) intervention in terms of the following aspects: Profile & Executive Summary of Evaluation, Evaluation Proper: Analytic Rubrics, and Evaluation of the Level of Effectiveness;
 - c. Find out the validity level of such tool as assessed by PQR members & non-PQR members in terms of the following aspects: Usability, Correct Usage & Grammar, Clarity of Analytic Rubrics, and Accuracy of Interpretation;
 - d. Ascertain if there is significant difference between the assessment of the PQR members & non-PQR members towards the tool;
 - e. Determine the reliability of the Process Quality Review (PQR) tool that determines effectiveness of Corrective Action Report (CAR) intervention; and
 - f. Formulate a policy in the institutionalization of the “Process Quality Review (PQR) Tool in Determining Effectiveness of Corrective Action Report (CAR) Intervention,” based on the results of the study.
3. To realize this undertaking, the Stage 2: Pilot Testing shall be done to determine the reliability level of the tool. Hence, the respondents under the Stage 2 of this research are the PQR members indicated as follows:



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PQR Teams	List of Members
PQR Team A	Leader: Mervie Seblon Asst. Leader: Joseph Russel M. Farnazo Secretary: Kia Grace B. Sagra Members: Cheryll P. Villa, Jovel S. Hunas, Marissa G. Rosal & Joven Ryan S. Malida
PQR Team B	Leader: Gilbert B. Barrera Asst. Leader: Peter Van C. Ang-ug Secretary: April Jean A. Galdones Members: Ma. Lourdes A. Ines, Jade T. Palomar, Maria Jeanette N. Delima & Myzyrhyll May L. Lastimosa
PQR Team C	Leader: Dr. Norman S. Valeroso Asst. Leader: Dr. Emily F. Enolpe Secretary: Emerin B. Astillero Members: Samsudin M. Paraid, Regan S. Dagadas, Michael A. Poblador, Magdaleno C. Duhilag Jr. & Jhoanna Marie Ancheta

4. The validated “Process Quality Review (PQR) Tool in Determining Effectiveness of Corrective Action Report (CAR) Intervention,” to be used has three parts:

Part I: Profile & Executive Summary of Evaluation
Part II: Evaluation Proper: Analytic Rubrics
Part II: Evaluation of Level of Effectiveness

5. For efficient conduct of the Pilot Testing of the PQR tool the following guidelines shall be observed:

- All team leaders are requested to set a common date for all members to conduct simultaneously the pilot testing for systematic purposes.
- To access the online survey, all respondents are hereby directed to click the specific link as indicated below:

PQR Teams	Link
PQR Team A	http://bit.ly/pqr-car-questionnaire
PQR Team B	
PQR Team C	

6. For references in answering the Online Survey Questionnaire, kindly see attached enclosures:

- Enclosure No. 1: List of Corrective Action Reports (CARs) for Pilot Testing
- Enclosure No. 2: Validation Questionnaire for Process Quality Review (PQR) Tool in Determining Effectiveness of Corrective Action Report (CAR) Intervention



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7. This mechanism is being disseminated to the field to ensure that Schools Division Offices (SDOs) which are already ISO Certified (General Santos City, Sultan Kudarat & South Cotabato) shall have advanced knowledge on the validation process so that when the tool shall be disseminated to the field for adoption, it would be easily understood.
8. For information and compliance of all concerned.
9. For more clarifications and other information, you may reach Dr. Glenn A. Bisnar, PPRD Chief through his email glenn.bisnar@deped.gov.ph or his mobile number 0921-804-7283.


ALLAN G. FARNAZO
Director IV

Encl.: As stated

Reference: 1st Surveillance Audit Results by Socotec (formerly AJA Registers); Region Memorandum No. 42, s. 2020

Allotment:

To be included in the Perpetual Index under the following Subjects:

Research Quality Management System

*GAB/PPRD/RM – Conduct of Research on Development & Validation of PQR Tool
01 / January 11, 2020*



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Enclosure No. 1

LIST OF CORRECTIVE ACTION REPORTS (CARs) FOR PILOT TESTING

PQR Team	RFD/ QMT	Section/ Unit	Type of CAR (NC/OFI)	CAR No.	ISO Clause	Specific CAR
Team A	ORD	ICT Unit	Nonconformance (NC)	A-017	ISO 9001:2015, Clause 6.1.2	<p>ISO 9001:2015, Clause 6.1.2 - a state "that organization shall plan a.) actions to address these risks and opportunities."</p> <p>The ICT Unit of the Office of the Regional Director, the auditee on ICT Computer Preventive Maintenance Process has identified only one risk such as the risk of having No Internet Connection in the conduct of ICT related activities but failed to show any action plan on how to address the concern.</p> <p>If no plan of actions to be taken in addressing risks by the process owner and continues to occur and recur, it may create adverse effects to the organizations' establishment and implementation of quality management system.</p>
Team B	AD	Property & Supply	Nonconformance (NC)	B-012	ISO 9001:2015, Clause 8.2.2	<p>ISO Clause 8.2.2 states that "When determining the requirements for the products and services to be offered to customers, the organization shall ensure that: a) the requirements for the products and services are defined, including: 1) any applicable statutory and regulatory requirements". Section 111 of Presidential Decree 1445 or Government Auditing Code of the Philippines states that "The accounts of an agency shall be kept in such detail as is necessary to meet the needs of the agency and at the same time be adequate to furnish the information needed by fiscal or control agencies of the government."</p> <p>However, during the Quality Process Review (PQR) conducted on June 30, 2020 at the AD-Property and Supply, it was found out that the Supply Officer failed to submit to the Finance Division -Accounting and the Commission on Audit (COA) the Report on Physical Count of Property, Plant and Equipment (RCPPE), Report of Physical Count of Inventories (RPCI), Report of Supplies and Materials Issued (RSMI) and the Inventory and Inspection Report of Unserviceable Property (IIRUP) for two (2) consecutive years 2018 and 2019. These reports are needed to reconcile and verify the veracity and accuracy of the balances of the property, plant and equipment in the financial statements.</p> <p>If this incidence continues to occur and recur, this may create an adverse effect to the organization. Hence, it must be addressed.</p>



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Team C	ESSD	Dental	Nonconformance (NC)	C-020	ISO 9001:20 15, Clause 7.5.2	<p>ISO 9001:2015, Clause 7.5.2 - states that 'when creating and updating documented information the organization shall ensure appropriate: a) identification and description (e.g. a title, date, author, or reference number); b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic); c) review and approval for suitability and adequacy.</p> <p>However, during the Process Quality Review conducted remotely on September 07, 2020, it was found out that the OM of ESSD is not updated, suitable and adequate to. This issue may affect the continual improvement process of the office.</p>
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Enclosure No. 2

**PROCESS QUALITY REVIEW (PQR) TOOL IN DETERMINING LEVEL
OF EFFECTIVENESS OF CORRECTIVE ACTION REPORT (CAR) INTERVENTION**

Part I. Profile & Executive Summary of Evaluation

Date of Evaluation: _____ () 1st Follow-up () 2nd Follow-up () 3rd Follow-up

Process Owner: _____ FD/QMT: _____

Process/Quality Procedure Reviewed: _____

Auditor/s: _____ Date Audited: _____

Internal Audit Modality & Type of Corrective Action Report (CAR) for Evaluation: (Kindly check.)

____ Process Quality Review: () Nonconformance (NC) () Opportunity for Improvement (OFI)

____ Service Realization Process: () Nonconformance (NC) () Opportunity for Improvement (OFI)

ISO Clause & Brief Description of NC/OFI: _____

Correction (For NC & OFI): _____

Corrective Action (For NC only): _____

Means of Verifications: _____

Level of Effectiveness of Correction/Corrective Action (To be based in Part II & Part III):

* Final Numerical Rating: _____ * Descriptive Rating: _____

* Overall Interpretation: _____

PQR Team: () Team A () Team B () Team C

Verified & Evaluated by:

Assistant Leader (Signature over printed name)

Leader (Signature over printed name)



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Part II. Evaluation Proper: Analytic Rubrics

Directions: After evaluating the Means of Verifications (MOVs) and related documents, encircle the number that corresponds to your objective rating per criterion.

CRITERIA/INDICATORS		
Relevance <i>(Appropriateness of correction to OFI/NC & responsiveness of corrective action to address NC)</i>	Impact <i>(Direct influence of the correction to OFI/NC and significant effect of corrective action to address the NC)</i>	Sustainability <i>(Suitable mechanism embedded in the correction of OFI/NC and the provision of continual improvement inherent in the corrective action for the prevention of occurrence and recurrence of certain NC)</i>
5 - The correction for OFI / correction & corrective action for NC is/are exceptionally relevant in providing quick fix solution to OFI/NC and in addressing the root cause of NC.	5 - The correction for OFI / correction & corrective action for NC has/have created excellent impact in improving the process performance by addressing the OFI/NC.	5 - The correction for OFI / correction & corrective action for NC has/have provided extraordinary sustainability mechanism in addressing the OFI/NC thereby preventing occurrence & recurrence of similar condition.
4 - The correction for OFI / correction & corrective action for NC is/are highly relevant in providing quick fix solution to OFI/NC and in addressing the root cause of NC.	4 - The correction for OFI / correction & corrective action for NC has/have created very good impact in improving the process performance by addressing the OFI/NC.	4 - The correction for OFI / correction & corrective action for NC has/have provided very satisfactory sustainability in addressing the OFI/NC thereby preventing occurrence & recurrence of similar condition.
3 - in providing quick fix solution to OFI/NC and in addressing the root cause of NC. is/are relevant in providing quick fix solution to OFI/NC and in addressing the root cause of NC.	3 - The correction for OFI / correction & corrective action for NC has/have created good impact in improving the process performance by addressing the OFI/NC.	3 - The correction for OFI / correction & corrective action for NC has/have provided satisfactory sustainability mechanism in addressing the OFI/NC thereby preventing occurrence & recurrence of similar condition.
2 - in providing quick fix solution to OFI/NC and in addressing the root cause of NC. is/are minimally relevant in providing quick fix solution to OFI/NC and in addressing the root cause of NC.	2 - The correction for OFI / correction & corrective action for NC has/have created insignificant impact in addressing the OFI/NC.	2 - The correction for OFI / correction & corrective action for NC has/have provided marginal sustainability mechanism in addressing the OFI/NC thereby has/have less preventive effect in the occurrence & recurrence of similar condition.
1 - in providing quick fix solution to OFI/NC and in addressing the root cause of NC is/are least relevant in providing quick fix solution to OFI/NC and in addressing the root cause of NC.	1 - The correction for OFI / correction & corrective action for NC has/have created very insignificant impact in addressing the OFI/NC.	1 - The correction for OFI / correction & corrective action for NC has/have provided very marginal sustainability mechanism in addressing the OFI/NC thereby has/have least preventive effect in the occurrence & recurrence of similar condition.

* **Computation of Numerical Rating** (Relevance + Impact + Sustainability/3): _____



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Part III. Evaluation of Level of Effectiveness

Directions: Based on the “Computed Numerical Rating,” check the appropriate box under “Decision.” Then, rewrite the “Numerical Rating,” its equivalent “Descriptive Rating” and finally, indicate the appropriate “Overall Interpretation” on the spaces provided for.

Decision (Kindly Check)	Range	Descriptive Rating	Interpretation
<input type="checkbox"/>	4.21-5.0	Exceptional (Ex)	The correction for OFI /correction & corrective action for NC is/are highly innovative and replicable; hence, the OFI/NC is highly recommended for closure.
<input type="checkbox"/>	3.41-4.20	Highly Effective (HE)	The correction for OFI /correction & corrective action for NC is/are very innovative and replicable; hence, the OFI/NC is favorably recommended for closure.
<input type="checkbox"/>	2.61-3.40	Effective (Ef)	The correction for OFI /correction & corrective action for NC is/are innovative; hence, the OFI/NC is recommended for closure.
<input type="checkbox"/>	1.81-2.60	Minimally Effective (ME)	The correction for OFI /correction & corrective action for NC is/are seemingly less innovative; hence, minor intervention is slightly needed to address the OFI/NC.
<input type="checkbox"/>	1.0-1.80	Least Effective (LE)	The correction for OFI /correction & corrective action for NC is/are seemingly least innovative; hence, further intervention is highly needed to address the OFI/NC.

Numerical Rating: _____ **Descriptive Rating:** _____

Overall Interpretation: _____



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