



**MANAGEMENT  
REVIEW AGENDA AND  
MINUTES**

Document No. QMS-MR-01
Rev. No.: 00
Effective Date: 29 December 2017
Page No.: Page 1 of 9

**2017 GPPB-TSO MANAGEMENT REVIEW MEETING  
ISO 9001:2015 ALIGNED QUALITY MANAGEMENT SYSTEM OF THE  
CAPACITY DEVELOPMENT DIVISION ON TRAINING REQUESTS  
MINUTES OF MEETING**

20 December 2017, 3:00 pm  
GPPB-TSO Conference Room, Raffles Corporate Center,  
Ortigas Center, Pasig City

**PRESENT:**

**Top Management**

Executive Director Dennis S. Santiago  
Deputy Executive Director Melissa A. Santiago-Yan  
Deputy Executive Director Elmira S. Cruz – Caisido  
Ms. Mila C. Manalastas

**IQA Team**

Mr. Allyson S. Goleetian, Head  
Ms. Diane Angela A. Marcos  
Ms. Kristine Dale T. Corpuz  
Ms. Annie R. Almojuela  
Ms. Katrina L. Paala

**Capacity Development Division (Process Owner)**

Ms. Maria Lora T. Alvarez

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
1. Call to Order		
2. Results of Audit Findings: IQA Checklist		
a. Background	Mr. Goleetian presented the background and the IQA Checklist anchored that was prepared by the Team based on ISO Standards. He also explained how the parallel audit was done by the Team on two process owner members of the Capacity Development Division (CDD) on 15 December 2017.	ED Santiago inquired about the review and approval process of the Checklist. Mr. Goleetian explained that the Checklist prepared by the IQA team was reviewed and approved by the QMR, Atty. Charity Anne Osdon. Ms. Manalastas added that the minutes of the Review is required to be submitted to the AO25 Inter-Agency Task Force (IATF).
b. Risk-based Thinking	Mr. Goleetian presented the results of the audit on the application of CDD's QMS on risk-based thinking which assessed as Opportunities for Improvement (OFI) and	Top management supported the recommendations of the Team. DED Santiago-Yan also noted that the projects and plans should be formulated based on the results of



## MANAGEMENT REVIEW AGENDA AND MINUTES

Document No. QMS-MR-01
Rev. No.: 00
Effective Date: 29 December 2017
Page No.: Page 2 of 9

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
	<p>emphasized the importance of identifying the risks and opportunities for each process and develop corresponding Action Plans to address each risk. Process owners and procedure for any changes, if any, should also be specified.</p> <p>Identified risk and its corresponding mitigating actions must be specified in the QMS manual.</p>	<p>risk assessments such as SWOT analysis.</p> <p>Mr. Goleetian also suggested that ideally operations should be assessed in weekly/monthly basis wherein top three issues are identified and discussed in management reviews.</p> <p>ED Santiago mentioned the possibility of creating a Risk Assessment Committee that will conduct said assessment.</p>
c. Leadership and Commitment	<p>Mr. Goleetian pointed out the minor non-conformities (MinNC) when it comes to taking accountability in relation to the GPPB-TSO's Quality Policy and the process being audited. Currently, QMS objectives were not reiterated and the manual was only disseminated through email. The Team recommended that all incumbent and on-boarding employees should be aware of the QMS objectives.</p> <p>The Team assessed the promotion of QMS by the Top Management as an OFI by issuing a directive for the formal adoption of the QMS across all divisions, units and staff.</p> <p>Also, the copy of the manual should be provided to all the staff and should include a walk-through of the processes in the manual to have uniform awareness of the</p>	<p>ED Santiago suggested to hire a process writer to help the GPPB-TSO improve and implement QMS across all divisions.</p> <p>DED Caisido replied that the QMS must be updated and implemented internally taking into consideration the familiarity of TSO's own processes and procedures.</p> <p>ED Santiago emphasized having an independent mind that can provide guidance on establishing QMS covering all processes of the office and eventually become ISO certified.</p> <p>The DEDs replied that improvements can be realized and applied as the office goes through the ISO Certification process.</p>

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## MANAGEMENT REVIEW AGENDA AND MINUTES

Document No. QMS-MR-01
Rev. No.: 00
Effective Date: 29 December 2017
Page No.: Page 3 of 9

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
	QMS-aligned procedures and processes.	
d. Competence	<p>The Team sees the training of staff in the process as an OFI by providing the copy of the QMS manual to all staff but a Major Non-Conformity (MajNC) was found in terms of regular refreshers in QMS in terms of changes to the process since the process owners, approvers, contributors and enablers were not identified.</p>	<p>ED Santiago acknowledged the problem and added that the GPPB-TSO did not start that way. He asked Ms. Manalastas if there can be an external help from DBM so that QMS will include all GPPB-TSO divisions' processes and procedures.</p> <p>Ms. Manalastas responded that the QMS team in DBM is willing to help the TSO through the process. She also confirmed availability of the budget for ISO Certification for 2018.</p> <p>ED Santiago then asked if ISO Certification is required already for 2018. Since there is no guidelines released yet for 2018, he instructed that the TSO will start first with QMS alignment, then ISO Certification, one step at a time unless the 2018 Guidelines will require ISO Certification already.</p> <p>He also instructed that the Employee Handbook should be released to all staff since a draft of the Handbook was already prepared. The QMS adoption and policies should be mentioned in the Handbook.</p> <p>As to identifying process owners, contributors, enablers, etc., ED Santiago recommended that the</p>

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**MANAGEMENT  
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 MINUTES**

Document No. QMS-MR-01

Rev. No.: 00

Effective Date: 29 December 2017

Page No.: Page 4 of 9

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
		<p>process should be owned by the whole division, instead of assigning one process per individual. For example, the processes and work flow of CDD-A must be known and/or turn-over among all members of CDD-A at their level.</p>
<p>e. Procedure and Work Instruction</p> <p><u>Coordinate with Requesting Agency and send Training Needs Assessment Form</u></p>	<p>Ms. Marcos discussed the audit results from the work and procedures of CDD.</p> <p>In terms of email coordination to the requesting agency for the Training Needs Assessment Form (TNA), there is MinNC since there were instances that CDD coordination with the requesting agency are actually done through calls/texts and that there were requesting agencies that are not submitting TNA as insist to be already cognizant of their respective training needs.</p>	<p>ED Santiago asked how the TNA was prepared and where it was based. DED Santiago-Yan responded that the TNA was developed by CDD. ED Santiago suggested to check with DAP or CHED for their TNAs and check if there were portions of their TNA may be used or adopted by CDD.</p> <p>DED Santiago-Yan cited an instance wherein the requesting agency insisted on their own training program but during the actual training proper there were lots of questions which could have been answered by another module.</p> <p>ED Santiago confirmed the same observation and added that there were also trainings with very few participants that were more interested to be dismissed than learn more. He then asked CDD if the number of participants is also being considered when accommodating a training request</p>

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**MANAGEMENT  
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Document No. QMS-MR-01
Rev. No.: 00
Effective Date: 29 December 2017
Page No.: Page 5 of 9

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
		<p>and whether there is any prioritization of requests.</p> <p>Ms. Marcos replied that in their TNA, the agency provided a different number of participants and that it is also being considered when accommodating their training requests.</p> <p>ED Santiago instructed that since TNA is part of their standard procedure, the CDD should require the TNA at the on-set of their coordination with the requesting agency. Should the requesting agency already conducted their own TNA, then the CDD should request an equivalent form or document from the agency to get the result of their assessment.</p> <p>Mr. Goleetian mentioned the need to update the TNA to consider the implementation of e-learning program.</p>
<p><u>Coordinate with Resource Persons as to their availability</u></p>	<p>In terms of sending an email to recognized trainers of their availability, Ms. Marcos discussed the OFI found in this step by studying other means of communication (call/texts) which can be documented through email.</p> <p>She proposed that the Action Plan may be prepared after the identification of risks and opportunities. This process may be</p>	<p>ED Santiago added that the CDD should also consider as to how long the notice be given to the trainers since there were some trainers who were allegedly informed with very short notice. He mentioned that the CDD should also consider that these trainers are also officials which require layers of approvals before being permitted to travel and render lectures.</p>

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**MANAGEMENT  
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Document No. QMS-MR-01

Rev. No.: 00

Effective Date: 29 December 2017

Page No.: Page 6 of 9

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
	<p>done during a period within the team building activity.</p>	<p>Ms. Marcos replied that those agencies with requests with short notice are notified that their requests may be accommodated but are most likely to have adjustments on the requested schedule.</p> <p>She also added that the CDD will be proposing that the requirements and procedures on submitting training requests must be posted in the GPPB website, in which the Top Management has agreed to. ED Santiago instructed for this to be done as soon as possible.</p> <p>ED Santiago also gave an instruction to CDD to send a letter to agency heads that the trainers were authorized through an official issuance to perform their responsibilities as GPPB-TSO recognized trainers and as such, should be reminded of this agreement.</p> <p>DED Santiago-Yan confirmed that despite the letters being sent to their agency heads there were still trainers that are unavailable to act as Resource Speakers due to time constraints, and their regular functions in their respective offices, which are more prioritized than their roles as a recognized trainer of GPPB-TSO.</p> <p>ED Santiago acknowledged said concern and advised the CDD to come up with a mechanism on</p>

## MANAGEMENT REVIEW AGENDA AND MINUTES

Document No. QMS-MR-01

Rev. No.: 00

Effective Date: 29 December 2017

Page No.: Page 7 of 9

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
		<p>handling last-minute changes such as schedules and availability of speakers, as well as a mechanism for recognized trainers with very limited availability to accommodate training assignments.</p>
<p><u>Coordinate final arrangements and requirements with Requesting Office and RPs</u></p>	<p>Final arrangements with the requesting office through email is also considered as an OFI since the current circumstances sometimes warrant a more efficient coordination such as call/text so that not all of these are documented properly as required in the Work and Instructions Manual.</p> <p>She proposed that the Action Plan may be prepared after the identification of risks and opportunities. This process may be done during a period within the team building activity.</p>	<p>The Top Management accepted the recommendations of the IQA Team.</p>
<p><u>Prepare Post-Training Evaluation Results Summary</u></p>	<p>As to the submission of accomplished Post Training Evaluation (PTE) and Feedback Survey forms, Ms. Marcos stressed the importance of requiring these agencies to submit the said forms as results of which are linked to the IPCR of the RPs and CDD staff.</p>	<p>ED Santiago suggested to CDD to use a carrot and stick approach to oblige requesting agencies to submit the PTE and Feedback Survey forms.</p>
<p><u>Send Feedback Survey Form to Coordinator of the Requesting Office</u></p>	<p>She also mentioned that the coordination in collecting these forms must be documented.</p> <p>Ms. Marcos also suggested for CDD to come up with a mechanism to oblige requesting agencies to submit the forms.</p>	



**MANAGEMENT  
REVIEW AGENDA AND  
MINUTES**

Document No. QMS-MR-01
Rev. No.: 00
Effective Date: 29 December 2017
Page No.: Page 8 of 9

<b>ITEM/ PARTICULAR</b>	<b>HIGHLIGHTS</b>	<b>DISCUSSIONS/ AGREEMENTS</b>
<p>3. Other Matters/Suggestions</p>	<p>DED Santiago-Yan also expressed concerns regarding the last-minute changes and replacements of lecturer/trainers from GPPB-TSO which can hamper work productivity because of the time being spent outside the office.</p>	<p>Mr. Goleetian recommended to identify the level of authority to decide the action to be taken for specific types of requesting agency, ex. regional NGAs/GOCCs/GFIs, central NGAs/GOCCs/GFIs, LGUs, etc.</p> <p>As next step, ED Santiago then instructed the CDD to come up with the mechanism on how to balance the training assignments among all GPPB-TSO staff subject to the approval of DED Santiago-Yan. He also encouraged CDD to empower themselves to be able to train/lecture on more modules.</p> <p>ED Santiago commented that there were also instances wherein all the difficult questions from participants are being referred by recognized trainers back to the GPPB.</p> <p>DED Santiago-Yan added that it is one of the reasons why a lecturer from GPPB-TSO is still needed, at least one per training or during the last day so that all questions of participants can be addressed.</p> <p>ED Santiago noted that there are trainers with good evaluation scores so there should be a mechanism on how to address said concerns on lack of available trainers, and DED Santiago-Yan added that their competencies may later on be matched accordingly and assessed through the submitted PTE forms,</p>

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**MANAGEMENT  
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Document No. QMS-MR-01
Rev. No.: 00
Effective Date: 29 December 2017
Page No.: Page 9 of 9

ITEM/ PARTICULAR	HIGHLIGHTS	DISCUSSIONS/ AGREEMENTS
		<p>only if all requesting agencies are submitting their PTEs.</p> <p>ED Santiago urged the CDD to come up with a proposal on how to assess competencies and address the gaps mentioned throughout this meeting.</p> <p>ED Santiago also reiterated that the CDD must come up with a mechanism on handling last-minute changes such as schedules and availability of speakers, as well as a mechanism for recognized trainers with very limited availability to accommodate training assignments.</p> <p>And ED Santiago also urged the Administrative and Finance Division to hire more people as a solution to fill in the need for more GPPB-TSO recognized trainers and lessen the time off the office for the GPPB-TSO lecturers.</p>
4. Adjournment	The meeting was adjourned at 4:30 p.m.	

Prepared by:



Name: **Diane Angela A. Marcos**  
 Position: Member, IQA Team  
 Date: 12/29/2017



Name: **Katrina L. Paala**  
 Position: Member, IQA Team  
 Date: