



JOSE RIZAL MEMORIAL STATE UNIVERSITY

Quality Management System

CORE PROCESSES MANUAL

ISO 9001:2015

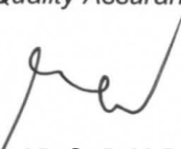
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EDGAR S. BALBUENA, Ed. D., FfUP, HRFI
University President



MEMORANDUM ORDER

No.72, s. 2017

From : **EDGAR S. BALBUENA, FfUP, DFRIM, DFRIPAR, DFRIEdr**
University President

To : All Concerned

Date : November 4, 2017

Subject : **IMPLEMENTATION OF THE NEW JRMSU QUALITY
MANAGEMENT SYSTEM**

IMPLEMENTATION OF THE NEW JRMSU QUALITY MANAGEMENT SYSTEM

Driven with its advocacy for excellence and quality in education, the University shall take its boldest move as the institution submits itself for International Organization for Standardization (ISO) 9001:2015 Certification for its five (5) campuses of Jose Rizal Memorial State University System to take place on December 4-6, 2017 for its actual audit visit.

In connection to this, all are directed to implement and observe the new JRMSU Quality Management System which strictly outlines policies and procedures which expedite the conduct and processes of the University.

Furthermore, all are directed to coordinate with Dr. Rizza B. Bagalanon, Quality Assurance Director, JRMSU System, for further information and guidance on this matter.


EDGAR S. BALBUENA, Ed.D., FfUP, DFRIM, DFRIPAR, DFRIEdr,
University President



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Philosophy

Jose Rizal Memorial State University adheres to the principle of dynamism and cultural diversity in building a just and humane society.

Vision

A dynamic and diverse internationally recognized University.

Mission

Jose Rizal Memorial State University pledges to deliver effective and efficient services along, research, instruction, production and extension.

It commits to provide advanced professional, technical and technopreneurial training with the aim of producing highly competent, innovative and self-renewed individuals.

Goals

Jose Rizal Memorial State University focuses on developing graduates who are exemplars of Rizal's ideals that can:

- E** - xhibit relevant and responsive competencies across disciplines towards
- X** - enial delivery of services and;
- C** - ommunicate ideas proficiently in both written and spoken form;
- E** - ngage in lifelong learning;
- L** - ead effectively and efficiently amidst socio-cultural diversity;
- L** - ive up the challenges of the global community;
- E** - mbody professional, social and ethical responsibilities;
- N** - uture a harmonious environment;
- C** - onserve and promote Filipino cultural heritage; and
- E** - valuate their contribution to the local and global communities.

Quality Policy Statement

Jose Rizal Memorial State University, a believer of holistic human development, excellence and quality service, provides quality training and development to students. It shall commit to provide adequate, suitable and relevant resources and services with continuing quality management system for clients and customers' satisfaction thru an



efficient and effective quality system which conforms with national and international statutory and regulatory requirements.

Quality Objectives

Jose Rizal Memorial State University aims to:

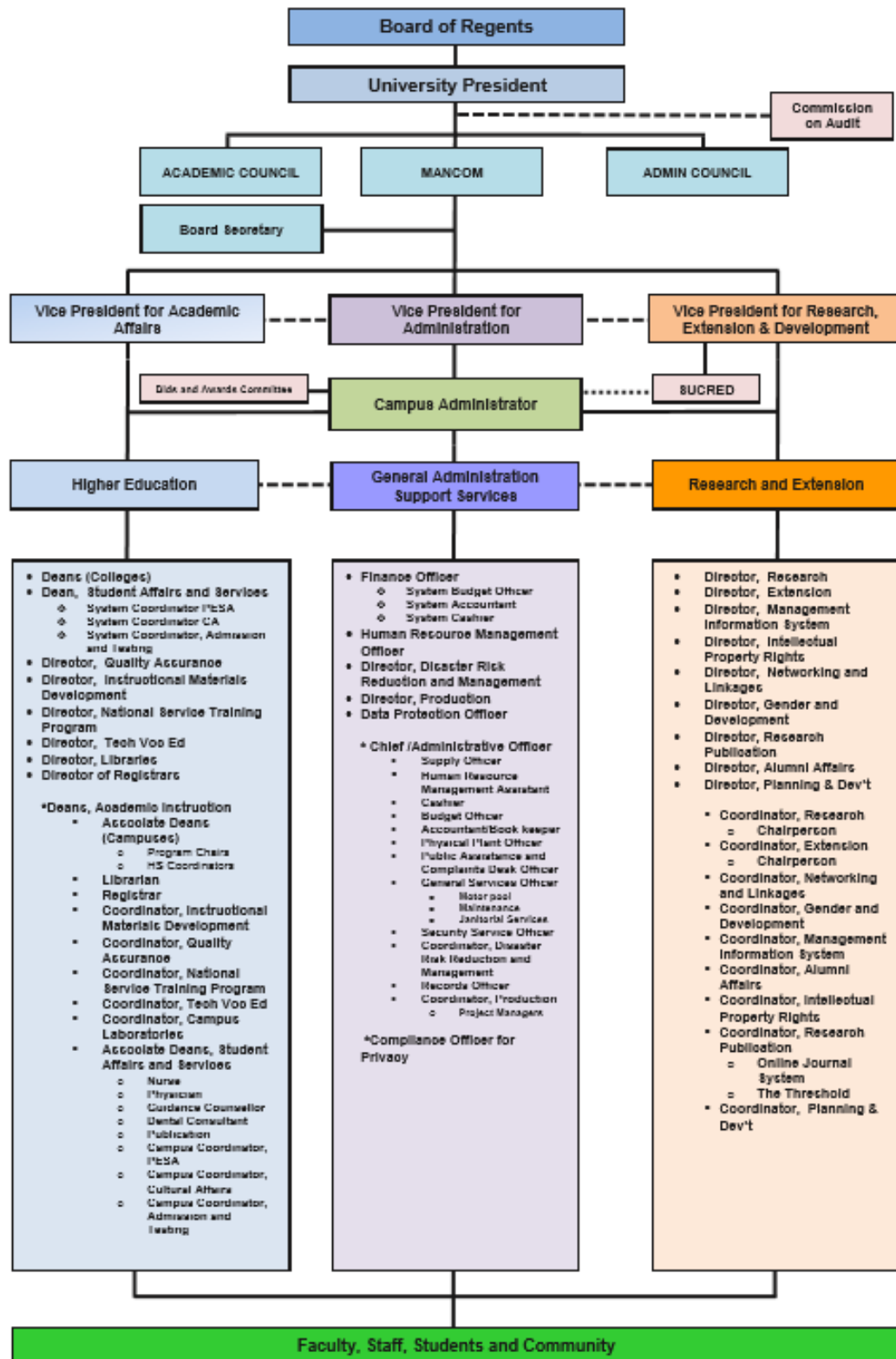
- a. ensure quality, effective and efficient delivery of product and service to stakeholders thru review of achievements and services to provide responsive intervention(s);
- b. improve and monitor process productivity to maximize use of resources;
- c. provide, maintain and properly manage facilities and equipment that complement with program needs;
- d. undertake appropriate and timely response to address customer concerns and suggestions thereby improving customer satisfaction;
- e. employ capable, competent and committed human resources within all levels of organization;
- f. guarantee that faculty and staff are skilled professionals;
- g. enforce systematic monitoring and evaluation of all programs and training provided to ensure quality products;
- h. direct an effective implementation of professional and technical training programs anchored on standards set by ISO, CHED, and TESDA;
- i. undertake research initiatives and research-based extension programs responsive to the government agenda; and,
- j. regularly review, improve and disseminate to the Quality Management System thru customer satisfaction feedback, internal audit results and improvement opportunities as well as corrective measures in order to sustain suitability, adequacy and effectiveness of the system.

Scope of the JRMSU Quality Management System (ISO 9001:2015)

“Design, Development and Delivery of Services in Education, Research and Community Extension including Administration and Management”



JRMSU ORGANIZATIONAL STRUCTURE





A. Organization Authority and Responsibility

The officers and personnel who have the responsibility and authority to manage, perform and verify work affecting the quality management system and research education in Jose Rizal Memorial State University shall be the following:

I. Board of Regents

1. The governance of the State University shall be vested upon the Board of Regents, as constituted by R.A. 8292. The administration of the same and the exercise of the general powers set forth in the Corporation Law are vested exclusively in the Board of Regents, and the President of the State University, insofar, as authorized by the Board.
2. The Board of Regents shall exercise policy making functions in accordance with the declared state policies on education and other pertinent provisions of Article XIV of Philippine New Constitution, as well as the policies, standards and thrust of the CHED under RA 7722 and RA 8292.
3. The Board of Regents shall have the following specific powers and duties in addition to its general powers (R.A. 8292).
 - a. to enact rules and regulations not contrary to law, as may be necessary to carry out the purposes and functions of the State University;
 - b. To receive and appropriate all sums as may be provided, for the support of the State University, in the manner it may determine, in its discretion to carry out the purposes and functions of the State University;
 - c. To receive in trust legacies, gifts and donations of real and personal properties of all kinds, to administer and dispose the same when necessary for the benefit of the State University, subject to limitations, directions and instructions of donors, if any.
 - d. To fix the tuition fees and other necessary school charges, such as, but not limited to matriculation fees, graduation fees, and laboratory fees, as their respective boards may deem proper to impose after due consultations with the involved sectors.
 - e. To adopt and implement a socialized scheme of tuition and school fees for greater access to poor but deserving students;
 - f. To authorize the construction or repair of its buildings, machineries equipment and other facilities and the purchase and acquisition of



real and personal properties including necessary supplies, materials and equipment.

- g. To appoint, upon the recommendation of the President of the State University, Vice Presidents, Deans, Directors, heads of departments, faculty members and other officials and employees;
- h. To fix and adjust salaries of faculty members and administrative officials and employees subject to the provisions of the revised compensation and classification system and other pertinent budget and compensation laws governing hours of service, and such other duties and conditions as it may deem proper; to grant them, at its discretion, leaves of absence under such regulations as it may promulgate, any provisions of existing law to the contrary notwithstanding; and to remove them for cause in accordance with the requirements of due process of law;
- i. To approve the curricula, institutional programs, and rules of discipline drawn by the administrative and academic councils, as herein provided;
- j. To set policies on admission and graduation of students;
- k. To award honorary degrees upon persons in recognition of outstanding contribution in the field of education, public service, arts, science and technology or in any field of specialization within the academic competence of the State University and to authorize the award of certificates of completion of non-degree and non-traditional courses;
- l. To absorb non-chartered tertiary institutions within their respective provinces in coordination with the CHED and in consultation with the Department of Budget and Management, and to offer there in needed programs or courses, to promote and carry out equal access to educational opportunities mandated by the Constitution
- m. To establish research and extension centers in the State University where such will promote the development of the latter;
- n. To establish chairs in the State University and to provide fellowships for qualified faculty members and scholarships to deserving students;
- o. To delegate any of its powers and duties provided for herein above to the President and/ or the other officials of the State University, as it may deem appropriate so as to expedite the administration of the affairs of the State University;



- p. To authorize external management audit of the institution, to be financed by the CHED and to institute reforms, including academic and structural changes, on the basis of the audit results and recommendations;
- q. To collaborate with other governing boards of the state universities and colleges within the province or the region, under the supervision of the CHED, and in consultation with the Department of Budget and Management, the restructuring of said State University to become more efficient, relevant, productive, and competitive;
- r. To enter into joint ventures with business and industry for the profitable development and management of the economic assets of the State University, the proceeds from which to be used for the development and strengthening of the State University;
- s. To develop consortia and other forms of linkages with the local government units, institutions and agencies, both public and private, local or foreign, in furtherance of the purposes and objectives of the institution;
- t. To develop academic arrangements for institutional capability building with appropriate institutions and agencies, public or private, local or foreign, and to appoint experts/ specialists as consultants, or visiting or exchange professors, scholars, researchers, as the case may be;
- u. To set up the adoption of modern and innovative modes of transmitting knowledge, such as the use of information technology, the dual system, open learning, community laboratory, etc., for the promotion of greater access to higher education;
- v. To establish policy guidelines and procedures for participatory decision-making, and transparency within the institution;
- w. To privatize, where the most advantageous to the institution, management, and non academic services such as health, food, building, or grounds or property maintenance and similar such other activities; and
- x. To extend the term of the president of the State University beyond the age of retirement but not later than the age of seventy (70), whose performance has been unanimously rated as outstanding and upon unanimous recommendation by the search committee for the President of the State University.



II. Management Committee

1. The Management Committee shall have the following specific powers and duties in addition to its general powers (R.A. 8292).
 - a. To propose policies, rules and regulations on the mandated functions including General Administration Support Services not contrary to law, as may be necessary to carry out the purposes and functions of the State University;
 - b. To recommend to the Board of Regents the above mentioned proposals, through the Academic, Administrative, Research and Extension Advisory Council for approval after due consultations with the involved sectors;
 - c. To implement relevant laws, executive orders, presidential decrees, issuances from the regulatory and constitutional bodies and BOR resolutions;
 - d. To communicate to the organization the importance of meeting customer's satisfaction as well as compliance to the statutory and regulatory requirements;
 - e. To plan strategically considering the aim and future goals of the University;
 - f. To establish the quality policy and objectives to ensure that all members of the organization will contribute to the realization of the VGMO;
 - g. To monitor operational and relevant Internal Quality Audit (IQA) to ensure the fulfillment of the established policies and objectives;
 - h. To conduct functional and effective management reviews relative to the suitability, adequacy and effectiveness of the QMS;
 - i. To comply with the findings during the Internal and External Audits;
 - j. To continue to develop and improve the QMS to ensure its continuing suitability, adequacy, and effectiveness; and
 - k. To ensure the availability of necessary resources

III. Administrative Council

1. The Administrative Council shall have the following powers:



- a. To review and recommend to the Board of Regents policies governing the administration, management and development planning of the State University for appropriate action.

IV. Academic Council

1. The Academic Council shall have the following powers:

- a. To review and recommend the curricular offerings, and rules of discipline of the University for appropriate action of the Board of Regents;
- b. To set the requirements for admission and graduation of students in the University;
- c. To endorse candidates for graduation to the BOR for conferment of degrees, titles and diploma;
- d. To endorse to the BOR any disciplinary actions upon the recommendations of the Management Committee; and
- e. To set schedule for curricular and other proposals for deliberation.

V. State University for Research, Extension and Development

1. The SUCRED shall have the following functions:

- a. To review all proposals of RDE outputs;
- b. To conduct in-house review;
- c. To recommend outputs for approval.
- d. To endorse all RDE outputs to the University higher officials.

VI. The President

1. The leadership in the University is vested in the President who shall be the Chief Executive Officer. He/she shall be appointed by the BOR for a term of four (4) years and subject for reappointment. (RA8292);
2. He/she shall be the ex-officio head of the University to include other campuses and external studies unit of the University;
3. He/ she shall have general supervision of all transactions, and operations of the University
4. He/she shall direct all officers and members of the teaching staff and employees of the University;
5. He/she shall carry out the general policies laid down by the BOR and shall have the power to act within the limits of the said general policies;



6. He/she shall have the power to determine and prepare the agenda of all the meetings of the BOR as endorsed by the Academic/Administrative Council provided however, that any member of the Board shall have the right to suggest any matter for inclusion in the agenda
7. He/she shall lead the commencement exercises and other public affairs of the University and confer degrees and honors and is granted by the BOR. All diplomas and certificates issued by the University shall be signed by the President and other authorities;
8. He/she shall be the official link of communication among the faculty, employees, and students of the University;
9. He/she shall appoint competent and qualified personnel to fill in all vacancies (By authority of the BOR) and to make necessary arrangements as needed;
10. He/she shall have the authority to transfer faculty members and employees from one department or campus of the University when the conditions so required;
11. He/she shall have full authority to all officers, faculty and employees of the University in the discharge of their respective duties at all times for the interest of public service. Further, recommends for termination from services of erring faculty and administrative support to the BOR;
12. He/she shall submit annual reports to the BOR and presents proposed annual budget of the University for approval;
13. He/she shall sign all contracts, deeds, and other instrumentalities necessary for the operations of the University as authorized by the BOR;
14. He/she shall have the general responsibility over the enforcement of discipline in the University in the attainment of excellence in the academic standing of all campuses;
15. He/she shall have the authority to modify or disapprove any action or resolution of any college, faculty or administrative section if in his/her judgement the interest of the University is at stake, and shall communicate in writing to the concerned body and thereafter informs the BOR for appropriate action;
16. He/she may invite resource persons, lecturers who have achieved distinctions in their field and authorizes to give honoraria subject to the accounting and auditing rules and procedures;



17. He/she shall have such other powers as provided in this Code or as may be authorized by the BOR, such other powers as usually pertaining to the office of the President of the University;
18. He/she shall designate a ranking officer as officer-in-charge of the Office of the president who shall carry out the management of the University in his/her absence;
19. He/She shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the Quality Management System. He/She shall communicate to the offices the quality policy and objectives; customer and regulatory requirements; product and process specifications; verification and validation requirements; and instructions on how to implement and use of the QMS, customer satisfaction, and opportunities for improvement;
20. He/She shall be responsible through his/her Executive Secretary to ensure the effective implementation of the following Freedom of Information Standard Procedure:
 - b. Any person who requests access to information shall submit a written request to the Office of the University President. The request shall state the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably describe the information requested and the reason for, or purpose of, the request for information. Provided, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations, or it is one of the exceptions;
 - c. The receiving officer shall provide reasonable assistance to enable the requesting party/ parties, particularly those with special needs, to comply with the request requirements;
 - d. The request shall be stamped by the receiving office, indicating the date and time of receipt, and the name, rank, title or position of the receiving public officer or employee with the corresponding signature, and a copy thereof furnished to the requesting party;
 - e. The accomplished FOI Form 1 shall be forwarded by the Receiving Officer to the University President for proper action/ approval. The latter shall in turn indorse the same using FOI Form 2 to the office concern for proper action. The requested information shall be forwarded by the concerned office to the Office of the University



President which in turn shall be forwarded to the releasing officer for release to the requesting party. The releasing officer shall see to it that before the document is received by the requesting party, the latter has paid the required fees, with the OR Number being indicated in FOI Form 1;

- f. The Office of the University President shall respond to a request fully compliant with the requirements as soon as possible but not exceeding fifteen (15) days from the receipt thereof. The response refers to the decision of the office to grant or deny access to the information requested;
- g. The period to respond may be extended whenever the information requested requires extensive search of the government office's records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases. The Office shall notify the person making the request of such extension, setting forth the reasons for the extension. In no case shall the extension go beyond twenty (20) working days counted from the end of the original period, unless exceptional circumstances warrant a longer period;
- h. Once a decision is made to grant the request, the person making such request shall be notified of such decision and directed to pay the required fees pursuant to Sec. 5 hereof; and
- i. In case the request for information is denied, wholly or partially, the University President shall, as soon as practicable and within 15 working days from the receipt of the request, notify the requesting party of the denial in writing. The notice shall clearly set forth the ground/s for denial and the circumstances on which the denial is based.

VII. The Vice President for Academic Affairs

- 1. The Vice President for Academic Affairs shall be appointed by the BOR upon the recommendation of the President of the University;
- 2. He/she shall be directly responsible to the President of the University for carrying out all the educational policies , programs, and projects
- 3. He/she shall be responsible for supervising the curricular development, instructional, and other educational activities of the University.
- 4. He/she shall preside at meetings of the Academic Council in the absence of the President of the University.



5. He/she shall act as chairperson of the committee on faculty performance evaluation/ recruitment and Selection Board for `faculty hiring/committee on Instructional Materials Development and Grievance Committee in the case of faculty.
6. He/she shall be responsible for the general supervision of the Campus Administrators, Deans of the different colleges, Associate Deans and all directors under the academic affairs.

VIII. The Vice President for Administration and Finance

1. The Vice President for Administration and Finance shall be appointed by the BOR upon recommendation of the University President.
2. He/she shall be directly responsible to the President for the general administration support services of the University.
3. He/she shall preside meetings of the Administrative Council in the absence of the University President.
4. He/she shall be the chairperson of the Grievance, Decorum and Investigation Committee on any case filed against an employee/s.
5. He/she shall be directly responsible for the general supervision of the Campus Administrators and other Directors of the Administrative Office.
6. He/She shall be the Data Protection Officer with the following functions:
 - a. Monitor the University's Personal Data Processing activities in order to ensure compliance with applicable Personal Data privacy laws and regulations, including the conduct of periodic internal audits and review to ensure that all the University's data privacy policies are adequately implemented by its employees and authorized agents;
 - b. Act as a liaison between the University and the regulatory and accrediting bodies, and is in charge of the applicable registration, notification, and reportorial requirements mandated by the Data Privacy Act, as well any other applicable data privacy laws and regulations;
 - c. Develop, establish, and review policies and procedures for the exercise by Data Subjects of their rights under the Data Privacy Act and other applicable laws and regulations on Personal Data privacy;



- d. Act as the primary point of contact that Data Subject may coordinate and consult with for all concerns relating to their Personal Data;
- e. Formulate capacity building, orientation, and training programs for employees, agents or representatives of the University regarding Personal Data privacy and security policies; and
- f. Prepare and file the annual report of the summary of documented security incidents and Personal Data breaches, if any, as required under the Data Privacy Act, and of compliance with other requirements that may be provided in other issuances of the National Privacy Commission.

IX. The Vice President for Research, Extension and Development

1. The Vice President for Research, Extension, and Development shall be appointed by the BOR upon the recommendation of the University president
2. He/she shall be directly responsible to the President for providing inputs for the development and coordination of programs, systems and standards of the University.
3. He/she shall conduct system-wide RDE as inputs for development and implementation of programs.
4. He/she shall intensify the establishment of the RDE linkages and technologies in the local, national and international arena.
5. He/she shall be responsible for the collection, dissemination of information and determination of public needs as basis for the conduct of the University Extension activities.
6. He/she shall directly supervise the State University Council for Research and Development (SUCRED).
7. He/she shall have direct supervision and control over all the offices under the VPRED as provided in the organizational structure of the University.
8. He/she shall prepare and submit the annual report to the University President

X. Quality Assurance Director

1. The Quality Assurance Office shall be handled by a Director under the supervision of the Vice President of Academic Affairs/Campus



Administrators. It commits to support the University in the realization of its vision, mission, goals and objectives.

2. He/she shall be preferably a holder of a relevant Doctorate Degree or any Master's Degree.
3. He/she shall be responsible for initiating the submission of all programs for accreditation and certification by recognized accrediting/certifying bodies.
4. He/she shall monitor and evaluate efficacy of services extended to customers in the external campuses and recommend improvements whenever necessary.
5. He/she shall closely coordinate with coordinators in other campuses in the implementation of the QA related activities.
6. He/she shall carry a maximum of six (6) units teaching load. In the exigency of service, he/ she shall be given extra load of three (3) units without additional remuneration.
7. He/She shall support the university in achieving its goal of quality and excellence in instruction, research, extension and production.

XI. The Campus Administrator

1. The Campus Administrator shall be designated by the University President.
2. He/she shall be directly under the supervision of the Vice Presidents and responsible for carrying out the academic/administrative/research/extension/production policies, projects and programs in the campus. Further, recommends to the Vice Presidents any activities pertaining to the four-fold functions of the University
3. He/she shall preside meetings of the faculty and staff of the campus
4. He/she shall be a member of the recruitment, screening, hiring, and promotion of faculty and administrative staff of the University
5. He/she shall have general supervision of all employees in the campus
6. He/she shall establish harmonious relationship with the community and other partner agencies



XII. The Chief/Administrative Officer

1. He/she shall be appointed by the University President as authorized by the BOR.
2. He/she shall have the control over the following offices: Supply, Human Resource Management, Cashier, Budget, Accounting and Bookkeeping, General Services, Security Services, Records, and IGP and shall perform other functions that may be assigned by the higher authorities.
3. He/she is directly under the supervision of the Vice President for Administration and Finance/ Campus Administrator.
4. He/she shall assist the VP for Administration and Finance/ Campus Administrator in the formulation and implementation of administrative policies, rules and regulations of the University.
5. He/she shall recommend to the VP for Administration and Finance/Campus Administrator all programs, projects, and activities as attached to his/her office.

XIII. The Financial Management Officer

1. He/she shall be appointed by the University President as authorized by the BOR.
2. He/she is directly under the supervision of the Vice President for Administration and Finance/ Campus Administrator.
3. He/she shall manage financial utilization and operations of the University and perform other functions that may be assigned by the higher authorities of the University.

XIV. The Planning and Development Officer

1. The Office shall be headed by the Director designated by the University President. He/ She shall be at least a holder of an appropriate Master's Degree, preferably with a special training and/or working experience in planning and development and at least three (3) years of administrative experience. His/Her functions shall include the following:
 - a. Spearhead of planning activities with the different units and Departments of the University;



- b. Consolidate the plans of the Units and Departments for the overall development strategies of the University;
- c. Assess/evaluate specific accomplishments;
- d. Collect and consolidate documents for submission to CHED, DBM, NEDA, RDC and other agencies;
- e. Coordinate with the Director for Networking and International Linkages for active linkages with local and international agencies and stakeholders;
- f. Coordinate and support Quality Assurance and Enhancement Management System across the University;
- g. Supervise the offices and personnel in-charge of Data Bank Center, Programming, Monitoring & Evaluation and Physical Plant, Campus Beautification and Land Use.

XV. Deans

- 1. There shall be a Dean for each College to be designated by the University President duly recommended by the Campus Administrator
- 2. He/She shall be a holder of a relevant Doctorate Degree
- 3. He/She shall be responsible in implementing College policies, rules and regulations approved by the University President
- 4. He/She shall exercise educational leadership among the faculty of the college
- 5. He/She shall plan programs of curricular development
- 6. He/She shall institute program supervision for quality instruction
- 7. He/She shall supervise admission and evaluation of students in coordination with the registrar
- 8. He/She shall recommend faculty for promotion and professional development
- 9. He/She shall recommend to the University President demotion, transfer or removal of faculty in violation of the provision of this code
- 10. He/She shall evaluate the performance of the faculty of the college.



11. He/She shall recommend to the Academic Council lists of students for graduation
12. He/She shall prepare the PPMP and other programs and activities of the college
13. He/She shall submit reports to the Campus Administrator and other authorities
14. He/she shall carry a maximum of six (6) units teaching load
15. He/She shall perform other functions as may be designated by higher authorities

XVI. Associate Deans

1. There shall be an Associate Dean per College in all campuses who shall be designated by the University President duly recommended by the Campus Administrator
2. He/She shall be a holder of a relevant Doctorate Degree.
3. He/She shall assist the designated College Dean of the system.
4. He/She shall supervise and monitor faculty and students' performance in the classroom.
5. He/She shall conduct orientation to new faculty on the provisions of the University Code.
6. He/She shall prepare the PPMP and other programs and activities of the college.
7. He/she shall carry a maximum of twelve (12) units teaching load
8. He/She shall perform other functions as may be assigned by the Dean and other higher authorities

XVII. Program Chairperson

1. There shall be a Program Chairperson in every program who shall be designated by the Campus Administrator duly recommended by the Dean/Associate Dean.
2. He/She shall be preferably a Doctorate Degree and/or at least a Master's degree holder.
3. He/she shall hold office co-terminus with the Dean/Associate Dean.



4. He/She shall recommend programs and activities to the Associate Dean/Dean.
5. He/she shall assist the Associate Dean/Dean in carrying out the policies, programs and other mandates in the college.
6. He/she shall carry a maximum of fifteen (15) units teaching load.
7. He/she shall perform other functions as may be assigned by the higher authorities.

XVIII. Faculty

1. The faculty constitutes the following: full-fledged University Professors, Professors, Associate and Assistant Professors, Instructors, and Visiting Lecturers in the University.
2. He/She shall be preferably a Doctorate Degree and/or at least a Master's degree holder.
3. He/she shall carry a regular teaching load of 24 units per semester. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
4. He/she shall submit required reports such as grade sheets, syllabi, instructional materials, clearance, SALN, Individual Performance Evaluation and the like within the prescribed period as set by the University.
5. He/she shall perform the mandated functions according to their academic ranks.
6. He/she shall be evaluated and promoted according to the NBC 461 criteria
7. He/she shall uphold the integrity and observe professional ethical standards set forth by the University and the Civil Service Commission.
8. He/she shall perform other functions as may be assigned by the higher authorities.

XIX. Research Director

1. There shall be a Research Director to be designated by the University President duly recommended by the VPRED.
2. He/She shall be a holder of a Doctorate Degree in any field.



3. He/she shall assist the VPRED in carrying out the agenda, programs and other research undertakings of the University.
4. He/she shall ensure the development of productive researches in the University.
5. He/she shall be responsible for the publication of research outputs be it online, ISI, or in a refereed and accredited journals.
6. He/she shall carry a maximum of six (6) units teaching load. In the exigency of service, he/ she shall be given extra load of three (3) units without additional remuneration.
7. He/she shall perform other functions as may be assigned by the higher authorities.

XX. Research Coordinator

1. There shall be a Research Coordinator to be designated by the Campus Administrator.
2. He/she shall preferably be a holder of a Doctorate Degree or at least a Master's degree in any field.
3. He/She shall assist the Research Director in carrying out the agenda, programs and other research undertakings in the campus.
4. He/she shall carry a maximum of fifteen (15) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
5. He/she shall perform other functions as may be assigned by the higher authorities.

XXI. Research Chairperson

1. There shall be a Research Chairperson in each college to be designated by the Campus Administrator upon recommendation of the Associate Dean/Dean.
2. He/she shall preferably be a holder of a Doctorate Degree or at least a Master's degree in any field.
3. He/she shall assist the Research Coordinator in carrying out the agenda, programs and other research undertakings in the campus.



4. He/she shall carry a maximum of eighteen (18) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
5. He/she shall perform other functions as may be assigned by the higher authorities.

XXII. Extension Director

1. There shall be an Extension Director to be designated by the University President duly recommended by the VPRED
2. He/she shall preferably be a holder of a Doctorate Degree or at least a Master's degree in any field.
3. He/she shall assist the VPRED in carrying out the agenda, programs and other extension activities of the University.
4. He/she shall ensure the implementation of productive and responsive extension programs in the community.
5. He/she shall submit reports and other requirements regularly to the VPRED and other partner agencies/entities.
6. He/she shall carry a maximum of six (6) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
7. He/she shall perform other functions as may be assigned by the higher authorities.

XXIII. Extension Coordinator

1. There shall be an Extension Coordinator to be designated by the Campus Administrator.
2. He/she shall preferably be a holder of a Doctorate Degree or at least a Master's degree in any field.
3. He/she shall assist the Extension Director in carrying out the agenda, programs and other research undertakings in the campus.
4. He/she shall carry a maximum of fifteen (15) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
5. He/she shall perform other functions as may be assigned by the higher authorities.



XXIV. Extension Chairperson

1. There shall be an Extension Chairperson in each college to be designated by the Campus Administrator upon recommendation of the Associate Dean/Dean.
2. He/she shall preferably be a holder of a Doctorate Degree or at least a Master's degree in any field.
3. He/she shall assist the Extension Coordinator in carrying out the agenda, programs and other extension activities in the campus.
4. He/she shall carry a maximum of eighteen (18) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
5. He/she shall perform other functions as may be assigned by the higher authorities.

XXV. Production Director

1. There shall be a Production Director to be designated by the University President duly recommended by the VPA/Campus Administrator.
2. He/she shall preferably be a holder of a Doctorate Degree or at least a Master's degree in business, economics, agriculture and other allied fields.
3. He/she shall assist the VPA in carrying out the programs and other production activities in the University.
4. He/she shall be responsible in planning, implementing, monitoring coordinating, and evaluating all production processes in the University.
5. He/she shall submit reports and other requirements regularly to the VPA.
6. He/she shall carry a maximum of six (6) units teaching load. In the exigency of service, he/ she shall be given extra load of three (3) units without additional remuneration.
7. He/she shall perform other functions as may be assigned by the higher authorities.

XXVI. Production Coordinator

1. There shall be a Production Coordinator to be designated by the Campus Administrator.



2. He/she shall preferably be a holder of a Doctorate Degree or at least a Master's degree in business, economics, agriculture and other allied fields.
3. He/she shall assist the Production Director in the implementation the programs and other production activities.
4. He/she shall carry a maximum of fifteen (15) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
5. He/she shall submit reports and other requirements regularly to the production Director.
6. He/she shall perform other functions as may be assigned by the higher authorities.

XXVII. Project Manager

1. There shall be a Project Manager to be designated by the Campus Administrator duly recommended by the Production Coordinator.
2. He/she shall preferably be a holder of a Master's degree or at least a Bachelor's degree in business, economics, agriculture and other allied fields.
3. He/she shall assist the Production Coordinator in the implementation the programs and other production activities.
4. He/she shall carry a maximum of fifteen (15) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
5. He/she shall submit reports and other requirements regularly to the production Director/ Campus Administrator.
6. He/she shall perform other functions as may be assigned by the higher authorities.

XXVIII. Dean Student Affairs and Services

1. The Student Affairs and Services shall be handled by a Dean under the supervision of the Vice President of Academic Affairs/Campus Administrators. It commits to support the higher education related programs and activities in the University.



2. He/she shall be preferably a holder of a relevant Doctorate Degree or any Master's Degree.
3. He/she shall have direct supervision of the following offices: Physical Education Sports and Athletics, Cultural Affairs, and Admission and Testing.
4. He/she shall be responsible for the formulation and review of policies directly related to students.
5. He/she shall oversee and coordinate the operation of all units in the University which concerns the students' welfare.
6. He/she shall carry a maximum of six (6) units teaching load. In the exigency of service, he/ she shall be given extra load of three (3) units without additional remuneration.
7. He/she shall submit reports and other requirements regularly to the VPAA/Campus Administrator.
8. He/she shall perform other functions as may be designated by higher authorities.

XXIX. The Secretary of the University

1. The secretary of the University shall be appointed by the President and shall have the following functions:
 - a. Provides secretarial services to the University President;
 - b. Takes charge of the records and communications in the University; and
 - c. Transmits all outgoing communications to the concerned offices, agencies, organizations, and the like.

XXX. Instructional Materials Development Director

1. The Instructional Materials Development Office shall be handled by a Director under the supervision of the Vice President of Academic Affairs/Campus Administrators. It commits to lead in the conceptualization, production and development of instructional materials to support higher education activities.
2. He/she shall be preferably a holder of a relevant Doctorate Degree or any Master's Degree.



3. He/she shall be responsible for initiating the production of instructional materials to address the needs in instruction in the University.
4. He/she shall monitor and evaluate efficacy and quality of the instructional materials produced in the University.
5. He/she shall closely coordinate with coordinators in other campuses for the implementation of the IMD related activities.
6. He/she shall carry a maximum of twelve (12) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
7. He/she shall submit outputs and other requirements regularly to the VPAA/Campus Administrator.
8. He/she shall perform other functions as may be designated by higher authorities.

XXXI. National Service Training Program (NSTP) Director

1. The NSTP unit shall be handled by a Director under the supervision of the Vice President of Academic Affairs/Campus Administrators. It aimed at enhancing civic consciousness and defense preparedness of the students by developing the ethics of service and patriotism.
2. He/she shall be preferably a holder of a relevant Doctorate Degree or any Master's Degree.
3. He/she shall be responsible to oversee the three (3) program components such as Reserve Officer Training Corps (ROTC), Civic Welfare Training Services (CWTS), and Literacy Training Service (LTS).
4. He/she shall plan and implement the program, trainings and other related activities as stipulated in the NSTP law.

XXXII. Technical-Vocational Education Director

1. The Technical-Vocational Education unit shall be handled by a Director under the supervision of the Vice President of Academic Affairs/Campus Administrators. It aimed at facilitating technical-vocational trainings and assessment activities in the University.



2. He/she shall be preferably a holder of a relevant Doctorate Degree or any Master's Degree with National Certification (NC 2 and up), Assessor in any skill and passed the Trainer's Methodology course.
3. He/she shall be responsible in planning, facilitating trainings and assessments relative to tech-voc education.
4. He/she shall closely coordinate with the Dean, coordinators in other campuses and other partner agencies/industries for placement of graduates.
5. He/she shall monitor the conduct of trainings and assessment in the University.
6. He/she shall carry a maximum of fifteen (15) units teaching load. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
7. He/she shall consolidate and submit reports and other requirements regularly to the VPAA/ Campus Administrator.
8. He/she shall perform other functions as may be designated by higher authorities.

XXXIII. Registrar

1. There shall be a Director among the Registrars in the University designated by the President under the supervision of the Vice President of Academic Affairs/Campus Administrators. He/she shall take charge in records of students in the University.
2. He/she shall be preferably a holder of a relevant Doctorate Degree or any Master's Degree.
3. He/she shall enforce academic regulations relative to admission, registration, retention, promotion, evaluation, and graduation of students.
4. He/she shall closely coordinate with the registrars in other campuses for timely submission of required reports.
5. He/she shall be responsible for the consolidation and submission of reports and other documents as required by the Higher Education Management Information System (HEMIS) and other agencies.



6. He/she shall perform other functions as may be designated by higher authorities.

XXXIV. Director of Libraries

1. There shall be a Director of Libraries to be designated by the President under the supervision of the Vice President of Academic Affairs/Campus Administrators. He/she shall take charge in all library holdings and resources records in the University.
2. He/she shall be preferably a holder of a relevant Doctorate Degree or a Master's Degree in Library Science.
3. He/she shall enforce rules and regulations relative to the management of the library.
4. He/she shall establish linkages among international and national libraries for sharing and exchange of resources.
5. He/she shall closely coordinate with the librarians in other campuses for modernization of campus libraries in compliance with international standards and accreditation requirements.
6. He/she shall perform other functions as may be designated by higher authorities.

XXXV. Physical Plant Director

1. The Physical Plant Office shall be handled by a Director under the supervision of the Vice President for Administration and Finance/Campus Administrator. It commits to facilitate the development of infrastructure projects in the University.
2. He/she shall be a Licensed Civil Engineer and at least a Master's Degree holder.
3. He/she shall be responsible in all physical plant improvements, maintenance and repair of infrastructure projects in the University.
4. He/she shall exercise direct supervision and monitor implementation of all infrastructure projects and conduct of periodic inspection of sites and building structures.
5. He/she shall submit required reports on time.



6. He/she shall carry a maximum of twelve (12) teaching loads. In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
7. He/she shall perform other functions as may be designated by higher authorities of the University.

XXXVI. Human Resource and Management Officer

1. The Human Resource Management Unit shall be handled by a Human Resource Management Officer under the supervision of the Vice President for Administration and Finance/Campus Administrator.
2. He/she shall coordinate and supervise overall aspects of personnel activities.
3. He/she shall implement laws, rules and regulations, policies to prevailing problems pertinent to personnel action.
4. He/she shall direct and/or participate in the review of action on personnel matters for conformance to legal requirements and policies of the University.
5. He/she shall prepare publication of vacancy.
6. He/she shall update personnel profile.
7. He/she shall facilitate the ranking of employees for promotion, change of status, etc.
8. He/she shall review Personnel Services Itemization and Plantilla of Personnel (PSIPOP).
9. He/she shall consolidate and submit reports pertaining to human resource as required by CHED, DBM, PASUC and other agencies.
10. He/she shall coordinate with the Human Resource Management Officer/Assistant of other campuses pertaining to human resource reports required by CHED, PASUC, DBM, and other partner agencies.
11. He/She shall coordinate with the Deans/Associate Deans/Heads of offices in the conduct of needs analysis of faculty and staff and in the preparation of the faculty and staff development program.
12. He/she shall perform other related work as may be assigned by higher authorities.



XXXVII. Data Protection Officer

1. The Data Protection Office shall be directly headed by the Vice President for Administration and Finance
2. He/she shall monitor the University's Personal Data Processing activities in order to ensure compliance with applicable Personal Data privacy laws and regulations, including the conduct of periodic internal audits and review to ensure that all the University's data privacy policies are adequately implemented by its employees and authorized agents.
3. He/she shall act as liaison between the University and the regulatory and accrediting bodies, and incharge of the applicable registration, notification, and reportorial requirements mandated by the Data Privacy Act, as well any other applicable data privacy laws and regulations.
4. He/she shall develop, establish and review policies and procedures for the exercise by Data Subjects of their rights under the Data Privacy Act and other applicable laws and regulations on Personal Data privacy.
5. He/she shall initiate capacity building, orientation, and training programs for employees, agents or representatives of the University regarding Personal Data privacy and security policies.
6. He/she shall prepare and file annual report of the summary of documented security incidents and Personal Data breaches, if any, as required under the Data Privacy Act, and of compliance with other requirements that may be provided in other issuances of the National Privacy Commission.

XXXVIII. Disaster Risk Reduction and Management Director

1. The Disaster Risk Reduction and Management Office shall be handled by a Director directly under the office of the Vice President for Administration and Finance/Campus Administrator.
2. He/she shall be at least a Master Degree Holder and have undergone disaster-related trainings.
3. He/she shall identify and manage the hazards and risks that may occur in the University;



4. He/she shall communicate about those hazards and risk, their nature, effects, early warning signs and countermeasures to the Top Level Management and stakeholder;
5. He/she shall promote and raise public awareness of and compliance with policies and directives issued by the Vice President for Administration relative to disaster risk management;
6. He/she shall establish linkage and network with the local government units for disaster risk reduction and emergency response purposes;
7. He/she shall integrate risk reduction activities into the University's development plans, programs and budgets;
8. He/she shall carry a maximum of six (6) teaching loads (In case the designee is a faculty). In the exigency of service, he/she shall be given extra load of three (3) units without additional remuneration.
9. He/she shall perform other functions as may be designated by higher authorities.

XXXIX. Management Information System Director

1. The Management Information Office shall be headed by the Director.
2. The Director shall plan and implement variety of systems to optimize the output of the University such as analysis system, modelling system, query system and decision support system.
3. The Director shall cooperate in planning, managing, controlling and facilitating the operation of information services through efficient and effective systems for smooth flow of University processes.
4. The Director shall provide useful information/data analysis that can be used in the planning and decision making of the University Management Committee.
5. The Director shall plan and implement cyber security measures to ensure the protection of crucial information for both offline and online services.

XL. Intellectual Property Rights Director

1. The Intellectual Property Rights Office shall be headed by the Director.



2. The Director shall monitor and advise on the application of intellectual property policy; and, advise and educate the campus community regarding relevant intellectual property and technology transfer issues, including developing and interpreting policy. (Refer to VPRED Organizational Structure)

XLI. Networking and International Linkages Director

1. The Networking and International Linkages Office shall be headed by the Director.
2. The Director shall facilitate partnerships and collaborations with government agencies, educational institutions, private organizations, non-government organizations and other national and international sectors or organizations in accordance with the philosophy, vision, mission and goals of the University and national agenda.
3. The Director shall plan and monitor the implementation of various networking and linkages activities for the realization of the University's mandated functions.

XLII. Gender and Development (GAD)

1. The University shall have a GAD Focal Point System (GFPS) composed of the executive committee headed by the VPRED, Vice Presidents, Campus Administrators, Financial Management Officer. The technical working group headed by the University Focal Person and Campus Focal Persons and the secretariat comprise as members.
2. The GFPS shall perform the required tasks as stipulated in the Magna Carta of Women and in the Philippine Commission on Women(PCW) issuances, such that these tasks and functions shall form part of their regular key result areas and shall be given due consideration in the performance evaluation.
3. The GFPS leads in the gender mainstreaming as strategy to promote women's human rights and eliminate gender discrimination in the policies, programs, processes, and procedures in the University.

Each of the above office heads and/or personnel has the necessary resources, procedures and methods needed for smooth functioning of these. Each office in the University is headed by a senior, skilled person who reports to the Vice Presidents or President of the University. The offices have separate work places and are equipped with the required manpower, material and other



resources for smooth functioning. The heads of these offices are responsible for conducting the activities of these in accordance with the quality policy and quality systems of the University and have their procedures separately laid out in their respective procedure manuals. They also aim at customer satisfaction and continuous improvement of their processes and procedures.

The operation and effective implementation of the Quality Management System is the responsibility of the Quality Assurance Director with the President's commitment for its development and continual improvement. Audits, customer feedbacks and the Quality Management System are reviewed to determine further opportunities for continual improvement. The processes needed for the Quality Management System referred to include processes for management activities, provision of resources, product realization and measurement.

The officers with the authority and responsibility in implementing the quality system are the important links in the chain of management. The QMS is managed by various authorities and governance sector which will integrate and implement quality policies in all chains to achieve quality objectives.

The **Quality Assurance Director (QAD)** shall carry out supervisory responsibilities, management liaison, and audit overseer to achieve quality objectives. He/she shall direct the Lead Auditor in audit planning, audit schedule, managing an audit program, drafting audit reports, drafting non-conformity reports, drafting audit working documents, documentation review, on-site audit, non-conformity follow-up actions, and leading a team of auditors. The Lead Auditor, together with the members of the **Internal Quality Audit Team (IQAT)** shall be responsible in the implementation of the internal quality audit program.



CORE PROCESSES

Standard Documented
Protocol

Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-001

Date Filed:

February 19, 2018

Date Reviewed:

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Date Effective:

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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 University President

UNIT : Registrar's Office and Academic Affairs

PROCESS TITLE : ADMISSION AND ENROLLMENT FOR FRESHMEN AND TRANSFER STUDENTS

1. PURPOSE:

This process describes the necessary basic steps in the admission and enrollment of freshmen and transfer student.

2. SCOPE:

This process is used to provide guidelines to incoming first year students and transferees.

3. REFERENCES:

- 3.1 Record of Grade of Students
- 3.2 Basic Requirements for Admission
- 3.3 Medical Examination Results
- 3.4 Trial Forms
- 3.5 Class Schedule
- 3.6 Assessment Form
- 3.7 Identification Form
- 3.8 Identification Card
- 3.9 Student Handbook

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Registrar
- 4.2 Accountable: Vice President for Academic Affairs and Campus Administrator
- 4.3 Consulted: Deans and Program Head
- 4.4 Informed: Students, Faculty and Staff

5. INSTRUCTION:**A. UNDERGRADUATE DEGREE****5.1 STUDENT – Fills out Guidance Form**



5.2 GUIDANCE OFFICE PERSONNEL

- b. Administer College Admission Test
- c. Issues Enrollment Flowchart

5.3 STUDENT – Submits admission requirements to the registrar

5.4 REGISTRAR

- a. Receives admission requirements
- b. Directs students to proceed to the College Clinic for Medical Examination before proceeding to the respective Department for the preferred degree or certificate to enroll.

5.5 COLLEGE CLINIC PERSONNEL

- a. Provide Medical Examination Form to be filled-up by the students
- b. Conducts Medical Examination

5.6 STUDENT – Proceeds to the College preferred and submits copy of the admission requirements to the Program Chair/Dean

5.7 PROGRAM CHAIR/DEAN

- a. Receives copy of the admission requirements
- b. Interviews student for qualification based on minimum requirements set by the department (grade, medical examination result depending on the admitting Department)

5.8 STUDENT

- a. Fills-up the personal information in the Assessment Form
- b. Fills-up the Trial Form based on class schedules posted
- c. Presents completed Trial Form to the Program Head for verification

5.9 PROGRAM CHAIR

- a. Verifies Trial Form
- b. Assesses fees and charges
- c. Recommends the student to proceed to the Dean for approval

5.10 DEAN

- a. Approves enrollment to the College
- b. Advises the student to proceed to the Cashier for payment

5.11 CASHIER

- a. Collects and records payment of student in the ledger/bluebook
- b. Advises student to proceed to the EDP in-charge

5.12 EDP IN-CHARGE

- a. Enlists the class schedule of student based on the Trial Form
- b. Prints the Registration Form and requires the student to sign the pledge
- c. Assigns/Issues ID number to the new student stamps the Registration Form "Enrolled"
- d. Directs the student to proceed to the DSAS



5.13 DEAN, STUDENT AFFAIRS AND SERVICES

- a. Processes and issues ID Card of new student/transferee
- b. Issues Student Handbook
- c. Receives payment for insurance fee of the new student

B. GRADUATE STUDIES

1. GRADUATE SCHOOL COORDINATOR

- a. Receives the photocopy of the admission requirements
- b. Interviews new students/transferee for qualification based on minimum requirements set by the department (grades, medical examination result depending on the admitting Department)
- c. Issues Trial Form and Assessment Form for student to fill-up
- d. Verifies Trial Form
- e. Assesses fees and charges of the new student/transferee
- f. Recommends new student/transferee to proceed to the Dean for approval of enrollment

2. DEAN

- a. Approves enrollment to the College
- b. Advises student to proceed to the Cashier for payment

Standard Documented
Protocol

Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Approved by:

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 EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

UNIT : Academic Affairs Unit and Registrar Office

PROCESS TITLE : ADMISSION AND ENROLLMENT FOR RESIDENT AND CONTINUING STUDENTS

1. PURPOSE:

This process describes the necessary basic steps in enrolling resident and continuing students in the university.

2. SCOPE:

This process is used to provide guidelines to resident and continuing students of the University on the process for enrollment.

3. REFERENCES:

- 3.1 Record of Grade of Students
- 3.2 Trial Form
- 3.3 Class Schedule
- 3.4 Assessment of Fees and Charges Form
- 3.5 Registration Form
- 3.6 Identification Card
- 3.7 Clearance Slip

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Registrar
- 4.2 Accountable: Vice President for Academic Affairs and Campus Administrator
- 4.3 Consulted: Deans, Program Head and Students
- 4.4 Informed: Parents, Students, Faculty and Staff

5. INSTRUCTION:**A. UNDERGRADUATE DEGREE**

- 5.1 GUIDANCE OFFICE PERSONNEL – Requires the students to update the profile



5.2 REGISTRAR

- a. Evaluates grades of student (Returnee and graduating student only).
- b. Advises student to proceed to the College Clinic for Medical Examination.

5.3 COLLEGE CLINIC

- a. Provides Medical Examination form to be filled-up by the student.
- b. Conducts Medical Examination to the student (Extent of the required examination varies depending on the requirement of the enrolling department i.e CME and CNAHS).

5.4 PROGRAM CHAIR

- a. Receives the photocopy of the evaluated grades from the Registrar for returnee and graduating student only.
- b. Evaluate the grades of non-graduating students
- c. Issues Trial Form and Assessment Form for student to fill-up

5.5 CONTINUING RESIDENT STUDENT

- a. Fills-up the Trial Form based on class schedules posted.
- b. Fills-up the personal information in the Assessment Form.
- c. Presents completed Trial Form to the Program Head for verification.

5.6 PROGRAM CHAIR

- a. Verifies Trial Form.
- b. Assesses fees and charges of the student.
- c. Recommends student to proceed to the Dean for approval of enrollment.

5.7 DEAN

- a. Approves enrolment to the College
- b. Advises student to proceed to the Cashier for payment

5.8 CASHIER

- a. Collects payment of students.
- b. Records payment of student in the ledger/bluebook.
- c. Advises student to proceed to the EDP In-charge.

5.9 EDP IN-CHARGE

- a. Receives and checks Clearance Slip, Trial Form and Official Receipt of student.
- b. Enlists the class schedule of student based on the Trial Form.
- c. Prints the Registration Form of the student.

5.10 STUDENT

- a. Reviews the completeness of the printed Registration Form.
- b. Signs the Pledge in the Registration Form.

5.11 EDP IN-CHARGE

- a. Stamps the Registration Form "enrolled".
- b. Issues the student copy of the Registration Form to the student.
- c. Advises student to proceed to the DSAS.

5.12 DEAN OF THE STUDENT AFFAIRS

- a. Validates ID Card of Student.
- b. Receives payment for insurance of student



B. GRADUATE STUDIES

3. GRADUATE SCHOOL COORDINATOR

- g. Receives the photocopy of the evaluated grades from the Registrar for returnee and graduating student only
- h. Evaluates the grades of non-graduating students
- i. Issues Trial Form and Assessment Form for student to fill-up
- j. Verifies Trial Form
- k. Assesses fees and charges of the student
- l. Recommends student to proceed to the Den for approval of enrollment

4. DEAN

- c. Approves enrollment to the College
- d. Advises student to proceed to the Cashier for payment

Standard Documented
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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnaza St., Sta. Cruz, Dapitan City, Philippines

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February 19, 2018

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

AIDA O. LANIOSO, Ed. D.

Vice President for Academic Affairs

Approved by:

EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

Reviewed by:

RIZZA B. BAGALANON, Ed.D.

Quality Assurance Director

UNIT : Academic Affairs Unit

PROCESS TITLE : CURRICULUM DEVELOPMENT, ENHANCEMENT AND REVISION
 PROCESSES

1. PURPOSE:

This process describes the necessary steps in developing, enhancing and revising curriculum in conformity with standards of regulating body responsive to the demands of time.

2. SCOPE:

This process is used to guide the academic unit in developing, enhancing and revising curriculum to form and content prescribed by the regulating bodies.

3. REFERENCES:

- 3.1 CMOS, PSGs, IRR
- 3.2 Memorandum Order
- 3.3 Letter of Invitation
- 3.4 Enhanced/Revised Curriculum
- 3.5 Endorsement through Academic Council Resolution

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Vice President for Academic Affairs
- 4.2 Accountable: University President
- 4.3 Consulted: Deans, Program Heads, Faculty, Students, Stakeholder and Campus Administrator
- 4.4 Informed: Students and Program Heads

5. INSTRUCTION:**5.1 PROGRAM CHAIR**

- a. Identifies the need to enhance or revise the curriculum
- b. Discusses the importance of the changes within the department
- c. Recommends enhancement or revision to the Dean



5.2 DEAN

- a. Plans a Program of Activities for curriculum development/enhancement/revision to the VPAA
- b. Requests curriculum enhancement/revision to the VPAA

5.3 VICE PRESIDENT FOR ACADEMIC AFFAIRS

- a. Issues memorandum to convene the Curriculum Development Committee
- b. Invite stakeholders.

5.4 DEAN – Invites stakeholders, industry partners and other experts in the field.

5.5 CURRICULUM DEVELOPMENT COMMITTEE

- a. Enhances/Revises curriculum
- b. Submits enhanced/revised curriculum to the VPAA

5.6 VICE PRESIDENT FOR ACADEMIC AFFAIRS – Forwards the enhanced/revised curriculum to the Management Committee for review

5.7 MANAGEMENT COMMITTEE

- a. Reviews the enhanced/revised curriculum
- b. Recommends the enhanced/revised curriculum to the Academic Council for endorsement to the Board of Regents through the concerned Dean.

5.8 ACADEMIC COUNCIL – Endorses enhanced/revised curriculum to the Board of Regents for approval

5.9 BOARD OF REGENTS – Approves / Disapproves the curriculum

5.10 BOARD OF REGENTS SECRETARY – Disseminates the approved/disapproved curriculum

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnaza St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Approved by:

EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

Reviewed by:

RIZZA B. BAGALANON, Ed.D.

Quality Assurance Director

UNIT : Academic Affairs Unit

PROCESS TITLE : DELIVERY OF INSTRUCTION, PERFORMANCE MONITORING AND FACULTY DEVELOPMENT PROCESS

1. PURPOSE:

This process describes the process in the delivery of instruction, performance monitoring and faculty development to ensure the quality service provided to students.

2. SCOPE:

This application is used to provide with the method in delivering of quality instruction as well as monitoring.

3. REFERENCES:

- 3.1 Teacher's Program
- 3.2 Syllabus
- 3.3 Assessment Tools
- 3.4 Report's
- 3.5 Supervisory Form
- 3.6 Recommendation Letter
- 3.7 Endorsement Letter
- 3.8 Training Plan

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Deans and Program Head
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Vice President for Academic Affairs and Faculty
- 4.4 Informed: Faculty

5. INSTRUCTION:

- 5.1 **REGISTRAR** – Furnishes Dean with a copy of the program load



5.2 DEAN

- a. Distributes Teacher's Program to the instructor
- b. Orients instructor in the implementation and provides support and assistance in the acquisition of facilities and equipment needed by instructor

5.3 INSTRUCTOR

- a. Prepare syllabus based on Program Load
- b. Delivers the lesson based on the syllabus
- c. Conducts assessment and evaluate students' performance both in theory and practice
- d. Submits required reports to the Dean at the end of the semester or when needed

5.4 DEAN

- a. Monitors and evaluates instructor's performance in the class periodically
- b. Conducts post conference with instructors after the evaluation

5.5 CAMPUS ADMINISTRATOR – Coordinates with HR for training

5.6 HRMO – Prepares training plan/faculty development plan

5.7 CAMPUS ADMINISTRATOR – Endorses approval of the training plan to the VPAA

5.8 VPAA – Recommends approval to the President

5.9 PRESIDENT – Approves the training plan



Standard Documented Protocol



Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Vice President for Academic Affairs

Approved by:

EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

Reviewed by:

RIZZA B. BAGALANON, Ed.D.

Quality Assurance Director

UNIT : Academic Affairs Unit

PROCESS TITLE : EXAMINATION AND ASSESSMENT PROCESS

1. PURPOSE:

The following process describes the activities in conducting examination and assessment.

2. SCOPE:

The process is used to provide the steps in the conduct of written examination and other assessments.

3. REFERENCES:

- 3.1 Test Papers
- 3.2 Assessment Tools
- 3.3 Table of Specification (TOS)
- 3.4 School Calendar
- 3.5 Grade Sheets

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Deans and Program Heads
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Vice President for Academic Affairs, Deans, Heads of Offices and Faculty
- 4.4 Informed: Faculty

5. INSTRUCTION:

5.1 FACULTY

- a. Prepares TOS as basis for examination
- b. Prepares examination instruments based on the approved TOS
- c. Submits copy of the examination to the Committee on Examination and Assessment/Dean



5.2 COMMITTEE ON EXAMINATION AND ASSESSMENT/DEAN

- a. Reviews the examination instrument and assessment instrument.
- b. Returns the examination instrument to instructor concerned.

5.3 FACULTY

- a. Conducts examination as scheduled.
- b. Informs student on the result of the examination.
- c. Submits grade to the Dean.

5.4 DEAN

- a. Checks and reviews the Grade Sheets
- b. Signs the Grading Sheet.
Submits grades to the Registrar.

Standard Documented
Protocol

Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Vice President for Academic Affairs

Approved by:

EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

Reviewed by:

RIZZA B. BAGALANON, Ed.D.

Quality Assurance Director

UNIT : Academic Affairs Unit

PROCESS TITLE : RETENTION AND PROMOTION PROCESS

1. PURPOSE:

The following process describes the activities in conducting examination and assessment.

2. SCOPE:

The process is used to provide the steps in the conduct of written examination and other assessments.

3. REFERENCES:

- 3.1 Test Papers
- 3.2 Assessment Tools
- 3.3 Table of Specification (TOS)
- 3.4 School Calendar
- 3.5 Grade Sheets

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Faculty
- 4.2 Accountable: Deans of the Colleges and Faculty
- 4.3 Consulted: Faculty
- 4.4 Informed: Students

5. INSTRUCTION:**5.1 PROGRAM CHAIR**

- a. Evaluates academic performance of students
- b. Calls attention of concerned students with deficiencies
- c. Sends request to the Dean for deliberation



5.2 DEAN

- a. Calls for deliberation among the instructors and Program Chair
- b. Informs concerned student/s as per result of the deliberation to shift to other program or not

5.3 STUDENT

- a. Takes appropriate action with guidance of the Dean



Standard Documented Protocol



Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadina Adaza St., Sta. Cruz, Dapitan City, Philippines

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

Reviewed by:

RIZZA B. BAGALANON, Ed.D.

Quality Assurance Director

UNIT : Academic Affairs Unit

PROCESS TITLE : PROCESS IN DETERMINING AND RECOMMENDING CANDIDATES FOR GRADUATION

1. PURPOSE:

The following process describes the steps in determining and recommending candidates for graduation.

2. SCOPE:

The process is used to provide guideline for determining and recommending candidates for graduation.

3. REFERENCES:

- 3.1 List of Candidates for Graduation
- 3.2 Minutes – Management Committee
- 3.3 Final List of Candidates for Graduation
- 3.4 Grade Sheets
- 3.5 Evaluation Sheets

4. RESPONSIBILITY MAP:

- 4.1 Responsible: College Deans
- 4.2 Accountable: Vice President for Academic Affairs and Campus Administrator
- 4.3 Consulted: Program Head and Faculty
- 4.4 Informed: Faculty

5. INSTRUCTION:

C. UNDERGRADUATE DEGREE

5.1 REGISTRAR

- a. Evaluates students' grade and other requirement for graduation
- b. Forwards list of candidates for graduation including those with deficiencies to the Program Chair concerned.



5.2 PROGRAM CHAIR – Calls student/s with deficiencies and gives time/period to comply

5.3 STUDENT/S – Complies with the needed requirements and submits them to the registrar

5.4 REGISTRAR

- a. Finalizes the list of candidates for graduation
- b. Submits the list to the college Dean to be presented to the Campus Administrator for presentation in the Management Committee

5.5 CAMPUS ADMINISTRATOR – Presents candidates for graduation to the Management Committee for endorsement to the Academic Council

5.6 MANAGEMENT COMMITTEE – Endorses the Candidates for Graduation through the concerned Deans during the Academic Council

5.7 DEAN – Certifies and presents the list of graduating students to the Academic Council through the Campus Administrator

5.8 CAMPUS ADMINISTRATOR – Presents the list to the Academic Council for endorsement to the Board of Regents

5.9 ACADEMIC COUNCIL – Endorses the list of graduating students to the Board of Regents for approval

5.10 BOARD OF REGENTS – Approves the List of Candidates for Graduation

D. GRADUATE STUDIES

1. DEAN/ GRADUATE SCHOOL COORDINATOR

- a. Receives the photocopy of the admission requirements.
- b. Interviews new student/transferee for qualification based on minimum requirements set by the department (grades, medical examination result depending on the admitting Department).
- c. Issues Trial Form and assessment form for student to fill-up.

2. GRADUATE SCHOOL COORDINATOR

- a. Verifies Trial Form.
- b. Assesses fees and charges of the new student/transferee.
- c. Recommends new student/transferee to proceed to the Dean for approval of enrollment.

3. DEAN

- a. Approves enrollment to the Graduate School.
- b. Advises new student/transferee to proceed to the Cashier for payment.

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

MA. RIO A. MAGUIT, PhD
 Research Director

Noted by:

EVELYN R. CAMPISENO, FfUP, Ed. D.
 VP for Research, Extension and Development

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Research Office

PROCESS TITLE : FORMULATION OF RESEARCH AGENDA PROCESS

1. PURPOSE:

The following process describes the steps involved in the formulation of the Research Agenda.

2. SCOPE:

The process is used to serve as basis for monitoring and future revision of the Research Agenda.

3. REFERENCES:

- 3.1 Memorandum Order
- 3.2 Minutes of the Meeting and Attendance Sheets
- 3.3 Research Agenda
- 3.4 Draft Research

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Director for Research
- 4.2 Accountable: Vice President for Research, Extension and Development
- 4.3 Consulted: Top Management, VPRED and Research Consultant
- 4.4 Informed: SUCRED, Research Coordinators and Researchers

5. INSTRUCTION:

5.1 SUCRED CHAIRPERSON – Calls for a meeting to formulate the research agenda

5.2 SUCRED - Formulates the research agenda

5.3 UNIVERSITY RESEARCH CONSULTANT – Critiques the formulated research agenda



5.4 VICE PRESIDENT FOR RESEARCH, EXTENSION AND DEVELOPMENT – Submits the research agenda to the University President for endorsement to the Academic Council and Board of Regents

5.5 UNIVERSITY PRESIDENT – Endorses to the Board of Regents for Approval

5.6 BOARD OF REGENTS – Approves the research agenda



<p>Standard Documented Protocol</p> <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>Republic of the Philippines JOSE RIZAL MEMORIAL STATE UNIVERSITY <i>The Premier University in Zamboanga del Norte</i> Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines</p>	<p>Process No: CP-009</p>					
	<p>Date Filed:</p> <p style="text-align: center;">February 19, 2018</p>	<p>Date Reviewed:</p> <p style="text-align: center;">February 20-22, 2018</p>	<p>Date Effective:</p> <p style="text-align: center;">February 23, 2018</p>			
	<p>Purpose/Reason: To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University</p>					
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> <p>Prepared by:</p> <p style="text-align: center;"><i>[Signature]</i> MA. RIO A. MAGUIT, PhD Research Director</p> </td> <td style="width: 50%; padding: 5px;"> <p>Noted by:</p> <p style="text-align: center;"><i>[Signature]</i> EVELYN R. CAMPISENO, FfUP, Ed. D. VP for Research, Extension and Development</p> </td> </tr> <tr> <td style="padding: 5px;"> <p>Reviewed by:</p> <p style="text-align: center;"><i>[Signature]</i> RIZZA B. BAGALANON, Ed.D. Quality Assurance Director</p> </td> <td style="padding: 5px;"> <p>Approved by:</p> <p style="text-align: center;"><i>[Signature]</i> EDGAR S. BALBUENA, Ed.D., FfUP, HRFI University President</p> </td> </tr> </table>			<p>Prepared by:</p> <p style="text-align: center;"><i>[Signature]</i> MA. RIO A. MAGUIT, PhD Research Director</p>	<p>Noted by:</p> <p style="text-align: center;"><i>[Signature]</i> EVELYN R. CAMPISENO, FfUP, Ed. D. VP for Research, Extension and Development</p>	<p>Reviewed by:</p> <p style="text-align: center;"><i>[Signature]</i> RIZZA B. BAGALANON, Ed.D. Quality Assurance Director</p>
<p>Prepared by:</p> <p style="text-align: center;"><i>[Signature]</i> MA. RIO A. MAGUIT, PhD Research Director</p>	<p>Noted by:</p> <p style="text-align: center;"><i>[Signature]</i> EVELYN R. CAMPISENO, FfUP, Ed. D. VP for Research, Extension and Development</p>					
<p>Reviewed by:</p> <p style="text-align: center;"><i>[Signature]</i> RIZZA B. BAGALANON, Ed.D. Quality Assurance Director</p>	<p>Approved by:</p> <p style="text-align: center;"><i>[Signature]</i> EDGAR S. BALBUENA, Ed.D., FfUP, HRFI University President</p>					

UNIT : Research Office

PROCESS TITLE : RESEARCH PROPOSAL AND APPROVAL PROCESS

1. **PURPOSE:**
The process describes the steps involved in the approval of the research proposal and approval.
2. **SCOPE:**
The process is used to show the steps in the approval of a research proposal as basis for budgetary allocation.
3. **REFERENCES:**
 - 3.1 5 Year Development Plan
 - 3.2 Research Proposal
 - 3.3 Evaluation Results of the Research Proposal
 - 3.4 Recommendations for revision of the Research Proposal
4. **RESPONSIBILITY MAP:**
 - 4.1 Responsible: Director for Research
 - 4.2 Accountable: Vice President for Research, Extension and Development
 - 4.3 Consulted: Top Management, VPRED and Research Consultant
 - 4.4 Informed: SUCRED, Research Coordinators and Researchers
5. **INSTRUCTION:**
 - 5.1 **VPRED OFFICE** - Calls for research proposal every 1st month of the semester and summer to comply with the requirements of one (1) research per college per semester; and faculty with ranks of Associate Professors and Professors.
 - 5.2 **RESEARCHER**
 - a. Prepares a research proposal



- b. Presents the proposal to the Local SUCRED
- c. Integrates comments and suggestions and re-submit the proposal to the Local SUCRED

5.3 LOCAL SUCRED

- a. Reviews the research proposal
- b. Returns to the researcher for revision
- c. Forwards the revised proposal to the research center

5.4 RESEARCH CENTER BY DISCIPLINE

- a. Evaluates the research proposal according to specialization
- b. Indorses to the SUCRED if found in order/or return to the researcher for revision

5.5 SUCRED

- a. Reviews the research proposals according to the suggestions of the internal experts in the research center
- b. Makes a recommendation to the University President for approval

5.6 UNIVERSITY PRESIDENT - Reviews the proposal and make the final decision for research grant/funding

5.7 RESEARCHER

- a. If action is favorable, immediately proceeds to the implementation of the research based in the terms and conditions stipulated in the proposal.
- b. Upon termination, submits the final paper to the research center for peer refereeing.

5.8 VPRED OFFICE - Submits to the Registrar the names of faculty who engage in research and makes it part of their regular load

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Noted by:

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Reviewed by:

RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Research Office

PROCESS TITLE : POST DELIVERY OF RESEARCH OUTPUTS FOR ORAL PRESENTATION AND PUBLICATION PROCESS

1. PURPOSE:

The process describes the steps for the post delivery of the research undertaking of the University.

2. SCOPE:

The process is used to provide method for the post deliver of the research undertaking of the university.

3. REFERENCES:

- 3.1 Communication File
- 3.2 Matrix of Papers for Presentation
- 3.3 Schedule for Oral Presentation
- 3.4 Corrective Measures
- 3.5 Approved papers for Presentation

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Director for Research
- 4.2 Accountable: Vice President for Research, Extension and Development
- 4.3 Consulted: Top Management, VPRED and Research Consultant
- 4.4 Informed: SUCRED, Research Coordinators and Researchers

5. INSTRUCTION:

- 5.1 **SUCRED/ VPRED OFFICE/ UNIVERSITY RESEARCH OFFICE** – Announces the SUCRED in-house review and call for papers for presentation
- 5.2 **UNIVERSITY RESEARCH OFFICE** – Receives papers and forwards to experts for review



5.3 REVIEWER – Reviews manuscript and return to the University Research Office

5.4 UNIVERSITY RESEARCH OFFICE

- d. Lists accepted papers on a matrix for presentation
- e. Returns rejected papers to the authors

5.5 RESEARCHER

- a. Presents paper orally before panel of experts
- b. Applies corrective action, revises manuscript
- c. Submit revised paper and packages into terminal report for approval
- d. Applies for release of project team honoraria
- e. Applies for abstract submission to national and local for a through the University Research Office

5.6 UNIVERSITY RESEARCH OFFICE

- a. Evaluates manuscript and return to researcher for corrective measures
- b. Forwards revised manuscript to VPRED Office

5.7 VPRED OFFICE

- a. Evaluates the Accomplishment Report or Manuscript
- b. Recommends terminal report for acceptance and approval to the University President

5.8 UNIVERSITY PRESIDENT

- a. Approves or Disapproves the release of honoraria
- b. Approves or Disapproves paper for presentation

5.9 FACULTY – Request for abstract submission for oral presentation to National and International for a from University Research Director

5.10 UNIVERSITY RESEARCH DIRECTOR – Reviews manuscript s and forward to the VPRED

5.11 VPRED – approves the manuscript, abstract for submission

5.12 FACULTY

- a. submits abstract to the conference organizer
- b. Review acceptance and request for travel grant through the Office of Research Director

5.13 UNIVERSITY RESEARCH DIRECTOR – forward request to the VPRED

5.14 VPRED - Recommends manuscript for poster / oral presentation and publication to the University President

5.15 FACULTY

- a. Presents Poster/Paper
- b. Submit manuscript for publication to national and international pre-reviewed journal

5.16 UNIVERSITY PRESIDENT – Approves / Disapproves manuscript for national and international fora

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnaza St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Noted by:

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 VP for Research, Extension and Development

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Research Office

PROCESS TITLE : PROCESS IN WRITING RESEARCH OUTPUT FOR THRESHOLD PUBLICATION

1. PURPOSE:

The following process describes the writing of a journal type article for publication.

2. SCOPE:

The process is used to provide format of writing of research outputs into publishable one.

3. REFERENCES:

- 3.1 Research and Extension Manual
- 3.2 Research Manuscript
- 3.3 Polished Research Paper
- 3.4 Authors Guide of the THRESHOLD different scientific Journals
- 3.5 THRESHOLD

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Director for Research
- 4.2 Accountable: Vice President for Research, Extension and Development
- 4.3 Consulted: Top Management, VPRED and Research Consultant
- 4.4 Informed: SUCRED, Research Coordinators and Researchers

5. INSTRUCTION

5.1 SUCRED, VPRED OFFICE, OFFICE OF THE UNIVERSITY RESEARCH DIRECTOR - Provide format of scientific journal type article.

5.2 RESEARCHER

- a. Writes research output into journal type article following the format required by the Journal where the paper will be submitted



- b. Submits manuscript to the THRESHOLD and other journals.

5.3 THRESHOLD MANAGING EDITOR – Receives manuscript and send for double-blind peer reviewers

5.4 REVIEWER

- a. Evaluates and review the manuscript
- b. Send back manuscript to Managing Editor with recommendation as rejected or accepted

5.5 EDITOR-IN-CHIEF, ASSOCIATE EDITORS, EDITORIAL BOARD – Summarizes the reviews of each paper and determines whether it is accepted or rejected.

5.6 PLAGIARISM CHAIRMAN – Runs each manuscript to plagiarism test

5.7 ENGLISH EDITOR – Checks the grammar and overall English construction of the manuscript

5.8 LAY-OUT ARTIST

- a. Lays out the first draft of the THRESHOLD Journal
- b. Prints a galley proof for final editing
- c. Sends manuscript to printing press

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Protocol

Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

MA. RIO A. NAGUIT, PhD
 Research Director

Noted by:

EVELYN R. CAMPISENO, FfUP, Ed. D.
 VP for Research, Extension and Development

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Research Office

PROCESS TITLE : MONITORING AND EVALUATION PROCESS

1. PURPOSE:

The process describes the necessary steps and actions on the evaluation of research programs and projects.

2. SCOPE:

The process is used to provide:

- Requirements of research programs and projects monitoring evaluation
- Method of evaluating research programs and projects
- Method of measuring results versus requirements

3. REFERENCES:

- Research Evaluation Guidelines
- Compilation of progress and terminal reports
- Endorsement of the VPRED
- Approval of the University President

4. RESPONSIBILITY MAP:

- Responsible: Director for Research
- Accountable: Vice President for Research, Extension and Development
- Consulted: Top Management, VPRED and Research Consultant
- Informed: SUCRED, Research Coordinators and Researchers

5. INSTRUCTION:**5.1 SUCRED/VPRED OFFICE/UNIVERSITY RESEARCH DIRECTOR**

- Establish evaluation standards, guidelines and criteria
- Require project leader to submit quarterly progress reports and terminal reports for



- completed research projects.
- c. Schedule in-house reviews to orally present completed research

5.2 OFFICE OF THE UNIVERSITY/RESEARCH DIRECTOR

- a. Receives and evaluates accomplishments based on progress reports.
- b. Gives comments and recommendations to researcher
- c. Submit report to VPRED
- d. Compiles progress and terminal reports for record purposes

5.3 RESEARCHER – Critiques the formulated research agenda

- a. Applies corrective action
- b. Complies the requirements asked
- c. Submit terminal report to the office of the university research director
- d. Presents results during in-house reviews.

5.4 VICE PRESIDENT FOR RESEARCH, EXTENSION AND DEVELOPMENT – Recommends project outputs and evaluation result to the University President for acceptance.

5.5 UNIVERSITY PRESIDENT – Approves/disapproves project output and evaluation results

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Protocol

Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-013

Date Filed:

February 19, 2018

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February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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BOBMIL C. FLORES
 Extension Director

Noted by:

Evelyn R. Campiseno
EVELYN R. CAMPISENO, FfUP, Ed. D.
 VP for Research, Extension and Development

Reviewed by:

Rizza B. Bagalanon
RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

Edgar S. Balbuena
EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Extension Office

PROCESS TITLE : NEEDS ASSESSMENT PROCESS

1. PURPOSE:

The following process is used to assess the needs of the community to be served.

2. SCOPE:

The process is used to provide method of assessing the needs of the community as basis for the extension programs and services.

3. REFERENCES:

- 3.1 Communication for the presentation in SUCRED
- 3.2 Needs Assessment
- 3.3 Request letter from the barangay
- 3.4 Approved Extension Proposal

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Director for Extension
- 4.2 Accountable: Vice President for Research, Extension and Development
- 4.3 Consulted: Top Management and VPRED
- 4.4 Informed: Extension Coordinators and Extensionist

5. INSTRUCTION

5.1 VPRED/EXTENSION DIRECTOR – Calls for extension proposal every 1st month of the semester and summer

5.2 EXTENSION DIRECTOR/COORDINATOR/CHAIRPERSON STUDENTS –

- a. Conduct needs assessment survey in the target barangay



- b. Coordination with the official of the target barangay
- c. Receives request letter from the barangay

5.3 EXTENSION COORDINATOR/CHAIRPERSON

- a. Consolidate the results from the filled up needs assessment form
- b. Letter approving/rejecting the request from the barangay
- c. Prepares and extension proposal



<p style="text-align: center; font-size: 1.2em;">Standard Documented Protocol</p> <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p style="text-align: center; font-weight: bold;">JOSE RIZAL MEMORIAL STATE UNIVERSITY</p> <p style="text-align: center; color: red; font-style: italic;">The Premier University in Zamboanga del Norte</p> <p style="text-align: center; font-size: 0.8em;">Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines</p>	Process No: CP-014		
	Date Filed: February 19, 2018	Date Reviewed: February 20-22, 2018	Date Effective: February 23, 2018
	Purpose/Reason: To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University		
	Prepared by: BOBMIL C. FLORES Extension Director	Noted by: EVELYN R. CAMPISENO, FfUP, Ed. D. VP for Research, Extension and Development	
Reviewed by: RIZZA B. BAGALANON, Ed.D. Quality Assurance Director	Approved by: EDGAR S. BALBUENA, Ed.D., FfUP, HRFI University President		

UNIT : Extension Office

PROCESS TITLE : PROCESS IN DEVELOPMENT OF COMMUNITY EXTENSION PROGRAM

1. **PURPOSE:**
The following process is used in allocating budget.
2. **SCOPE:**
The process is used to provide method of preparing and extension proposal.
3. **REFERENCES:**
 - 3.1 Extension Proposal
 - 3.2 Minutes of the Presentation
 - 3.3 Request Letter from the Barangay
 - 3.4 Approved Extension Proposal
4. **RESPONSIBILITY MAP:**
 - 4.1 Responsible: Director for Extension
 - 4.2 Accountable: Vice President for Research, Extension and Development
 - 4.3 Consulted: Top Management and VPRED
 - 4.4 Informed: Extension Coordinators and Extensionist
5. **INSTRUCTION**
 - 5.1 **PROGRAM HEAD/COLLEGE EXTENSION COORDINATOR/CHAIRPERSON**
 - a. Prepares an extension proposal
 - b. Submits an extension proposal to the extension office following the extension proposal format
 - 5.2 **VPRED/EXTENSION DIRECTOR**
 - a. Reviews the extension proposal
 - b. Returns the extension proposal to the extension coordinators for revision



5.3 PROGRAM HEAD/COLLEGE EXTENSION COORDINATORS

- a. Integrates comments and suggestions
- b. Re-submits the proposal to the extension office

5.4 EXTENSION DIRECTOR – Forwards the revised extension proposal to the SUCRED for presentation

5.5 SUCRED

- a. Reviews the extension proposal
- b. Makes a recommendation to the University President for Approval

5.6 UNIVERSITY PRESIDENT – Reviews the extension proposal and makes the final decision for extension grant/funding



<p style="text-align: center; font-size: 1.2em;">Standard Documented Protocol</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> </div> <p style="text-align: center; margin-top: 20px;"> Republic of the Philippines JOSE RIZAL MEMORIAL STATE UNIVERSITY <i>The Premier University in Zamboanga del Norte</i> Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines </p>	Process No: CP-015		
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	Purpose/Reason: To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University		
	Prepared by: BOBMIL C. FLORES Extension Director	Noted by: EVELYN R. CAMPISENO, FfUP, Ed. D. VP for Research, Extension and Development	
Reviewed by: RIZZA B. BAGALANON, Ed.D. Quality Assurance Director	Approved by: EDGAR S. BALBUENA, Ed.D., FfUP, HRFI University President		

UNIT : Extension Office

PROCESS TITLE : PROCESS IN EVALUATION OF EXTENSION PROGRAM

1. **PURPOSE:**
 The following process of evaluation is conducted during and after the implementation of the extension program to gather information of projects inputs and impacts complimentary to the activities necessary to the achievement of the objective of the project .
2. **SCOPE:**
 The process is used to provide:
 - a. It will improve extension performance and increase efficiency
 - b. Design and implement programs/projects that will bring significant change to the marginalized community
3. **REFERENCE:**
 3.1 Tabulated/Consolidated Monitoring Results
4. **RESPONSIBILITY MAP:**
 - 4.1 Responsible: Director for Extension
 - 4.2 Accountable: Vice President for Research, Extension and Development
 - 4.3 Consulted: Top Management and VPRED
 - 4.4 Informed: Extension Coordinators and Extensionist
5. **INSTRUCTION**
 - 5.1 **VPRED/COLLEGE EXTENSION COORDINATORS/CHAIRPERSON/FACULTY EXTENSIONIST**
 - a. Calls for a meeting; all extension coordinator and chairperson bringing with them the tabulated/Consolidated monitoring results
 - b. Evaluates the tabulated/consolidated monitoring results from the evaluation form
 - c. Prepares plan based on the tabulated results
 - d. Design Activities and implement programs suited to the tabulated results

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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February 19, 2018

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Noted by:

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 Quality Assurance Director

Approved by:

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EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Extension Office

PROCESS TITLE : PROCESS IN IMPLEMENTATION AND MONITORING

1. PURPOSE:

The following process describes the training process for the Extension Unit.

2. SCOPE:

The process is used to provide method of training process for the Extension Unit.

3. REFERENCES:

- 3.1 Memorandum of Agreement
- 3.2 Travel Order
- 3.3 Certificate of Appearance
- 3.4 Attendance Sheet with caption and pictures

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Director for Extension
- 4.2 Accountable: Vice President for Research, Extension and Development
- 4.3 Consulted: Top Management and VPRED
- 4.4 Informed: Extension Coordinators and Extensionist

5. INSTRUCTION**5.1 VPRED/EXTENSION DIRECTOR/COORDINATOR FACULTY/EXTENSIONIST**

- a. Launches the program
- b. Signs the Memorandum of Agreement
- c. Implements the program following the matrix of activities



5.2 BENEFICIARIES

- a. Attends every session
- b. Participate in extension activities
- c. Acquires additional skills and knowledge
- d. Fills out the evaluation form to rate the given program

5.3 VPRED/EXTENSION DIRECTOR/COORDINATOR FACULTY/EXTENSIONIST –

Culminates the extension program/project

5.4 COLLEGE EXTENSION COORDINATORS/CHAIRPERSON/FACULTY EXTENSIONIST

- a. Conducts Monitoring after the conduct of each extension program
- b. Consolidates/Tabulates the results from the Monitoring form as basis for evaluation
- c. Submits consolidated results to the extension coordinator for program evaluation



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The Premier University in Zamboanga del Norte
Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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HRMO III

Noted by:

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Vice President for Academic Affairs

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
University President

UNIT : Human Resource Management Office

PROCESS TITLE : RECRUITMENT OF FACULTY

1. PURPOSE:

This process describes the necessary steps and actions in personnel recruitment, of JRMSU teaching personnel.

2. SCOPE:

This process is used to provide:

- Identification of basic requirements/qualifications in the recruitment of instructors,

3. REFERENCES:

- Recruitment, Selection and Placement Form
- Employment Requirements Based on Checklist

4. RESPONSIBILITY MAP:

- Responsible: HRMO
- Accountable: Campus Administrator
- Consulted: Top Management, VP for Academic Affairs and Campus Administrator
- Informed: All Faculty and College Deans

5. INSTRUCTION:

- APPLICANT** - Submits application letter to the Campus Administrator.
- CAMPUS ADMINISTRATOR** - Forwards application letter to the HRMO for filing reference.
- HRMO** - Files the application letter for reference.

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 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Noted by:

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 Vice President for Academic Affairs

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

UNIT : Human Resource Management Office**PROCESS TITLE :** SELECTION AND PLACEMENT OF FACULTY**1. PURPOSE:**

This process describes the necessary steps and selection and hiring of JRMSU teaching personnel.

2. SCOPE:

This process is used to provide:

- a. Identification of basic requirements/qualifications in the selection and placement of faculty

3. REFERENCES:

- 3.1 University Administrative Manual Chapter 3
- 3.2 JRMSU Code Title 3 Chapter 1
- 3.3 JRMSU-VPAA 005
- 3.4 JRMSU-OUP-001
- 3.5 ISO-JRMSU-HRMO-029; ISO-JRMSU-HRMO-001; ISO-JRMSU-HRMO-030
- 3.6 HRMO-015A; HRMO-022; HRMO-023

4. RESPONSIBILITY MAP:

- 4.1 Responsible: HRMO
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Top Management, VP for Academic Affairs and Campus Administrator
- 4.4 Informed: All Faculty and College Deans

5. INSTRUCTION:

- 5.1 **PROGRAM CHAIRPERSON /DEAN** - Submits request for qualified Faculty to the College



Dean or Campus Administrator in coordination with the Registrar.

5.2 COLLEGE DEAN – Validates the request and endorses request to the Campus Administrator

5.3 CAMPUS ADMINISTRATOR - Validates the request and endorses request to the Vice President for Academic Affairs

5.4 VPAA - Validates the request of the Campus Administrator and endorses request to the Campus Administrator to the President.

5.5 OFFICE OF THE PRESIDENT

- a. Orders Campus Administrator to furnish information from HR as to availability of applicants and corresponding item to be filled for the position.
- b. Orders Campus Administrator to schedule for demo and interview (Per Campus).
- c. Orders VPAA to schedule for final demo and interview (Main Campus)

5.6 CAMPUS ADMINISTRATOR

- a. Orders HR to provide documents for demo and interview. (Per Campus) and for Final Demo and Interview at the Main Campus.
- b. Conducts local demo and interview.

5.7 VPAA

- a. Schedules final demo and interview
- b. Convenes the Selection Board for the screening of applicants

5.8 FACULTY SELECTION BOARD

- a. Rates the demonstration teaching of the applicant
- b. Interviews applicants
- c. Submits summary of results to the Office of the President

5.9 PRESIDENT

- a. Conducts final interview and selects the most qualified applicants
- b. Issues office order to the selected applicants.

5.10 HRMO – Informs the selected applicants to submit necessary documents.

5.11 APPLICANT – submits requirements to HR

5.12 HRMO

- a. Review submitted documents
- b. Prepares documents for appointment
- c. Forwards the set of documents to the Office of the Presidents

5.13 PRESIDENT – signs appointment

5.14 HRMO

- a. Submits the appointments and other pertinent documents to the Civil Service Commission not later than 30 days
- b. Schedule orientation of the newly hired faculty.



Standard Documented Protocol



Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-019

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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HRMO III

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Vice President for Administration

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
University President

UNIT : Human Resource Management Office

PROCESS TITLE : SELECTION AND HIRING OF JOB-ORDER, CASUAL AND CONTRACTUAL EMPLOYEES

1. PURPOSE:

This process describes the necessary steps and actions in selection and hiring of Job Order, Casual and Contractual Employees.

2. SCOPE:

This process is used to provide:

- Identification of basic requirements/qualifications in the selection and promotion of Administrative and Support Staff
- Proper evaluation of the newly-hired Administrative and Support Staff

3. REFERENCES:

- Recruitment, Selection and Placement Form
- Employment Requirements Based on Checklist
- Job Order, Plantilla of Casual Appointment

4. RESPONSIBILITY MAP:

- Responsible: HRMO
- Accountable: Campus Administrator
- Consulted: Top Management, VP for Administration and Campus Administration
- Informed: All Office Personnel and Heads of Administrative Offices

5. INSTRUCTION:

- OFFICE HEAD/ CAMPUS ADMINISTRATOR** – Submits request for additional staff to the University President
- OFFICE OF THE PRESIDENT** – If the request is to hire professional services, endorses



- request to the Board of Regents for approval.
- 5.3 BOR** – Approve/Disapproves request to hire professional services
 - 5.4 APPLICANT** - Submits application letter to the University President/Campus Administrator
 - 5.5 PRESIDENT** – Approves the request for hiring of the additional staff
 - 5.6 HRMO** – Provides the newly-hired employees the requirements for Job Order/Casual Appointment/Contracts
 - 5.7 NEWLY-HIRED EMPLOYEE** – Submits requirements
 - 5.8 HRMO** – Prepares Job Order/Plantilla of Casual Appointment/Contract
 - 5.9 PRESIDENT/CAMPUS ADMINISTRATOR** – Signs Job Order/Plantilla of Casual Appointment/Contract
 - 5.10 HRMO** – Orients newly hired employee/s.



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JOSE RIZAL MEMORIAL STATE UNIVERSITY
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Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Vice President for Administration

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
University President

UNIT : Human Resource Management Office

PROCESS TITLE : TRAINING AND DEVELOPMENT

1. PURPOSE:

The following process describes the steps in attending trainings/seminars.

2. SCOPE:

This process is used to provide guidelines in attending trainings/seminars for faculty and staff.

3. REFERENCES:

- 3.1 Memorandum Order
- 3.2 Letter Request
- 3.3 Invitation
- 3.4 Memo/Endorsement from concern authority
- 3.5 Itinerary of Travel
- 3.6 Travel Order

4. RESPONSIBILITY MAP:

- 4.1 Responsible: HRMO
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Deans of the College and Heads of Offices
- 4.4 Informed: All Employees

5. INSTRUCTION:

5.1 FACULTY/STAFF - Requests in writing attendance to trainings/seminars to be endorsed by the Dean/Head of Office

5.2 DEAN/HEAD OF OFFICE - Recommends attendance to training/seminar of concerned faculty/staff to the Campus Administrator for approval



5.3 UNIVERSITY PRESIDENT/ CAMPUS ADMINISTRATOR – Approves/Disapproves requests and issues travel order

5.4 FACULTY/STAFF

- a. Prepares travel itinerary
- b. Submits itinerary to Accounting Office for verification and budgeting.

5.5 ACCOUNTING PERSONNEL – Process travel itinerary and allocates funds

5.6 CASHIER – Issues check

5.7 FACULTY/STAFF

- a. Attends training/seminar
- b. Liquidates travel expenses within a month upon arrival.
- c. Conduct re-echo(if needed) and submits required reports

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JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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 HRMO III

Noted by:

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 Vice President for Academic Affairs

Reviewed by:

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 RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

[Signature]
 EDGAR S. BALBUENA, Ed.D., FFUP, HRFI
 University President

UNIT : Human Resource Management Office**PROCESS TITLE :** FACULTY PERFORMANCE EVALUATION**1. PURPOSE:**

This process describes the necessary steps and actions in evaluating the performance of the faculty.

2. SCOPE:

This process is used to provide:

- Identification of performance standards
- Method of verifying performance versus standards
- Method of identifying areas for improvement

3. REFERENCES:

- Performance Appraisal System for Instructions and Performance
- Performance Evaluation Form for Instructors Classroom Performance for Dean's use
- Individual Performance Commitment and Review Form (refer to VPAA)
- NBC 461 Form
- ISO-JRMSU-HRMO-011B

4. RESPONSIBILITY MAP:

- Responsible: HRMO
- Accountable: Campus Administrator
- Consulted: Top Management, VP for Academic Affairs and Campus Administrator
- Informed: All Faculty and College Deans

5. INSTRUCTION:**5.1 DEAN/ASSOCIATE DEAN/PROGRAM CHAIRPERSON**

- Conducts classroom performance evaluation and supervision one (1) month after start of classes



- b. Records observations
- c. Collates record and prepares report (supervisory level)

5.2 FACULTY/PEER EVALUATOR

- a. Fills in peer evaluation instrument or form
- b. Submits evaluation to respective dean/program heads

5.3 DEAN OF SAS WITH STUDENTS EVALUATION TEAM

- a. Instructs Evaluation Team to administer evaluation
- b. Conducts evaluation of faculty once in a semester
- c. Administer student evaluation of faculty as follows
 - c.1 at least thirty (30) respondents for each faculty
 - c.2 at least three (3) subject taught
 - c.3 if teaching in less than three (3) subjects or three (3) sections, shall be evaluated in all
- d. Summarizes student evaluation
- e. Submits student evaluation to HRMO

5.4 HRMO

- a. Analyzes evaluation and initiates recommendation for development or reworking
- b. Prepares training needs and periodic training program
- c. Forwards evaluation to the dean

5.5 DEAN

- a. Evaluates result of evaluation
- b. Submits result to VPAA

5.6 CAMPUS ADMINISTRATOR – Takes necessary actions

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JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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Noted by:

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RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Human Resource Office**PROCESS TITLE :** NON-TEACHING PERSONNEL PERFORMANCE EDUCATION**1. PURPOSE:**

This process describes the necessary steps and actions in non-teaching personnel performance evaluation.

2. SCOPE:

This process is used to provide:

- Heads of Units with tools to objectively assess their subordinates' performance;
- Deans /Heads of Units with data in determining training/upgrading needs of employees;
- HRM Officer with data in determining employees for promotion, transfer, etc.

3. REFERENCES:

- 3.1 HRMO-009A (OPCR)
- 3.2 HRMO-009B (IPCR)

4. RESPONSIBILITY MAP:

- 4.1 Responsible: HRMO
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Top Management, VP for Administration and Campus Administrator
- 4.4 Informed: Non-Teaching Personnel

5. INSTRUCTION:**A. PERFORMANCE PLANNING AND COMMITMENT****1. OFFICE HEAD**

- 1.1 Meets with their subordinates and agree on the outputs that should be accomplished based on the goals/objectives of the organization
- 1.2 Determines success indicators which shall serve as bases in the office and



individual employee's preparation of their performance contract and rating form.

- 1.3 Prepares Office Performance Commitment and Review (OPCR) and submits the same to Campus Administrator for review and approval.
2. **INDIVIDUAL EMPLOYEE** – Prepares performance contract and rating form and submits to Head of Units/Sections for review and approval.
3. **OFFICE HEAD**
 - a. Approves Individual Performance Commitment and Review (IPCR)
 - b. Submits IPCR and OPCR to Campus Administrator for approval.
4. **CAMPUS ADMINISTRATOR**
 - a. Review and approves the IPCR and OPCR
 - b. Submits IPCR and OPCR to Performance Management Team (PMT)

B. PERFORMANCE REVIEW AND EVALUATION

1. **OFFICE HEAD**
 - a. Assesses individual employee performance based on the commitments made at the beginning of the rating period.
 - b. Discusses employee's assessment with the concerned rate
 - c. Submits individual employee's performance commitment and review form to the Campus Administrator
2. **CAMPUS ADMINISTRATOR** – Review approves performance commitment and review form
3. **OFFICE HEAD**
 - a. Notifies the employee concerned of his/her final performance assessment
 - b. Submits Summary List of Individual Ratings with the attached IPCRs to the HRM Office/Personnel Office within the prescribed period.
4. **HRMO** – Files the IPCR



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The Premier University in Zamboanga del Norte
Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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February 19, 2018

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February 20-22, 2018

Date Effective:

February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

ENGR. SUZETTE M. HOYOHOY
HRMO III

Noted by:

REYNALDO M. VENEZUELA, DPA
Vice President for Administration

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
University President

UNIT : Human Resource Management Office

PROCESS TITLE : RECORDS MANAGEMENT

1. PURPOSE:

This process is used to describe the process involved in the safekeeping and maintenance of records of all employees of the University.

2. SCOPE:

This process is used for proper recording, classification, filing/storage of documents/communication.

3. REFERENCES:

3.1 Quality Records Control Matrix/ Index of Files

4. RESPONSIBILITY MAP:

- 4.1 Responsible: HRMO
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Top Management, VP for Administration and Campus Administrator
- 4.4 Informed: All Heads of Office

5. INSTRUCTION:

5.1 OFFICE HEAD

- a. Initiates the proper classification and labeling of records.
- b. Initiates the preparation of the Index of File in coordination with all faculty/ personnel.
- c. Approves new record and subsequent ways of collection, collation, identification etc.

5.2 OFFICE SECRETARY

- a. Records chronologically the document/s in the appropriate logbook.
- b. Determines the classification of the document/s.



- c. Files the document in the appropriate file folder.
- d. Prepares the Index of File/Document Control Matrix
- e. Gathers and labels all the records within the department.
- f. Ensures filing of record according to the Index of Files/ Quality Records Matrix.

5.3 OFFICE HEAD

- a. Verifies and approves record collection, collation, identification, access, location and storage, maintenance, disposition and retention processes as determined.
- b. Furnishes the Quality Assurance Director/Coordinator with a copy of the Index/Document Control Matrix
Disposes obsolete files through archiving, shredding and recycling. (Sensitive documents should be shredded.)



<p>Standard Documented Protocol</p> <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>Republic of the Philippines JOSE RIZAL MEMORIAL STATE UNIVERSITY <i>The Premier University in Zamboanga del Norte</i> Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines</p>	Process No: CP-024		
	Date Filed: February 19, 2018	Date Reviewed: February 20-22, 2018	Date Effective: February 23, 2018
	Purpose/Reason: To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University		
	Prepared by: NONE LUNA C. ROMANO Designated Cashier	Noted by: REYNALDO M. VENEZUELA, DPA Vice President for Administration	
Reviewed by: RIZZA B. BAGALANON, Ed.D. Quality Assurance Director		Approved by: EDGAR S. BALBUENA, Ed.D., FfUP, HRFI University President	

UNIT : Cashier's Office

PROCESS TITLE : COLLECTION

- 1. PURPOSE:**
This process is used to provide guidelines for collection.
- 2. SCOPE:**
This is used by the Cashier's Office in receiving payment, recording and preparing report.
- 3. REFERENCES:**
 - 3.1 Official Receipts
 - 3.2 OR Cash Book Record
 - 3.3 Students' Passbook
 - 3.4 Daily Report of Collection
 - 3.5 Deposit Slip
- 4. RESPONSIBILITY MAP:**
 - 4.1 Responsible: University Cashier
 - 4.2 Accountable: Financial Management Officer
 - 4.3 Consulted: Top Management and Campus Administrator
 - 4.4 Informed: Cashier's Office Personnel
- 5. INSTRUCTION:**
 - 5.1 COLLECTING OFFICER**
 - b. Receives payments from students, faculty and other clientele.
 - c. Issues Official Receipt to the paying clientele.
 - d. In case of students' payment, record the payment received to the students' passbook.
 - e. Conducts cash count.
 - f. Records the collections in the Cashbook Record.



5.2 CASHIER

- a. Conducts cash count.
- b. Deposits collections to the depository bank.
- c. Prepares the daily Collection Report.
- d. Forwards the Report of Collection to the Accounting office and Commission on Audit.

Standard Documented
Protocol

Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-025

Date Filed:

February 19, 2018

Date Reviewed:

February 20-22, 2018

Date Effective:

February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

[Signature]
EDER E. CAYONGCONG
 Accountant III

Noted by:

[Signature]
REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

[Signature]
RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

[Signature]
EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Accounting Office**PROCESS TITLE :** DISBURSEMENT PROCESS**1. PURPOSE:**

This process describes the steps and actions required for disbursements .

2. SCOPE :

This process provides methods of disbursements.

3. REFERENCES:

- 3.1 JRMSU-ACC-001
- 3.2 Logbook
- 3.3 Disbursement Voucher

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Accounting Office Head
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Top Management and Financial Management Officer
- 4.4 Informed: Accounting and Cashier's Office Personnel

5. INSTRUCTION:**5.1 HEAD OF ACCOUNTING UNIT**

- b. Receives documents from the supply office or any concerned offices. Checks completeness of supporting documents (SDs) based on the checklist
 - a.1 If incomplete, returns to the party concerned for compliance
 - b.1 If complete, stamps "Received" and indicates date of receipt
- c. Prepares the Disbursement Voucher (DV) in four copies in accordance with the instructions on the preparation of the DV to initiate the payment of claims.
- d. Initials in Box B of DV and forwards Copies 1-4 of DV and SDs, to the Head of Accounting Division/Unit/Authorized Officer for review.



5.2 ACCOUNTING STAFF/CLERK

- a. Reviews DV and SDs and Signs Box B of DV.
- b. Forwards the documents to the accounting staff/clerk.

5.3 STAFF OF HEAD OF AGENCY OR AUTHORIZED REPRESENTATIVE - Records in the logbook the release of copies 1-4 of DV and SDs to the Head of Agency or Authorized Representative for approval of the DV.

5.4 HEAD OF AGENCY OR AUTHORIZED REPRESENTATIVE - Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS and records in the logbook the date of receipt. Forwards the set of documents to the Approving Officer for review and approval.

5.5 STAFF OF HEAD OF AGENCY OR AUTHORIZED REPRESENTATIVE

- a. Reviews DV and signs in Box C "Approved for Payment" portion. Forwards Copies 1-4 of DV, Copies 2-3 of the ORS and SDs.
- b. Forwards the documents to the Receiving/Releasing Staff.

5.6 ACCOUNTING STAFF/CLERK - Records in logbook the approved DV and all SDs and forwards the documents to the Accounting Office

5.7 CASHIER - Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS and records in the logbook the date of receipt.

- a. Records in logbook the approved DV and all SDs and forwards the documents to the Cash/Treasury Unit.

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JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-026

Date Filed:

February 19, 2018

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February 20-22, 2018

Date Effective:

February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

[Signature]
EDER E. CAYONGCONG
 Accountant III

Noted by:

[Signature]
REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

[Signature]
RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

[Signature]
EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Accounting Office**PROCESS TITLE :** LIQUIDATION OF CASH ADVANCES PROCESS**1. PURPOSE:**

This process describes the steps and action required for Liquidation of Cash advances for travel.

2. SCOPE:

This process is used for Liquidation of Cash advances for travel.

3. REFERENCE:

3.1 JRMSU-ACC-006

4. RESPONSIBILITY MAP:

4.1 Responsible: Accountant

4.2 Accountable: Campus Administrator

4.3 Consulted: Top Management and Campus Administrator

4.4 Informed: Accounting and Cashier's Office Personnel

5. INSTRUCTION:

5.1 VARIOUS UNITS OFFICERS/ EMPLOYEES CONCERNED - Upon return to the official station, prepares the LR in two copies and signs in Box A or "Certification" portion. Attaches appropriate SDs such as IT, CTC, Certificate of Appearance, Travel Report, Plane/Boat Ticket, and RER.

5.2 SUPERVISOR OF OFFICIAL/ EMPLOYEE CONCERNED - Signs in Box B "Certified: Purpose of travel/cash advance duly accomplished" portion of the LR.

5.3 OFFICIAL / EMPLOYEE CONCERNED - Submits Copies 1-2 of the LR, SDs to Accounting



Division/Unit for processing and certification of Box C “Certified: SDs complete and proper” and recording of the actual travelling expenses.

5.4 ACCOUNTING DIVISION/UNIT RELEASING/RECEIVING CLERK - Checks completeness of SDs. If complete, acknowledges receipt of the LR, returns Copy 2 to the claimant and records the same in the logbook. Otherwise, returns the documents to the claimant for appropriate action.

5.5 CHIEF ACCOUNTANT/ HEAD OF ACCOUNTING DIVISION/UNIT - Verifies completeness and propriety of the SDs. If complete and proper, signs in Box C, “Certified: SDs complete and proper” portion of the LR. Otherwise, prepares letter informing the claimant of the deficiencies.

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JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-027

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February 19, 2018

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February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

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EDER E. CAYONGCONG
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Noted by:

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REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

[Signature]
RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

[Signature]
EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Accounting and Cashiers Office**PROCESS TITLE :** RECORDS MANAGEMENT PROCESS**1. PURPOSE:**

This process is used to describe the process involved in the safekeeping and maintenance of records in the accounting and cashier's office.

2. SCOPE:

This process is used for proper recording, classification, filing/storage of documents/communication.

3. REFERENCE:

3.1 Quality Records Control Matrix/ Index of Files

4. RESPONSIBILITY MAP:

4.1 Responsible: University Cashier and Accountant

4.2 Accountable: Financial Management Officer

4.3 Consulted: Employee

4.4 Informed: Person Involved

5. INSTRUCTION:**5.1 OFFICE HEAD**

- Initiates the proper classification and labeling of records.
- Initiates the preparation of the Index of File in coordination with all faculty/ personnel.
- Approves new record and subsequent ways of collection, collation, identification etc.

5.2 OFFICE SECRETARY

- Records chronologically the document/s in the appropriate logbook.



- b. Determines the classification of the document/s.
- c. Files the document in the appropriate file folder.
- d. Prepares the Index of File/Document Control Matrix
- e. Gathers and labels all the records within the department.
- f. Ensures filing of record according to the Index of Files/ Quality Records Matrix.

5.3 OFFICE HEAD

- a. Verifies and approves record collection, collation, identification, access, location and storage, maintenance, disposition and retention processes as determined.
 - b. Furnishes the Quality Assurance Director/Coordinator with a copy of the Index/Document Control Matrix
- 3.3 Disposes obsolete files through archiving, shredding and recycling. (Sensitive documents should be shredded.)

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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Date Filed:

February 19, 2018

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Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

Ivan H. Adrias
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 Supply Officer III

Noted by:

Reynaldo M. Venezuela
REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

Rizza B. Bagalanon
RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

Edgar S. Balbuena
EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Supply Office

PROCESS TITLE : INVENTORY PROCESS

1. PURPOSE:

This process describes the necessary steps and actions in processing in the inventory of serviceable and unserviceable supplies and equipment.

2. SCOPE:

This process is used to provide:

- Method of inventory of serviceable and unserviceable equipment
- Method of identifying the value of the equipment

3. REFERENCE:

- COA Rules and Regulations

4. RESPONSIBILITY MAP:

- Responsible: Supply Officer
- Accountable: Campus Administrator
- Consulted: Chief Administrative Officer and Campus Administrator
- Informed: All Faculty and Staff

5. INSTRUCTION:**5.1 SUPPLY OFFICER**

- Conducts physical inventory of equipment
- Identifies the serviceable and unserviceable equipment

5.2 DISPOSAL COMMITTEE – Implements the proper disposition of unserviceable equipment in accordance with COA rules and regulations



<p>Standard Documented Protocol</p> <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>Republic of the Philippines JOSE RIZAL MEMORIAL STATE UNIVERSITY <i>The Premier University in Zamboanga del Norte</i> Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines</p>	Process No: CP-029		
	Date Filed: February 19, 2018	Date Reviewed: February 20-22, 2018	Date Effective: February 23, 2018
	Purpose/Reason: To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University		
	Prepared by: IVAN H. ADRIAS Supply Officer III	Noted by: REYNALDO M. VENEZUELA, DPA Vice President for Administration	
Reviewed by: RIZZA B. BAGALANON, Ed.D. Quality Assurance Director		Approved by: EDGAR S. BALBUENA, Ed.D., FfUP, HRFI University President	

UNIT : Supply Office

PROCESS TITLE : PROCUREMENT PROCESS

- 1. PURPOSE:**
This process describes the necessary steps and actions in purchasing.
- 2. SCOPE:**
This process is used to provide:
 - a. Identification of purchasing requirements,
 - b. Method of making purchases, and
 - c. Method measuring actual results with standards
- 3. REFERENCES:**
 - 3.1 JRMSU-SO-001
 - 3.2 Logbook
 - 3.3 File Copy of RIS/ RSMI/ ARE
- 4. RESPONSIBILITY MAP:**
 - 4.1 Responsible: Supply Officer
 - 4.2 Accountable: Campus Administrator
 - 4.3 Consulted: Chief Administrative Officer and Campus Administrator
 - 4.4 Informed: All Faculty and Staff
- 5. INSTRUCTION:**
 - 5.1 END USER** – Initiates request
 - 5.2 SUPPLY OFFICE**
 - a. Receives and verifies request
 - b. Prepares purchase request in coordination with the end user.
 - c. Forwards PR to authorized signatories for approval.



- d. Forwards approved PR to BAC office

5.3 BAC – Processes the PR until the determination of the winning bidder

5.4 SUPPLY OFFICE

- a. Receives the set of documents from the BAC office and prepare Purchase Order
- b. Forwards PO to the Budget Office for obligation

5.5 BUDGET OFFICE

- a. Prepares obligation slip/budget utilization request
- b. Forwards approved obligation slip/budget utilization request

5.6 ACCOUNTING OFFICE

- a. Checks and approves PO as to the availability of funds
- b. Returns the purchase order to the Supply Office

5.7 SUPPLY OFFICE

- a. Seeks the approval of the PO by the HOPE
- b. Serves approved PO to the winning bidder
- c. Furnishes the Auditor the conformed PO by the winning bidder within 5 days
- d. Receives delivered items by the winning bidder
- e. Informs the inspecting committee of the delivered items
- f. Prepares inspection and acceptance report

5.8 INSPECTION COMMITTEE – Inspect the delivered item accordingly and signs the inspection and acceptance report.

5.9 SUPPLY OFFICER

- a. Signs the inspection and acceptance report
- b. Records delivered items to the Property and Stock Card
 - b.1 Prepares the RIS/RSMIR/ARE for the items to be distributed to the end user
- c. Submits all the procurement documents to Accounting office for payment

5.10 ACCOUNTING OFFICER

- a. Scrutinizes the completeness of the documents submitted for payment
- b. Prepares disbursement voucher with control number
- c. Forwards approved disbursement voucher to the cashier for payment

5.11 CASHIER

- a. Prepares checks LDDAP/ADA/ACIC for payment
- b. Release checks to different payee
 - b.1 Submit to the accredited bank LDDAP/ADA/ACIC

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-030

Date Filed:

February 19, 2018

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February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

Ivan H. Adrias
IVAN H. ADRIAS
 Supply Officer III

Noted by:

Reynaldo M. Venezuela
REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

Rizza B. Bagalanon
RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

Edgar S. Balbuena
EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Supply Office

PROCESS TITLE : MONITORING OF DELIVERIES OF SUPPLIES PROCESS

1. PURPOSE:

This procedure describes the necessary steps on monitoring of deliveries of supplies & equipment.

2. SCOPE:

This procedure is used to provide method on monitoring of deliveries of supplies & equipment.

3. REFERENCES:

3.1 Purchase Order

4. RESPONSIBILITY MAP:

4.1 Responsible: Supply Officer

4.2 Accountable: Campus Administrator

4.3 Consulted: Chief Administrative Officer and Campus Administrator

4.4 Informed: All Faculty and Staff

5. INSTRUCTION:**5.1 SUPPLY OFFICER**

a. Records all the incoming documents from the Budget Office.

b. Turn over the documents to the Supply Office Clerk.

5.2 SUPPLY OFFICE CLERK

a. Monitors the delivery schedule of each transaction.

b. Informs the Supply Officer on the status of the transaction.

5.3 SUPPLY OFFICER

a. Communicates to the winning supplier 15 days before due date.

b. Failure to deliver on due date, another communication will be served stipulating the penalty per RA 9184.

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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Date Filed:

February 19, 2018

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February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

ENGR. MICHAEL REY ELVIN S. BUREROS
 General Services Officer

Noted by:

REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

RIZZA B. BACALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : General Service Office

PROCESS TITLE : INSPECTION AND MONITORING PROCESS

1. PURPOSE:

This process describes the necessary steps on inspection and monitoring of facilities.

2. SCOPE:

This process is used to provide method on inspection and monitoring of the university facilities.

3. REFERENCE:

- 3.1 Inventory Report
- 3.2 Preventive Maintenance Plan

4. RESPONSIBILITY MAP:

- 4.1 Responsible: General Services Officer
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Chief Administrative Officer and Campus Administrator
- 4.4 Informed: All Heads of Office

5. INSTRUCTION:

5.1 GENERAL SERVICES OFFICE – Issues Memorandum to Heads of Section-GSO

5.2 HEADS OF UNIT SECTION

- a. Conducts inspection and monitoring
- b. Submits report to GSO

5.3 GENERAL SERVICES OFFICE

- a. Inspects and monitors the compliance of the plan
- b. Issues “punchlist” to the user and selected technical member
- c. Certifies complies of the plan

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-032

Date Filed:

February 19, 2018

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February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

ENGR. JOSE ARVIN A. POLIGRATES
 PPD Director

Noted by:

REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

RIZZA B. BASALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Physical Plant Division

PROCESS TITLE : PROCESS ON THE IMPLEMENTATION OF INFRASTRUCTURE PROJECTS

1. PURPOSE:

This process describes the flow of outsourced and created plans to be used in the implementation of infrastructure projects.

2. SCOPE:

This process is used to provide methods in the implementation of infrastructure projects.

3. REFERENCE:

- 3.1 Record Book
- 3.2 JRMSU-SO-001
- 3.3 Minutes of Meeting

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Physical Plant Director
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Chief Administrative Officer and Campus Administrator
- 4.4 Informed: All Heads of Offices

5. INSTRUCTION:**5.1 PPD OFFICER**

- a. Outsourced Plans
 - a.1 Examines the documents
 - a.2 Conducts meeting with technical person involved
 - a.3 Monitor on the progress on preparation of plans
- b. Created Plans
 - b.1 Conducts meeting with technical persons involved



- b.2 Monitors on the progress on preparation of plans
- c. Seeks permits for compliance to government requirements
- d. Approves for implementation
- e. Prepares documents for PR preparation

5.2 SUPPLY OFFICE STAFF

- a. Seeks approval for all signatories in PR preparation
- b. Forwards the documents to the BAC for procurement

5.3 BIDS AND AWARDS

- a. Prepares documents for procurements
- b. Conducts procurement processes
- c. Awards the project

5.4 PPD OFFICER

- a. Implements the newly awarded projects
- b. Recommends inspectorate team to:
 - b.1 Monitor progress of work for partial billing
 - b.2 Inspect and evaluate quality of work
- c. Prepares “punchlist” for correction and acceptance of the project
- d. Recommends for acceptance
- e. Prepares documents for the completion and acceptance of the project
- f. Keeps all documents for record keeping purposes

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

Process No: CP-033

Date Filed:

February 19, 2018

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February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

ENGR. NORMA I. CABORNAY
 Laboratory Coordinator

Noted by:

REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Laboratory

PROCESS TITLE : EFFECTIVE UTILIZATION OF LABORATORY FACILITIES AND EQUIPMENT
 PROCESS

1. PURPOSE:

This process provides guidelines in the management and utilization of laboratory facilities and equipment in order to maintain a high level of laboratory performance.

2. SCOPE:

This process is used as guidelines in the management and utilization of laboratory equipment and facilities.

3. REFERENCE:

3.1 Laboratory Manual

4. RESPONSIBILITY MAP:

4.1 Responsible: Laboratory Coordinator

4.2 Accountable: Campus Administrator

4.3 Consulted: Chief Administrative Officer, Campus Administrator and Faculty

4.4 Informed: All Laboratory Users

5. INSTRUCTION:**5.1 LABORATORY IN-CHARGE**

a. Creates logs and form to establish records

b. Checks and conducts preventive maintenance services of facilities and equipment

5.2 FACULTY

a. Develops written procedures for all activities in the laboratory with the appropriate laboratory instrument/equipment and materials needed.

b. Discusses laboratory safety and preventive measures prior to any specific activity



which includes: general guidelines, proper clothing, safety responses and precautions in case of injuries and accidents

- c. Demonstrates to the students proper handling of the equipment
- d. Emphasizes correct procedure in working with the equipment
- e. Observes and monitors student while performing or working with the equipment.

5.3 STUDENT

- a. Follow rules and policies in the laboratory
- b. Executes procedures properly
- c. Observe care and safety in working with the equipment
- d. Familiarize with the do's and don'ts in the laboratory
- e. Keep away from touching equipment unless instructed to
- f. Gets acquainted with the locations and operating procedures for safety like first aid kit, eyewash stations, shower, fire extinguisher
- g. Inform instructor immediately in case of emergency.
- h. Be aware of sample records like charts, logs checklist, graphs

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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February 19, 2018

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February 23, 2018

Purpose/Reason:

To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

Prepared by:

ENGR. NORMA I. CABORNAY
 Laboratory Coordinator

Noted by:

REYNALDO M. VENEZUELA, DPA
 Vice President for Administration

Reviewed by:

RIZZA B. BAGALANON, Ed.D.
 Quality Assurance Director

Approved by:

EDGAR S. BALBUENA, Ed.D., FfUP, HRFI
 University President

UNIT : Laboratory

PROCESS TITLE : WASTE HANDLING, STORAGE AND DISPOSAL PROCESS

1. PURPOSE:

This process will serve as guide in the implementation of an institutionalized waste management program of the university.

2. SCOPE:

This process is applicable to all the steps and process involved in Handling, Storage and Disposal of any type of waste generated and collected from all areas of the university. Waste could be classified as general (which includes biodegradable, non biodegradable, recyclable) and Hazardous. Every person is responsible to properly dispose waste resulted from any activity in accordance with the guidelines mandated by local and international regulating agencies.

3. REFERENCES:

- 3.1 MSDS/OSHA/DENR/EPA Manual
- 3.2 Waste Generation/Collection and disposal logsheet
- 3.3 Logbook

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Laboratory Coordinator
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Chief Administrative Officer, Campus Administrator and Head General Services Unit
- 4.4 Informed: All Faculty and Staff



5. INSTRUCTION:

A. GENERAL TYPE OF WASTE

1. WASTE GENERATOR

- a. Segregate waste according to classification
- b. For general type of waste, dispose to designated bin

B. HAZARDOUS WASTE

1. WASTE GENERATOR

- a. For hazardous waste, consult MSDS for its mode of disposal. Labeling, Quantifying and Recording must be observed
- b. In case of unknown classification, contact the laboratory coordinator for guidance on hazardous waste disposal

2. LABORATORY COORDINATOR – Inspect/verify the particular waste and give recommendation as per standard regulations

3. WASTE GENERATOR

- a. Properly dispose hazardous waste per regulatory guidelines
- b. Record details in respective waste disposal logbook

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JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
 Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines

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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

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UNIT : Laboratory

PROCESS TITLE : CALIBRATION OF LABORATORY EQUIPMENT/INSTRUMENTS PROCESS

1. PURPOSE:

This process addresses the identification of equipment considered to be controlled Measurement and Test Equipment (M&TE), and the requirements related to control and calibration of such equipment. M&TE is calibrated to ensure the accuracy and precision of data recorded and the decisions made based on that data. M&TE is controlled to maintain its suitability for use and its current calibration status.

2. SCOPE:

This process is applied to Measurement & Testing Equipment control and calibration. Measurement & Testing Equipment needs to be calibrated only to the extent and intervals necessary to adequately perform the measurement and testing involved. This ensures that emphasis is placed on equipment that has the greatest effect on personnel, safety and health, environment, data quality, cost, performance and schedule.

3. REFERENCES:

- 3.1 Laboratory Calibration Plan
- 3.2 Internal/External Calibration Logsheet
- 3.3 Laboratory PPMP
- 3.4 Purchase Requisition
- 3.5 Calibration Certificate

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Laboratory Coordinator
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Chief Administrative Officer and Campus Administrator
- 4.4 Informed: All Faculty and Staff



5. INSTRUCTION:

5.1 COLLEGE LABORATORY IN-CHARGE

- a. Prepares a yearly calibration plan
- b. Conducts internal calibration as applicable and identifies instruments/ equipment that need calibration
- c. Include budget for calibration in the PPMP
- d. Submit PPMP to Laboratory Coordinator

5.2 LABORATORY COORDINATOR

- a. Consolidates PPMPs submitted by college laboratory in-charge
- b. Submits the consolidated PPMP to the budget officer for approval of budget allocation
- c. Request for the processing of the approved PR

5.3 BAC – Source out accredited calibration agency for particular equipment with the assistance of laboratory coordinator

5.4 LABORATORY COORDINATOR/IN-CHARGE

- a. Follow-up and monitor the conduct of calibration of measurement and testing of equipment process of all college laboratories
- b. Receives certificate of calibration from the accredited calibrator



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JOSE RIZAL MEMORIAL STATE UNIVERSITY
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UNIT : Quality Assurance Center

PROCESS TITLE : INTERNAL QUALITY AUDIT PROCESS

1. PURPOSE:

The process is used to determine whether the Quality Management System is maintained and implemented as planned.

2. SCOPE:

This process is used to provide a method of measuring results versus requirements.

3. REFERENCES:

- 3.1 JRMSU Code
- 3.2 ISO 9001:2015 Standard
- 3.3 Audit Plan
- 3.4 Audit Checklist
- 3.5 Memo Circulars of Regulatory Bodies

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Quality Assurance Director
- 4.2 Accountable: Vice President for Academic Affairs
- 4.3 Consulted: Top Management, Middle Managers, Internal Auditors and QA Coordinators
- 4.4 Informed: All Faculty, Staff and Students

6. INSTRUCTION:

5.5 QA DIRECTOR/COORDINATOR - Communicates with Lead Internal Auditor to conduct internal audit

5.6 LEAD INTERNAL AUDITOR - Convene with the members of the Internal Quality Audit Team for audit planning, assignment of internal auditors and preparation of checklist.



5.7 QADIRECTOR/COORDINATOR - Informs all Heads of Offices on the conduct of Internal Audit

5.8 LEAD INTERNAL AUDITOR - Conducts opening meeting and presents the audit plan to the Key Officials.

5.9 INTERNAL AUDITORS - Executes the audit.

5.10 LEAD INTERNAL AUDITOR

Step 1:

1. Calls for Internal Auditors' meeting for the deliberation of the audit findings and preparation of reports

Step 2:

1. Calls for closing meeting with the Key Official for the presentation of audit findings

5.11 LEAD INTERNAL AUDITOR - Submits audit report to the Quality Assurance Director/Coordinator

5.12 INTERNAL AUDITORS - Monitors/ conducts follow-up and verifies the implementation of corrective actions

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JOSE RIZAL MEMORIAL STATE UNIVERSITY
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UNIT : Quality Assurance Center

PROCESS TITLE : MANAGEMENT REVIEW PROCESS

1. PURPOSE:

This process describes the necessary steps and actions in conducting management review.

2. SCOPE:

This process is used to provide a method of identifying management review issues and verifying results versus requirement.

3. REFERENCES:

- 3.1 Audit Report
- 3.2 Customer Satisfaction Survey Result
- 3.3 ISO 9001:2015 Standard

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Quality Assurance Director
- 4.2 Accountable: Vice President for Academic Affairs
- 4.3 Consulted: Management Review Committee
- 4.4 Informed: QA Coordinators and Internal Auditors

5. INSTRUCTION:

5.1 QUALITY ASSURANCE DIRECTOR - Sends requests to the University President for a schedule of management review meeting.

5.2 UNIVERSITY PRESIDENT – Calls for Management Committee Meeting

5.3 QUALITY ASSURANCE DIRECTOR/COORDINATOR – Presents the audit and customer satisfaction survey results



5.4 MANAGEMENT COMMITTEE - Reviews and deliberates the results and comes- up with recommendations and plan of action related to improvement

5.5 MANCOM SECRETARY - Prepares Management Review Report and minutes of the meeting.

5.6 UNIVERSITY PRESIDENT - Communicates result of management review to concerned individuals

5.7 UNIVERSITY OFFICIALS, QA DIRECTOR & COORDINATORS - Monitor the actions taken in the management review and take necessary actions. Review action plan and conduct re-planning



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JOSE RIZAL MEMORIAL STATE UNIVERSITY
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UNIT : Quality Assurance Center

PROCESS TITLE : PROCESS IN MONITORING ON THE COMPLIANCE TO AUDIT FINDINGS AND COSTUMER FEEDBACK

1. PURPOSE:

This process is used whether the findings during the external audits are addressed and complied.

2. SCOPE:

This process is used to provide method of meeting recommendations and requirements.

3. REFERENCES:

- 3.1 ISO 9001:2015 Standard
- 3.2 Management Review Report
- 3.3 Customer Satisfaction Results

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Quality Assurance Director
- 4.2 Accountable: Vice President for Academic Affairs
- 4.3 Consulted: Top Management and Heads of Offices
- 4.4 Informed: Heads of Offices and Internal Auditors

5. INSTRUCTION:

5.1 CAMPUS ADMINISTRATOR – Convene the key official and concerned personnel and discusses audit results and customer feedbacks

5.2 HEAD OF OFFICE AND PERSONNEL CONCERNED

- a. Design an action plan to comply/address the audit findings and customer feedbacks
- b. Submits the action plan to the Campus Administrator and QA Director/Coordinator
- c. comply the actions as planned



5.3 QA DIRECTOR/COORDINATOR

- a. Monitors the compliance of the action plan
- b. Directs the conduct of internal audit

5.4 INTERNAL AUDITORS – Conduct the audit and submit report to the Lead Auditor

5.5 LEAD AUDITOR – Reviews and consolidates report submitted by Internal Auditors and submits audit report to the QA Coordinator

5.6 QA COORDINATOR – Submits compliance report to the QA Director and Campus Administrator

5.7 QUALITY ASSURANCE DIRECTOR – Presents the report to the President/Management Committee and necessary actions



<p>Standard Documented Protocol</p> <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p>Republic of the Philippines JOSE RIZAL MEMORIAL STATE UNIVERSITY <i>The Premier University in Zamboanga del Norte</i> Gov. Guadagnada St., Sta. Cruz, Dapitan City, Philippines</p>	<p>Process No: CP-039</p>		
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	<p>Purpose/Reason: To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University</p>		
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UNIT : Quality Assurance Center

PROCESS TITLE : PROCESS CONTROL OF PROCESSES

- 1. PURPOSE:**
The process describes the processes involved in the development and revision of processes.
- 2. SCOPE:**
This process is used to provide:
 - a. Provide a guideline in the preparation of new and updating of processes up to its finalization and issuance.
 - b. Provide a means to standardize all internal documents utilized in the Quality Management System.
- 3. REFERENCES:**
 - 3.1 Distribution Sheet
 - 3.2 JRMSU-QAO-001
 - 3.3 Minutes of the review
 - 3.4 Document Control Log
- 4. RESPONSIBILITY MAP:**
 - 4.1 Responsible: Quality Assurance Director
 - 4.2 Accountable: Vice President for Academic Affairs
 - 4.3 Consulted: Top Management, Campus Administrator, Heads of Offices and QA Coordinator
 - 4.4 Informed: All Faculty and Staff
- 5. INSTRUCTION:**
 - 5.1 **OFFICE HEAD** - Informs the QA Coordinator on the need to develop/review/revise the processes



- 5.2 QA COORDINATOR** - Sends request to the QA Director for the process review
- 5.3 QA DIRECTOR** - Convene the Process Review Committee.
- 5.4 PROCESS REVIEW COMMITTEE** - Discuss, review and evaluate the processes and recommends for the approval of the reviewed processes
- 5.5 UNIVERSITY PRESIDENT** Approves the process/es.
- 5.6 QA DIRECTOR**
 - a. Assigns control number to the process and provides copy of the process to the concerned offices.
 - b. Retrieves copy of the old process and stamps it as “obsolete”
- 5.7 PROCESS OWNER** - Implements the new/revised process

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JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

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UNIT : Student Affairs and Services Unit**PROCESS TITLE :** HANDLING STUDENTS' COMPLAINTS AND OTHER GRIEVANCES**1. PURPOSE:**

The process describes the steps and actions required for handling student's complaints and students being complained of.

2. SCOPE:

This process is used for handling complaints of students against other student/s, complaints of faculty member and administrative officials and staff against student/s violate to the existing policies, rules and regulations of the University that require disciplinary action.

3. REFERENCES:

- 3.1 University Code
- 3.2 Student Handbook
- 3.3 JRMSU-DSAS-011-A; JRMSU-DSAS-011-B; JRMSU-DSAS-011-C

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Dean of Student Affairs and Services
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Federation of Supreme Student Government, Dean of Student Affairs and Services, Management Committee and Academic Council
- 4.4 Informed: Students, Faculty Members, Administrative Official and Staff

5. INSTRUCTION:

- 5.1 Reports orally the incident to the Dean of Student Affairs and Services (DSAS)
- 5.2 Fill out the Incident Report/Complaint Form (DSAS-011-A) which the complainant shall state his/her full name, course and year level, address, contact number, school identification number and the chronological narration of the incident which would likewise



- reveal the identity of the person being complained of.
- 5.3** File the complaint before the Board of Discipline through the DSAS
 - 5.4** Conduct a preliminary hearing by probing questions to the complainant and the witness he/she may produce.
 - 5.5** Upon probable cause, the Board of Discipline shall use summon to the respondents, and upon receipt of the summon, the respondent/s shall
 - 5.6** Respond answer the complaint within three (3) days in writing either denying or conforming to the allegations
 - 5.7** Call upon both parties for a conference for simplification of issues, possibility of obtaining stipulations or admission of facts and the possibility of amicable settlement in cases that can be settled
 - 5.8** Convene the Board of Discipline to conduct the formal investigation
 - 5.9** Render judgment three (3) days after trial and on the basis of the provisions of the law and the evidences presented
 - 5.10** In case of adverse decision of the Board of Discipline for major offenses, file an appeal to the University President within three (3) days after the promulgation of judgment by disciplining body.

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UNIT : Student Affairs and Services Unit**PROCESS TITLE :** REGISTRATION OF STUDENT ORGANIZATIONS INCLUDING RENEWAL OF UNIVERSITY RECOGNITION**1. PURPOSE:**

The process unfolds the steps and documentary requirements for registration of student organizations and renewal of University recognition.

2. SCOPE:

The process is used for granting recognition of the existence of academic and non-academic student organizations in the University.

3. REFERENCES:

- 3.1 University Code
- 3.2 Student Handbook
- 3.3 JRMSU-DSAS-006

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Dean of Student Affairs and Services
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Federation of Supreme Student Government, Dean of Student Affairs and Services, Management Committee and Academic Council
- 4.4 Informed: Students, Faculty Advisers, Administrative Official and Staff

5. INSTRUCTION:

- 5.1 Secure the Student Organization Registration Form and comply the requirements as indicated in JRMSU-DSAS-006
 - a. Objectives for the creation of the organization
 - b. List of officers, adviser and members (indicate the full name, course, year level, sex, age, complete permanent address, name of parent/guardian with contact number in



- case of emergency, and the student's member contact member)
- c. Constitution and By-laws
- d. Plans/Program/Project for the SY 20__-20__
- e. Accomplishment Report for SY 20__-2-____
- f. Duly signed and sworn Affidavit of Commitment Form of President and Adviser (JRMSU-DSAS-007)
- g. Letter of Commitment to have beautification projects in the campus
- h. Two (2) pieces rubber/plastic trash bins (with organization logo)
- i. Letter of commitment to attend all meeting called by the Dean of Student Affairs and Services
- j. Annual Action Plan upon registration and during renewal

- 5.2** Upon compliance of all documentary requirements, the University, through the Office of the Dean of Student Affairs and Services, shall issue a Certificate of Recognition duly signed by campus authorities which details the date of validity (recognition and expiry dates)
- 5.3** The student organizations desiring to renew their registration and recognition in the University shall re-submit the documents stipulated above
- 5.4** They must submit Accomplishment Report of the activities conducted as declared in the Annual Action Plan
 - a. Two (2) community services rendered in a year with proper documentation
 - b. Three (3) service activities to the University in a year with proper documentation
 - c. One (1) leadership training/capability-building activity and the like in a year to boost the morale and integrity of the organization
 - d. Other activities deemed necessary.
- 5.5** The student organization as a whole shall not have been subjected to disciplinary action in the University. In case this provision is not fulfilled, the organization shall be under suspension for one (1) academic year upon commission of the offense. Renewal of recognition shall be granted upon termination of the suspension provided that other requirements have been met and complied

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Republic of the Philippines
JOSE RIZAL MEMORIAL STATE UNIVERSITY
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To control documented core-processes needed for implementation of the Quality Management System of Jose Rizal Memorial State University

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UNIT : Student Affairs and Services Unit**PROCESS TITLE :** CONDUCT OF STUDENTS' ACADEMIC AND NON-ACADEMIC RELATED ACTIVITIES**1. PURPOSE:**

The process outlines the steps and documentary requirements in the conduct of students academic and non-academic related activities.

2. SCOPE:

The process is used for approving the proposal to conduct academic and non-academic related activities of the students except education tours and field trips.

3. REFERENCES:

- 3.1 University Code
- 3.2 Student Handbook
- 3.3 JRMSU-DSAS-008

4. RESPONSIBILITY MAP:

- 4.1 Responsible: Dean of Student Affairs and Services
- 4.2 Accountable: Campus Administrator
- 4.3 Consulted: Federation of Supreme Student Government, Dean of Student Affairs and Services, Management Committee and Academic Council
- 4.4 Informed: Students, Faculty Members, Administrative Official and Staff

5. INSTRUCTION:

- 5.1 Comply and submit the documentary requirements as indicated in the checklist
- 5.2 Secure and accomplish the Activity Permit Form from the Dean of Student Affairs and Services for non-academic related activities and from the Dean of Academic Instruction/Dean of the College doe Academic-related activities
- 5.3 Submit the following after the activity
 - a. Liquidation Report of the Expenses Incurred
 - b. Assessment Report of the Activity Conducted using DSAS-009 Form
 - c. List of actual participants



DOCUMENT CONTROL MATRIX