



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

January 16, 2025

OFFICE MEMORANDUM
HRDD-2025 - 042

**UPDATED COMPOSITION OF THE QUALITY MANAGEMENT
SYSTEM (QMS) TEAMS**

To: Director III
Regional Functional Division Chiefs
All Others Concerned

1. Concerning employee movement at the Department of Education Regional Office VIII, this Office announces the updated composition of the QMS Teams as follows:

a) Top Management

Dr. Evelyn R. Fetalvero, CESO III
Director IV

Dr. Ronelo Al K. Firmo, CESO IV
Director III

b) Quality Management Representatives (QMRs)

Dr. Rita R. Dimakiling, QMR
Chief Education Supervisor
Policy, Planning, and Research Division

Atty. Eleanor C. Calumpiano, Deputy QMR
Atty. IV, Legal Unit

Dr. Harvie D. Villamor, Deputy QMR
Chief Education Supervisor
Human Resource Development Division

c) QMS Secretariat

Dr. Dina S. Superable, Chairperson
Education Program Supervisor
Human Resource Development Division

Dr. Rex C. Briones, Cochairperson
Education Program Supervisor-Designate
Policy, Planning, and Research Division

Dr. Marlou D. Camposano, Member
Education Program Supervisor
Quality Assurance Division

Dr. Jimmy G. Gula, Member
Education Program Supervisor
Quality Assurance Division

Dr. Melvin Chito M. Solis, Member
Education Program Supervisor
Quality Assurance Division

Ms. Rachel R. Cuevas, Member
Education Program Supervisor
Quality Assurance Division

Ms. Gladys J. Fabillo, Alternate Member for IQAT
Supervising Administrative Officer
Finance Division

Ms. Eva D. Rosales, Alternate Member for KMT
Administrative Officer V
Personnel Section

Mr. Jim Albert A. Lagado, Alternate Member for RMT
Information Technology Officer I
ICT Unit

Dr. Margie S. Balledo, Alternate Member for TAT
Education Program Supervisor
Curriculum and Learning Management Division

d) Risk Management Team (RMT)

Ms. Alma E. Suyom, Chairperson
Chief Administrative Officer
Finance Division

Dr. Gertrudes C. Mabutin, Cochairperson
OIC-Chief
Curriculum and Learning Management Division

Dr. Rosemarie M. Guino, Member
Chief Education Supervisor
Administrative Division

Dr. Alejandra B. Lagumbay, Member
Chief Education Supervisor
Education Support Services Division

Ms. Mercedes D. Sarmiento, Member
Chief Administrative Officer
Field Technical Assistance Division

Dr. Harvie D. Villamor, Member
Chief Education Supervisor
Human Resource Development Division

Dr. Rita R. Dimakiling, Member
Chief Education Supervisor
Policy, Planning, and Research Division

Mr. Cesar P. Verunque, Member
Chief Education Supervisor
Quality Assurance Division

Atty. Eleanor C. Calumpiano, Member
Attorney IV
Legal Unit

Dr. Elmer Albert E. Cuevas, Member
Dentist III
Health and Nutrition Section

Mr. Jim Albert A. Lagado, Member
Information Technology Officer
ICT Unit

Ms. Jasmin F. Calzita, Member
Administrative Officer V
Public Affairs Unit

Mr. Mark Lito B. Gallano, Member
Planning Officer III
Policy, Planning, and Research Division

Ms. Mary Grace Antivo, Member
Accountant I
Finance Division

Dr. Alfredo P. Café, Member
Education Program Supervisor
Curriculum and Learning Management Division

Mr. Justine Arthur M. Yu
Accountant I
Finance Division

e) Knowledge Management Team (KMT)

Ms. Mercedes D. Sarmiento, Chairperson
Chief Administrative Officer
Field Technical Assistance Division

Dr. Ryan R. Tiu, Cochairperson
Education Program Supervisor
Curriculum and Learning Management Division

Mr. Ariem V. Cinco, Member
Administrative Officer V
Records Section

Ms. Eva D. Rosales, Member
Administrative Officer V
Personnel Section

Mr. Dean Ric M. Endriano, Member
Education Program Supervisor
Curriculum and Learning Management Division

Dr. Reynaldo E. Nayre, Member
Education Program Supervisor
Field Technical Assistance Division

Ms. Geraldine M. Mangaliman, Member
Education Program Supervisor
Field Technical Assistance Division

Dr. Marlou D. Camposano, Member
Education Program Supervisor
Quality Assurance Division

Ms. Rachel R. Cuevas, Member
Education Program Supervisor
Quality Assurance Division

Dr. Jimmy G. Gula, Member
Education Program Supervisor
Quality Assurance Division

Mr. Jim Albert A. Lagado, Member
Information Technology Officer I
ICT Unit

Mr. Gerard Christopher A. Villegas, Member
Computer Maintenance Technologist I
ICT Unit

Mr. Mark Lito B. Gallano, Member
Planning Officer III
Policy, Planning, and Research Development

Ms. Janice C. Delopere, Member
Administrative Officer II
Policy, Planning, and Research Development

Ms. Floramay Q. Bacus, Member
Project Development Officer II
Public Affairs Unit

Ms. Chona O. Zabala, Member
Administrative Officer IV
Personnel Section

Mr. John E. Dacatimbang, Member
Special Investigator III
Legal Unit

Ms. Eden A. Dadap, Member
Project Development Officer IV
Special Programs and Projects Section
Education Support Services Division

Ms. Adara Lourdes S. Luaton, Member
Nutritionist-Dietitian II
Health and Nutrition Section
Education Support Services Division

Engr. Ryan Jay L. Bagon, Member
Engineer III
Education Facilities Section
Education Support Services Division

Mr. Arvin B. Cerda
Draftsman II
Education Facilities Section
Education Support Services Division

Ms. Hydelyn M. Avila, Member
Administrative Assistant I
Finance Division

Mr. Andrey Gay N. Calipayan, Member
Administrative Aide VI
AMS-Administrative Division

Ms. Linaflor I. Tajo, Member
Administrative Assistant III
GSU-Administrative Division

Ms. Ed Kathelen Q. Garcia, Member
Administrative Assistant I
Policy, Planning, and Research Division

Mr. Michael C. Parado, Member
Education Program Specialist II
National Educators Academy of the Philippines
in the Region (NEAR R)

Ms. Josephine L. Tajarros, Member
Administrative Aide VI
Cash Section- Administrative Division

Ms. Judy Grace Y. Nirza, Member
Accountant I
Finance Division

Ms. Queennielyn C. Yu, Member
Administrative Assistant I
Human Resource Development Division

Ms. Werlyn O. Colinayo, Member
Administrative Assistant I
Office of the Assistant Regional Director

Mr. Ariel Craig P. Marteja, Member
Administrative Aide VI
Administrative Division

Ms. Aimie A. Camino, Member
Administrative Aide 1
Administrative Division

Ms. May Ann B. Ladrera, Member
Administrative Officer II
Procurement Section

Mr. Peter D. Kim Ti-in
Administrative Assistant II
Curriculum and Learning Management Division

Ms. Christine A. Labante
Administrative Assistant I
Office of the Regional Director

f) Internal Quality Audit Team (IQAT)

Mr. Cesar P. Verunque, Chairperson
Chief Education Supervisor
Quality Assurance Division

Mr. Sonny S. Tayum, Cochairperson
Education Program Supervisor
Quality Assurance Division

Dr. Gerardo L. Adtoon, Member
Education Program Supervisor
Quality Assurance Division

Dr. Marlou D. Camposano, Member
Education Program Supervisor
Quality Assurance Division

Dr. Jimmy G. Gula, Member
Education Program Supervisor
Quality Assurance Division

Dr. Melvin Chito M. Solis, Member
Education Program Supervisor
Quality Assurance Division

Ms. Rachel R. Cuevas, Member
Education Program Supervisor
Quality Assurance Division

Ms. Elizabeth E. Caboboy, Member
Supervising Administrative Officer
Administrative Division

Dr. Reynaldo E. Nayre, Member
Education Program Supervisor
Field Technical Assistance Division

Ms. Geraldine M. Mangaliman, Member
Education Program Supervisor
Field Technical Assistance Division

Ms. Gladys J. Fabillo, Member
Supervising Administrative Officer
Finance Division

Ms. Fe M. Gerona, Member
Chief Accountant
Finance Division

Mr. Gary Jay N. Calipayan, Member
Budget Officer IV
Finance Division

Ms. Ronafe A. Dolo, Member
Administrative Officer IV
Finance Division

Ms. Russel L. Resco, Member
Administrative Officer V
Cash Section

Ms. Jennylind D. Daya, Member
Education Program Specialist II
Policy, Planning and Research Division

Dr. Dandy G. Acuin, Member
Education Program Supervisor
Curriculum and Learning Management Division

Ms. May Ann B. Ladrera, Member
Administrative Officer II
Procurement Section

g) Training and Advocacy Team

Dr. Harvie D. Villamor, Chairperson
Chief Education Supervisor
Human Resources and Development Division

Ms. Jasmin F. Calzita, Cochairperson
Administrative V
Public Affairs Unit

Dr. Dandy G. Acuin, Member
Education Program Supervisor
Curriculum and Learning Management Division

Mr. Joy B. Bihag, Member
Education Program Supervisor
Curriculum and Learning Management Division

Dr. Amenia C. Aspa, Member
Education Program Supervisor
Curriculum and Learning Management Division

Dr. Margie S. Balleo, Member
Education Program Supervisor
Curriculum and Learning Management Division

Mr. Rodel V. Rosales, Member
Education Program Supervisor
Human Resource Development Division

Dr. Rowena T. Vacal, Member
Education Program Supervisor
Human Resource Development Division

Dr. Dina S. Superable, Member
Education Program Supervisor
Human Resource Development Division

Mr. Ted Juan C. Peleño
Education Program Specialist II
Human Resource Development Division

Ms. Marilyn G. Trinidad
Education Program Specialist II
Human Resource Development Division

Ms. Rasheil L. Noveda, Member
Dormitory Manager II
Human Resource Development Division

h) Quality Workplace Team (QWT)

Dr. Rosemarie M. Guino, Chairperson
Chief Education Supervisor
Administrative Division

Dr. Alejandra B. Lagumbay, Cochairperson
Chief Education Supervisor
Education Support Services Division

Ms. Apple T. Reyes, Member
Administrative Officer IV
General Services Unit

Ms. Linaflor I. Tajo, Member
Administrative Assistant III
General Services Unit

Ms. Evangeline N. Selloga, Member
Administrative Aide I
General Services Unit

Ms. Ma. Laura F. Paglinawan, Member
Administrative Officer V
Asset Management Section

Ms. Erna B. Pariña, Member
Administrative Officer I
Asset Management Section

Mr. Andrey Gay N. Calipayan, Member
Administrative Aide VI
Asset Management Section

Engr. Ryan Jay L. Bagon, Member
Engineer III
Physical Facilities Section
Education Support Services Division

Engr. Brent Christian S. Andrada, Member
Project Development Officer II
Special Programs and Projects Section
Education Support Services Division

Dr. Nova P. Jorge, Member
Education Program Supervisor
Curriculum Learning Management Division

Ms. Hydelyn N. Cinco, Member
Librarian II
Curriculum and Learning Management Division

Ms. Marcelina L. Villamor, Member
Senior Education Program Specialist
Policy, Planning, and Research Division

Ms. Epifania G. Melchor, Member
Statistician I
Policy, Planning, and Research Division

Ms. Iris N. Cordeta, Member
Administrative Aide VI
Records Section

Ms. Josephine L. Tajarros, Member
Administrative Aide VI
Personnel Section

Ms. Fernanda L. Dela Cruz, Member
Administrative Aide VI
Personnel Section

Ms. Wedlyn P. Abalorio, Member
Teacher Credential Evaluator II
Personnel Section

Ms. Aimie A. Camino, Member
Administrative Aide 1
Records Section

Mr. Robert B. Ecot, Member
Administrative Assistant III
Finance Division

Mr. Clark Dave P. Arante, Member
Education Program Specialist
Human Resource Development Division

Ms. Jill M. Tormis, Member
Administrative Assistant I
Legal Unit

Ms. Dolores P. Cagara, Member
Administrative Assistant III
ICT Unit

Mr. Franco A. Villamor, Member
Administrative Officer IV
Procurement Unit

Mr. Fernando A. Santos, Member
Administrative Assistant I
Quality Assurance Division

Ms. Mary Beth D. Tolibas, Member
Administrative Assistant V
Finance Division

Ms. Yvonne Mae L. Ripalda, Member
Accountant I
Finance Division

Ms. Werlyn O. Colinayo, Member
Administrative Assistant I
Office of the Assistant Regional Director

2. Enclosed are the QMS Teams – Terms of Reference per DepEd Order No. 009, s. 2021, “Institutionalization of a Quality Management System in the Department of Education.”
3. Immediate dissemination of and compliance with this Memorandum are desired.


EVELYN R. FETALVERO, CESO III
Regional Director 

HRDD-DSS



VIII. The QMS Teams – Terms of Reference

A. Top Management

The Top Management is represented by the following:

Governance Level	Representatives
Central Office	Executive Committee (ExeCom): Secretary Undersecretaries Assistant Secretaries
Regional Office	Regional Director (RD) and Assistant Regional Director (ARD)
Schools Division Office	Schools Division Superintendent (SDS) and Assistant Schools Division Superintendent (ASDS)
School	School Principal Assistant School Principal

**Officer-In-Charge (OIC) or Teacher-In-Charge (TIC) may serve as representative/s*

The Top Management shall have the following responsibilities:

- i. Lead the establishment, implementation, and monitoring of the QMS at their level;
- ii. Establish, communicate, and embody the Quality Policy Statement
- iii. Ensure effectiveness of the QMS using risk-based thinking and risk management;
- iv. Ensure that quality objectives set are aligned with DepEd's strategic direction, through the RPMS;
- v. Communicate the importance of fulfilling the needs and expectations of all clients and stakeholders;
- vi. Determine and provide necessary resources needed to implement and sustain QMS implementation;
- vii. Lead and conduct the Management Review (MR) at least every quarter;
- viii. Ensure that constitutional mandates, statutory, and regulatory requirements are met; and
- ix. Designate the Quality Management Representative (QMR).

B. Quality Management Representative (QMR)

The QMR shall be designated by the respective Top Management of each governance level. The QMR shall have the following responsibilities:

- i. Communicate the importance of having a QMS within DepEd;
- ii. Oversee the implementation and take accountability for the effectiveness of the QMS;
- iii. Ensure the conformance of the QMS to the requirements of ISO 9001;
- iv. Ensure the integrity and effectiveness of the QMS;
- v. Ensure that the QPS and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;
- vi. Reports audit results, identified targets, opportunities for improvement, and other QMS-related matters to the Top Management;
- vii. Ensure integration of the QMS requirements into DepEd's business processes;
- viii. Promote continuous improvement of the QMS and processes of the agency;
- ix. Engage, direct, and support QMS Teams and its members to contribute to the effectiveness of the QMS;



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- x. Oversee the operations of the QMS secretariat including each QMS Team and report to the Top Management; and
- xi. Act as liaison of the Department with external parties on matters relating to QMS.

C. QMS Secretariat

The members of the QMS Secretariat shall coordinate with and report to the QMR. The QMS Secretariat shall have the following responsibilities:

- i. Coordinate effective deployment and efficient use of human, financial, and other physical resources for the QMS;
- ii. Provide technical and administrative support to successfully implement the QMS;
- iii. Coordinate QMS-related activities in their respective offices;
- iv. Collaborate with and assist the QMS Teams on their efforts for continuous improvement of the QMS;
- v. Facilitate the delivery of specific outputs in line with the QMS;
- vi. Assist the QMR in communicating with external parties on QMS-related matters; and
- vii. Provide feedback and updates on QMS-related matters to the QMR.

D. QMS Teams

The composition of the QMS Teams is critical to ensure the operationalization of the QMS. Teams are expected to regularly communicate and collaborate within their respective offices/schools and across each governance level, as needed, to ensure seamless and effective implementation of the QMS. Capacity building for the members of each team shall be done through a National Training of Trainers, the guidelines of which shall be provided in a separate memorandum. Below are the five (5) QMS Teams and their respective responsibilities:

a. Knowledge Management Team (KMT)

- i. Implement and refer to the latest version of the Document Management Procedure, Document Matrix, and Organizational Knowledge Matrix in the PAWIM;
- ii. Ensure that the requirements for updating, maintaining, and retaining documented information are established and implemented;
- iii. Organize the operation and administrative records to ensure availability, completeness, consistent generation, protection, easy retrieval, and proper disposal of documents;
- iv. Oversee activities related to managing organizational knowledge and setting document management standards; and
- v. Provide feedback to the QMR on the status of the control documents and records.

b. Internal Quality Audit Team (IQAT)

- i. Implement and refer to the latest version of the Internal Quality Audit Procedure in the PAWIM;
- ii. Undergo training on ISO 19011 (Guidelines for Auditing Management System);



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- iii. Determine conformance of the QMS with planned arrangements and the requirements of ISO 9001;
- iv. Determine whether the QMS is effectively implemented and maintained through the conduct of an internal quality audit;
- v. Keep track of the implementation of the corrective and preventive actions to address the opportunities for improvement, potential non-conformities, and non-conformities raised during the Internal Quality Audits; and
- vi. Provide the findings of the IQA through the audit summary report and status of Request for Action (RFA) to the QMR as an input to the Management Review.

c. Risk Management Team (RMT)

- i. Implement and refer to the latest version of the Risk Planning Guidelines and Handling Client Complaints Procedure in the PAWIM;
- ii. Ensure reporting, analysis, monitoring and evaluation of Client Satisfaction results;
- iii. Provide technical assistance in the accomplishment of the Risk and Opportunity Registry per office;
- iv. Provide feedback and update to the QMR on the status of risk assessment and action plans;
- v. Perform monitoring and oversight function in ensuring the established action plans in the Risk and Opportunity Registries are effective and implemented as scheduled; and
- vi. Ensure documentation and clear implementation of quality objectives through the review of targets and indicators in the OPCRF.

d. Quality Workplace Team (QWT)

- i. Ensure consistent implementation of Quality Workplace Standards;
- ii. Collaborate with concerned office/personnel to ensure a conducive and safe work/school environment to improve productivity;
- iii. Monitor and evaluate cleanliness, orderliness, and safety at the school or workplace in conformance to the Quality Workplace Standards to be issued separately; and
- iv. Provide feedback and updates to the QMR on the status of workplace management.

e. Training and Advocacy Team (TAT)

- i. Orient employees and disseminate information on QMS-related matters, such as ISO 9001 standards, Organizational Knowledge, QMS Manual, PAWIM, and Quality Policy;
- ii. Capacitate employees on the development of their Operations Manuals and Planning Documents;
- iii. Develop effective training and advocacy materials to enable the successful implementation and sustainability of the QMS;
- iv. Plan and coordinate effective deployment and efficient use of QMS training and materials;
- v. Develop and disseminate IEC materials to strengthen awareness on QMS and build a culture of continuous improvement; and
- vi. Provide feedback and updates to the QMR on the status of QMS-related training and awareness.

Based on the abovementioned TOR and taking into consideration the latest Office Functions and Job Descriptions of the Department, below are the **recommended**



offices that can form part of each team or role. In the case of the five (5) QMS Teams, representatives may be the Head of Office/School or any plantilla personnel provided that they can perform the functions and responsibilities expected from each QMS Team:

QMS Team	Central Office	Regional Office	Schools Division Office	School
Top Management	Offices of the Secretary (OSEC); Undersecretaries (OUSECs); and Assistant Secretaries (OASECs)	Office of the Regional Director (ORD)	Office of the Superintendent (OSDS)	Office of the School Head (OSH)
QMR	To be appointed by the Top Management			
QMS Secretariat	Bureau of Human Resource and Organizational Development (BHROD)	Quality Assurance Division (QAD)	School Governance and Operations Division (SGOD)	Designated Teacher/s or Non-Teaching Personnel
Risk Management Team	Bureau and Service Directors Chiefs/Head of Office from each functional division Finance Service Legal Service Planning Service – Planning and Programming Division (PS-PPD) Public Affairs Service – Communication Division (PAS-CD)	ORD Chiefs/Head of Office from each function Policy, Planning, and Research Division (PPRD) Finance Division Public Affairs Unit (PAU)	OSDS Chiefs/Head of Office from each function Planning and Research Section (PRS) Designated Information Officer	Office of the School Head Designated Teacher/s
Knowledge Management Team	Administrative Service (AS) – Records Division Bureau of Education Assessment (BEA) Bureau of Learning Resources (BLR)	Administrative Division (AD) – Records Section CLMD FTAD Information, Communication and Technology Unit (ICTU)	CID ICTU AS -Records Unit PRS Designated Information Officer	Designated Teacher/s or Non-Teaching Personnel



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	Information and, Communications and Technology Service (ICTS) Planning Service - Education Management Information System Division (PS-EMISD) PAS - Publications Division (PD)	PPRD PAU		
Internal Quality Audit Team	BHROD Internal Audit Service (IAS)	QAD	SGOD	Designated Teacher/s or Non-Teaching Personnel
	Any personnel who underwent training on ISO 19011 (Guidelines for Auditing Management System)			
Training and Advocacy Team	Bureau of Curriculum and Development (BCD) Bureau of Learning and Delivery (BLD) BHROD Bureau of Learner Support Services (BLSS) National Educational Academy of the Philippines (NEAP) External Partnerships Service (EPS) Project Management Service (PMS)	CLMD Human Resource Development Division (HRDD) PAU	CID Human Resource Development Section (HRDS) SGOD Designated Information Officer	Designated Teacher/s or Non-Teaching Personnel
Quality Workplace Team	Administrative Service (AS) Disaster Risk Reduction and	Administrative Division (AD) – General Service Section	Administrative Section (AS)- Asset Management Section	Designated Teacher/s or Non-Teaching Personnel



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Management Service (DRRMS)	AD –Asset Management Section		
Education Facilities Division (EFD)	Education Support Services Division – Education Facilities Section (ESSD-EFS)		
Finance Service			
Procurement Management Service (ProcMs)			

IX. Implementation Requirements

Part of establishing a QMS in DepEd is ensuring that all processes and standards are well-documented and operationalized by the respective process holders. Below are the implementation requirements in setting up a QMS in the office/school.

A. Documentary Requirements

An original, signed copy of the required documents shall be submitted to the KMT for safekeeping and archiving purposes. Each governance level shall be given a photocopy of the signed QMS Planning Documents and Operations Manuals.

All standard QMS templates shall have a provision at the bottom of each page stating the following:

“The only controlled copy of this document is the online version maintained in the <http://www.deped.gov.ph>. The reader must ensure that this or any other copy of a controlled document is current and complete prior to use. The original copy of this document shall be kept by the KMT for safekeeping and archiving. The user should secure the latest revision of this document from the <http://www.deped.gov.ph>. This document is UNCONTROLLED when downloaded and printed.”

The following are the four (4) documentary requirements needed for the implementation of the QMS:

DepEd QMS Manual		
SCOPE	OUTLINE	DESCRIPTION
All governance levels	<ol style="list-style-type: none"> 1. Introduction 2. Agency Profile 3. Organizational Structure 4. Scope & Coverage 5. Quality Policy 6. DepEd Process Map 7. Management Processes 8. Core Processes 9. Support Processes 10. List of Interested Parties' Needs and Expectations 11. Control of External Providers 	<p>A manual that articulates DepEd's profile, its management, core, support and outsourced processes, the list of stakeholders and partners, and its commitment to provide quality basic education services.</p> <p>There shall be only one (1) DepEd QMS Manual for the whole agency to be kept by the CO KMT</p>



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