



OFFICE OF THE MUNICIPAL MAYOR

EXECUTIVE ORDER No. 05

Series of 2022

STRENGTHENING AND SUSTAINING EFFORTS TOWARDS CERTIFICATION OF THE QUALITY MANAGEMENT SYSTEM (QMS) OF THE MUNICIPAL GOVERNMENT OF BAYAMBANG UNDER ISO 9001:2015 STANDARD

WHEREAS, Public Office is a Public Trust. It is a settled principle of law that municipal corporations are agencies of the State for the promotion and maintenance of local self-government and as such are endowed with the police powers in order to effectively accomplish and carry out the declared objects of its creation;

WHEREAS, a Local Government Unit is a political subdivision of the State which is constituted by law and possessed of substantial control over its own affairs to develop not only at its own pace and discretion but also with its own resources and assets. With its broadened powers and increased responsibilities, a local government unit must now operate on a much larger scale including more extensive operations which entail more expenses;

WHEREAS, Article One, Section 444 (b) (1) (x) of Republic Act (RA) 7160, otherwise known as the Local Government Code of 1991 directs executive officials and employees of the municipality to faithfully discharge their duties and functions as provided by law;

WHEREAS, the Office of the President (OP) of the Philippines issued Executive Order (EO) No. 605, series of 2007, institutionalizing the structure, mechanisms, and standards to implement the Government Quality Management Program, encouraging local government units to pursue certification of their quality management system (QMS) under the ISO 9001:2015 standard;

WHEREAS, implementation of QMS certified under ISO 9001:2015 will create a culture of continual process improvement and client satisfaction, supporting the goals of RA 11032 or "Ease of Doing Business (EODB) and Efficient Government Service Delivery Act";

WHEREAS, the certification of the QMS of the Municipal Government of Bayambang under ISO 9001:2015 is included activities and objectives of the Bayambang Poverty Reduction Plan (BPRP) 2028 and the Executive and Legislative Agenda (ELA) 2020-2022;

WHEREAS, the Municipal Government of Bayambang issued EO 3, series of 2018, establishing its QMS and structure to pursue certification under the ISO 9001:2015 standard.

"Baley ko, Pawiben ko, Aroen ko, tan Talangan ko"



THE LONGEST BARBEQUE
8.016 KILOMETERS

April 4, 2014
Bayambang, Pangasinan, Philippines



THE TALLEST BAMBOO SCULPTURE (Supported)
50.23M

April 5, 2019
St. Vincent Ferrer Prayer Park
Barangay Bani, Bayambang
Pangasinan, Philippines

OFFICE OF THE MAYOR
Municipal Hall, Roxas St. Zone II,
Bayambang, 2423 Pangasinan
(075) 633-1000 Loc. 100

WHEREAS, there is a need to restructure the QMS Team (QMST) and recalibrate responsibilities of responsible offices to revive efforts therefor;

WHEREAS, sustaining the efforts towards QMS certification entails updating of the QMS Committee given the current organizational structure of the Municipal Government;

NOW, THEREFORE, I, DR. CEZAR T. QUIAMBAO, by virtue of the powers vested in me by law as the Local Chief Executive, do hereby mandate the **STRENGTHENING AND SUSTAINING EFFORTS TOWARDS CERTIFICATION OF THE QUALITY MANAGEMENT SYSTEM (QMS) OF THE MUNICIPAL GOVERNMENT OF BAYAMBANG UNDER ISO 9001:2015 STANDARD:**

SECTION I. SCOPE AND PURPOSE. This policy shall be applicable to the Municipal Government of Bayambang.

SECTION II. RECONSTITUTION OF THE QMST. The QMST is hereby reconstituted as follows:

QMS Role	Designated Official
Top Management	<p>Dr. CEZAR T. QUIAMBAO Municipal Mayor</p> <p>Atty. RAYMUNDO B. BAUTISTA, Jr. Municipal Administrator</p>
Quality Management Representatives (QMRs)	<p>Chairperson: Mrs. MARIA CARMELA A. SANTILLAN Chief Executive Assistant</p> <p>Vice Chairperson: Mr. RICKY BULALAKAW Head, Information and Communications Technology Office (ICTO)</p>
Head, Document Control Team ¹	<p>Atty. BAYANI BRILLANTE Head, Municipal Legal Office (MLO)</p>
Head, Internal Quality Audit Team ²	<p>Mrs. ERLINDA S. ALVAREZ Head, Internal Audit Service (IAS)</p>
Head, Quality Workplace Team ³	<p>Mrs. CHINITA S. DE VERA Head, General Service Office (GSO)</p>

¹ Including designated personnel of the MLO and the ICTO.

² Members to be identified in a separate issuance after conduct of internal quality audit training. See Section VII.

³ Including personnel of the GSO as team members

QMS Role	Designated Official
Head, Quality Assurance Team (QAT) ⁴	Mrs. MA-LENE TORIO OIC, Municipal Planning and Development Office
QMS Education and Training Team ⁵	Head: Mrs. NORA ZAFRA Head, Human Resource Management Office (HRMO) Members: Mr. RESTY ODON Municipal Public Information Officer (PIO) Ms. PRINCESS SABANGAN President, Balon Bayambang Employees' Association (BBEA)
QMS Team Secretariat	Ms. KATHERINE DONATO Sr. Admin Assistant III, ICTO Mr. WILFREDO PETONIO Administrative Aide III, Admin Office Ms. ERIKA VARGAS Staff, LCRO Mr. VERGEL VILLANUEVA Staff, ICTO

SECTION III. SUSTAINED STRENGTHENING. The responsibilities of the indicated roles are hereby strengthened as follows:

Role	Responsibilities
QMS Team	<ul style="list-style-type: none"> Establish the general policies and standards for institutionalizing a QMS in the LGU to serve as framework for the quality objectives (QOs) and activities that will be created, measured, and monitored in relation thereto;

⁴ Including personnel of the MPDO as team members. The QAT is a new team that ensures implementation of the QMS on a daily basis through monitoring of client satisfaction feedback.

⁵ Including staff of the HRMO and the PIO as team members

Role	Responsibilities
	<ul style="list-style-type: none"> • Ensure that QOs are established at relevant functions within the LGU; • Ensure that QOs are measurable; • Ensure that QOs are supported by programs to achieve them; and • Ensure that client information is monitored as one of the measures of performance of the QMS.
<p>Quality Management Representatives</p>	<ul style="list-style-type: none"> • Oversee the establishment, documentation, effective and efficient implementation as well as maintenance of the QMS; • Act as liaison with external parties on matters relating to QMS; • Ensure that procedures for Internal Quality Audit, management review, corrective and preventive actions are established and implemented; • Report QMS performance to Top Management for review and continual improvement; and • Ensure the promotion of awareness of client/citizen requirements throughout the organization.
<p>Document Control Team⁶</p>	<ul style="list-style-type: none"> • Ensure that documents used are updated; taking note of agreed upon revisions; • Ensure that relevant versions of applicable documents are available at points of use; • Ensure that documents are properly maintained, readily identifiable, and retrievable; • Prevent the unintended use of obsolete or unauthorized documents; and • Ensure that controls are established for identification, storage, protection, retrieval, retention

⁶ Except where specified, the enumerated responsibilities of the Document Control Team will be with the MLO.

Role	Responsibilities
	and disposition of records. ⁷
Internal Quality Audit Team	<ul style="list-style-type: none"> • Determine conformity of the QMS with the planned arrangements and with the requirements of ISO 9001 standards; • Determine whether the QMS is effectively implemented and maintained; • Provide inputs to management regarding the results of audits; and • Monitor the implementation of the corrective and preventive actions/measures to address the audit findings
Quality Workplace Team	<ul style="list-style-type: none"> • Ensure that the work environment needed to achieve conformity with service requirements is managed; • Ensure consistent implementation of good housekeeping programs; and • Monitor and assess workplace cleanliness, orderliness, and safety.
QMS Education and Training Team	<ul style="list-style-type: none"> • Design and effectively implement information, education, and communication strategy on QMS in relation to LGU goals to ensure inclusive participation of officials and staff; • Ensure that personnel are aware of the QMS to successfully implement and sustain it; • Plan and coordinate QMS cascading activities and facilitate identification of related competency gaps; and • Coordinate the conduct of human resource development interventions to address critical competency gaps.
Quality Assurance Team	<ul style="list-style-type: none"> • Assure that LGU outputs and services conform to quality standards, procedures as well as statutory and

⁷ Primarily responsibility of ICTO.

Role	Responsibilities
	<p>client requirements through the initiation, monitoring, and follow-through of control and correction of validated non-conformities;</p> <ul style="list-style-type: none"> • Submit periodic quality assurance reports to the QMR to serve as inputs to the Management Review of the LGU QMS; and • Record, integrate, and analyze results of client satisfaction feedback mechanisms and facilitate appropriate action thereon.
QMS Team Secretariat	<ul style="list-style-type: none"> • Provide administrative and technical support to fully implement the project from systems development up to 3rd party certification; • Facilitate the delivery of specific outputs of the project; and • Plan and coordinate effective deployment and efficient use of human, financial, and other physical resources of the project.

SECTION IV. HARMONIZATION WITH EASE OF DOING BUSINESS AND OTHER MANAGEMENT SYSTEMS. All process review and improvements shall be done in the context of reducing steps, signatories, or timeline, in accordance with EODB Act. Furthermore, the QMS Team shall endeavor to ensure harmonization of the development of the QMS with other management systems, such as the Strategic Performance Management System, to minimize conflict of policies, procedures, and guidelines.

SECTION V. RESPONSIBILITY OF DEPARTMENT AND UNIT HEADS. Department and Unit Heads are hereby directed to ensure timely and quality-centric compliance with requirements issued by the QMS Team to ensure accomplishment of performance targets set in the Recalibrated Bayambang Poverty Reduction Plan.

SECTION VI. PROCUREMENT OF CONSULTANT. The QMS Team shall craft the terms of reference for the procurement of the consultant for the certification of the QMS under ISO 9001:2015. The Bids and Awards Committee is hereby directed to provide prioritization for the immediate procurement of this procurement project subject to provisions of RA 9184.

SECTION VII. INTERNAL QUALITY AUDIT (IQA) TEAM.

- A. **Composition.** The IQA Team shall be composed of one technical person (with permanent appointment, minimum of salary grade 13) from each of the LGU Departments with the Head of the IAS as Team Leader. The IQA Team shall be trained for their function.
- B. **Secretariat.** The IAS shall serve as the Secretariat of the IQA Team.
- C. **Interim Capacity Building.** The QMR shall train the pool of prospective IQA Team members while waiting for the certification training to be conducted by the consultant.

SECTION VIII. DOCUMENT CONTROL TEAM. The Document Control Team shall be composed of personnel to be nominated by the Heads of the MLO and the ICTO. The Head of the Document Control Team shall establish and document the working relationship between the two offices to ensure compliance with the requirements of ISO 9001:2015.

SECTION IX. ABOLITION. The QMS Project Logistics Team created under EO 3 is hereby abolished.

SECTION X. SEPARABILITY CLAUSE. If any provision of the Executive Order is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.

SECTION XI. REPEALING CLAUSE. All other orders, rules, regulations and issuances, or parts thereof, which are inconsistent with this Order, are hereby repealed, amended or modified accordingly.

SECTION XII. EFFECTIVITY CLAUSE. This Executive Order shall take effect immediately and will continue until amended or revoked.

Let copies of this Order be furnished to all Offices and Departments for their information and guidance.

DONE in the Municipality of Bayambang, Pangasinan, Philippines, this 3rd day of February, 2022.

DR. CEZAR T. QUIAMBAO
Municipal Mayor

