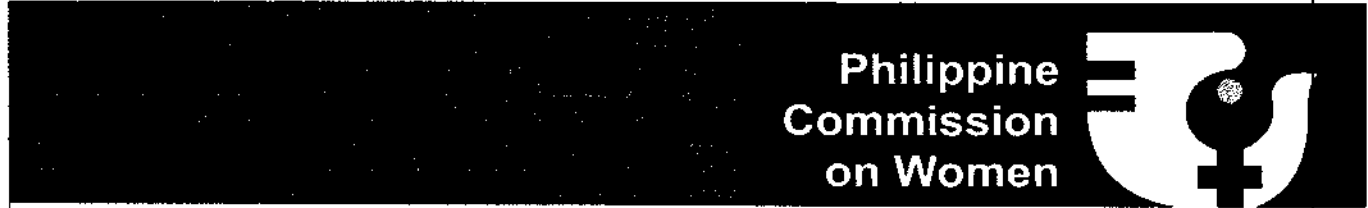
 <p>Philippine Commission on Women</p>	<p>Date : 2019-10-30 Time : 2:15 pm Control Number : IO201910024 *IO201910024*</p>	
<p><i>Originator:</i> Deputy Executive Director for Management Services, OED</p>	<p><i>Reviewed by:</i> QMR</p>	<p><i>Approved by:</i> Executive Director</p>



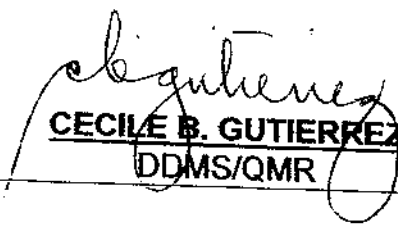
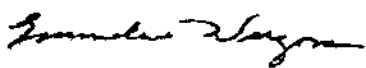
ISO 9001:2015 QUALITY MANUAL

<p>Check the Master Document Register. Verify that this is the current version before use.</p>	<p>Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"</p>
--	--



QUALITY MANUAL

<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director
---	-----------------------------------	--

<i>Reviewed by:</i>  CECILE B. GUTIERREZ DDMS/QMR	<i>Approved by:</i>  EMMELINE L. VERZOSA Executive Director
--	---

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	--



Originator:

**Deputy Executive Director for
Management Services, OED**

Reviewed by:

QMR

Approved by:

Executive Director

Table of Contents

1.	INTRODUCTION	5
1.1.	Purpose of this Quality Management Manual	5
1.2.	Revision and Distribution of this Quality Management System Manual	6
2.	PCW PROFILE	6
2.1.	Herstory	7
2.2.	PCW Organizational Structure and Functions	9
2.3.	Functional Descriptions of Operating Units	11
2.4.	Our Vision	12
2.5.	Our Mission	13
2.6.	Core Values	13
2.6.1.	Passion for Excellence	13
2.6.2.	Professionalism	13
2.6.3.	Integrity	13
2.6.4.	Teamwork	13
2.6.5.	Accountability	13
2.7.	Quality Policy Statement	14
3.	OUR QUALITY MANAGEMENT SYSTEM	14
3.1.	Scope of the QMS	14
3.2.	PCW Process Map	16
3.3.	Process-Based Management Systems	16
4.	PROCESSES OF THE QMS	18
4.1.	Management Processes	18
4.1.1.	Planning	18
4.1.2.	Performance Assessment	19
4.1.3.	Internal Audit	20
4.1.4.	Improvement Management	20

Check the Master Document Register.
Verify that this is the current version before use.


Documents that do not bear the PCW's official document
stamps are considered "Uncontrolled"



<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director
---	-----------------------------------	--

4.1.4.1. Control of Nonconforming Output	21
4.1.4.2. Corrective Action	21
4.1.5. Communications Management	21
4.1.5.1. Feedback Management	21
4.1.5.2. Incoming Communication Management	22
4.1.5.3. Media Relations and IEC Campaigns Management	23
4.2. Core Processes	23
4.2.1. Policy Development	23
4.2.2. GAD Plan and Budget and GAD Accomplishment Report Review and Endorsement/ Acceptance	24
4.2.3. Provision of Technical Assistance	24
4.2.3.1. Provision of GAD Information and Referral Assistance	25
4.2.3.2. GAD Technical Assistance	26
4.3. Administrative and Financial Support Processes	26
4.3.1. Human Resources Management and Development	26
4.3.1.1. Learning and Development	27
4.3.2. Documented Information Management	27
4.3.2.1. Document Control and Records Management	27
4.3.3. Financial Management	28
4.3.3.1. Budget Preparation	29
4.3.3.2. Disbursement	30
4.3.3.3. Financial Report Preparation	30
4.3.4. Facilities and Infrastructure Management	30
4.3.4.1. Provision of Repair and Maintenance Services	30
4.3.4.2. Provision of Transportation Services	31
4.3.4.3. Information and Communications Technology Management	31
4.3.4.4. Provision of Logistical Assistance to Meeting and Other Internal Activities	31
4.3.4.5. Property Management	31
4.3.5. Procurement and Supply Management	31
4.3.5.1. Acquisition of Goods and Services	32
4.3.5.2. Acquisition of Consulting Services	32
4.3.5.3. Supply Management	32

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

 <p>Philippine Commission on Women</p>	<h1>QUALITY MANUAL</h1>	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

1. Introduction

The Philippine Commission on Women (PCW) has adopted and implemented a quality management system, using the ISO 9001:2015 as a framework.

This Quality Management (QM) manual sets out PCW's policy and directions and outlines the interrelated processes that support our goal of ensuring that our services meet both the specified client requirements and our mandates and objectives in a consistent and reliable manner.

Moreover, this QM manual defines the manner in which PCW implements a quality management system that satisfies the requirements of the internationally-recognized ISO 9001 Standard and provides an important documentary guide to the system as a whole.

Maintenance of this QM manual is the responsibility of PCW's Management Representative. All questions regarding this document should be directed to:

CECILE B. GUTIERREZ
 Management Representative
 Philippine Commission on Women
 1145 J. P. Laurel St., San Miguel, Manila, 1005 Philippines

1.1. Purpose of this Quality Management Manual

The QM manual, along with the various quality management system processes and their associated documents mentioned here, is expected to:

- Demonstrate the ability of PCW to consistently provide services that conform to the requirements of our clients; and
- Improve the level of client satisfaction by means of the effective implementation of a quality management system, including the process of continuous improvement.

The PCW processes and procedures defined or referenced in this Manual are intended to establish and communicate the requirements that all the operating functions of the organization must meet. These requirements are based on the requirements of our clients, as well as the applicable international treaties and national laws. As such, these procedures, including this manual, shall be updated as the needs of our clients and the respective standards are changed, as well as for the continual improvement of the effectiveness of PCW's quality management system.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---



Originator:
**Deputy Executive Director for
Management Services, OED**

Reviewed by:
QMR

Approved by:
Executive Director

1.2. Revision and Distribution of this Quality Management System Manual

This document is a controlled document and is identified as such when the Controlled Copy stamp is shown in blue. All other copies are uncontrolled. Issuance, re-issuance, amendments and distribution of the QM manual will be made in accordance with the Control of Documents Procedure.

Revisions made to this document are summarized below:

Date	Pages	Description
July 31, 2019	All	First Version

Controlled copies of this document are distributed as follows:

Copy No	Copyholder
1.	Executive Director
2.	Management Representative
3.	Document Controller
4.	All Delivery Units

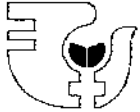
2. PCW Profile

The Philippine Commission on Women (PCW) is the government's primary policy-making and coordinating body on women and gender equality concerns. As such, the PCW acts as the catalyst for gender mainstreaming and lead advocate of women's empowerment, gender equity, and gender equality in the country.

The PCW is a government agency composed of the PCW Board of Commissioners and the PCW Secretariat.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"

 <p>Philippine Commission on Women</p>	<h2>QUALITY MANUAL</h2>	
<p>Originator: Deputy Executive Director for Management Services, OED</p>	<p>Reviewed by: QMR</p>	<p>Approved by: Executive Director</p>

The PCW's major functions are the following:

- Institutes the gender-responsiveness of national development plans and coordinates the preparation, assessment, and updating of the National Plan for Women, ensures its implementation, and monitors the performance of the government agencies (GAs) in the implementation of the plan at all levels; and
- Undertakes continuing advocacy to promote economic, social, and political empowerment of women and provides technical assistance (TA) in the setting-up and strengthening of mechanisms on gender mainstreaming.


Specifically, the PCW:

- Coordinates the preparation of the Philippine development plans for women, as well as their monitoring, assessment, and updating, in cooperation with the NEDA and line agencies;
- Conducts policy studies and reviews legislations to integrate women's concerns;
- Monitors and assesses implementation of laws and policies on women including the implementation of international conventions, such as the Beijing Platform for Action (BPfA);
- Implements pilot projects for the delivery of services for women to serve as bases for policy formulation and program recommendations;
- Acts as a clearing house and database for information relating to women;
- Conducts gender consciousness-raising programs; and
- Provides technical services and ensures the development of institutional capabilities for gender mainstreaming of GAs and selected partners.

2.1. Herstory

The PCW, formerly known as the National Commission on the Role of Filipino Women (NCRFW), was established on January 7, 1975, through Presidential Decree No. 633 as an advisory body to the President and the Cabinet on policies and programs for the advancement of women. It was mandated "to review, evaluate, and recommend measures, including priorities to ensure the full integration of women for economic, social, and cultural development at national, regional, and international levels, and to ensure further equality between women and men."

<p>Check the Master Document Register. Verify that this is the current version before use.</p>	<p>Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"</p>
--	--

	QUALITY MANUAL	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

During the first decade of its operations, the NCRFW thrusts were on the following major programs:

- Organizing women into a nationwide movement called "Balikatan sa Kaunlaran" (shoulder-to-shoulder in development). This organization is now registered as an independent women's organization;
- Conducting policy studies and lobbying for the issuance of executive and legislative measures concerning women;
- Establishing a clearinghouse and information center on women; and
- Monitoring the implementation of the UN Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).

With the change of government in 1986, the NCRFW officials at that time reviewed its mandate and decided to focus agency activities on mainstreaming women's concerns in policy making, planning, and programming of all government agencies.

With the gender equality provision in the 1987 Philippine Constitution, the government positioned women's concerns at the heart of its agenda. During this period, the NCRFW led the formulation of the first Philippine Development Plan for Women (PDPW), 1989-1992, which was adopted through Executive Order No. 348. Shortly thereafter Republic Act 7192 or the Women in Development and Nation-Building Act was enacted; it guaranteed equality between women and men before the law and the integration of women as full and equal partners of men in development and nation-building.

The Canadian International Development Agency (CIDA)-funded Institutional Strengthening Project Phase I supported the NCRFW's campaign to establish institutional mechanisms for gender mainstreaming in governments at the national and local levels and develop capacities of officials and staff members to make gender equality and women's empowerment integral in government.

When the timeframe of the PDPW elapsed, the NCRFW coordinated the formulation of the Philippine Plan for Gender-Responsive Development (PPGD), 1995-2025. The PPGD is a 30-year perspective plan that outlines the policies, strategies, programs, and projects that the government must adopt to enable women to equally participate in and benefit from national development. Adopted through Executive Order 273, the PPGD is the country's main vehicle for implementing the 1995 Beijing Declaration and Platform for Action (BPA) adopted at the 1995 United Nations' (UN) Fourth World Conference on Women.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---



Originator:

**Deputy Executive Director for
Management Services, OED**

Reviewed by:

QMR

Approved by:

Executive Director

In 1995, the General Appropriations Act (GAA) included a GAD budget provision, which mandated all government agencies and instrumentalities, including local government units (LGUs), to allocate a minimum of five percent (5%) of their total appropriations for GAD programs and projects. The GAD budget provision has since been incorporated annually in the General Appropriations Act (GAA); revisions have been adopted to ensure effective implementation of the GAD budget policy.

To meet growing demands on its services, the NCRFW was reorganized following the issuances of Executive Order Nos. 208 and 268. These directives strengthened the NCRFW as the coordinating body on policies affecting women by further defining its powers, functions, and organizational structure.

With the continuing support of CIDA through Phase II of the Institutional Strengthening Project, the NCRFW sustained efforts of intensifying gender mainstreaming initiatives in government agencies and building its internal capability to orchestrate and oversee over-all gender mainstreaming efforts in the bureaucracy.

Since 1998, the government's focus on poverty alleviation brought forth the importance of empowering women to ensure that the mainstreaming efforts of the government are contributing to the improvement of the lives of women especially at the countryside. Thus, the NCRFW intensified its advocacy for the development of programs and projects that would not only benefit women, but also enable them to participate in decision-making processes.


NCRFW was renamed Philippines Commission on Women in 2009 as mandated under the MCW. It sustains the gains of the past in making the bureaucracy work for women and focuses on advancing and protecting human rights, promoting women's economic empowerment, and promoting gender-responsive governance.

2.2. PCW Organizational Structure and Functions

A Chairperson heads the Board of Commissioners, which is composed of twenty-two (22) members. Ten (10) commissioners are from various government organizations (GOs), namely: the Departments of Agriculture, Budget and Management, Education, Foreign Affairs, Interior and Local Government, Health, Labor and Employment, Social Welfare and Development, Trade and Industry, and the National Economic and Development Authority. Twelve (12) are from relevant non-government organizations (NGOs) representing various sectors, such as the academe, business and industry, the elderly and the disabled, indigenous peoples, labor, media and arts, peasant and fisherfolk, science and health, urban poor, culture,

Check the Master Document Register.
Verify that this is the current version before use.

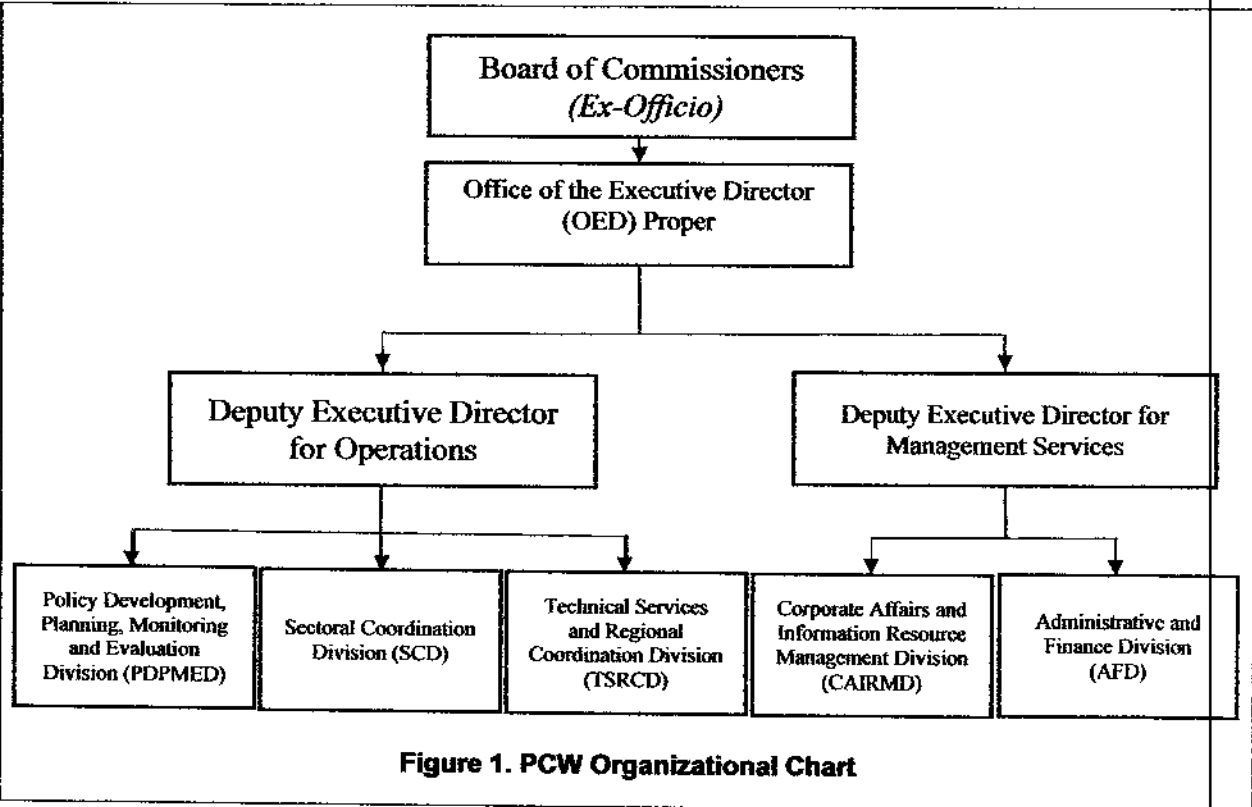
Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"

 <p>Philippine Commission on Women</p>	<h1>QUALITY MANUAL</h1>	
<p><i>Originator:</i> Deputy Executive Director for Management Services, OED</p>	<p><i>Reviewed by:</i> QMR</p>	<p><i>Approved by:</i> Executive Director</p>

and the youth. The PCW commissioners are appointed by the President of the Philippines and they serve on an ex-officio capacity.

The Executive Director (ED) heads the PCW Secretariat. In managing the organization's operations, the ED is assisted by two (2) Deputy Executive Directors, one for Operations and the other for Management Services, and five (5) Chiefs for the Policy Development, Planning, Monitoring, and Evaluation Division (PDPMED), Technical Services and Regional Coordination Division (TSRCD), Sectoral Coordination Division (SCD), Corporate Affairs and Information Resource Management Division (CAIRMD), and Administrative and Finance Division (AFD).

See Figure 1 for the PCW Organizational Chart.



<p>Check the Master Document Register. Verify that this is the current version before use.</p>	<p>Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"</p>
--	--



Originator:

**Deputy Executive Director for
Management Services, OED**

Reviewed by:

QMR

Approved by:

Executive Director

2.3. Functional Descriptions of Operating Units

The functions of the Board of Commissioners are as follows:

- Set the policies, programs/thrusts, and regulations towards the achievement of the vision and mission of the PCW;
- Provide directions in the formulation of policies and implementing rules and regulations of laws pertinent to women; and
- Establish networks and ties with government institutions, women organizations, the private sector, etc. and encourage the participation of all sectors of women in endeavors promoting their welfare and development.

The functions of the OED are as follows:

- Administer the day-to-day and oversee the implementation of PCW's operations;
- Oversee the implementation of policies formulated by the Board of Commissioners and manage the work and resources of PCW; and
- Facilitate the preparation and management of the strategic and corporate plans and performance assessment of PCW.

The functions of the PDPMED are as follows:

- Develop GAD policies/guidelines and spearhead the preparation of a national plan on women and gender equality;
- Provide technical inputs to ensure the gender-responsiveness of the government's policies, plans, programs, and international commitments;
- Liaise with Congress and other concerned sectors for the crafting of gender-responsive laws;
- Maintain a national monitoring system for GAD indicators and targets;
- Monitor and report on the implementation of the Magna Carta of Women, GAD policies, and other relevant women/gender-related laws and international commitments; and
- Strengthen local and international partnerships.

The functions of the TSRCD are as follows:

- Coordinate and conduct GAD capacity development sessions, e.g., GFPS Assemblies, GAD Plans and Budget Fora, partnership-building in training delivery, etc.;

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"



Originator:

**Deputy Executive Director for
Management Services, OED**

Reviewed by:

QMR

Approved by:

Executive Director

- Facilitate the localization of the MCW through the provision of responsive GAD-related technical assistance (TA) to regional line agencies and local government units (LGUs); and
- Develop and update the modules and tools for GAD-related capacity building programs of the LGUs and the national government agencies (NGAs) and mainstreaming the GAD perspective in government training programs.

The functions of the SCD are as follows:

- Manage the coordination with and provision of proactive GAD-related TA to sectoral agencies on gender-responsive policy development, planning, and programming;
- Review and monitor the gender-responsiveness of sectoral agency development plans, including their GAD plans, and consolidate sectoral inputs and perspectives in the overall monitoring and reporting responsibility of PCW; and
- Influence the gender-responsiveness of sectoral mechanisms, frameworks, tools, and policies.

The CAIRMD performs the following functions:

- Provide strategic and reliable information and communications technology (ICT) infrastructure and services to facilitate access and exchange of information for GAD policy-making, monitoring, and planning;
- Manage the PCW's Women's Information Center which produces information and reference materials on women and GAD, and provides information, referral and library services to the public and to PCW clients coursed through the Freedom of Information (FOI) Program; and
- Lead the development and management of the PCW's communication strategy for greater visibility and reach.

The AFD carries out the day-to-day administrative and financial support services, such as human resource management and development, budgeting, accounting, cashiering, records management, supply management, procurement, and general services.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"



Originator:

**Deputy Executive Director for
Management Services, OED**

Reviewed by:

QMR

Approved by:

Executive Director

2.4. Our Vision

Our vision is "To be the premier policy-making and oversight agency successfully influencing development efforts towards gender equality and the empowerment of all women and girls".

2.5. Our Mission

Our mission is to "create an enabling environment for government and other stakeholders (clients) to be more responsive in achieving gender equality and the empowerment of all women and girls".

2.6. Core Values

We live by the following core values:

2.6.1. Passion for Excellence

The PCW establishes a culture where there is a passionate commitment to bring out one's best, characterized by high productivity, full engagement, attention to details, and inspired leadership. Excellence at work provides a roadmap for the leaders at every level in the organization to build a dedicated and inspired workforce focused on achieving our vision and mission.

2.6.2. Professionalism

The PCW employees are competent and act with good judgment. They exhibit the appropriate behavior expected from a public servant. The PCW employees conform to the ethical and technical standards of their profession or work. They are also courteous and conscientious.

2.6.3. Integrity


The PCW upholds honesty and ethical behavior in the daily practice of public service, which includes, among others, the proper use of powers and authorities, assets, resources, and funds according to the official purpose for which they are intended.

2.6.4. Teamwork

The PCW employees work together with respect and harmony and cooperating with each other to fulfill the agency mandates. The combined action of the various units

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the PCW's official document
stamps are considered "Uncontrolled"

	QUALITY MANUAL	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

within PCW facilitates effectiveness and efficiency towards the achievement of the organization's desired goals.

2.6.5. Accountability

Along with transparency, accountability is one of the cornerstones of good governance. The PCW promotes a workplace culture where the employees accept responsibility for one's actions.

2.7. Quality Policy Statement

PCW, a policy-making and coordinating body on gender equality and women's empowerment, commits to sustain the promotion of women's socio-cultural, economic, civil, and political rights through the provision of:

- Relevant and responsive policy development, advocacy, and monitoring and evaluation; and
- Appropriate and strategic technical assistance.

As public servants working in PCW, we strive to develop our competence and expertise on Gender and Development (GAD) and deliver our services through efficient, inclusive, and innovative processes.


To achieve these, we shall continually improve the effectiveness of our Quality Management System (QMS) to the satisfaction of our clients and relevant interested parties, in accordance with national and international mandates and requirements.

3. Our Quality Management System

3.1. Scope of the QMS

The PCW QMS covers the management, support and core processes on the provision of relevant and responsive policy development, GPB and GAD AR review and endorsement/acceptance, and appropriate and strategic technical assistance (i.e. Provision of Responsive GAD Technical Assistance, Provision of GAD Information and Referral Services [including FOI]), as indicated in the process map.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

	QUALITY MANUAL	
Originator: Deputy Executive Director for Management Services, OED	Reviewed by: QMR	Approved by: Executive Director

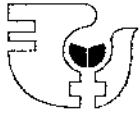
It likewise satisfies the full range of requirements specified by the ISO 9001:2015 Standard with some clarifications on the applicability of the ISO 9001:2015 Clause 7.1.5.2 Measurement Traceability.

In order to ensure conformity of PCW's products and services to the requirements, it employs a variety of monitoring and measuring resources, such as evaluation and assessment forms. These monitoring and measurement resources are updated and verified to ensure continuing suitability and appropriateness to its intended purpose. However, PCW's products and services do not require the use of measuring equipment (as defined by ISO 9000:2015 Section 3.11.6 – see definition below) to verify conformity to the relevant requirements.

Measuring equipment – measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process.

In view of this, PCW deems that the requirements under ISO 9001:2015 Clause 7.1.5.2 – Measurement Traceability are not applicable to the scope of PCW's Quality Management System.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

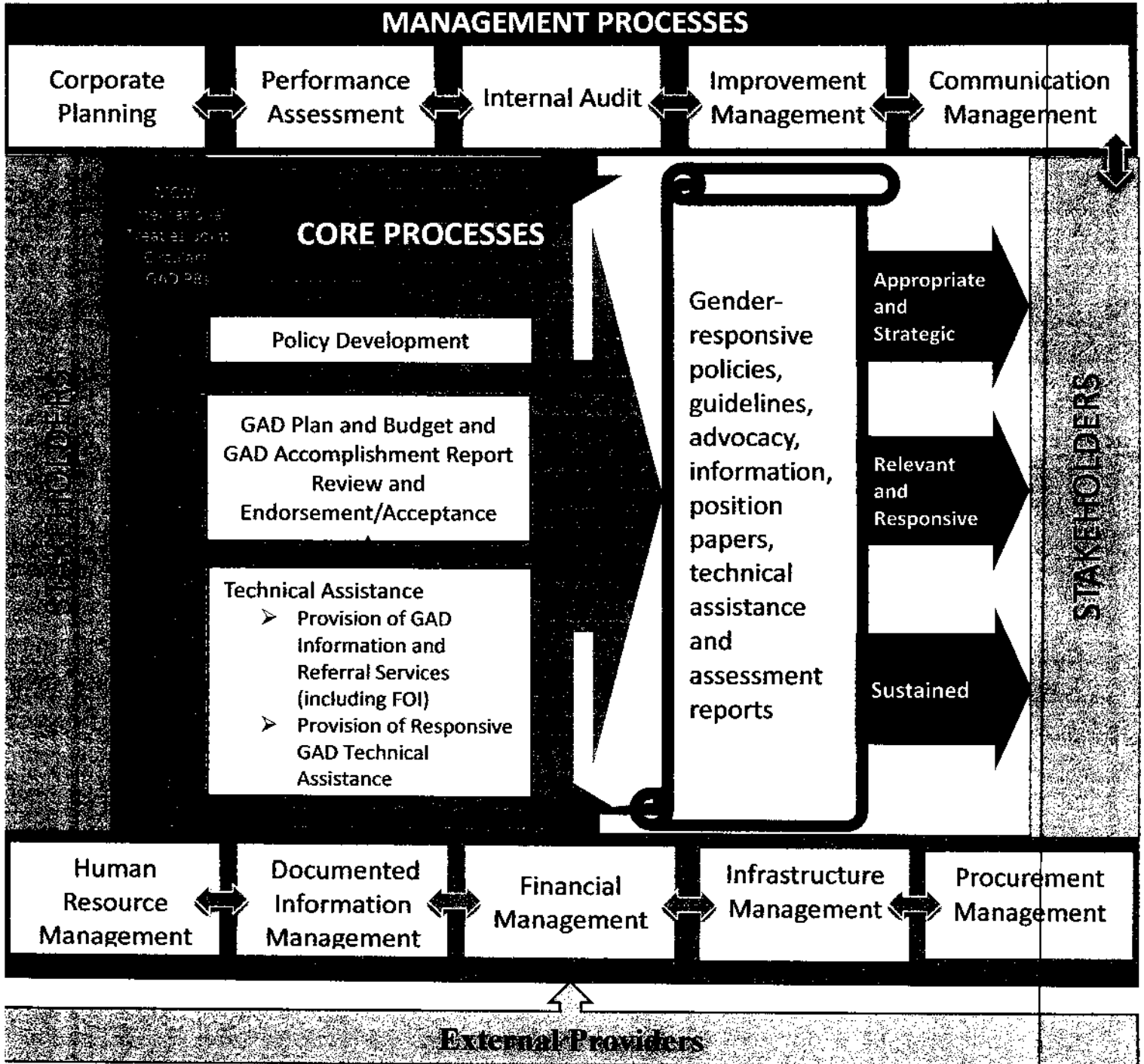


Originator:
Deputy Executive Director for Management Services, OED

Reviewed by:
QMR

Approved by:
Executive Director

3.2. PCW Process Map



Check the Master Document Register. Verify that this is the current version before use.

Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"



Originator:

**Deputy Executive Director for
Management Services, OED**

Reviewed by:

QMR

Approved by:

Executive Director

3.3. Process-Based Management Systems

Our management believes that an effective system depends on managing all the processes so as to produce the desired outcome. Thus, PCW adopts the process approach promoted by the ISO 9001 standard. Our QMS processes are classified into three groups as follows: management processes, core processes, and administrative and financial support process.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the PCW's official document
stamps are considered "Uncontrolled"



Originator:
**Deputy Executive Director for
Management Services, OED**

Reviewed by:
QMR

Approved by:
Executive Director

4. Processes of the QMS

4.1. Management Processes

These include processes relating to operational planning; performance assessment; internal audit; improvement management that involves making decisions on non-conformities and corrective actions; and communication management that involves communications, media relations, and IEC campaigns.

4.1.1. Planning

The Planning process (Strategic and Operational) involves the formulation of strategic and annual work and financial plans, policies, and guidelines that serve as the guide to ensure the effective and efficient delivery of services, and the efficient and judicious use of PCW funds.

PCW formulates operational plans that are in harmony with the agency's mandate, strategic thrusts, directions (e.g., from the Chairperson and the Management Committee [ManCom]), priorities (e.g., GEWE Plan), and agreements during the assessment activities (i.e., the midyear performance assessment and year-end performance assessment) vis-à-vis the available resources, such as the annual budget, personnel complement, available and needed equipment, and facilities, etc. This process involves the review, analysis, harmonization, and integration of programs and activities to be done by the agency's delivery units, and determining and agreeing among them the outcome/output indicators and annual targets.

The PCW's Strategic Performance Management System (SPMS) institutionalized a system that continually fosters the improvement of individual employee efficiency and organizational effectiveness thru periodic organizational and individual planning and evaluation. The organization's and individual employees' targets are aligned to the strategic thrusts and annual directions of the agency and are, thus, linked to the various direct and indirect services of the PCW to its clients and stakeholders.


The SPMS follows a four-stage cycle, in this order: (1) Performance Planning and Commitment; (2) Performance Monitoring and Coaching; (3) Performance Review and Evaluation; and (4) Performance Rewarding and Development Planning. A Performance Management Group is primarily responsible for the implementation of the system, supported by the planning and human resource teams.

References:

- SPMS issued by the Civil Service Commission (CSC)

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"

	QUALITY MANUAL	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

- PCW Circulars
- Minutes of the Meetings of the PMG
- PCW's SPMS
- PCW's Annual Performance-Based Bonus (PBB) Guidelines
- CSC Memorandum Circular No. 6, Series of 2012 - Guidelines in the Establishment and Implementation of Agency SPMS

4.1.2. Performance Assessment

Periodic performance assessment is an essential part of our approach to continual improvement of the effectiveness and efficiency of our QMS with the objective of satisfying the needs and expectations of our clients and relevant interested parties, including the applicable requirements.

Assessment of the quality management system's sustainability, adequacy, and effectiveness are carried out during the scheduled ManCom meetings and mid-year and year-end performance assessment activities.

Effective assessment requires the assembly of meaningful performance data – performance of programs, services, processes, and personnel – to allow fact-based decision-making.

Every assessment is fully recorded and, as a minimum, produces recommendations for improvements and any need for changes (e.g., resources) to the QMS as appropriate to the information reviewed.

Harnessing the talents and skills of individuals within an organization toward the achievement of its mandate is hinged on the integration of individual accomplishments to the overall objectives of the agency.

The PCW's SPMS institutionalized a standardized set of measures and system of ranking that is utilized in the assessment of organizational and individual performance for the period covered. This is supplemented by the annual PBB Guidelines issued by the Administrative (AO) 25 Interagency Task Force (IATF) and the PCW's Annual PBB Guidelines adjusted accordingly to suit internal conditions and situations.

The SPMS reinforces a culture of performance and accountability by giving emphasis to measures of performance results that are criterion-referenced, tangible, and

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---



Originator:
**Deputy Executive Director for
Management Services, OED**

Reviewed by:
QMR

Approved by:
Executive Director

verifiable. The system links performance to other HR processes, such as promotion, rewards and recognition, and administrative discipline.

References:

- PCW Circulars on the Midyear Performance Assessment (MYPA)/ Year-end Performance Assessment (YEPA)
- Minutes of the Meetings of the PMG
- PCW's SPMS
- AO25 IATF Annual PBB Guidelines
- PCW's Annual PBB Guidelines
- CSC Memorandum Circular No. 6, series of 2012 - Guidelines in the Establishment and Implementation of Agency SPMS

4.1.3. Internal Audit

PCW ensures that the established QMS continues to meet our performance commitments and targets, planned actions, and results. Adequacy, conformance, effectiveness, as well as efficiency of the processes of the QMS are verified by systematic internal audits conducted by internal auditors. These audits provide feedback to the management for them to drive continuous improvement of PCW's QMS processes.

Internal audit covers the entire QMS and its processes and are scheduled according to a periodic audit program taking into consideration the status and importance of the activities to be audited, as well as the results of the previous audits.

The summary of the results of the internal audit is reviewed as part of the division and ManCom Meetings. Following each audit, the results are recorded and brought to the attention of the concerned delivery unit having responsibility for the activity under audit.


Where corrective action is needed, it shall be emphasized to the head of the concerned delivery units and verified as appropriate. This verification shall also be recorded.

References:

- Internal Quality Audit Procedure
- Audit Program
- Audit Findings Report

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"

	QUALITY MANUAL	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

4.1.4. Improvement Management

PCW's passion for excellence is pursued with improvement management. It continuously creates an environment where everyone is looking for ways to make things better.

4.1.4.1. Control of Nonconforming Output

The delivery of PCW's services necessitates that the expected outputs are fulfilled in accordance with the relevant internal and externally mandated criteria. As such, PCW shall control process outputs that do not conform to the specified requirements.

To provide for the appropriate controls, documented procedures supporting the operation of PCW's processes define the measures to correct, contain and mitigate the nonconforming outputs and its effects on PCW's services and processes.

Reference:

- Nonconformity and Corrective Action Procedure

4.1.4.2. Corrective Action

In PCW's QMS, there is a difference between carrying out corrective actions and just correcting a nonconforming output. Correcting a nonconforming output is about resolving the problem by the actions described in the reference procedure. However, a corrective action is concerned with finding out why a nonconformity occurred and making sure that the problem does not occur again.


The need for corrective action could be initiated by a number of factors, some of which could be audit findings, client complaints, and problems from external providers, or noncompliance with regulatory requirements

When a corrective action is taken, this is recorded and followed up within a reasonable period to find out whether it worked effectively.

Reference:

- Nonconformity and Corrective Action Procedure

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
---	---

 <p>Philippine Commission on Women</p>	<h2>QUALITY MANUAL</h2>		
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director	

4.1.5. Communications Management

The PCW recognizes the importance of establishing a Communication Plan aimed at informing and educating its identified clients about the plans and programs of the organization. The activities include feedback handling, communications handling and media relations and IEC campaigns management.

4.1.5.1. Feedback Management

PCW shall strive to satisfy the needs and expectations of its clients. Thus, PCW is committed to pay attention to its clients' needs and concerns. PCW has established methods for obtaining, monitoring and reviewing this information to ensure that inquiries shall be answered and expectations are effectively fulfilled. Gathering feedback is undertaken as part of the provision of GAD technical assistance, public information and referral assistance, policy development, and GPB and GAD AR review and endorsement/ acceptance.

Complaints received from clients shall be acted on immediately. The level of client satisfaction is reviewed periodically depending on the seriousness of the complaints. This is done by analyzing the information obtained from the Client Request and Feedback, Training Evaluation, and Resource Person Evaluation Forms. Appropriate action is decided, based upon the results of the analyses and reviews conducted, to ensure that levels of client satisfaction are as high as reasonably possible.

The Chief GAD Specialist discusses with the concerned staff the result of the processed evaluation and feedback. This is one of the basis for rating staff performance at the end of every semester.


References:

- Nonconformity and Corrective Action Procedure
- Client Request and Feedback Form
- Resource Person Evaluation Form
- Training Evaluation Form

4.1.5.2. Incoming Communication Management

Effective internal communication ensures that information, processes, changes, issues, and feedback are escalated and/or cascaded to appropriate officials and staff members. When done right, relevant parties are able to receive information quickly so they can act accordingly. It also fosters relationships in the organization. With an

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

	QUALITY MANUAL	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

open communication, the management and staff members are able to identify threats, opportunities, and ways to improve processes and outcomes.

Internal communication within the PCW is done through the following: regular management committee, board, division, and technical coordination meetings; general assemblies; online system for tracking incoming communications; inter-office memoranda and circulars; bulletin boards; emails; and telephone and mobile calls/messages.

For communication received from stakeholders and partners, the Executive Director provides instructions and assigns it one of the divisions or deputy directors for appropriate action. It is the prerogative of the Deputy Director or the Chief GAD Specialist to assign a staff to respond to the communication. Actions may be any of the following: provision of inputs, IEC materials/ information or referral services; attendance to meetings, conferences, workshops, or trainings; partnership building; and others as deemed appropriate. Concerned divisions directly coordinate and communicate with the sender, in writing or through a phone call, regarding the actions taken on received communication."


4.1.5.3. Media Relations and IEC Campaigns Management

The media relations and information, education, and communication (IEC) campaign management carried out by the CAIRMD involves the promotion of PCW's programs and advocacies through various forms of media. This process also includes the provision of library services and the development and distribution of PCW publications to clients.

4.2. Core Processes

These include all the processes that have direct interaction with the information, materials, and activities employed to provide the intended outputs of PCW's services ranging from legislative and executive policy development; technical assistance that involves public information and referral assistance, and general/ responsive and sectoral proactive TA on gender mainstreaming; and gender and development (GAD) plan and budget (GPB) and GAD accomplishment report (AR) preparation, review, and endorsement/acceptance.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

	QUALITY MANUAL	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

4.2.1. Policy Development

As the primary policy-making and coordinating body on gender equality and women's concerns, the PCW issues policies directed to government agencies for the implementation of the gender mainstreaming strategy, as well as for ensuring the gender-responsiveness of government policies, plans, programs, and processes. It also spearheads the development and advocacy for the Women's Priority Legislative Agenda (WPLA), which is a set of proposed topics of bills that seek to amend or repeal discriminatory provisions of existing laws, and moves for the formulation and adoption of new legislations that promote women's empowerment and gender equality.

The policies and legislative agenda are the results of consultations conducted with the clients/stakeholders and other interested parties, such as government agencies, legislators from the House of Representatives and the Senate, officers of the various congressional committees, members of civil society organizations, and the academe. Draft policies and technical inputs are prepared by the GAD Specialists from the PDPMED and SCD, and are submitted to the Executive Director, the Chair and/or the full Board of Commissioners, for approval.

The PDPMED is in-charge of the policy development core process.

References:


- Republic Act 9710 or the Magna Carta of Women
- Philippine Plan for Gender-Responsive Development 1995-2025
- Annual General Appropriations Act
- Philippine Development Plan 2017-2022

4.2.2. GAD Plan and Budget and GAD Accomplishment Report Review and Endorsement/ Acceptance

As the oversight agency for the implementation of the gender and development (GAD) budget policy, which provides for the allocation and utilization of at least five percent (5%) of an agency's total budget appropriations for GAD plans and programs, the PCW conducts the review of NGAs' GAD Plans and Budgets (GPBs) and accompanying GAD Accomplishment Reports (GAD ARs).

The PDPMED is the process owner for the review of GPBs with respect to the gender-responsiveness of the proposed programs, activities and projects (PAPs). GPBs that are compliant to the provisions of the law are endorsed by PCW and returned to the agency for implementation.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

 <p>Philippine Commission on Women</p>	<h2>QUALITY MANUAL</h2>	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> <p style="text-align: center;">QMR</p>	<i>Approved by:</i> <p style="text-align: center;">Executive Director</p>

PCW also reviews the GAD ARs of agencies and a report is prepared and submitted to Congress for purposes of monitoring compliance and effective utilization of the GAD budget.

References:

- Republic Act 9710 or the Magna Carta of Women
- PCW-NEDA-DBM JC 2012-01
- DBM National Budget Call
- PCW GAD Budget Call
- PCW GPB and GAD AR Review Parameters

4.2.3. Provision of Technical Assistance

Technical Assistance (TA) is defined as the GAD-related services to clients in the forms of consultation, advice, capacity-building, information and referral, and knowledge products.


The TSRCD primarily serves as the clearinghouse of all requests for TA from all government agencies at the national and sub-national levels, namely: NGAs, SUCs, GOCCs, regional line agencies, and LGUs. TSRCD and SCD provide responsive/general and proactive sectoral GAD technical assistance, respectively. The PCW responds to TA requests through one-on-one consultation with agency representatives or clients, direct TA provision by PCW GAD Specialists and/or through a referral system institutionalized within the TSRCD. Meanwhile, CAIRMD provides GAD information and referral services to private institutions and individuals, as well as library services to both government and non-government stakeholders.

After delivery of the technical assistance, the GAD Specialist in-charge requests the client/s to fill out the Client Request and Feedback Form (CRFF) and submit it to the PCW. The results of the evaluation serve as inputs to the GAD Specialists' Individual Performance Commitment Targets or IPCR which reflects his/her performance rating with respect to the clients' level of satisfaction and timeliness measures.

References:

- Republic Act No. 9710 or the "Magna Carta of Women"
- Philippine Plan for Gender-Responsive Development 1995-2025
- Annual General Appropriations Act
- PCW-NEDA-DBM JC 2012-01
- Philippine Development Plan 2017-2022
- PCW's Sectoral Implementation Strategy developed by SCD

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
---	---

 <p>Philippine Commission on Women</p>	<h2>QUALITY MANUAL</h2>	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

- SCD Operations Guide
- PCW Citizen's Charter
- GR Pool Handbook
- National GAD Resource Program
- Local GAD Resource Program

4.2.3.1. Provision of GAD Information and Referral Services (Including Freedom of information [FOI])

The CAIRMD is responsible for the provision of technical assistance to private institutions and individuals that falls under the GAD Information and Referral Assistance Procedure. It includes the provision of relevant information on GAD-related concerns, referral to appropriate government agency for concerns that are beyond the mandate of PCW, and provision of a list of possible GAD training service providers to the private sector clients.

Reference:

- Executive Order No. 2, Series of 2016 – Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefore
- PCW Citizen's Charter

4.2.3.2. GAD Technical Assistance


Responsive TA on gender mainstreaming refers to GAD-related TA in response to requests received from government agencies through the Document Tracking System (DTS) as 1) Formal Request; 2) through walk-in or official visits; and 3) through phone calls. Formal requests received thru the DTS can either be responded to by the PCW GAD Specialists or referred to GR Pool members.

Except for the proactive sectoral TA provided by SCD, GAD TA provision is demand-driven, which greatly increases during the Women's Month (March), the national observance of the 18-Day Campaign to End VAW (November), and during the preparation of the GAD Plan and Budget (GPB) of agencies.

References:

- GEWE Plan
- Sustainable Development Goals
- Philippine Plan for Gender-Responsive Development 1995-2025
- Sectoral Coordination Division (SCD) Operational Guide

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

 <p>Philippine Commission on Women</p>	<h1>QUALITY MANUAL</h1>	
<p>Originator: Deputy Executive Director for Management Services, OED</p>	<p>Reviewed by: QMR</p>	<p>Approved by: Executive Director</p>

- PCW's Sectoral Implementation Strategy

4.3. Administrative and Financial Support Processes

These are processes for the provision and maintenance of the resources that are needed for the effective operation of the core processes. Such processes include human resource management that involves hiring and promotion, individual performance evaluation, learning and development, and compensation and benefits management; documented information management that involves control of documents and control of records; infrastructure management that involves repair and maintenance, transportation services, ICT management, use of facilities, and property management; financial management that involves budget preparation, disbursement, and financial report preparation; and procurement and supply management which involves goods and services, external provider evaluation, and supply management.


4.3.1. Human Resources Management and Development

The Human Resource Management and Development Section (HRMDS) is in-charge of the operational and strategic aspects of human resource management and development, such as recruitment, selection, and placement which aim to have competent and qualified personnel required for the job; and implementation of learning and development programs as appropriate to the competency needs and requirements of each position that shall maximize the potentials of employees in their jobs and in the organization. The HRMDS ensures adherence to the Civil Service Commission's requirements under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) on the recruitment, selection, and placement and the learning and development processes of the organization.

4.3.1.1. Learning and Development

Learning and Development is a process which aims to improve group and individual performance by increasing and honing the skills and competencies of the employees. The PCW commits to provide opportunities for growth and development for its employees to attain higher level of competencies related to achieving its goals and a satisfying well-rounded work life. This is reflected in the Human Resources Development Committee policy of the organization corresponding to the Civil Service Commissions' requirements on learning and development under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management.

<p>Check the Master Document Register. Verify that this is the current version before use.</p>	<p>Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"</p>
--	--

 <p>Philippine Commission on Women</p>	<h2>QUALITY MANUAL</h2>	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

(PRIME-HRM). This policy indicates the Agency's commitment to ensure that the public is served by a skilled, well-trained, and competent professional workforce.

4.3.2. Documented Information Management

Documented Information Management refers to the activities involving records creation, records maintenance, and use, transmission, retention, and records disposition in order to achieve adequate and proper documentation of policies and transactions of government for its efficient, effective, and economical operation.

References:

- National Archives of the Philippines (NAP) General Circular No. 1, January 20, 2019
- NAP General Circular No. 2, January 20, 2019
- NAP General Records Disposition Schedule common to All Government Agencies, Series of 2009

4.3.2.1. Document Control and Records Management

To ensure that people are working with the right versions of the correct documents, PCW has assigned a Document Controller to ensure that the Commission's personnel know where to find them, make sure they are still valid, make sure the right people have access to them, and make sure people use the right documents.


The Document Controller maintains a database that holds the master copies of the quality management system documents that identifies all controlled documents and their revision status. Any controlled document can be compared with the master copy of document within the register to verify if the latest version is in use.

To be able to demonstrate that PCW is actually implementing the QMS as designed, it has established a documented procedure for records management. The Document Controller maintains a record matrix for easy retrieval and disposition which indicates the controlled records' location, method of filing and retention period.

Reference:

- Control of Document Procedure
- Control of Records Procedure

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

	QUALITY MANUAL	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

4.3.3. Financial Management


The PCW ensures that effective and efficient budgeting, accounting, and cash management systems are in place, in accordance with the budgeting, accounting and auditing rules and regulations, and that the requirements of the Department of Budget and Management (DBM) and the Commission on Audit (COA) are carried out.

It is performed by the Budget, Accounting, and Cashier Sections of the AFD.

References:

- Republic Act 9184 –Government Procurement Reform Act and its revised Implementing Rules and Regulations (IRR)
- Executive Order (EO) 201 – Modifying the Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits for Both Civilian and Military and Uniformed Personnel
- DBM Circular Letter No. 2018-12 – Clarification on the Guidelines on the Conduct of Early Procurement Activities (EPA) for the Fiscal Year FY 2019 National Expenditure Program (NEP)
- Congress Joint Resolution No. 03 – Extending the Availability of the 2018 Appropriations for Maintenance and Other Operating Expenses and Capital Outlays to December 31, 2019, Amending for the Purpose Section 61 of the General Provisions of the Republic Act No. 10964, The General Appropriations Act of FY 2018
- DBM Circular Letter No. 2019-1 – Release of Funds for the First quarter of FY 2019
- DBM Circular Letter No. 2019-7 – Release of Funds for the Second Quarter of FY 2019
- DBM Circular Letter No. 2018-14 Updated Guidelines in the Implementation of the Modified Direct Payment Scheme (MDPS) Due Creditors/Payees of All National Government Agencies (NGAs)
- COA-DBM-DOF Joint Circular No. 2013-1 – Unified Accounts Code Structure (UACS)
- DBM Circular Letter No. 2019-4 - Guidelines on the Adoption and Use of the Budget and Treasury Management System for Budget Utilization
- COA Circular No. 2015-002 – Supplementary Guidelines on the Preparation of Financial Statements and Other Financial Reports
- Republic Act No. 11260 - The General Appropriations Act of FY 2019

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

 <p>Philippine Commission on Women</p>	<h2>QUALITY MANUAL</h2>	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> <p style="text-align: center;">QMR</p>	<i>Approved by:</i> <p style="text-align: center;">Executive Director</p>

- COA Circular 2012-001 dated June 14, 2012 – Prescribing the Revised Guidelines and Documentary Requirements of Common Government Transactions
- COA Circular No. 2014-003 dated 15 April 2014 Conversion from Philippines Government
- Chart of Account under the New Government Accounting System
- COA-DBM Joint Circular No. 2014-1 dated 02 July 2014 - Prescribing the Modified Format of Budget and Financial Accountability Reports (BFARs)
- COA Circular No. 2015-007 dated 22 October 2015 - Prescribing the Government Accounting Manual for Use of all National Government Agencies
- COA-DBM-DOF Joint Circular No. 2014-1 dated 07 November 2014 - Enhancement of UACS Prescribed under COA-DBM-DOF Joint Circular No. 2013-1
- Latest issuances of COA and DBM Laws and Rules on Government Expenditures

4.3.3.1. Budget Preparation

The Budget Section consolidates the operational requirements of the various divisions to come up with an Annual Budget Proposal. It accomplishes the budgetary forms required by the oversight agencies, namely: the DILG, the DBM, the Senate of the Philippines, and the House of Representatives (HOR).


The Budget Section also coordinates with the Technical Working Group of the DBM, Committee on Appropriations of the HOR, and the Legislative Budget Research and Management Office (LBRMO)-Senate Committee on Finance to facilitate the annual budget legislation.

4.3.3.2. Disbursement

The Accounting, Budget, and Cashier Sections ascertain the strict implementation of administrative and financial policies. They process and pay the claims of internal and external clients which are valid/legal, correct, with available funds, with the complete supporting documents, and approved by the concerned authority, in accordance with the accounting and auditing rules and regulations as per COA Circular 2012-001 dated June 14, 2012. They also remit to oversight agencies (GSIS, BIR, Phil Health, Pag-IBIG, etc.) all loans and mandatory deductions from all processed claims.

4.3.3.3. Financial Report Preparation

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

 <p>Philippine Commission on Women</p>	<h1>QUALITY MANUAL</h1>	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director

The Accounting, Budget, and Cashier Sections undertake Financial Report Preparation which involves the preparation, presentation, and submission of budget and financial reports/statements and other related reports submitted to the government's oversight agencies. These reports shall be the basis for the monitoring of the financial performance of the agency which is vital to management decision-making.

The officials and employees involved in the compliance of the reports are held accountable and meted penalty for non-compliance thereof, based on the issued DBM and COA rules and regulations.

4.3.4. Facilities and Infrastructure Management

The Facilities and Infrastructure Management Procedure includes repair and maintenance, transportation services, ICT management, use of facilities, and property management. Except for ICT management which is handled by CAIRMD, the General Services Section (GSS), is the unit responsible for the implementation of this procedure. The GSS ensures the provision of the necessary repair and maintenance of office/building facilities, furniture and fixtures, equipment, and vehicles for a work-conducive environment where the employees shall be motivated to provide quality service. The services also include: monitoring of regular utilities, such as water, electricity, telephones, and gasoline; providing services for meetings, transportation, and other support services, such as reproduction of documents; and managing the physical properties and equipment from issuance and maintaining individual records of accountability, storage, inventory, and disposal. The GSS also supervises the provision of janitorial and security services, and other contracted maintenance service providers of PCW.


4.3.4.1. Provision of Repair and Maintenance Services

This procedure pertains to the provision of repair and maintenance of buildings, including furniture and fixtures, and equipment and vehicle of PCW, to ensure a conducive work environment where the employees shall be motivated to provide quality service.

4.3.4.2. Provision of Transportation Services

This procedure pertains to the provision of transportation services to official activities/functions of PCW employees. It includes proper scheduling of transportation requests.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

 <p>Philippine Commission on Women</p>	<h2>QUALITY MANUAL</h2>		
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> QMR	<i>Approved by:</i> Executive Director	

4.3.4.3. Information and Communications Technology Management

The CAIRMD is responsible for the ICT Management Procedure in which the division facilitates the provision and maintenance of PCW's Information Technology infrastructure needed by the different PCW divisions in their daily operations. ICT Management also includes the provision of IT support to network connectivity, hardware, and software, as well as assistance to the various PCW units in the development and acquisition of information systems that are relevant to their work processes.

4.3.4.4. Provision of Logistical Assistance to Meeting and Other Internal Activities

This procedure includes the assistance provided to in-house activities, such as meetings, seminars, and other official functions. It includes the preparation and arrangement of the conference/meeting room, preparation of food/snacks, in coordination with the Supply Section and the General Services Section. It also includes services for reproduction and preparation of materials for the activity whenever necessary.

4.3.4.5. Property Management

This procedure includes management of PCW physical properties and equipment, such as fixed assets and semi-expendable items, starting from issuance, maintaining individual records of accountability, storage/safekeeping, inventory, and disposal.


4.3.5. Procurement and Supply Management

The PCW ensures that procurement of goods, services and materials complies with the procurement process pursuant to RA 9184 or The Government Procurement Reform Act. The Supply Section owns this procedure.

4.3.5.1. Acquisition of Goods and Services

The acquisition of goods and services by the organization refers to all items, supplies, materials, and general support services needed in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction, or personal property of any kind, including non-personal or contractual services, such as the repair and maintenance of equipment

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---

 <p>Philippine Commission on Women</p>	<h1>QUALITY MANUAL</h1>	
<i>Originator:</i> Deputy Executive Director for Management Services, OED	<i>Reviewed by:</i> <p style="text-align: center;">QMR</p>	<i>Approved by:</i> <p style="text-align: center;">Executive Director</p>

and furniture, as well as trucking, hauling, janitorial, security and related analogous services, as well as procurement of materials and supplies provided by the procuring entity or such services.

4.3.5.2. Acquisition of Consulting Services

The acquisition of consulting services by the organization refers to projects or activities of the Government requiring adequate external technical and professional experts that are beyond the capability and/or capacity of the government to undertake, such as, but not limited to: (1) advisory and review services, (2) pre-investment of feasibility studies, (3) design, (4) construction supervision, (5) management and related services, and (6) other technical services or special studies.

4.3.5.3. Supply Management

The management and monitoring of the flow of goods and services which involves the movement from the point of origin to the point of consumption, storage and inventory of supplies, materials and services. Also, the management of the suppliers who provide these goods and services. The purpose is to keep costs stable and use of resources effectively.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the PCW's official document stamps are considered "Uncontrolled"
--	---