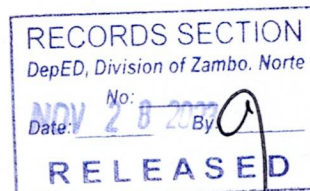




Republic of the Philippines
Department of Education

REGION IX
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE



Office of the Schools Division Superintendent

Division Memorandum
No. 528, s. 2023

November 23, 2023

**CONDUCT OF INTERNAL AUDIT ON THE DIVISION OFFICE'S
MANDATED PROCESSES**

To: **All SDO Office/Unit Heads/Program/Process Owners
Members**, Internal Quality Audit Team (IQAT)
All Others Concerned

1. Consistent with the Division Agenda particularly on Maximization and Optimization of Human and Financial Resources, and cognizant of DepEd Memorandum No. 14, s. 2022 titled The DepEd QMS Manual and Procedures and Work Instructions Manual (PAWIM) in relation to DepEd Order 09, s. 2021 mandating the institutionalization of QMS in the Department, this office seeks to expediate the QMS certification readiness of the division through the conduct of internal quality audit on SDO-mandated processes starting **December 15, 2023**.
2. Relative thereto, all SDO program owners are directed to re-calibrate existing office processes to conform with the core and other processes as outlined in the QMS Manual and as detailed in the DepEd Citizen's Charter 2022, 1st Edition. Meanwhile, the Internal Quality Audit team (IQAT) are directed to convene and develop a process audit program, plan and itinerary and disseminate the same to all concerned parties not later than December 5, 2023.
3. Enclosed, please find the summary of SDO-mandated processes as outlined in the QMS manual, for information, guidance and reference of all SDO program owners and others concerned. As audit priority, the highlighted processes are those with detailed information in the DepEd Citizen's Charter.
4. Corollary of the foregoing, the QMS Knowledge Team shall in soonest time possible convene with the PRIME HRM Pillar focals to harmonize the documented PRIME HRM processes with those already captured in the latest edition of the Citizen's Charter.
5. Strict adherence to the audit norms and procedures as laid down in the PAWIM is hereby ordered.
6. Widest dissemination of and compliance with this Memorandum is desired.

ROY C. TUBALLA, EMD, JD, CESO VI
Schools Division Superintendent

Encl.:
As stated

SMM&E/WHI/025-MEMORANDUM-SGCFA-11232023



Address: Capitol Drive, Estaka, Dipolog City 7100
Email: zn.division@deped.gov.ph
FB: DepEd Tayo- Schools Division of Zamboanga del Norte

Tel. No.: (065) 212- 5843
Website: www.depedzn.net



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Enclosure of DM No. __s, 2023

SUMMARY OF OFFICE SERVICES/ PROCESSES

Based on DepEd Citizen's Charter 2022, 1st Edition

For Internal Audit

ADMINISTRATIVE & FINANCE SERVICES DIVISION			
OFFICE/UNIT	PROCESSES	CLASS-IFICATION	TYPE
SDS	1) Issuance of Foreign Travel Authority	Simple	G2G
	2) Issuance of Foreign Personal Travel Authority	Simple	G2G
LEGAL	3) Issuance of Certificate of No Pending Case	Simple	G2G
	4) Request for Correction of Entries in School Records	Simple	G2C
ICT	5) User Account Management for Centrally Managed Systems	Simple	G2G
	6) Uploading of Publications	Simple	G2G
BUDGET	7) Troubleshooting of ICT Equipment	Simple	G2G
	8) Processing of ORS	Simple	G2G
	9) Posting/Updating of Disbursement	Simple	G2G G2C
CASH RECORDS	24) Handling of Cash Advances	Simple	G2G
Personnel	10) Issuance of Requested Documents (Non-CTC)	Simple	G2C
	11) Issuance of Requested Documents (CTC and Photocopy of Documents)	Simple	G2C
	12) Receiving and Releasing of Communication and Other Documents	Simple	G2G
	13) Certification, Authentication, Verification (CAV)	Complex	G2C
	14) Receiving and Releasing of Communication and Other Documents	Simple	G2C G2B G2G
	15) Receiving of Complaints against Non-Teaching Personnel	Simple	G2G G2C G2B
	16) Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	Complex	G2G G2C G2B
	17) Acceptance of Employment Application for Initial Evaluation (Teaching Position)	Simple	G2C
	18) Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-related Positions both promotion and entry)	Simple	G2G G2C



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	19) Application for ERF (Equivalent Record Form)	Complex	G2G
	20) Application for Leave	Simple	G2G
	21) Application for Retirement	Complex	G2G
	22) Foreign Travel Authority Request on Official Time or Official Business	Simple	G2G
	23) Issuance of Certificate of Employment	Simple	G2G
	24) Issuance of Service Record	Simple	G2G
	25) Loan Approval and Verification	Simple	G2G
	26) Processing of Appointment (Original, Reappointment, Promotion, and Transfer)	Simple	G2G
	27) Processing of Terminal Leave Benefits	Simple	G2G
	28) Request for Correction of Name and Change of Status	Simple	G2G
SUPPLY	29) Requisition and Issuance of Supplies	Simple	G2G
	30) Property and Equipment Clearance Signing	Simple	G2G
	31) Inspection, Acceptance and Distribution of textbooks, Supplies and Equipment	Complex	G2G

CURRICULUM IMPLEMENTATION DIVISION			
OFFICE/UNIT	PROCESSES	CLASS-IFICATION	TYPE
	1) Program Workflow of Submission of Contextualized Learning Resources	Highly Technical	G2G
	2) Quality Assurance of Supplementary Learning Resource	Complex	G2G
	3) Accessing Available Learning Resources from LRMDS Portal	Simple	G2C
	4) Borrowing of Learning Materials from Libraries	Simple	G2C
	5) Alternative Learning System (ALS) Enrollment	Simple	G2C

SCHOOL GOVERNANCE AND OPERATIONS DIVISION			
OFFICE/UNIT	PROCESSES	CLASS-IFICATION	TYPE
PLANNING & RESEARCH	1) Request for Basic Education Data (External Stakeholder)	Simple	G2C
	2) Request for Basic Education Data (Internal Stakeholder)	Simple	G2C



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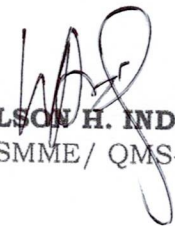
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SCHOOL MANAGEMENT MONITORING & EVALUATION	3) Request for Data for EBEIS/LIS/NAT and Performance Indicators	Simple	G2G
	4) Issuance of Government Permit, Renewal, Recognition of Private Schools	Highly Technical	G2C, G2B
	5) Issuance of Special Orders for Graduation of Private School Learners	Highly Technical	G2B
	6) Application for Senior High School (SHS) Additional Track/Strand	Highly Technical	G2B
	7) Application of Summer Permit for Private School	Complex	G2B
	8) Application for No Increase in Tuition Fee	Complex	G2B
	9) Application for Increase in Tuition Fee	Complex	G2B

Prepared by:


JOSEPH L. PANTOJA
 PDO-I/Secretariat

Reviewed:


WILSON H. INDING
 SEPS, SMME/ QMS-IA Head

Noted:


JOY E. LETRAN-SINGON, EMD
 Chief Educ. Supervisor, SGOD/ QMR

NOV 24 2023



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