ISO 9001:2015

Quality Management System
Manual
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<td>0</td>
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DISTRIBUTION
The Quality Manual is available for use as a controlled document on the SDO hard drive as a read-only pdf document. Printouts of the Quality Manual are discouraged and must be treated as uncontrolled by the reader.
1 Organizational Profile

1.1 General Information About Schools Division Office of Bataan

DepEd SDO Bataan is one of the twenty Schools Division Office in Central Luzon Region. The Province of Bataan is a peninsula which is found in the western part of Luzon between Manila Bay and West Philippine Sea. Bataan has an outstanding cultural and historical background, heritage and history. The province has attractive scenic views and enchanting natural landscapes that describe the wonders of the place.

Bataan is very significant in the Philippine history because Bataan was among the first provinces to revolt against Spanish regime. Not only that, in World War II, Bataan was the last line of defense against invading Japanese forces. Bataan is basically an agricultural province. Farming, fishing and forestry are still the leading sources of livelihood in the province. Rice remained its principal crop.

By virtue of Executive Order No. 94 issued in 1947, the Department of Instruction was changed to Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools. Later, it became the Department of Education and Culture by virtue of Proclamation 1081 issued in 1972 and the Ministry of Education and Culture in 1978 by virtue of P.D. No. 1397. Thirteen regional offices were created and major organizational changes were implemented in the educational system.

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools).

RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the
context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.

In accordance to RA 9155, SDO Bataan adheres to the national educational policies, plans and standards, and exercises authority, accountability and responsibility for the following:

1. Developing and implementing division education development plans;
2. Planning and managing the effective and efficient use of all personnel, physical and fiscal resources of the division, including professional staff development;
3. Hiring, placing and evaluating all division supervisors and schools district supervisors as well as all employees in the division, both teaching and non-teaching personnel, including school heads, except for the assistant division superintendent;
4. Monitoring the utilization of funds provided by the national government and the local government units to the schools and learning centers;
5. Ensuring compliance of quality standards for basic education programs and for this purpose strengthening the role of division supervisors as subject area specialists;
6. Promoting awareness of and adherence by all schools and learning centers to accreditation standards prescribed by the Secretary of Education;
7. Supervising the operations of all public and private elementary, secondary and integrated schools, and learning centers; and
8. Performing such other functions as may be assigned by proper authorities.

Year 2014 was the beginning of a significant change in the Schools Division of Bataan because it was the start of the implementation of the Rationalization Program. This change was part of the efforts to improve the agency performance through the
rationalization of service delivery and support system and organization structure and staffing.

With this move, the SDO now has three divisions: the Office of the Schools Division Superintendent (OSDS), Curriculum and Implementation Division (CID) and School Governance and Operations Division (SGOD).

Spearheaded by **Schools Division Superintendent Jessie D. Ferrer**, and **Assistant Schools Division Superintendent Dr. Roland M. Fronda**, the OSDS ensures access, promotes equity and continuously improves the quality of basic education in the schools divisions. Also concerned with overseeing the implementation of programs and standards, building partnerships and networking with stakeholders of education, the OSDS makes sure that financial, human and physical resources of the schools division are managed effectively and efficiently. The Legal, ICT, Administrative and Finance Services are under the OSDS.

Meanwhile, the office that is in-charge of ensuring the full implementation of the Basic Education Curriculum (K to 12) and the improvement in the quality of learning outcomes is the CID. Led by OIC- CID **Chief Dr. Milagros M. Peñaflor**, this division is tasked to provide technical assistance to schools in the area of curriculum implementation, instructional supervision and learning resource management. Under the CID are the Education Program Supervisors (EPS) in-charge of instructional management and supervision, Learning Resource Management System (LRMDS), and the Public Schools District Supervisors (PSDS). The Alternative Learning System (ALS), with the leadership of its Education Program Supervisor and Education Program Specialists, cater to the out-of-school youth, expanding the access to education in the Bataan.
SGOD completes the offices in the schools division. Headed by SGOD Chief Education Supervisor, Mr. Ramon C. Perez, this division is tasked to ensure the implementation of standards and policies relevant to managing schools for the purpose of effectiveness and quality management system. The units under SGOD are: School Management Monitoring and Evaluation, Social Mobilization and Networking, Human Resource Development, Planning and Research, Education Facilities and the School Health.

DepEd Bataan is committed to provide excellent service to its 92,914 elementary, 42,974 junior high school and 11,576 senior high school learners who are under the instruction and guidance of competent and dedicated teachers, supervision of school heads and head teachers and support of non-teaching staff through the implementation of various projects, programs, thrust and other activities of DepEd.

1.2 Vision

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to building the nation.

As a learner centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

1.3 Mission

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

Students learn in a child-friendly, gender-sensitive, safe, and motivating environment.

Teachers facilitate learning and constantly nurture every learner.

Administrators and staff, as stewards of the institution, ensure an enabling and
A supportive environment for effective learning to happen. **Family, community, and other stakeholders** are actively engaged and share responsibility for developing life-long learners.

### 1.4 Values

- Maka-Diyos
- Maka-tao
- Makakalikasan
- Makabansa

### 1.5 Organization Brand

History is a stark reminder of what a generation of people has to go through to give way to a glimpse of what the future will be. Bataan, as one of the cornerstones of the country’s history, is known for its rich tapestry of records of displaying courage in times of difficulties. History is also a great teacher, it clarifies what needs to be kept and discarded. In the decades that have passed, Bataan stood strong and proud and maintained its most precious shield, that of educating its people. Armed with this, the Schools Division Office of Bataan, continues to adhere to its principle of promoting and delivering quality education that would increase the patriotism and humaneness of all its learners. Inculcating and modeling the values that will help contribute in developing the learners, the teachers, the internal and external stakeholders will be part of its mission for SDO Bataan is committed to promoting value-laden service to all, because
1.4 Organizational Structure:
2 Quality Policy

We are committed to:

1. Providing quality product and service to our customers and meeting regulatory and all applicable ISO 9001:2015 requirements.

2. Considering and meeting all external and internal issues relevant to our purpose, strategic direction and that affect our QMS in achieving its intended results.

3. Determining and meeting the requirements of interested parties that are relevant to the ability of our QMS to meet customer and applicable regulatory requirements.

4. Continually improve our QMS by reducing operational inefficiencies and enhancing customer satisfaction.

3 Definitions & References

The following are common terms and definitions used with an Environmental Management System and are applicable to activities at SDO Bataan and referred to in this Manual.

**Quality Policy** - Intentions and direction of an organization related to management performance as formally expressed by its top management.

**Top Management** – Person or group of people who directs and controls an organization at the highest level. Top management has the power to delegate authority and provide resources within the organization.

**Interested Party** – Person or organization that can affect, be affected by, or perceive to be affected by a decision or activity.

**Quality Objective** – Objective set by the organization consistent with its quality policy.

**Requirement** – Need or expectation that is stated, generally implied or obligatory.
Compliance Obligations – Legal requirements that an organization has to comply with and other requirements that an organization has to or chooses to comply with.

Risks and Opportunities – Potential adverse effects (threats) and potential beneficial effects (opportunities).

Competence – Ability to apply knowledge and skills to achieve intended results.

Documented Information - Information which is required to be controlled and maintained by an organization and the medium on which it is controlled.

Life Cycle – Consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal.

Outsource – Make an arrangement where an external organization performs part of the organization’s function or process.

Audit – Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria set by the organization are fulfilled.

Nonconformity – Non-fulfillment of a requirement.

Corrective Action – Action to eliminate the cause of a nonconformity and to prevent recurrence.

Continual Improvement – Recurring activity to enhance performance.

Monitoring – Determining the status of a system, a process or an activity.

Performance – Measureable result.

3.1 References

ISO 9000:2015 – QMS Fundamentals and Vocabulary
ISO 9001:2015 – QMS Requirements
4. ORGANIZATIONAL CONTEXT

4.1 Understanding the context of the organization

Our SDO determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. Information on these issues is documented on our SWOT analysis document and includes appropriate actions taken to address relevant contextual risks and explore any opportunities that such issues present that affect our strategic direction and QMS. More details of the Risk Analysis are covered in Clause 6.1 of this Quality Manual.

Our SDO will monitor and review the SWOT Analysis document prior to or at the Management review meeting (see clause 9.3) and more often if warranted to ensure appropriate and timely action is taken on all relevant contextual issues affecting our strategic direction and QMS. The SWOT Analysis document will be updated for all such reviews and actions.
SWOT Analysis

**S - STRENGTHS**
- Qualified, dedicated, proactive leaders and personnel
- Complete facilities with enough resources
- Sufficient and well-allocated budget
- Updated data
- High level of organizational commitment
- Fiscally conservative
- Diverse perspective
- Well-established and functional website
- Commitment to excellence
- Commitment to equity

**W - WEAKNESSES**
- Inadequate training for newly-hired personnel
- No human resource development plan
- Unavailability of medical and legal officers
- Limited time allotted to programs and projects
- Propensity to circumvent policies and procedure
- Tendency to overlap programs and activities
- Prioritization of budget expenditures
- Increasing number of reports & complaints on child abuse
- Decreasing number of NQESH Passers
- Poor records management system
- Unclear roles
- Not fully automated transactions and procedures
- Weak monitoring and evaluation system for programs, projects, activities
- Limited innovative programs initiated by the schools

**O - OPPORTUNITIES**
- Strong partnership and support of community, stakeholders and local government leaders
- Sufficient budget allocation from the Special Education Fund
- Locality is considered an emerging industrial and economic hub
- DepEd Regional Office is an ISO 9001:2015 Certified

**T - THREATS**
- Transfer of new SDO site.
- School sites are not titled in the name of DepEd.
- Increasing number of Civil Cases in courts filed by heirs of land occupied by the school
- Sweeping impact of technology.
- Low per capita of families to sustain needs of children.
- Emerging adoption of world-culture that threatens the moral fiber of the young generation.
- Vulnerability to economic cycle fluctuation.
- Culture of dole-out orientation.
- Possible incidence of natural & man-made calamities.
- Widespread use of social media in venting & posting complaints, accusations, fake news and unverified issues.
4.2 Understanding the needs and expectations of interested parties

Our SDO will determine and monitor the requirements of interested parties that are relevant to our QMS in providing services that consistently meet customer (citizen) and regulatory requirements.

These outputs are used to inform the following sections of the QMS:

- 4.3 Determining the Scope of the QMS
- 4.4 Establishing the QMS
- 6.1 Actions to address Risks and Opportunities – Compliance Obligations (6.1.3)
- 7.4 Communications

Necessary for the successful crafting and implementation of the quality management system is the consideration of the needs and expectation of various stakeholders. The following are identified as the stakeholders:

<table>
<thead>
<tr>
<th>Interested Parties</th>
<th>Requirements</th>
<th>Expectations</th>
</tr>
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<tbody>
<tr>
<td>Customers</td>
<td></td>
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<tr>
<td>▪ Principals</td>
<td>▪ Support in the delivery of curriculum</td>
<td>▫ Provision of technical assistance</td>
</tr>
<tr>
<td></td>
<td>▪ Timeliness</td>
<td>▫ Conduct of trainings for improvement</td>
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<tr>
<td></td>
<td>▪ Responsiveness to the requests</td>
<td>▫ Providing additional and substitute teachers</td>
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<tr>
<td></td>
<td>▪ Prompt action to concerns</td>
<td>▫ Timely release of documents requested from the unit</td>
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<td></td>
<td>▪ Quality frontline services</td>
<td>▫ Transparency</td>
</tr>
<tr>
<td></td>
<td>▪ Commitment to quality</td>
<td>▫ Synergy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▫ Adherence to Civil Service rules and regulations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▫ No Red Tape</td>
</tr>
<tr>
<td>▪ Teachers</td>
<td>▪ Timeliness</td>
<td>▫ Provision of technical assistance</td>
</tr>
<tr>
<td></td>
<td>▪ Prompt action</td>
<td>▫ Conduct of trainings for improvement</td>
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<td></td>
<td>▪ Quality frontline services</td>
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<tr>
<th>Commitment to quality</th>
<th>Commitments to parents</th>
<th>Commitments to students</th>
<th>Commitments to Partners (Government Agencies)</th>
</tr>
</thead>
</table>

- **Commitment to quality**
  - Timely release of documents requested
  - Transparency
  - Impartiality and honesty
  - Provision of opportunities for development
  - Adherence to Civil Service rules and regulations
  - No Red Tape

- **Parents**
  - Timeliness
  - Prompt action
  - Quality frontline services
  - Commitment to delivering quality education
  - Provision of assistance
  - Assistance in delivering quality instructional materials
  - Adherence to guidelines
  - No Red Tape

- **Students**
  - Timeliness
  - Prompt action
  - Quality frontline services
  - Adherence to the curriculum, guidelines, and orders
  - Provision of opportunities for development in various learning areas
  - Timely release of documents
  - No Red Tape

- **Partners (Government Agencies)**
  - **DepEd Central Office**
    - Fidelity to the vision, mission, values of the organization
    - Adherence to the implementation of the curriculum
    - Knowledge of existing policies and guidelines
    - Regular evaluation of the SDO’s practices and its adherence to the Central Office VMV
<table>
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<tr>
<th>Entity</th>
<th>Requirements</th>
<th>Actions</th>
</tr>
</thead>
</table>
| Provincial Government of Bataan            | ▪ Timeliness  
▪ Adherence to the Provincial Government's thrusts and policies  
▪ Responsive to the needs  | ➢ Timely submission of documents  
➢ Compliant to required documents prescribed by the Provincial Government  
➢ Prioritization of Bataan residents in hiring (localization)  
➢ Commitment to the improvement of Human Development Index (HDI)  
➢ Prompt action on requests |
| Local Government Units                     | ▪ Consideration and adherence to the LGU's ordinances  
▪ Responsive to the needs of the LGU | ➢ Compliance to required documents  
➢ Participation in local celebrations  
➢ Synergy in improving and implementing programs  
➢ Prompt action on requests |
| DepEd Region III                           | ▪ Commitment to DepEd's Vision and Mission  
▪ Implementation of the curriculum  
▪ Implementation of programs and projects  
▪ Partnership | ➢ Timely dissemination of official communications  
➢ Participation in Region-led activities  
➢ Prompt submission, completeness and transparency in reports |
| National Commission on Indigenous Peoples  | ▪ Provision of IP Education  
▪ Full implementation of the ff.: guidelines D.O 62, s. 2011  
D.O 32, s. 2015  
D.O 50, s. 2015  
D.O 34, s. 2017 | ➢ Culture-based education  
➢ Implementation of Division IPED Policy Framework  
➢ Contextualization of the Curriculum  
➢ Hiring of IP Teacher  
➢ Formation of Consultative and |
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<th>Advisory Bodies (CAB) on IPED</th>
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<tr>
<td>• Bureau of Jail and Penology Management (BJMP)</td>
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<tr>
<td>▪ Provision of Education for Rehabilitation of Inmates</td>
</tr>
<tr>
<td>✓ Accreditation and Equivalency (A&amp;E) Program classes for elementary/secondary level inmates in Bataan District Jail</td>
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<tr>
<td>• Technical Education Skills and Development Authority (TESDA)</td>
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<tr>
<td>▪ Partnership in promoting programs</td>
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<tr>
<td>✓ Synergy in promoting acquisition of National Competency Certification and INFED</td>
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<tr>
<td>• Komisyon ng Wikang Filipino (KWF)</td>
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<tr>
<td>▪ Partnership in implementation of programs and projects</td>
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<td>▪ Promotion of use of official language</td>
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<td>✓ Assistance in the development of orthography for Indigenous Peoples</td>
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<td>▪ MOA on Bahay Wika or Language Immersion Program for the development of Ayta Magbukun Language</td>
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<tr>
<td>• Government Service and Insurance System (GSIS)</td>
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<tr>
<td>▪ Adherence to GSIS policies</td>
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<tr>
<td>▪ Promt action for GSIS concerns</td>
</tr>
<tr>
<td>▪ Responsiveness to GSIS concerns and requests</td>
</tr>
<tr>
<td>✓ Zero clarificatory items</td>
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<tr>
<td>▪ Updated member’s information</td>
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<td>▪ Zero pending membership and loan request</td>
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<tr>
<td>• Civil Service Commission (CSC)</td>
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<tr>
<td>▪ Timeliness</td>
</tr>
<tr>
<td>▪ Adherence to Civil Service Laws and Rules</td>
</tr>
<tr>
<td>▪ Responsive to Civil Service concerns</td>
</tr>
<tr>
<td>▪ Commitment to quality</td>
</tr>
<tr>
<td>✓ Timely submission of documents</td>
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<tr>
<td>▪ Streamlining of services</td>
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<tr>
<td>▪ Compliance to Civil Service Rules and Regulations</td>
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<tr>
<td>▪ Synergy in the implementation of</td>
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<td>Department</td>
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<td>Department of Budget and Management (DBM)</td>
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<td>Department of Science and Technology (DOST)</td>
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<td>Department of Tourism (DOT)</td>
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<td>National Commission on Culture and the Arts (NCCA)</td>
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<td>Department of Environment and Natural Resources (DENR)</td>
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<td>Department of Public Works and Highways</td>
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<td>Department of Health (DOH)</td>
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<td>Bureau of Fire Protection</td>
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<td>Department of Social Welfare and Development (DSWD)</td>
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<td>PAGIBIG</td>
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<td>Cooperative Development Authority of the Philippines</td>
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<td>Partners (NGO and Private Organizations)</td>
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<td>Scouts Philippines</td>
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<td>Girls Scouts of the Philippines</td>
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</tbody>
</table>
This process will be repeated every year or during the conduct of Strategic Planning to review any new stakeholders who may have relevance to the QMS, what their requirements are and whether these are compliance obligations. They will be reviewed by the Quality Management Representative to determine any new or changing stakeholder needs and expectations.

4.3 Scope of Quality Management System
SDO's QMS covers the undertakings of all units pertaining to the provision of services that meet applicable statutory and regulatory requirements. It includes basic policies and objectives vis-a-vis all clauses of ISO 9001:2015.

QMS is designed to meet all customer requirements and applicable statutory and regulatory requirements that includes:
1. The external and internal issues as identified in clause 4.1;
2. The relevant requirements of interested parties as identified on the Risk Analysis document;
3. The scope as identified above in section 4.1;
4. The processes and appropriate controls as identified in the Procedure Manual of each unit.

The Quality Manual (which includes the QMS scope) is available to all stakeholders upon request.
QMS-Based Model of Schools Division Office of Bataan
4.4 Quality Management System and its processes (See above QMS-Based Process of SDO of Bataan and clause 11 Procedures Manual of all Offices)

4.4.1 SDO has established, implemented, maintained and strived to improve its QMS including the processes needed and their interactions, in accordance with the requirements of ISO 9001:2015. Accordingly, we have determined the processes needed for our QMS and applied them appropriately throughout our organization. We have determined:

a) the inputs required and outputs expected from these processes;
b) the sequence and interaction of these processes;
c) and applied the criteria and methods (including monitoring, key performance measurements and other related performance indicators) needed to ensure the effective operation and control of these processes;
d) the resources needed for these processes and ensure their availability;
e) assigned the responsibilities and authorities for these processes;
f) the risks and opportunities as determined in accordance with the requirements of 6.1
g) evaluated these processes and implemented any changes to ensure that these processes achieve their intended results (see clause 9.1);
h) improved the processes and the QMS (see clause 10).

4.4.2 To the extent necessary, we have:

a) maintained documented information to support the operation of our processes
b) retained documented information to provide confidence that QMS processes are being carried out as planned.
5 Leadership

5.1 Leadership and commitment

5.1.1 General

Our SDO demonstrates QMS leadership and commitment by:

a) being accountable for the effectiveness of the QMS;

b) establishing the QMS quality policy and quality objectives to be compatible with the context and strategic direction of our organization;

c) integrating the QMS requirements into the organization's business processes;

d) promoting the use of the process approach, PDCA and risk-based thinking;

e) providing adequate resources needed for our QMS;

f) communicating the importance of effective quality management and conforming to the QMS requirements;

g) ensuring that the QMS achieves its intended results

h) engaging, directing and supporting persons to contribute to the effectiveness of the QMS;

i) promoting improvement;

j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus

The SDO demonstrates leadership and commitment with respect to customer focus by ensuring that:

a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;

b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) the focus on enhancing customer satisfaction is maintained.
5.2 Policy

5.2.1 Quality Policy

The Quality Policy serves as the overall direction and guide of SDO in terms of quality in the implementation of all its services. Our SDO has established, implemented and maintains a quality policy (see clause 2) that:

a) is appropriate to the purpose and context of our organization and supports its strategic direction;

b) provides a framework for setting quality objectives;

c) includes a commitment to satisfy applicable requirements

d) includes a commitment to improve the QMS.

5.2.2 Communicating the quality policy

The quality policy is:

a) available and maintained as documented information;

b) is communicated, understood and applied within the organization;

c) is available to relevant interested parties as appropriate.

5.3 Organizational roles, responsibilities and authorities

The SDO Top management has documented and assigned the responsibilities and authorities for relevant roles and communicated and explained them to all personnel within the organization.

Our SDO has assigned responsibility and authority for:

a) ensuring that our QMS conforms to the requirements of ISO 9001:2015;

b) ensuring that our processes deliver their intended outputs;

c) reporting on QMS performance and on opportunities for improvement (see 10.1) to top management;

d) ensuring the promotion of customer focus throughout the organization;
e) ensuring the integrity of the QMS is maintained when changes to it are planned and implemented.

5.3.1 Specific Roles and Responsibilities

The Schools Division Superintendent, Assistant Schools Division Superintendent, Education Program Supervisors and all Heads of Offices serve as the Lead Management Team (LMT) for ISO 9001:2015 sustainability. Likewise, they would serve as members of Management Review Committee (MRC) together with the Quality Management Representative (QMR), Overall Document Control and IQA Team Leader.

The Schools Division Superintendent, Assistant Schools Division Superintendent, Education Program Supervisors and all Heads of Offices shall ensure that decision making process are observed so that adequate resources are made available to assure compliance with the ISO 9001:2015 requirements.

All Heads of Offices have responsibility for ensuring that within their individual areas of authority, the Quality Policy is strictly observed. They shall also ensure that all employees under their unit shall work within the requirements of the SDO’s quality management procedures. This secures that the SDO meets its legal and other compliance obligations and guarantees continual improvement.

The Heads of Offices are responsible for:

- Ensuring employees, through its Document Controller, are provided with knowledge on QMS, and kept up-to-date with the ISO 9001 standards and requirements;
• Ensure that the Policy is embedded into the day to day actions of employees and that any new activities, processes and services meet the Policy commitments;

• Manage and Supervise Process Owners and Document Controllers in implementing the use of relevant QMS documented information and manage all operating procedures and record keeping relevant to QMS;

• Provide with the necessary Corrective Action from Non Conformities (major or minor NCs), and observing all opportunities for improvements and observations based on the audit findings; and

• Provide resources and the support necessary for identified process owners, document controller and other responsible persons assigned to each process or activity to carry out their specific responsibilities as identified in this document.

The Quality Management Representative (QMR) is responsible for taking a lead role in the implementation of the Quality Policy and ongoing operation of the Quality Management System throughout the SDO. To provide strategic support for the development and implementation of the SDO’s aims to improve sustainability performance. In addition, the QMR is responsible for delivering the following:

- Ensuring that the QMS is established, implemented and maintained in accordance with the requirements of ISO 9001:2015 standard;

- Preparation and submission of Quality Management Plans, Procedures and Annual Report detailing QMS related matters across the Agency to the Schools Division Superintendent and quarterly reports to the Management Review Committee;

- Increasing the competence and awareness of employees at all levels through the development of training and awareness initiatives and sharing of best practices;
▪ Liaison with enforcement bodies to ensure compliance with statutory obligations and to maintain contact with outside agencies able to offer expert assistance; and

▪ Ensuring that the Schools Division Superintendent is kept up to date with forthcoming and existing QMS-related Projects and Programs to ensure risks and opportunities related to the operations are considered in a timely manner;

The Technical Working Group (TWG) ensure that all compliances and continual improvement of QMS are achieved throughout the Agency by:

• Providing advice, information, instruction and training on quality management matters to all offices as required;

• Bringing to the attention of the Quality Management Representative and Overall Document Controller all matters requiring policy recommendation or procedural change in the quality manual of SDO;

• Providing advice, information, instruction and assistance to concerned offices or units as well as communicating with environment officers for handling, storage and disposal of waste from areas under the authority of concerned department/office;

• Providing advice, information, instruction and assistance to concerned offices or units for any changes or adding in the Risk Registers pertaining to activities, processes and services, organizational issues, impacts, mitigations and contingencies; and

• Ensuring that the Schools Division Superintendent is kept up to date with forthcoming and existing QMS-related Projects and Programs to ensure risks and opportunities related to the operations are considered in a timely manner.
6 Planning

6.1 Actions to address risks and opportunities

6.1.1 In planning our QMS we have determined the risks and opportunities that need to be addressed relating to the relevant contextual issues referred to in 4.1 and the relevant requirements of interested parties referred to in 4.2 and taken appropriate actions to:

a) provide that the QMS can achieve its intended result(s);
b) enhance desirable effects;
c) prevent, or reduce, undesired effects;
d) achieve improvement

6.1.2 Our Schools Division Office of Bataan has:

a) planned actions to address these risks and opportunities;
b) integrated and implemented these actions into our QMS (see 4.4);
c) evaluated the effectiveness of these actions

The actions we have taken to address risks and opportunities are proportionate to the potential impact on the conformity of services.

These actions may include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

Actions on opportunities may include provision of resources (infrastructure, ICT, equipment, supplies, and even workforce) adoption of new practices, addressing workforce engagement, improving processes, addressing customer feedback, building partnerships with other interested parties, using new technology and other desirable and viable possibilities to address our customers’ needs.
6.2 Quality Objectives and planning to achieve them

6.2.1 We have established quality objectives at relevant functions, levels and processes needed for our QMS. Our quality objectives are:
   a) consistent with the quality policy;
   b) measurable;
   c) takes into account applicable requirements;
   d) are relevant to service conformity and enhances customer satisfaction;
   e) are monitored;
   f) are communicated;
   g) are updated as appropriate.

We maintain documented information on the quality objectives.

6.2.2 When planning our quality objectives, we determine:
   a) what has to be done;
   b) what resources are used;
   c) responsibility for achieving the objective;
   d) when it will be completed; and
   e) how the results will be evaluated?

6.3 Planning of changes

We determine and carry out changes to the Quality Management System in a planned and systematic manner (see 4.4.) and consider:

   a. the purpose of the changes and their potential consequences;
   b. the integrity of the QMS;
   c. the availability of resources;
   d. the allocation or reallocation of responsibilities and authorities.

The quality management system is planned and implemented in order to meet our objectives and the requirements of the ISO 9001:2015. The planning process involves
establishing and communicating our policies, objectives and associated operational procedures.

This document constitutes our overall plan for establishing, maintaining and improving the quality management system. For each instance of management system planning, the output is documented and retained accordingly and changes are conducted in a controlled manner. The management review and the internal audit process ensure that the integrity of the QMS is maintained when significant changes are planned which may affect key processes.

Whenever quality management system changes are planned, Top Management ensures that all personnel are made aware of the changes which affect their processes and that subsequent monitoring is undertaken to ensure that QMS changes are effectively implemented.

7 Support

7.1 Resources

7.1.1 General

We have determined and provided the resources needed to establish, implement, maintain and improve our QMS. This includes considering:

a) the capabilities of, and constraints on, existing internal resources; and
b) what needs to be obtained from external providers.

7.1.2 People

We have determined and provided the personnel necessary for the effective implementation of our QMS and for the operation and control of its processes.
7.1.3 Infrastructure

We have determined, provided and maintained the infrastructure necessary for the operation of our processes and to achieve conformity of our services.

Our Infrastructure includes buildings and associated utilities; equipment, including hardware and software; information and communication technology; etc.

7.1.4 Environment for the operation of processes

We have determined and provided the work environment necessary for the operation of our processes and to achieve conformity of products and services.

Our environment includes a combination of human and physical factors such as: social, e.g. non-discriminatory, calm, non-confrontational); psychological (e.g. stress-reducing, burn-out prevention, emotionally protective); physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). Etc.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

We have determined and provided the resources needed to ensure valid and reliable results when monitoring and measuring is used to verify the conformity of products and services to requirements. We ensure these resources:

a) are suitable for the specific type of monitoring and measurement activities we do;
   and

b) are maintained to ensure that their continued fitness for their purpose.

We retain appropriate documented information as evidence of fitness for purpose of the monitoring and measuring resources.
7.1.5.2 Measurement traceability

When measurement traceability is a requirement, or is considered by our Lead Management Team to be an essential part of providing confidence in the validity of measurement results, measurement equipment are:

a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification is retained as documented information;

b) identified in order to determine their status; and

c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

7.1.6 Organizational knowledge

Our LMT has determined and maintained the knowledge necessary for the operation of our processes and to achieve conformity of services and made available to the extent necessary. When addressing changes needed and trends, we take into account our current knowledge and determine acquisition or access to any necessary additional knowledge and required updates.

Notes: Organizational knowledge is knowledge specific to the organization; it is gained by experience. It is information that is used and shared to achieve the organization’s objectives. Organizational knowledge can be based on internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful programs and projects; capturing and sharing undocumented knowledge and experience; the results of improvements to processes, activities and services); external sources (e.g. standards, academia, conferences, gathering knowledge from customers or external providers).
7.2 Competence

Our LMT has:

a) determined the necessary competence of person(s) doing work under our control that affects the performance and effectiveness of the QMS;

b) ensured that these persons are competent on the basis of appropriate education, training, or experience;

c) where applicable, taken actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; and

d) retained appropriate documented information as evidence of competence.

Note: Applicable actions may include, for example the provision of training to, the mentoring of, or the re-assignment of personnel, or the hiring or contracting of competent persons.

7.3 Awareness

We ensure that personnel doing work under our control are aware of:

a) the quality policy;

b) relevant quality objectives;

c) their contributions to the effectiveness of the QMS, including the benefits of improved performance; and

d) the implications of not conforming with QMS requirements.

7.4 Communications

We have determined the internal and external communications relevant to our QMS, including:

a) on what it will communicate;

b) when to communicate;
c) with whom to communicate;

d) how to communicate; and

e) who communicates?

7.5 Documented information

7.5.1 General

Our QMS includes:

a) documented information required by ISO 9001:2015; and

b) documented information determined by our LMT, QMR, DCs, and TWG as being necessary for the effectiveness of the QMS.

7.5.2 Creating and updating

When creating and updating our documented information, we all ensure appropriate:

a) identification and description (e.g. a title, date, authors, revision number, or reference number);

b) format (e.g. language, software version, graphics) and media (e.g. paper, electronics); and

c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 All documented information required by our QMS and by ISO 9001:2015 is controlled to ensure:

a) it is available and suitable for use, where and when it is needed; and

b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).
7.5.3.2 We control our required QMS documented information by addressing the following activities, as applicable:

a) distribution, access, retrieval and use;
b) storage and preservation, including preservation of legibility;
c) control of changes (e.g. version control); and
d) retention and disposition.

We appropriately identify and control documented information of external origin as determined by our Overall Document Controller to be necessary for the planning and operation of our QMS. We have taken steps to protect documented information retained as evidence of conformity from unintended alterations.

8 Operation

8.1 Operational planning and control

We plan, implement and control the processes (see clause 4.4 and Procedure Manuals of all offices) needed to meet the requirements for the provision of services, and implement the actions determined in clause 6 by:

a) determining the requirements for the services;
b) establishing criteria for:
   1. the processes;
   2. the acceptance of services;
c) determining the resources needed to achieve conformity to the services requirements;
d) implementing control of the processes in accordance with the criteria; and
a) determining and keeping documented information to the extent necessary:
   1) to have confidence that the processes have been carried out as planned;
   2) to demonstrate the conformity of products and services to their requirements.
The output of this planning has been customized for our operation processes and is suitable for our SDO operations.

We control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. We also ensure that outsourced processes are controlled (see 8.4)

8.2 Requirements for services

8.2.1 Customer communication

Our communication with customers include:

a) providing information relating to all services;

b) handling enquiries, contracts and orders, including changes;

c) obtaining customer feedback relating to services, including customer complaints;

d) handling and controlling customer property;

e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining requirements related to services

When determining the requirements for services to be offered to customers, we ensure that:

a) the requirements for the services are defined, including:
   1) any applicable statutory and regulatory requirements;
   2) those considered necessary by SDO;

b) We can meet the claims for the services we provide.

8.2.3 Review of requirements related to services

8.2.3.1 We ensure that we have the ability to meet the requirements for services we offer to customers. Our review before committing to supply all services to customer, include determining:
a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
c) requirements specified by SDO;
d) statutory and regulatory requirements applicable to services; and
e) contract or order requirements differing from those previously expressed.

We ensure that contract or order requirements differing from those previously defined are resolved.

We confirm customer requirements before acceptance, when the customer does not provide a document statement of their requirements.

8.2.3.2 We retain documented information, as applicable:

a) on the results of the review;
b) on any new requirements for the products and services.

8.2.4 Changes to requirements for services

We ensure that relevant documented information is amended, and that appropriate personnel are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of services

Design and development is not included in the scope of our QMS. Our services are in accordance to customer provided end-product specifications or based on other statutory standards such as the Anti-Red Tape Act (RA 9485), Code of Conduct and Ethical Standards for Official and Employees (RA6713).

8.4 Control of externally provided processes, products and services
8.4.1 General

We ensure that externally provided processes, activities and services conform to requirements by determining and applying appropriate controls to externally provided processes, products and services when:

a) products and services from external providers are included in our own services; and

b) a process, or part of a process, is provided directly by an external provider as a result of a decision by SDO.

We determine and apply appropriate criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes, products and services in accordance with our requirements. We retain documented information of these activities and any necessary actions arising from these evaluations.

Note: None of our services are shipped directly to our customers by external providers on our behalf.

8.4.2 Type and extent of control

We ensure that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to our customers implementing the following controls:

a) keeping externally provided processes remain within the control of our QMS;

b) defining both, the controls on the external provider and on the resulting output;

c) By considering:

   1) the impact of the externally provided processes, products and services on our ability to consistently meet customer and applicable statutory and regulatory requirements;

   2) the effectiveness of the controls applied by the external provider; and
d) determining the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information to external providers

We ensure the adequacy of our purchasing requirements prior to communicating it the external provider.

As appropriate, we communicate to external providers our requirements for:

a) the processes, products and services to be provided;

b) the approval of:
   1) products and services;
   2) methods, processes and equipment;
   3) the release of products and services

c) competence, including any required qualification of persons;

d) the external provider’s interactions with SDO;

e) control and monitoring of the external providers’ performance to be applied by SDO; and

f) verification or validation activities that we or our customer may intend to perform at the external providers’ premises.

8.5 Production and service provision

8.5.1 Control of service provision

We implement service provision under controlled conditions.

Controlled conditions include, as applicable:

a) the availability of documented information that defines:
   1) the characteristics of the services to be provided, or the activities to be performed;
   2) the results to be achieved;

b) the availability and use of suitable monitoring and measuring resources;
c) the implementation of monitoring and measuring activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for services, have been met;

d) the use of suitable infrastructure and environment for the operation of the processes;

e) the appointment of competent persons, including any required qualification;

f) the validation and periodic revalidation of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

g) the implementation of actions to prevent human error; and

h) the implementation of release, delivery and post-delivery activities

8.5.2 Identification and traceability

We use suitable means to identify outputs when it is necessary to ensure the conformity of services.

We identify the status of outputs with respect to monitoring and measurement requirements throughout service provision.

We control the unique identification of the outputs when traceability is a requirement, and retain the documented information necessary to enable traceability.

8.5.3 Property belonging to customers or external providers

We exercise care with property belonging to customers and external providers while it is under our control or being used by us.

We identify, verify, protect and safeguard customers’ or external providers’ property provided for use or incorporation into our products and services.
When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, we report this to the customer or external provider and retain documented information on what has occurred.

**Note:** A customer’s or external provider’s property can include material, components, tools and equipment, premises, intellectual property and personal data.

### 8.5.4 Preservation

We preserve the outputs during the service provision, to the extent necessary to ensure conformity to requirements.

**NOTE** Preservation can include identification, handling, control, packaging, storage, transmission or transportation, and protection.

### 8.5.5 Post-delivery activities

We meet requirements for post-delivery activities associated with the services. In determining the extent of post-delivery activities that is required, we consider:

a) statutory and regulatory requirements;
b) the potential undesired consequences associated with services;
c) the nature, use and intended lifetime of its services;
d) customer requirements;
e) customer feedback.

### 8.5.6 Control of changes

We review and control changes for service provision, to the extent necessary to ensure continuing conformity with requirements.

We retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.
To effectively plan the change, SDO Bataan have institutionalized the change management process following these steps, to wit:

Step 1: Preparing for Change
- identify the need for change;
- identify the purpose of the change and potential consequences;
- identify the resources required to put the plan into effect and assign those resources

Step 2: Managing Change
- ensure that the integrity of the QMS is not compromised;
- identify and communicate changed responsibilities;
- put the plan into place using the resources identified;

Step 3: Reinforcing Change
- collect and analyze feedback
- diagnose gaps and manage resistance
- implement corrective actions
- ensure effectiveness of the implementation
- celebrate successes

8.6 Release of services

We implement planned arrangements, at appropriate stages, to verify that the service requirements have been met.

The release of services to the customer does not proceed until all planned controls have been satisfactorily completed, unless otherwise approved by a relevant authority and as applicable, by the customer.

We retain documented information on the release of services. The documented information includes:
8.7 Control of nonconforming outputs

8.7.1 We ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. We take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after provision of services.

We deal with nonconforming outputs in one or more of the following ways:

a) correction;

b) segregation, containment, return or suspension of provision of products and services;

c) informing the customer; and

d) obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming outputs are corrected.

8.7.2 We retain documented information that:

a) describes the nonconformity;

b) describes the actions taken;

c) describes any concession obtained; and

d) identifies the authority deciding the action in respect of the nonconformity.
9 Performance evaluation

9.1.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

We have determined:

a) what needs to be monitored and measured;

b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;

c) when the monitoring and measuring is performed; and

d) when the results from monitoring and measurement is analyzed and evaluated.

We have evaluated the performance and effectiveness of the QMS and retained appropriate documented information as evidence of the results.

9.1.2 Customer satisfaction

We monitor customers’ perceptions of the degree to which their needs and expectations have been fulfilled. We determined the methods for obtaining, monitoring and reviewing this information.

Note: Examples of monitoring customer perceptions include customer feedback on delivered services, meetings with customers and other stakeholders, and other compliments.

9.1.3 Analysis and evaluation

9.2.1 We have analyzed and evaluated appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

a) conformity of our services;

b) the degree of customer satisfaction;
c) the performance and effectiveness of the quality management system;

d) if planning has been implemented effectively;

e) the effectiveness of actions taken to address risks and opportunities;

f) the performance of external providers; and

g) the need for improvements to the quality management system.

9.2 Internal audit

9.2.1 We conduct internal audits at planned intervals to provide information on whether the QMS:

a) conforms to:
   1) Our own requirements for the QMS;
   2) the requirements of ISO 9001:2015:
   3) Audit program and audit plan

b) is effectively implemented and maintained.

9.2.2 Our organization has:

a) planned, established, implemented and maintains an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;

b) defined the audit criteria and scope of each audit;

c) selected auditors and conduct audits to ensure objectivity and the impartiality of the audit process. In addition, we outsource the performance of our annual internal audit to an independent consultant;

d) ensured that the results of the audit are reported to relevant personnel;

e) takes appropriate correction and corrective action without undue delay; and

f) retains documented information as evidence of the implementation of the audit program and the audit results.
9.3 Management review

9.3.1 General

Our MRC reviews our QMS at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration:

a) the status of actions from previous management reviews;

b) change in internal and external issues that are relevant to the quality management system;

c) information on the performance and effectiveness of the quality management system, including trends in:

1. customer satisfaction and feedback from relevant interested parties;
2. the extent to which quality objectives have been met;
3. process performance and conformity of products and services;
4. nonconformities and corrective actions;
5. monitoring and measurement results;
6. audit results; and
7. the performance of external providers;

d) the adequacy of resources;

e) the effectiveness of actions taken to address risks and opportunities (see 6.1); and

f) opportunities for improvement.

9.3.3 Management review outputs

The outputs of the management reviews include decisions and actions related to:

a) opportunities for improvement;
b) any need for changes to the quality management system;
c) resource needs;

We retain documented information as evidence of the results of management reviews.

10 Improvement

10.1 General

We determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These opportunities include:

a) improving products and services to meet requirements as well as to address future needs and expectations;
b) correcting, preventing or reducing undesired effects;
c) improving the performance and effectiveness of the QMS.

Note: Examples of improvement may include correction, corrective action, improvement, breakthrough change, innovation and re-organization.

10.2 Nonconformity and corrective action

10.2.1 When a nonconformity occurs, including any arising from complaints, we:

a) react to the nonconformity and, as applicable:
   1) take action to control and correct it;
   2) deal with the consequences;

b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
   1) reviewing and analyzing the nonconformity;
   2) determining the cause of the nonconformity;
   3) determining if similar nonconformities exist, or could potentially occur;

c) implement any actions needed;
d) review the effectiveness of any corrective action taken;
e) update risks and opportunities determined during planning, if necessary; and
f) make changes to the quality management system, if necessary.

Our corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 We retain documented information as evidence of:

a) the nature of the nonconformities and any subsequent actions taken;
b) the results of any corrective action.

10.3 Continual improvement

We improve the suitability, adequacy and effectiveness of the QMS by examining the results of analysis and evaluation, and the outputs from management review, to determine if there are opportunities that need to be addressed as part of improvement.
## 11 SDO Procedures Manual

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