



Republic of the Philippines  
**Department of Education**  
REGION II – CAGAYAN VALLEY

DOCS ID: 030421042

**REGIONAL MEMORANDUM**

QMO-2021-005

To: Assistant Regional Director  
Chiefs and Heads of Functional Divisions, Sections, and Units  
Schools Division Superintendents  
All others concerned

From: **BENJAMIN D. PARAGAS, PhD, CESO V**  
Director IV  
Regional Director

Date: March 4, 2021

Subject: **SUSTAINABILITY OF THE QUALITY MANAGEMENT SYSTEM (QMS) IN ACCORDANCE WITH DEPED ORDER 009, s. 2021**

1. The policy on *Institutionalization of a Quality Management System in the Department of Education* was already released as DepEd Order 009, s. 2021, and it stipulates the following:
  - a. **Field offices and schools that are already ISO certified and will undergo surveillance audit** shall coordinate with the BHROD and help map out the harmonization process for all Operations Manuals. The harmonization phase will cover the Regional Offices, Schools Division Offices and Public Elementary, Junior and Senior High Schools. Separate guidelines on the QMS Harmonization will be issued at a later date.
  - b. **Recertification of field offices and schools with ISO Certification expiring in 2020** shall be held in abeyance until the issuance of the National Operations Manuals of the Regional Offices, Schools Division Offices and Elementary, Junior, and Senior High Schools.
2. To sustain our Region's quality of service and to enhance the satisfaction we deliver to our customers, QMS Certified offices and schools **must still observe** the continuity of planning, implementing, monitoring, improving, and harmonizing our K to 12 Basic Education Processes and Services until the Central Office lays down concrete action plans on how we shall adopt the National QMS.



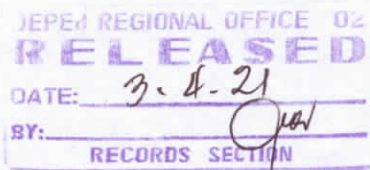
Address: Regional Government Center, Carig Sur, Tuguegarao City, 3500  
Telephone Nos.: (078) 304-3855; (078) 396-9728  
Email Address: [region2@deped.gov.ph](mailto:region2@deped.gov.ph)  
Website: [region2.deped.gov.ph](http://region2.deped.gov.ph)

Doc Code:	<b>FM-ORD-003</b>	Rev:	<b>00</b>
As of:	<b>July 2, 2018</b>	Page:	<b>1</b>



3. Only the **Re-certification activity** shall be postponed until further notice from the Central Office.
4. Offices and schools which shall undergo Surveillance 1 or 2 Audit for this year shall also continue implementing their processes and services until the Central Office downloads documented information (Procedures, Work Instructions, Forms, etc.) for adoption.
5. For information, guidance, compliance, and dissemination.

QMO/crm



Address: Regional Government Center, Carig Sur, Tuguegarao City, 3500  
 Telephone Nos.: (078) 304-3855; (078) 396-9728  
 Email Address: [region2@deped.gov.ph](mailto:region2@deped.gov.ph)  
 Website: [region2.deped.gov.ph](http://region2.deped.gov.ph)



Doc Code:	<b>FM-ORD-003</b>	Rev:	<b>00</b>
As of:	<b>July 2, 2018</b>	Page:	<b>2</b>

