

### Quality Assurance Division:

<b>Program</b>	<b>Link to 10-Point Socio-Economic Agenda</b>	<b>Target Beneficiaries</b>
Quality Management System	<b>Agenda #3</b> - Increase competitiveness and the ease of doing business.	- Schools Division Offices - Public and Private Schools - Line Agencies - Learners/Students - Employees, Teachers - All relevant interested parties

Quality management in education is now a byword of excellence. It is a concept that has taken an important light in the realm of education. Indeed, the underpinning key to organizational efficiency is “quality” when “things are done the right way for the first time”.

The Department of Education has envisioned not only to produce holistically developed Filipino learners but also to continuously improve itself to better serve its stakeholders. Guided by such vision, DepEd Region 02, in its desire to contribute meaningfully to the attainment of the Department’s dream and in its quest to improve the learning outcomes in this part of the country, has embraced the challenges of embarking on the certification for Quality Management System based on ISO 9001:2015 as mandated by Executive Order (EO) No. 605, s. 2007.

DepEd realizes that the best service to customers can only be delivered when a quality management system is established and is aligned with the international standards. This lays the foundation on how work processes should be done and policies, and guidelines be implemented. When all details of the processes are written down and are religiously followed, the workflow will be smooth thus spelled quality services to all the customers.

The Department of Education Region 02 has developed and implemented a quality management system (QMS), which uses ISO 9001:2015 as a framework that allows the organization to document and improve its practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

It demonstrates its ability to provide quality services that meet customer needs and applicable statutory/regulatory requirements. It also aims to enhance customer satisfaction through the effective application of the QMS and its processes for continual improvement of the department’s system and the assurance of conformity to customer and applicable regulatory requirements.

At present, the Office is on the process of transitioning to align to the call of the DepEd Central Office for the ONE DepEd, ONE QMS. A move to have all the governance levels to be ISO 9001:2015 Certified with harmonized processes per level of governance (CO, RO, SDO, School).

The DepEd Region 2 Process Map:

