



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
CITY SCHOOLS DIVISION OF BIÑAN CITY

**Problems Encountered Among Teaching And Non-Teaching Staff Of Pilot Schools On
Quality Management System (QMS) Under Iso 9001:2015 Preparation And Implementation:
Inputs For Department Of Education QMS Roadmap**



Donnabelle B. Mendoza
Principal I



Julie Ann D. Natividad
Principal IV



Maria Ria S. Calub
Master Teacher I

ABSTRACT

One DepEd, One QMS is a pilot program of the Department of Education aimed at standardizing process and delivering quality services to its clientele. To further improve and implementation of the program, this research was conducted. The purpose of the study is to determine the problems encountered by the teaching and non-teaching staff of pilot schools on Quality Management System, which includes Binan Elementary School and Binan Integrated National High Schools. Using reflective analysis on reflection sheet that was answered by the respondents, result of the study was grouped and categorized based on their role in the Quality Management System which are the following, Quality Management Representative, Deputy Lead, Internal Auditor, Knowledge Management, Quality Workplace, Training and Advocacy, Risk Management and Feedback, Process Owners, and Relevant Interested Parties. Problems encountered in planning and implementation of the Quality Management System were supported by the most frequent question of the client and the current practices of the pilot implementer of Quality Management System to solve the problems.

Purposive Sampling technique was employed to ensure that every group with specific responsibility and function analyzed and reflected on the problems they encountered in the preparation and implementation of the Department of Education National Quality Management System, ISO 9001: 2015.

Results are clustered into nine (9) categories as per Schoolhead/ Quality Management Representative, Deputy Lead, Internal Auditor, Knowledge Management, Quality Workplace, Training and Advocacy, Risk Management and Feedback, Process Owners and Relevant Interested Parties, which revealed that the Knowledge on QMS, Technical Advancement, Involvement and Succession, Time and Schedule, Training, Changes, Adjustment and Readiness and Financial/ Resources are the main problems that the pilot schools have encountered in the preparation and Implementation of ISO 9001: 2015.

This implies that the seven (7) major concern of the QMS are needing further improvement and solution.

Keywords: *Quality Management System, Auditor, Knowledge, Program, Pilot, Process*

INTRODUCTION

The Department of Education (DepEd) through its Bureau of Human Resource and Organizational Development - Organization Effectiveness Division (BHROD-OED) formally launched its Quality Management System Certifiable to ISO 9001:2015 standards on October 19, 2018, with its mandate to formulate, implement and coordinate policies, plans, programs and projects in the areas of formal and non-formal basic education. Furthermore, it aims to integrate DepEd's internal processes to ensure consistency and delivery of quality services and continuous process improvement that will result its client satisfaction.

It is composed of five (5) pilot offices from different governance level, the Central Office including the Bureau of Learning Resources (BLR) office in Cebu City, Regional Office of Region IV-A Calabarzon, Division Office of Binan City, Binan Integrated National High School and Binan Elementary School.

Pursuant to Executive Order (E.O.) 605, s 2007 of entitled "Institutionalizing the Structure, Mechanisms, and Standards to Implement the Government Quality Management Program (GQMP)." DepEd Quality Management System (QMS) is expected to enhance people capacity, internal systems, and processes resulting in efficient and effective delivery of basic education services.

Thru the General Appropriation Act (GAA) 2018, Development Academy of the Philippines (DAP) provided technical assistance to all pilot field offices. The DepEd QMS process map covers top management processes, core processes and support processes across different governance level. From the input of clients who are learners and relevant interested parties with their needs and expectations the top management processes performed by the DepEd Central Office of the secretary, Regional Director office of Region IVA- Calabarzon, Schools Division Office of Binan City, Office of the principal of Binan Integrated National High School

(BINHS) and Binan Elementary School (BES) encompasses the Plan Formulation, Policy Development, and Performance Monitoring and Evaluation which are all management processes.

Core process of DepEd breakdown as Learning Delivery Management and Development, Curriculum Management and Standards Development, Learning Resource Management and Development and Education Assessment and Research which are performed by the different Bureaus and divisions of DepEd, Regional Division and Units, Curriculum and Instruction Division of the School Division Office and teachers in the school level.

The last yet the biggest part of process map is the Support Processes which covers Asset Management, Data Information Management, Disaster Risk Reduction Management, External partnership Management, Financial Management, General Services Management, Human Resource Management and Development, ICT Management, Infrastructure Management, Learners Support Management, Legal Management, Organizational Development, Private Education Regulations and Development, Procurement Management, Project management, Public Affairs Management, Records Management, and Research Management all performed by the Services Department of Central Office, School Governance Operations Division of Region IV-A Calabarzon and Division Office, Teaching and non-teaching staffs of the schools.

The DepEd Quality Management System is expected to be rolled out and implemented in the entire organization from the central office to the schools. DepEd QMS will unify the processes in the enhancement of the performance capacity, internal systems and other processes resulting in efficient and effective delivery of the basic education services. The national and full implementation of the Department of Education Quality Management System is both an opportunity and challenge for improvement. It is an opportunity to catalyze unified standard processes in the department. However, the Department of



Address: P. Burgos St., Brgy. Sto. Domingo, Biñan City, Laguna
Contact Nos.: (049) 547-0105 / (+63) 939-510-8779
Email Address: deped.binancity@deped.gov.ph
Website: depedbinan.com



Education, being the largest bureaucracy in the country, will also face the problem of information dissemination, educating the teachers and implementing the program. The number of DepEd employees to be trained and educated with the DepEd QMS poses a problem that will affect its implementation. With this, the study targeted the pilot schools of the DepEd QMS, Binan Integrated National High School and Binan Elementary Schools to identify the problems encountered in the preparation and implementation of the program.

METHODOLOGY

A. Participants and Data Sources

This study involved the deliberate selection of participants based on their roles within the Quality Management System. These participants included the Quality Management Representative, Deputy/Leads, Internal Auditors, Knowledge Management Team, Training and Advocacy Team, Risk Management and Feedback Team, Quality Workplace, Process Owners, and Relevant Interested Parties. They were asked to reflect on the challenges they faced during the preparation and implementation of ISO 9001:2015, the most common questions posed by customers, and the current practices used by the school to address issues specific to their respective roles within the Quality Management System. To gather data, the study employed reflective sheets that were completed by the participants. These reflective sheets had been validated by experts with experience in training and implementing the DepEd Quality Management System. The data collection process utilized reflection analysis as the primary method after participants had identified their challenges in planning and implementing the Quality Management System using a questionnaire designed in the form of a reflection sheet. In addition to this, participants also provided insights on the most frequently asked questions by customers and the existing practices. The completed questionnaires were collected and returned through the Quality Management

Representative and the Schoolhead of the pilot schools.

RESULTS

The study examined the problems encountered, questions frequently asked and the current practices adapted by teaching and non teaching staff involved in the preparation and implementation of DepEd Quality Management System under ISO 9001:15. The results showed the problems encountered by the teaching and non – teaching staff of the implementing schools of DepEd Quality Management System under ISO:9001 2015. Likewise, the frequently asked questions by teachers and non-teaching staff who members of the various DepEd Quality Management System Teams are also are being identified. Current practices to improve the preparation and implementation of the pilot program are being cited in the study.

Question 1. What are the problems encountered by the pilot schools in preparation and implementation of ISO 9001:2015?

The problems encountered by the School head and Quality Management Representative, Knowledge Management Team, Audit Team, Training and Advocacy Team, Risk and Feedback, Quality Workplace, Processes Owner and Relevant Interested Parties are grouped under QMS Knowledge, Task and Time Management, School Involvement and Beliefs, Technical advancement, Involvement and Succession, Organizational Change and Resource Training.

Question 2. What are the most frequent questions asked by the customer in regard to Quality Management System?

These questions are grouped under Quality of Services Improvement, Quality Management System, Specific Process Concern, Expectation to Quality Education, Templates Used, Finances and Resources and Process Improvement.

Question 3. What are current practices of the school to solve the problems related to specific function?

Current practices are grouped under School Administration and Processes, Recognition and Motivation. Template and Document Provision, Risk Management, Proactive Approach, School Maintenance, Values and Principles, Capacity Building and Training and Program Development and Implementation.

DISCUSSION

Problems encountered by the pilot implementer of the Department of Education National Quality Management System ISO 9001:2015 in school level during the preparation and implementation are mainly concerned of the Quality Management System Knowledge, Technical Advancement, Involvement and Succession, Time and Schedule, Training, Change Adjustment and Readiness and lastly, financial resources, which has to be addressed timely.

Questions that are frequently asked by the teaching and non – teaching staff involved in DepEd QMS concerning Quality of Services Improvement, Quality Management System, Specific Process Concern, Expectation to Quality Education, Templates Used, Finances and Resources and Process Improvement must be given proper responses and must be deliberately discussed for future improvements.

Current practices adapted by the pilot schools in the preparation and implementation of the DepEd Quality Management System specifically on Administration and Processes, Recognition and Motivation. Template and Document Provision, Risk Management, Proactive Approach, School Maintenance, Values and Principles, Capacity Building and Training and Program Development and Implementation must be continually improved to attain the goal of the QMS for continuous improvement.

These concepts will be of great help as inputs to the DepEd Quality Management System for further improvement and will catalyze the horizontal implementation of the program from the pilot schools to all other schools in the entire country.

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