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This **QMS Manual** defines and clarifies policies, systems, and procedures adopted to implement and continually improve the Quality Management System (QMS) of the Presidential Commission on Good Government (PCGG).

This QMS Manual, together with associated documents mentioned hereto, aims to:

- describe the basic elements of the QMS of the PCGG and serve as reference in its implementation and continual improvement;
- inform the internal and external stakeholders and enable them to observe and implement the QMS that is being maintained at the PCGG; and,
- serve as reference and guide for newly hired personnel and make them familiar and appreciate the PCGG's QMS.

This Manual is intended to be used by all the units of the PCGG.



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A. Background

The Presidential Commission on Good Government (PCGG) was created by the late President Corazon C. Aquino on 28 February 1986 through the issuance of Executive Order No. 1, s. 1986. This law, predating even the 1987 Philippine Constitution, recognized as the first official act under the Aquino administration, is the symbolic first step in the transition from tyranny to democracy, and the institutionalization of the Filipino people's aspiration for genuine democracy and desire for good government.

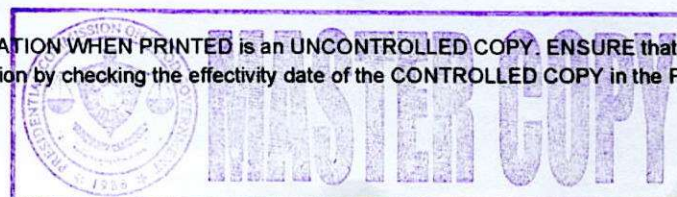
The fact that the PCGG was created by President Aquino, in the exercise of her **executive and legislative powers**, puts it in a unique position. A rare confluence of factors in Philippine politics – enabling environment conducive to change, political will, and popular support – made its creation possible

The PCGG, a government agency that exercises quasi-judicial functions, has three (3) mandates, namely:

- (1) The recovery of ill-gotten wealth accumulated by former deposed President Ferdinand E. Marcos, his immediate family, relatives, subordinates and close associates, whether located in the Philippines or abroad, including the takeover or sequestration of all business enterprises and entities owned or controlled by them, during his administration, directly or through nominees, by taking undue advantage of their public office and/or using their powers, authority, influence, connection or relationship.
- (2) The investigation of such cases of graft and corruption as the President may assign to the Commission from time to time.
- (3) The adoption of safeguards to ensure that the above practices shall not be repeated in any manner under the new government, and the institution of adequate measures to prevent the occurrence of corruption.

B. Mission

- To deliver responsive, pro-active, dedicated service to the Filipino people
- To work with firm integrity, transparency and accountability
- To continually improve and sustain the Commission's Quality Management System



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C. Vision

Optimum recovery, efficient administration and privatization of ill-gotten wealth accumulated by former President Ferdinand E. Marcos, his immediate family, relatives, subordinates and close associates, whether located in the Philippines or abroad, as well as promotion and adoption of good governance gearing towards quality service and customer satisfaction.

D. Core Values

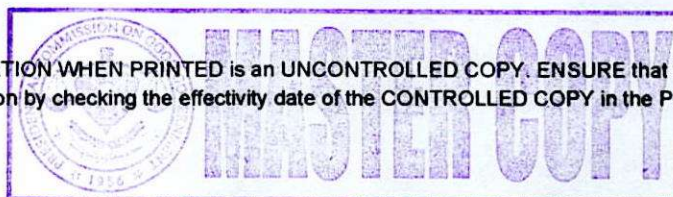
CORE VALUES

COMMITMENT- We are dedicated and persistent in pursuing the recovery of ill - gotten wealth accumulated by former President Ferdinand E. Marcos, his immediate family, relatives, subordinates and close associates, whether located in the Philippines or abroad, in accordance with the existing laws and international mutual assistance on criminal matters as well as the adoption of safeguards and institution of adequate measures to prevent occurrence of graft and corruption.

GOOD GOVERNANCE - We value and perform our mandate guided by the following principles:

- Accountability - taking full responsibility to the programs, systems, policies and resolutions implemented by the Commission;
- Integrity - executing policies and resolutions while upholding strong moral principles and uprightness;
- Transparency - performing functions with openness to information, procedures and systems; and,
- People's Participation - accommodating people's inputs and feedback for the improvement of the services.

CONTINUAL IMPROVEMENT - We strive to be always better and continuously innovate our service system to the public and our relevant interested parties.





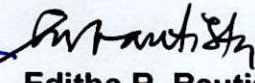
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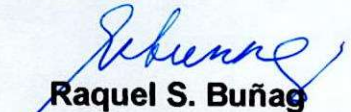

Stephen P. Tanchuling
Head
Plan & Review Committee


Jerome V. Fuentebella
Head
Documentation Committee


Editha R. Bautista
Head
Training & Advocacy Committee

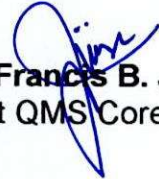

Romulo A. Siazon
Head
Quality Workplace Committee


Lorna U. Reyes
Head
Policy Committee


Raquel S. Buñag
Head
Internal Audit Committee


John Sherwin S. Jao
Head
Feedback & Communication Committee

Recommending Approval:


Francis B. Joves
Assistant QMS Core Team Leader


Charity D. Catabas
QMS Core Team Leader

Approved:


Atty. Reynold S. Munsayac
Acting Chairperson

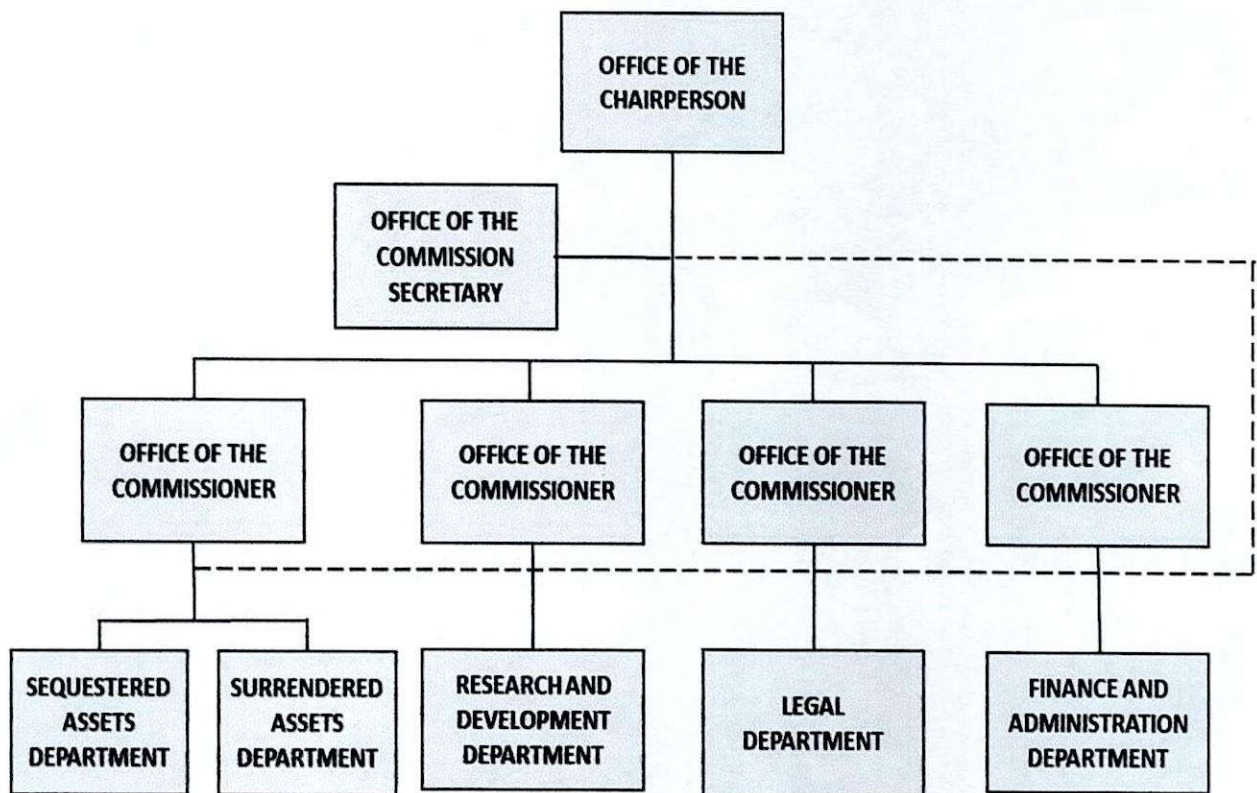


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A. Organizational Structure

EXECUTIVE OFFICES Organizational Chart

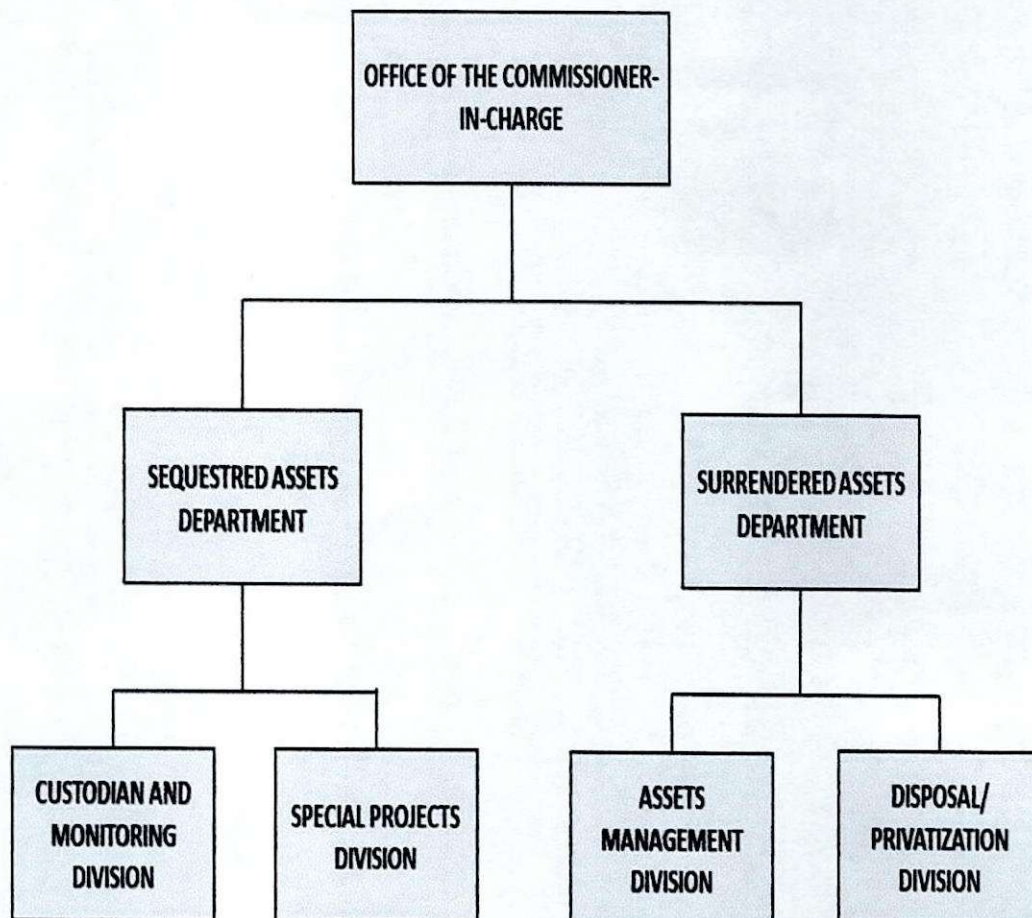


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ASSET MANAGEMENT DEPARTMENT
Organizational Chart



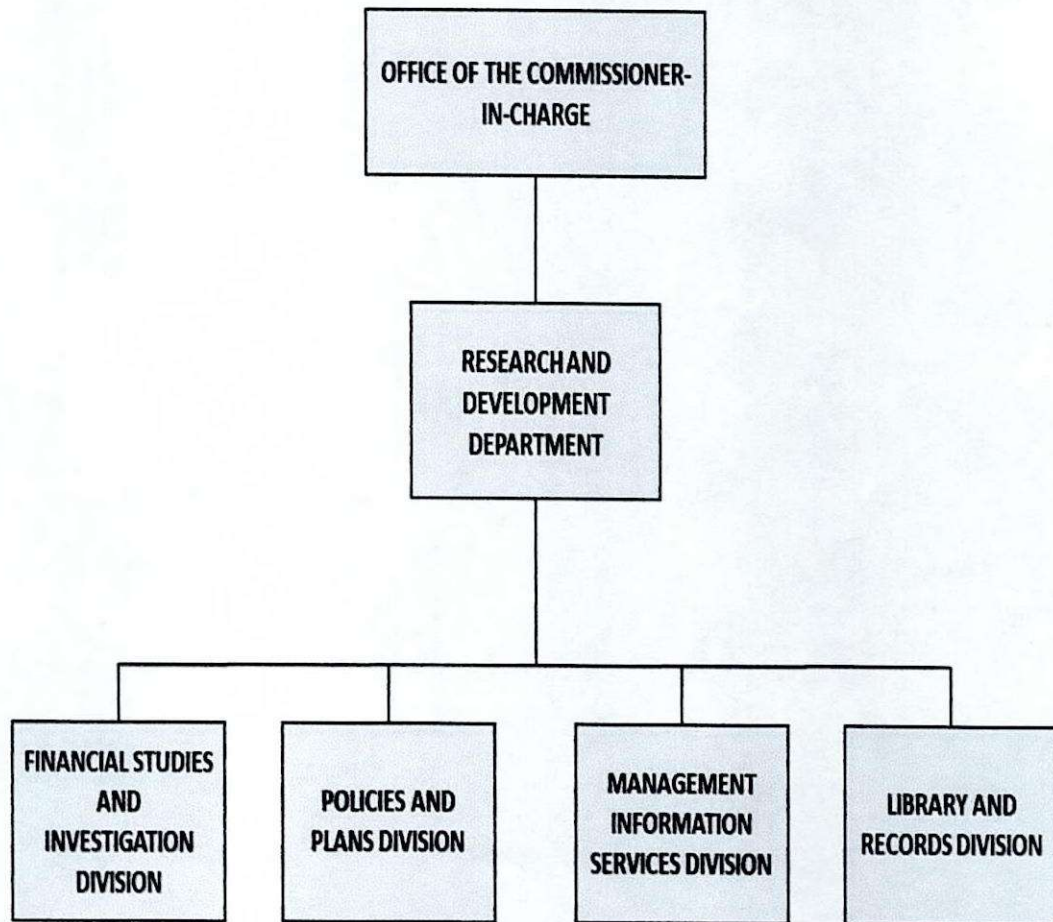
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RESEARCH AND DEVELOPMENT DEPARTMENT

Organizational Chart



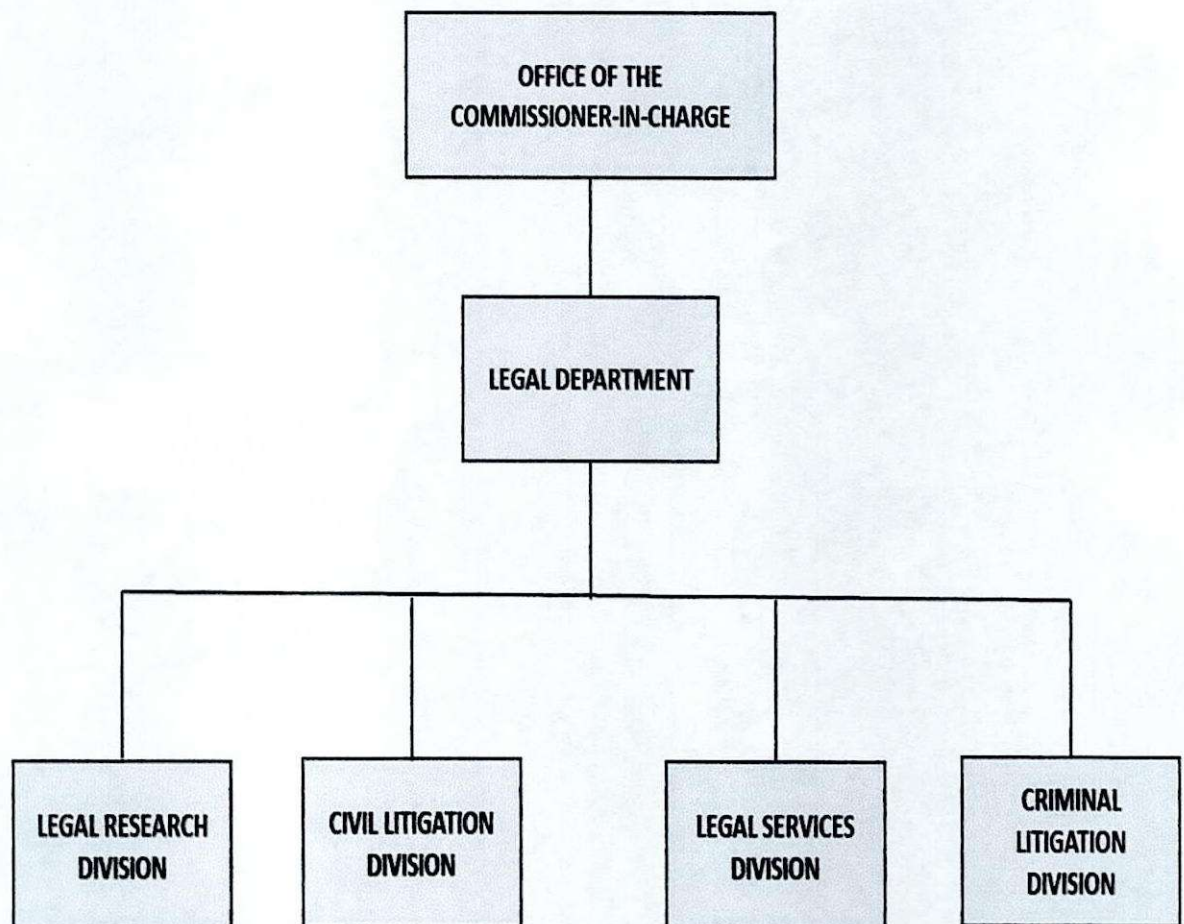
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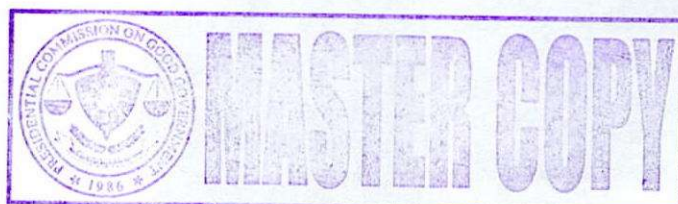
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LEGAL DEPARTMENT

Organizational Chart



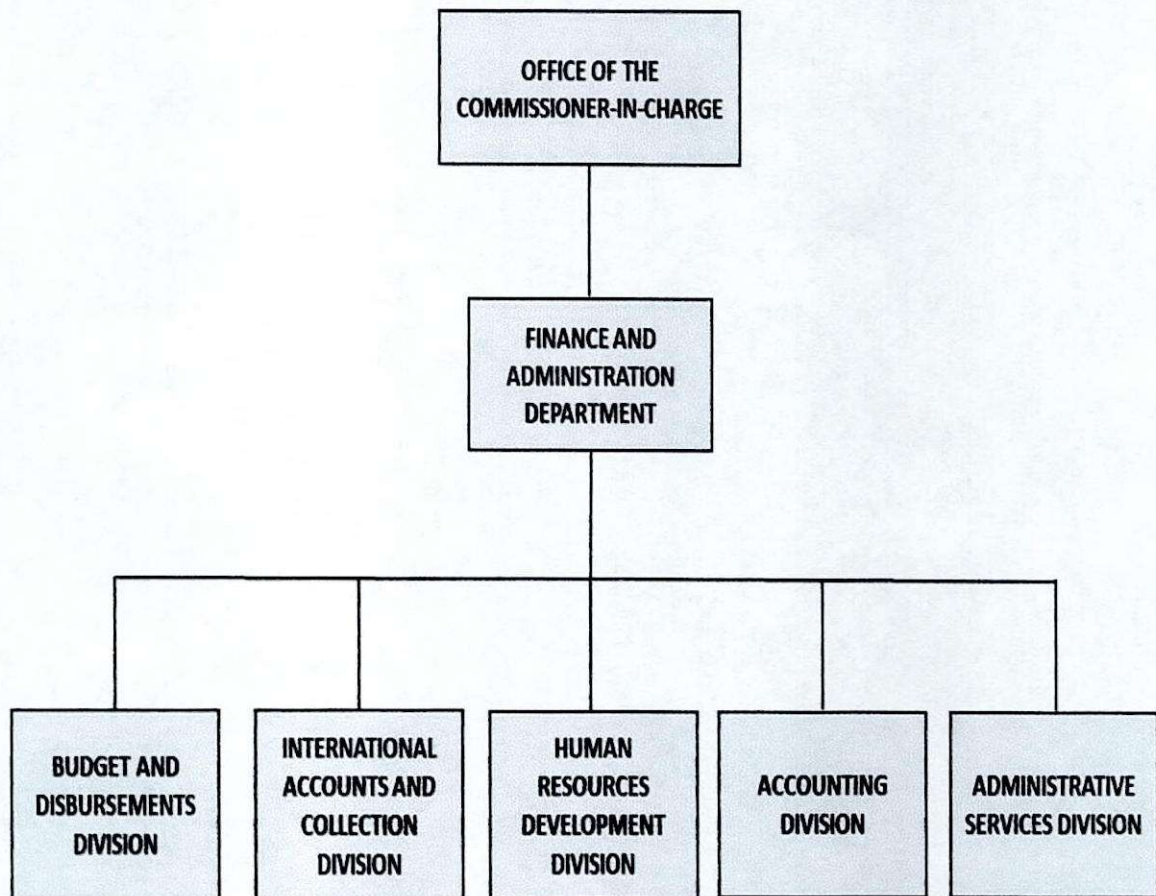
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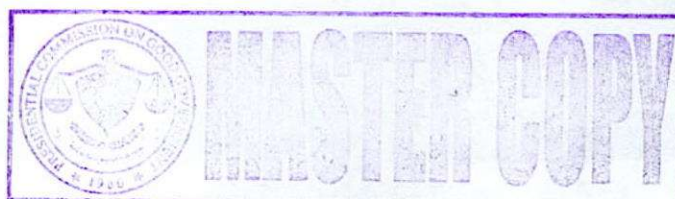
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FINANCE AND ADMINISTRATION DEPARTMENT

Organizational Chart



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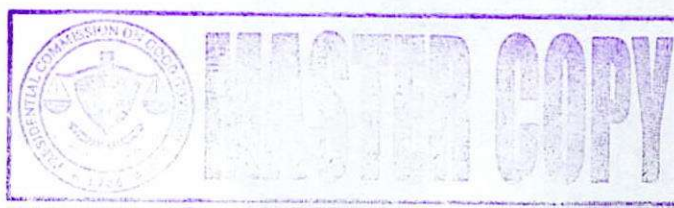
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B. Functional Descriptions

EXECUTIVE OFFICES

- Overall responsible for the Commission's tasks of assisting the President in regards with the accomplishment of the mandated mission of the Commission
- Provide direction for the formulation and adoption and/or approves policies, procedures, programs and plans pertaining to employees and operations of the Commission
- Oversee and provide direction for the formulation, implementation and evaluation of strategic and operational plans of the Commission
- Oversee and provide direction during the periodic conduct and outputs of management review, performance review and internal quality audit (IQA)
- Responsible for the international operations of the Commission, and in this connection, travels abroad to confer with lawyers and/or take such actions as may be warranted
- Consult/Meet with the President and other high government officials in connection with matters concerning the Commission
- Attend the hearings of Congress in relation to budget proposals and other matters affecting the Commission as may be required
- Oversee the working relations with the Office of the Solicitor General (OSG) in connection with the filing and prosecution of cases/pleadings with the Sandiganbayan and/or the Supreme Court
- Oversee assignments given to consultants and advisers rendering service with the Commission on voluntary or consultancy basis
- Participate and/or cooperate in the implementation of government programs as may be called for in their capacities as Chairperson and Commissioners of the PCGG
- The Commission's Press Information Office (PCGG-PIO) is engaged in dealing with press matters and the dissemination of official information to local/foreign media and the public. It functions under the direct supervision of the Office of the Chairperson.
 - Prepares press statements and letters to the editor for approval of the Office of the Chairperson
 - Provides news summaries to the Office of the Chairperson, Commissioners and other offices
 - Handles press conferences, briefings and interviews of the Chairperson and Commissioners
 - Maintains directory of various media organizations (print, tv, radio and wire agencies)
 - Maintains coordination with other agencies of government on PCGG and related matters

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- Maintains records of PCGG articles and other reports relevant to the operation of the Commission
- Implements the information dissemination and media related activities of the Commission
- Regular monitoring of news and issues on PCGG (courts and on-line news)

A. OFFICE OF THE COMMISSION SECRETARY

- Schedules Commission meetings
- Prepares agenda. Commission Resolutions and minutes of the Commission meetings
- Prepares Office Orders upon recommendation of concerned departments and divisions
- Acts as custodian of the Secretariat records
- Performs other functions as may be assigned by the Commission

The Office of the Commission Secretary shall be provided with adequate support staff to assist the Commission Secretary in all concerns affecting the Commission as well as perform matters incidental and necessary in the pre-, during and post-activities of Commission meetings.

ASSET MANAGEMENT DEPARTMENTS

The Asset Management Department (AMD) is primarily tasked with the monitoring of sequestered assets and the preservation of asset that have been placed under the custody and control of PCGG, or with PCGG nominee-directors/comptrollers, in order to prevent the dissipation, concealment and disposition of these assets until final determination of their lawful ownership by the courts.


Likewise, it is tasked with the monitoring, preservation and privatization/disposition of assets voluntarily ceded to the National Government under compromise agreements entered into by the PCGG, and recovered by virtue of a favorable judgment. In the disposition of surrendered/recovered assets, the AMD coordinates with the Privatization Council/Department of Finance.

I. SEQUESTERED ASSETS DEPARTMENT

- Formulates plans, programs & policies relative to the operational function of the Commission over the sequestered corporations/assets/ properties.
- Develops operating systems for effective Management & supervision of the Sequestered Assets Dept.

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- Directs all administrative & management undertaking of the Sequestered Assets Department.
- Prepares and reviews directives, memoranda, office orders and circulars pertaining to the plans, programs, systems and policies of the department.
- Prepares and reviews agenda and minutes of the Commission meeting in matters pertaining to the department.

A. Custodianship and Monitoring Division

- Conducts ocular inspection and physical inventory.
- Procures/retrieves documents and collects data/information relative to the operations of the sequestered corporations.
- Monitors the operations as well as the financial status of sequestered corporations.
- Maintain an updated list of incumbent members of the Board of Directors of sequestered corporations with government nominees.
- Manages and supervises sequestered properties under the custody of PCGG.
- Updates the estimated value of assets under sequestration or litigation.
- Secure and maintain document (such as, but not limited, to TCTs, Tax Declarations, SEC records like Articles of Incorporation, By-Laws, Financial Statements, General Information Sheet, etc.) relative to sequestered assets;
- Perform other functions as may be assigned by the superiors from time to time.

B. Special Projects Division

- Conducts investigation in relation to sequestered assets and properties subject of dissipation or concealment.
- Assists the Legal Department in the procurement of documents, data and information for the prosecution of pending cases filed by PCGG.
- Undertake consolidation of titles of surrendered and recovered real properties in the name of the Republic/PCGG.
- Conducts ocular inspection and physical inventory of surrendered and recovered assets.
- Monitor the operations as well as the financial status of surrendered and recovered corporations.
- Perform other functions as may be assigned by the superior from time to time.

II. SURRENDERED ASSETS DEPARTMENT

- Formulates plans, programs & policies relative to the operational function of the Commission over the surrendered corporations/assets/ properties.

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- Develops operating systems for effective Management & supervision of the Surrendered Assets Dept.
- Directs all administrative & management undertaking of the Surrendered Assets Department.
- Prepares and reviews directives, memoranda, office orders and circulars pertaining to the plans, programs, systems and policies of the department.
- Prepares and reviews agenda and minutes of the Commission meeting in matters pertaining to the department.

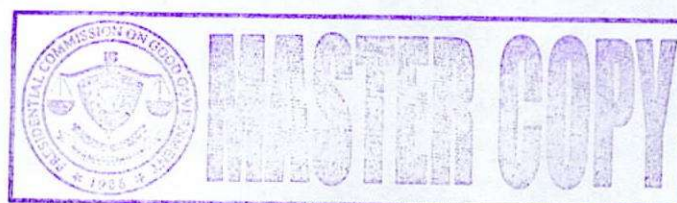
A. Asset Management Division (Property Management Division)


- Conducts periodic inventory and ocular inspection of surrendered/recovered assets.
- Monitors the operations as well as the financial status of surrendered/recovered corporations.
- Updates the estimated value of surrendered/recovered assets.
- Secure and maintain documents (such as, but not limited, to TCTs, Tax Declarations, SEC records like Articles of Incorporation, By-Laws, Financial Statements, General Information Sheet, etc.) of all surrendered/recovered assets;
- Updates the company profile and executive summary of surrendered/recovered assets.
- Recommends new plans, policies and procedures in coordination with the other departments, divisions or agencies to enhance the Commission's existing policies and procedures in the operation and administration of the Division;
- Perform other functions as may be assigned by the superiors from time to time.

B. Disposal/Privatization Division

- Create systems and procedures to effectively implement/monitor all activities related to asset disposition, preservation and maintenance;
- Prepares privatization plan for surrendered assets for disposition.
- Prepares bid documents and conduct public bidding of properties.
- Assists in the presentation to Privatization Council (PrC) of the Department of Finance of PCGG's proposed privatization plan;
- Assist in the formulation of policies and procedures to enhance the commission's existing policies on the disposal and administration of disposable assets;
- Monitor and ensure that all assigned disposable assets are adequately secured, preserved and maintained;
- Perform other functions as may be required by the Commission.

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RESEARCH AND DEVELOPMENT DEPARTMENT

- Formulates plans, programs, and policies relative to the research and investigative functions of the Commission;
- Develops, supervises and administers operating systems for the effective planning, management, monitoring, and coordination of the projects and programs of the department.
- Prepares and reviews directives, memoranda, office orders, circulars and bulletins pertaining to or otherwise affecting research plans, programs, systems, and policies;
- Provides technical advice to the Commission on matters relating to or affecting research activities;
- Coordinates assistance and exchange of information with other local investigative government agencies, as well as with the foreign government agencies under the Mutual Legal Assistance Agreements;
- Performs other functions as may be assigned by the Commission.

A. Financial Studies and Investigation Division


- Prepares financial analysis and evaluation on matters affecting the Commission;
- Provides technical assistance to the Commission in the verification and/or validation of alleged bank deposits and gold certificates of the Marcoses;
- Locates the addresses of defendants and witnesses in all civil and criminal cases filed by the Commission;
- Establishes linkages with other government agencies, such as the Office of the Solicitor General (OSG), Office of the Ombudsman, Department of Justice (DOJ), Department of Foreign Affairs (DFA), National Bureau of Investigation (NBI), Bureau of Immigration and Deportation (BID), National Statistics Office (NSO), Securities and Exchange Commission (SEC), Registers of Deeds (RD), Assessor's Offices (AO), and such other agencies where sources of information can be obtained;
- Conduct individual profiling of the missing arts/paintings; and,
- Performs other functions as may be assigned by the Director/Commission.

B. Library and Records Division

- Develops plans, programs and policies for safekeeping, authentication, transcription, computerization of financial and evidentiary records of the Commission;
- Facilitates the retrieval and delivery of documents/records to duly authorized personnel;

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- Acts as repository of all records turned over by former PCGG officials; and,
- Performs other functions as may be assigned by the Director/Commission.

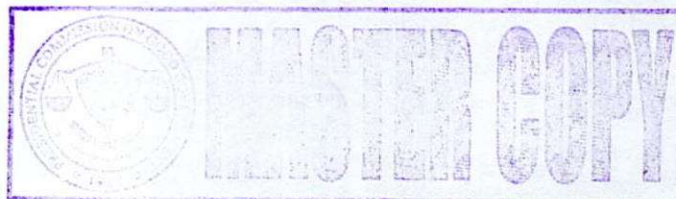
C. Management Information Services Division


- Implements and maintains the Commission's Information System Strategic Plan including provision and review and approval of technical specifications in procuring all ICT hardware, software and peripheral equipment for the Commission.
- Designs, develops, implements and maintains information systems based on the requirements of users within the Commission using various technologies and platforms
- Provides technical assistance and consultation services to the Commission related to ICT.
- Trains computer users in the user of application systems and/or in the effective utilization of the technology in which the systems are implemented
- Maintains access for all data files belonging to the Commission
- Provides database administration and management support services
- Provides support to Commission staff including installation, configuration and update of software installed on individual computers.
- Maintains the content and layout of the Commission's website
- Provides e-mail support for users with official e-mail accounts
- Provides local area network (LAN) and internet connection support and system administration services to ensure availability
- Coordinates with external service providers on issues related to internet connectivity and website availability
- Performs preventive maintenance of the ICT resources of the Commission

D. Policies and Plans Division

- Initiates/recommends plans, programs and activities including the monitoring of the execution of approved programs and strategies to meet the Commission performance targets;
- Facilitates Mid-Year and Yearend Performance Review;
- Facilitates planning activities (strategic and operational) in coordination with all the departments;
- Consolidates institutional (strategic and operations) planning outputs;
- Institutional performance and compliance monitoring and evaluation;

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- Submission of compliance reports and requirements to Department of Justice (DOJ) and other government oversight agencies
- Acts as liaison with key officers and outside parties with regard to actions they need to take as assigned by the Commission;
- Assist in projects that may be assigned as the need arises; and,
- Performs other functions as may be assigned by the Director/Commission.

LEGAL DEPARTMENT

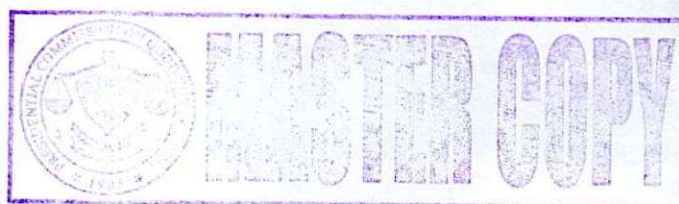
- Monitors the handling and continuous prosecution of all cases of the Commission and ensure that it is well represented in courts.
- Ensures uniform, consistent, timely and efficient preparation and delivery of response to action documents and review in order to provide speedy, efficient and opinions to protect, defend and promote PCGG's interests, goals and objectives.
- Handles, manages and monitors all case files and other related documents received by and to be released, and in the process, to ensure the security of all case files in its custody.
- Standardizes the filing and service of pleadings, motions, court processes and other related documents in accordance with Rule 13 of the Civil Procedures and the Administrative Memorandum 11-9-4-SC or the "Efficient Use of Paper Rule" of the Supreme Court, as well as the delivery of official documents to external offices.
- Prescribes guidelines and procedures covering the preparation and request for finances for utilization of the Legal Department and used in the payment of fees of the special legal counsels, OSG lawyers who are members of the PCGG-Task Force and such other counsels whose services may be engaged by the Commission.


FINANCE AND ADMINISTRATION DEPARTMENT

The Finance and Administration Department (FAD) shall provide PCGG General Administrative and Financial Support services effectively and efficiently in accordance with the policies of the Commission and government rules and regulations. The FAD has five (5) divisions, namely: Budget and Disbursement, Accounting, Collection, Administrative Services and Human Resource Development Divisions.

A. Budget and Disbursements Division

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a. Budget Unit

- Prepares annual budget proposal of the Commission for submission to the Department of Budget and Management (DBM)
- Prepares documents in support and defense of the proposed budget before the DBM, Senate and House of Representatives
- Attends budget deliberations
- Controls and certifies availability of allotment
- Monitors obligations incurred against the allotment received
- Maintains Registry of Allotments and Obligations and Journal Analysis of Obligations
- Prepares and submits Budget Execution Documents (BEDs) and Budget and Financial Accountability Reports (BFARs) to the DBM and Commission on Audit (COA)

b. Cash Unit


- Disburses general and special funds
- Administers payment of salaries, wages, allowances and other monetary benefits to employees and claims by other creditors thru MDS checks or LDDAP-ADA
- Reviews disbursement vouchers and supporting documents for check preparation
- Prepares Advice of Checks Issued and Cancelled (ACIC) for general and special funds
- Disburses cash advance for petty expenses and special projects of the Commission
- Transmits to Land Bank of the Philippines signed MDS checks and corresponding ACIC and/or LDDAP-ADA
- Prepares Report of Disbursements (Cash and Check), Report of Checks/ADAs Issued, Report of Accountability for Accountable Forms
- Maintains database for all disbursement transactions

B. International Accounts and Collection Division

- Receives funds coming from surrendered and/or sequestered corporations/assets as well as particular receipts coming from the General Fund and Special Fund.
- Remits check collections to the Bureau of the Treasury (BTr) for credit to the different funds established by PCGG.

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- Controls the deposit of collections, from specific sequestered corporations and assets under PCGG control and supervision, with the Authorized Government Depository Bank (AGDB) or the Landbank of the Philippines.
- Prepares reportorial requirements by government regulatory agencies such as COA and DBM
- Processes payment to foreign lawyers

C. HUMAN RESOURCES DEVELOPMENT DIVISION

a. Recruitment and Placement and Appointments Preparation/Monitoring

- Process filling up of vacant positions in accordance with CSC guidelines
- Prepare/ process appointments with required documents – for CSC attestation on initial & promotional appointments
- Monitor, provide notices on expiring contracts & prepare/process renewal of appointments

b. Payroll Preparation, Timekeeping and Leaves Administration

- On bi-monthly period, accurately compute salaries for all employees & prepare corresponding report as input to Accounting, Budget & Cash Units
- Monitor & provide timekeeping details as input to payroll
- Record & monitor leave credits and usages

c. Reportorial Requirements

- Regularly prepare and submit to CSC all reportorial requirements on personnel movements such as RAI, PSIPOP, etc.
- As needed, provide HR related reports to DBM and DOJ

d. Policy Formulation, Review and Updates


- Formulate HRDD related guidelines and policies as well as their updating

e. Training and Developmental Intervention

- Develop Training Plan & monitor its realization and effectiveness of trainings attended by employees, either in-house or outside
- Ensure Training process is in accordance with policy
- Coordinate and handle employees enrollment to particular training programs

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f. Other HR Support Services

- Based on CSC guidelines, provide replies or views on queries pertinent to employment of personnel
- As post employment services, provide the requested information/documents such as certifications & service records & other needed data on former employees
- Attend to HR related requirements in particular committee memberships such as Performance Management Team, ISO, Strategic Planning, Policy Committee, Gender and Development, Teambuilding, PRAISE, CODI & other committee that may be constituted
- Maintain/Update HRDD records such as 201 File; also provide employees requested certifications


D. ACCOUNTING DIVISION

The Commission shall use the Government Accounting Manual (GAM) as prescribed by Commission on Audit Circular No. 2015-007 dated October 22, 2015. It shall comply with the provisions of the manual that are applicable to its operations.

- Accounts for the financial transactions of the Commission on the ff funds: General Fund 101 (appropriations from NG), Fund 151 (Special Provision), CARP Fund 158 (recovered monies thru sale & compromise), and Fund 184 (sequestered/taken over funds).
- Prepares and submits financial statements and various financial reports of the Commission on a monthly, quarterly and annual basis.
- Maintains basic and subsidiary accounting records and books of accounts to reflect accounts and financial information required by existing rules and regulations.
- In charge of a part of the process of paying claims which is the Disbursement Voucher (DV) preparation and LDDAP
- Conducts internal check over disbursements through the pre-audit function.
- Reconciles PCGG records with bank records for cash allocation received monthly (Funds 101 and 151).
- Reconciles escrow deposits with the Bureau of Treasury (Fund 184).
- Reconciles PCGG records with bank records for accounts maintained with PNB (based on available records as provided by the OTC/Commissioner)
- Issues certification per request of employees for remittances made to the following agencies:

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- Home Development Mutual Fund (HDMF) – for Pag-ibig premium and loan amortization
- Government Service Insurance System (GSIS)
 - For policy and salary loan amortization
 - For life and retirement premium (EE & ER share)
 - For optional life insurance premium
 - For educational plan
 - and others
- Philippine Health Insurance Corporation – for premium contributions
- PCGG Employees Multi-purpose Cooperative – for contributions and loan amortization
- PCGG Employees Association – monthly dues, MAP contribution & EPF
- Land Bank of the Philippines – for bank loans
- Prepares schedules and remits all of the above salary deductions to the aforementioned agencies.
- Withholds taxes from suppliers, contractors and other creditors, issues certificates thereof and remits the same to the BIR.
- Monitors liquidation of cash advances granted to officers and employees
- Certifies funding/cash availability on contracts, purchase orders, payrolls, etc.

E. ADMINISTRATIVE SERVICES DIVISION


The Administrative Services Division is tasked with the responsibility of (1) implementing policies/measures for the protection, maintenance and proper utilization of properties, vehicles, supplies and equipment; and (2) handling procurement of supplies, services and equipment in accordance with existing rules and regulations.

a. Property and Maintenance Unit

- Issues office equipment to PCGG personnel
- Conducts physical inventory of Plant, Property and Equipment (PPE's)
- Updates Acknowledgement Receipts for Equipment (ARE's)
- Accepts deliveries and issues supplies and materials to end users
- In charge of building and office equipment maintenance & administration
 - Office repair/renovation
 - Sewage and water supply
 - Equipment repairs
- Coordinates with outsourced service providers
 - Janitorial
 - Elevator Maintenance
 - Copier Machines

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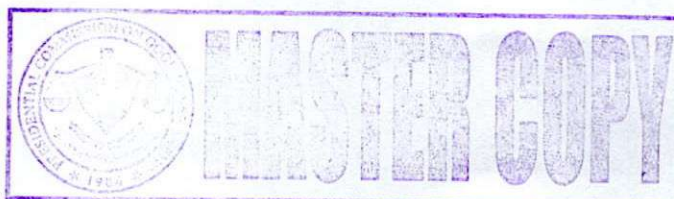
b. Procurement and Utilities and Billing Unit

- Handles procurement of goods and services with ABC not exceeding P200K
- Coordinates with Bids and Awards Committee (BAC's) on procurement exceeding P200K
- Reviews and validates billing vs. actual consumption:
 - Fuel/Lubricants
 - Utilities:
 - Water
 - Electric
 - PLDT Landlines
 - Mobile Post-paid Lines
- Others:
 - Internet
 - Purified Water
 - Copier Machine
 - Elevator Unit
 - Insurance

c. Motor pool Unit

- Issues service vehicles to PCGG officials
- Dispatches service vehicles for official trips, including shuttle services
- Provides alternate drivers to PCGG officials
- Responsible for maintenance of PCGG vehicles
- In charge of LTO registration and insurance of PCGG motor vehicles
- Coordinates with LTO and NICA regarding acquisition/renewal of security plates/stickers

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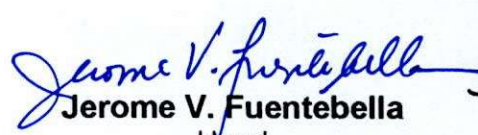


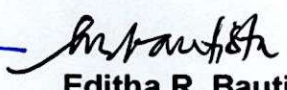
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Quality Management System
ORGANIZATIONAL STRUCTURE AND FUNCTIONAL DESCRIPTIONS

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Submitted by:

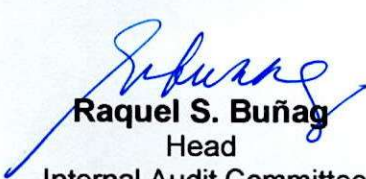

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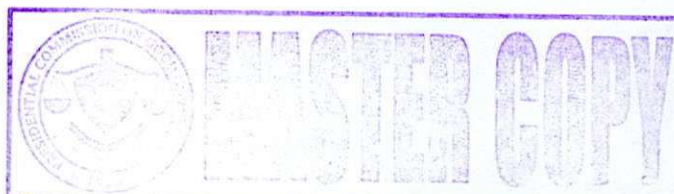
Recommending Approval:


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Charity D. Catabas
QMS Core Team Leader

Approved:


Atty. Reynold S. Munsayac
Acting Chairperson



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	<p align="center">PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT Quality Management System SCOPE AND COVERAGE</p>		
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A. Scope and Exclusions

This Manual applies to the Quality Management System of PCGG and covers core processes of provision of research, legal management, asset management and disposal/privatization including its management and support processes.

This contains the basic policies, objectives, procedures and guidelines set by the PCGG in connection with internal and external stakeholders, which can be implemented as a tool for complying and exceeding stakeholders' expectations.

The ISO 9001:2015 Standard shall be adopted by the PCGG and shall be implemented to serve as the fundamental pillar to attain quality as a way of life in the PCGG.

Non-applicable requirements:

- Clause 7.1.5 "monitoring and measuring resources" because the PCGG does not have any resources that require measurement traceability (calibration/validation);
- Clause 8.3 "design and development of products and services" because the PCGG complies with established mandates mainly Executive Order 01 and 02 series of 1986 and with other regulatory requirements.

B. Process Map

The Presidential Commission on Good Government high level process map is divided into three groups of processes, namely:

- Management Processes – those that are needed for oversight and governance of PCGG's quality management system;
- Core Processes – those that are needed to realize the planned activities in performing processes and allow PCGG to deliver the intent of the output of the operations; and,
- Support Processes – those that are needed to manage the resources necessary to ensure the satisfactory performance of the Core Processes.

Conceptually, these three groups of processes are working together to transform the clients' requirements into client satisfaction. The Management Processes set directions, policies and plans for the operations to perform and deliver the desired outputs and organizational outcomes. During the strategic planning and target setting, the management identifies internal and external issues through SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis.

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The core processes deliver outputs to clients specifically the Philippine government and other government agencies, i.e. recovery of ill-gotten wealth, educational campaign against corruption with the academe, historical information/data about the Marcos' ill-gotten wealth. Controls of the inputs, processes and outputs are applied by the concerned offices to ensure integrity and credibility in performing good governance.

The support processes provide the necessary administrative and logistical support to the core processes for the effective delivery of services such as recovery of ill-gotten wealth, educational campaign against corruption with the academe and provision of historical information/data about the Marcos' ill-gotten wealth to the public. Both the core and support processes communicate feedback and reports to the management for proper monitoring and implementation of appropriate corrective action.

The clients together with the interested parties, even outside the organization, are crucial factors in PCGG's QMS. Their requirements and issues are taken into consideration in the planning activities of the organization. Their feedback and satisfaction are also being monitored and measured as inputs to the management's review of the PCGG's performance. These data are also used for continual improvement of the system, processes and services.

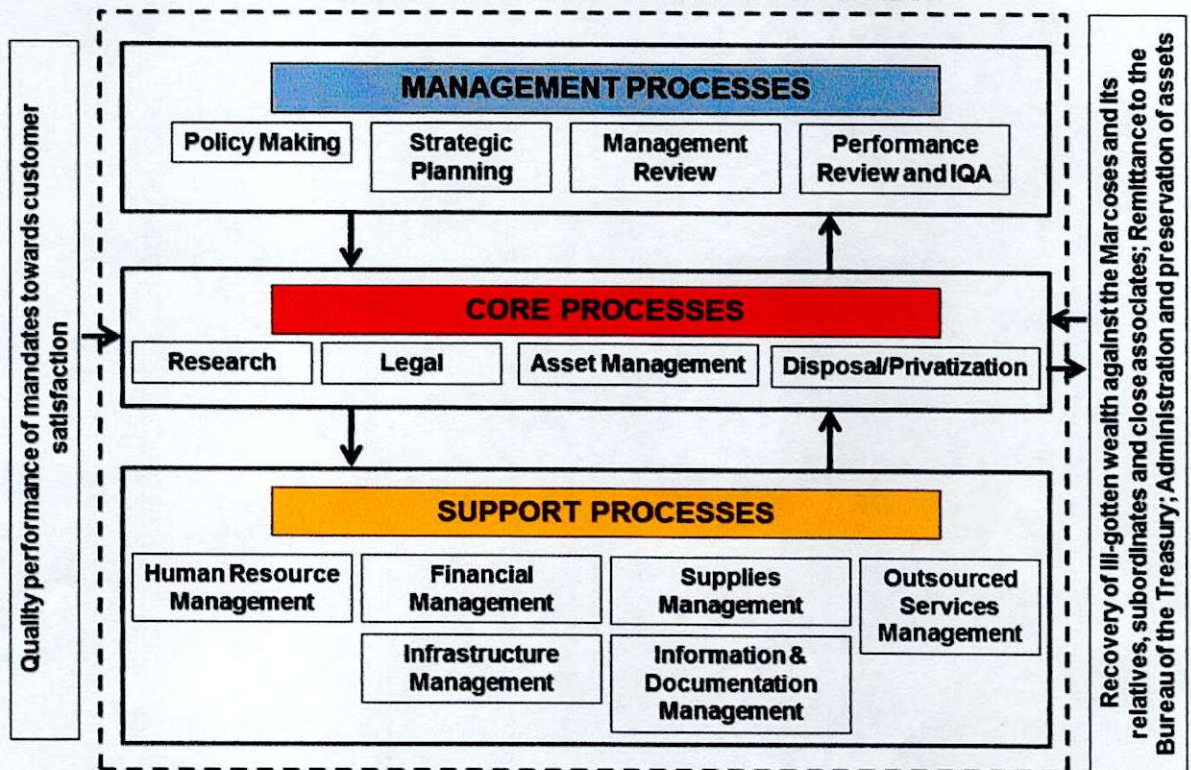
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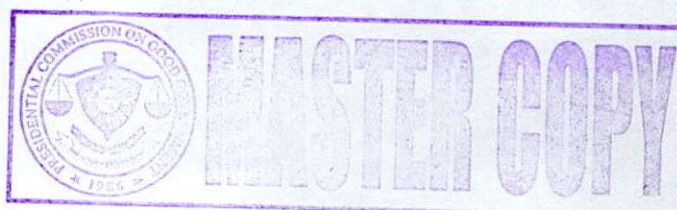
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PROCESS MAP

PROVISION OF RESEARCH, LEGAL, ASSET MANAGEMENT & DISPOSAL/PRIVATIZATION SERVICES



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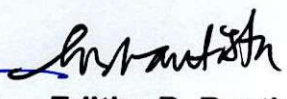
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Quality Management System
SCOPE AND COVERAGE


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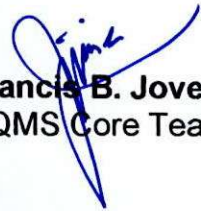

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PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT Quality Management System QUALITY POLICY

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The Management maintains the Quality Policy, which ensures the satisfaction of the PCGG's clients and other interested parties, and compliance with statutory and regulatory requirements relative to the recovery of ill-gotten wealth of the Marcoses and its cronies and cohorts. This policy is communicated to ensure that it is understood and applied at all levels of the organization. Comprehension of the Quality Policy is verified through, but not limited to, Internal Quality Audits, Management Reviews and during staff meetings.

The Management is responsible for ensuring that the quality policy is appropriate to its mandate and provides framework for establishing and reviewing quality objectives and goals. This is reviewed periodically to ensure continuing suitability to its mandate and thrusts, including the requirements and needs of its clients.

QUALITY POLICY

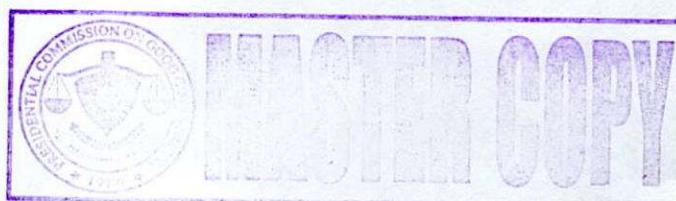
The PCGG commits to the optimal recovery, efficient administration and privatization of ill-gotten wealth, and the adoption of safeguards to promote good governance towards socio-economic development.

It shall achieve these through:

- delivering responsive, pro-active, dedicated service to the Filipino people;
- performing with unwavering integrity, transparency, and accountability; and,
- continually improving and sustaining the Quality Management System.

P - Perseverance and
C - Commitment to
G - Good
G - Governance

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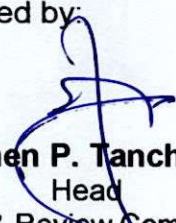




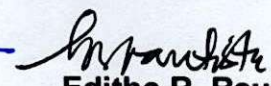
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Quality Management System
QUALITY POLICY

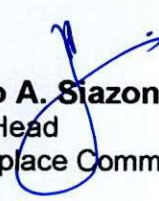
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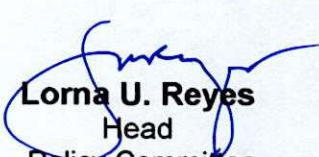
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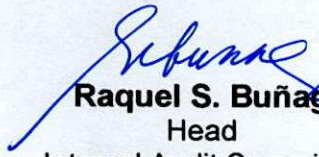

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PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT

Quality Management System

MANAGEMENT PROCESSES

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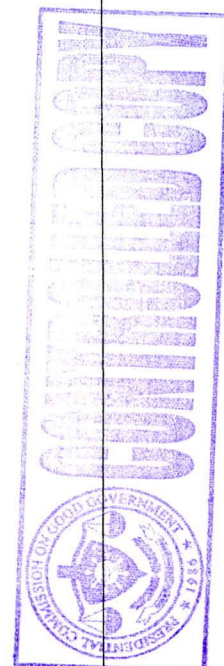
Management Commitment


Top management of PCGG demonstrates leadership and commitment to the QMS by promoting the quality models (plan, do, check, act; process approach and risk-based thinking) and taking over-all accountability of the effectiveness of the QMS.

1. Policy Making

PCGG's policy-making process involves agenda building, formulation, implementation and evaluation of policies and resolutions spearheaded by the Commission-en-banc.

Process	Activity	Responsible Unit
1. Agenda Building	<ul style="list-style-type: none">Structuring and determination of issue or problem to be addressed by the intended policyIssues or concerns raised may originate from internal sources (PCGGEA, operations-related, etc) or relevant interested parties (Office of the President, Supreme Court and other lower courts, Department of Justice, Office of the Solicitor General, oversight government agencies, public, etc) through correspondences, issuances, memoranda, circulars and the like.	<ul style="list-style-type: none">Commission-en-bancManagement Committee
2. Formulation	<ul style="list-style-type: none">Devising policies that will be used for intervention through the conduct of Commission-en-banc meeting, MANCOM meeting or committee meetings	<ul style="list-style-type: none">Commission-en-bancManagement CommitteeConcerned Committees



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3. Implementation	<ul style="list-style-type: none"> Adoption of the policies through the issuance of Commission Resolutions or Office Orders and guidelines 	<ul style="list-style-type: none"> Commission-en-banc Management Committee Unit Heads/Division Chief
4. Evaluation	<ul style="list-style-type: none"> Monitoring of implemented policies through customer feedback (internal and external) mechanism 	<ul style="list-style-type: none"> Commission-en-banc Management Committee

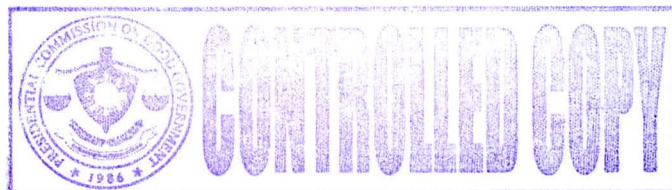
2. Strategic Planning

The PCGG conducts annual strategic planning to serve as the venue for assessing the overall agency performance for the previous year, where strategic thrusts are defined, commitments are obtained, resource requirements are determined, and objectives and targets for the current and succeeding fiscal year are set at appropriate levels.

The PCGG considers the context (issues, needs and expectations of interested parties), risks and opportunities.


The **strategic thrusts** set by management for CY 2018-2020 are as follows:

- Asset recovery, Preservation and Privatization
- Capacity and image building
- Knowledge management
- System efficiency
- Risk management



During the strategic planning activity, the Work and Financial Plan (WFP) for the succeeding year will be determined, while the implementation plans/strategies on how to achieve the targets set in the Office Performance Commitment and Review (OPCR) for the current year shall be reviewed and finalized. Thereafter, the corresponding policy instructions shall be issued to all concerned units to achieve the WFP and Major Final Output (MFO) targets.

Quality objectives aligned with strategic thrusts are set at relevant levels with corresponding action plans.

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References:

- Executive Order Nos. 1, 2, 14 and 14-A, Series of 1986
- Executive Order No. 323, Series of 2000
- DOJ Circulars on Planning, Programming and Budgeting System
- DBM Circulars on Annual Budget Call
- General Appropriations Act (GAA) of previous fiscal year
- National Expenditure Program (NEP) for succeeding fiscal year
- Republic Act (RA) No. 9184
- COA Rules and Regulations
- Annual Accomplishment Reports
- Strategic Performance Management System (SPMS)
- Civil Service Rules

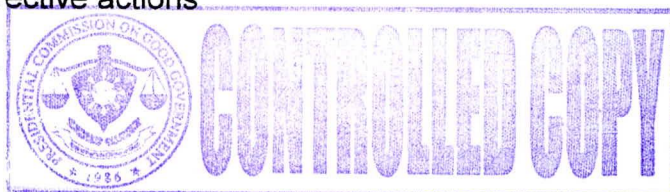
3. Management Review


Periodic review of the Quality Management System is an essential part of our approach to continual improvement of its effectiveness and efficiency with the objective of enhancing stakeholders' satisfaction.

Review of the Quality Management System's suitability, adequacy and effectiveness are carried out at least on a semestral management review meetings. This method evaluates the need for changes to our QMS including the Quality Policy, targets as well as the assessment of improvement opportunities based on the review and analysis of performance trends.

Effective review requires the collation of meaningful performance data: performance of programs, services, processes and personnel that would allow a factual based decision making. The review includes information on the following:

- Results of internal and external audits
- Stakeholders feedback
- Review of the office performance through Office Performance Commitment
- Review (OPCR)/degree to which the quality objectives are met
- Status of actions from previous management reviews
- Changes in external and internal issues that are relevant to the quality management system
- Status of nonconformities and corrective actions
- Performance of external providers
- Adequacy of resources
- Proposed improvements



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- Changes in the QMS (e.g. updates on originated/revised policies, change in organizational structure, etc.)

The outputs of the management review shall include decisions/resolutions and actions related to:

- Opportunities for improvement
- Any need for changes to the quality management system
- Resource needs

The Commission shall retain documented information as evidence of the results of management review.

4. Performance Review and Internal Quality Audit

The PCGG conducts monitoring and measurement activities to gauge the effectiveness of the system. These include monitoring customers and stakeholders' perceptions of the degree to which their needs and expectations have been fulfilled.

The PCGG analyzes and evaluates appropriate data and information arising from monitoring and measurement.

A. Improvement Management

▪ Nonconformity and Corrective Action



The PCGG adopted related procedures with their corresponding purposes, to wit:

- Corrective Action Procedures – aims to ensure that causes of detected nonconformities are eliminated in order to prevent recurrence.
- Control of Nonconforming Outputs – intends to ensure that products and services that do not conform to the requirements are controlled to prevent their unintended use or delivery, or if delivered, to ensure that appropriate remedies are effectively taken.



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▪ Improvement

The PCGG improves the suitability, adequacy and effectiveness of the quality management system. It considers the outputs of analysis and evaluation and the outputs from management review to confirm if there are areas of underperformance or opportunities that shall be addressed as part of continual improvement. Where applicable, it selects and utilizes applicable tools and methodologies for investigation of the causes of underperformance and for supporting continual improvement.

B. Internal Quality Audit

The PCGG conducts Internal Quality Audit at least once in a 12-month period, unless the need for special audit arises, to identified audit area to determine the effectiveness of the Quality Management System and its conformity with the planned arrangements.

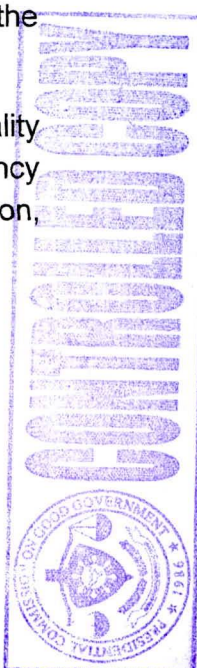
The PCGG implements and maintains Internal Quality Audit procedure in accordance with the requirements of the ISO 9001:2015.

The members of the IQA Team are identified and trained to ensure that they are capable to conduct and carry out the audit. The composition of the IQA Team is selected to ensure objectivity and impartiality of the audit process. Auditors cannot audit the processes within their respective units.

The results of the audits are recorded and reported in accordance with the documented Internal Quality Audit procedure.

The Internal Quality Audit (IQA) Team shall ensure that the PCGG Quality Management System meets the quality policies and objectives set by the agency as well as the requirements of ISO 9001 Standard. In performing this function, the IQA Team shall:

- prepare the annual QMS plan, setting out the internal quality audit schedule on a quarterly basis;
- conduct the internal quality audit of the core, support and management processes of the agency in accordance with the audit plan; institutionalized controls and actions taken to address the risk and opportunities are likewise audited for continual improvement.
- prepare an audit report which contains details of the following:
 - nonconformities found during the audit
 - corrections and corrective actions including committed dates of





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completion without undue delay

- deliberate and report the results to the relevant department head of the agency and to management its audit findings
- regularly monitor and verify the implementation of all corrective actions for nonconformities raised during the audit, and report the results to relevant department head and to management
- ensure audits are conducted as planned

C. Feedback Management

FEEDBACK AND COMPLAINTS MECHANISM

Feedback Submission

For external clients

Pen and Paper Method

- Accomplish the CCSS Form at the Ground Floor, IRC Building, No. 82 EDSA, Mandaluyong City.
- Telephone no.: (+632) 8725-6874; email address: lady.sharmaine.mangente@pcgg.gov.ph

Online Method

- Accomplish the CCSS Form online either by:
 - a. scanning the QR Code at the lobby which will redirect the client to an online CCSS Form;
 - or
 - b. visiting the PCGG Website for the online CCSS Form.

For internal clients

Pen and Paper Method

- Accomplish Request Form by the client.
- Submit Request Form to the responsible department.
- CCSS Form to be accomplished by





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the client relative to his/her request.

- Accomplished CCSS Form to be deposited by the client to the feedback box.

Online Method

- Accomplish Online Request Form by the client.
- Submit Online Request Form accordingly.
- CCSS Form to be accomplished by the client relative to his/her request by:
 - a. Scanning the QR Code which will redirect the client to an online request form; or
 - b. Visiting the PCGG portal to access the online request form.

Feedback Processing

- Every Friday, feedback is collected from all feedback boxes located in each office by the Feedback and Communications Committee – QMS Core Team.
- Feedback with specific concerns or requires answers shall be forwarded to the concerned offices and shall be responded within three (3) working days of the receipt of the feedback.

For external clients

- The response from the concerned office shall be forwarded to the public.

For internal clients

- The response from the concerned





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office shall be forwarded to the concerned department.

- For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address:
lady.sharmaine.mangente@pcgg.gov.ph

Complaint Filing

For external clients

Pen and Paper Method

- Accomplish the complaint form at the Ground Floor, IRC Building, No. 82 EDSA, Mandaluyong City.
- Kindly provide the following information:
 - a. Name of person being complained
 - b. Incident
 - c. Evidence

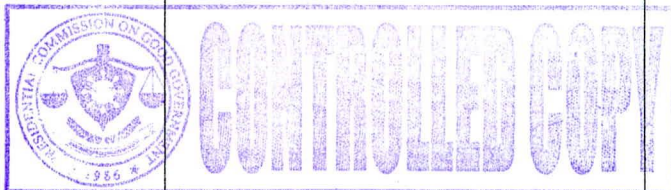
Online Method

- Accomplish the complaint form online by:
 - a. scanning the QR Code; or
 - b. visiting the PCGG website
- Kindly provide the following information:
 - a. Name of person being complained
 - b. Incident
 - c. Evidence

For internal clients

Pen and Paper Method

- Accomplish the complaint form and





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deposit at the feedback box.

- Kindly provide the following information:
 - a. Name of person being complained
 - b. Incident
 - c. Evidence

Online Method

- Accomplish the complaint form by:
 - a. scanning the QR Code; or
 - b. visiting the PCGG Portal;
- Kindly provide the following information:
 - a. Name of person being complained
 - b. Incident
 - c. Evidence
- For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address:
lady.sharmaine.mangente@pcgg.gov.ph

Complaint Processing

- All complaints will be collected from the feedback boxes by the Feedback and Communications Committee – QMS Core Team on a weekly basis for evaluation.
- Upon evaluation, the Feedback and Communications Committee – QMS Core Team shall conduct the investigation and forward the complaint to the concerned office for their explanation.
- After investigation, the Feedback and Communications Committee – QMS Core Team will prepare the report to be submitted to the Office



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	<p>of the Chairperson for his appropriate action.</p> <ul style="list-style-type: none">• The Feedback and Communications Committee – QMS Core Team shall contact the complainant with:<ol style="list-style-type: none">1. A resolution within seven (7) working days upon receipt of complaint; or otherwise2. Informing him/her of the status of the complaint and the expected date of resolution which must not be later than twenty (20) days from receipt of the complaint.• For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: lady.sharmaine.mangente@pcgg.gov.ph
Contact Information of PCGG	Telephone No.: (+632) 8725-6874 Email Address: pio@pcgg.gov.ph Facebook Account: @PCGGofficial Twitter Account: @TheNewPCGG



	<p align="center">PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT Quality Management System MANAGEMENT PROCESSES</p>		
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Submitted by:


Francis Victor M. Aligaen
 Head
 Plan & Review Committee


Dir. Romulo A. Siazon
 Head
 Documentation Committee


Editha R. Bautista
 Head
 Training & Advocacy Committee


Dir. Lorna U. Reyes
 Head
 Quality Workplace Committee



Dir. Mark J. Abelon
 Head
 Policy Committee


Dir. John Sherwin S. Jao
 Head
 Internal Audit Committee


Atty. Rosaline O. Escobar
 Head
 Risk Management Committee


Lady Sharmaine V. Mangente
 Head
 Feedback & Communication Committee

Recommending Approval:



Francis B. Joves
 Assistant QMS Core Team Leader


Charity D. Catabas
 QMS Core Team Leader

Approved:


Atty. Reynold S. Munsayac
 Acting Chairperson



	PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT Quality Management System CORE PROCESSES		
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1. RESEARCH SERVICES

It pertains to the identification of the ill-gotten wealth accumulated by former President Ferdinand E. Marcos, his immediate family, relatives, subordinates and close associates, whether located in the Philippines or abroad. This involves thorough and exhaustive review and analysis of the primary and secondary evidences to strengthen further the evidentiary materials, preparation of financial analysis and evaluation of documentary evidence and establishment of linkages with other government agencies, such as the Office of the Solicitor General (OSG), Office of the Ombudsman, Department of Justice (DOJ), Department of Foreign Affairs (DFA), National Bureau of Investigation (NBI), Bureau of Immigration and Deportation (BID), National Statistics Office (NSO), Securities and Exchange Commission (SEC), Registers of Deeds (RD), Assessor's Offices (AO), and such other agencies where sources of information can be obtained

2. LEGAL MANAGEMENT

It is the provision of legal services to the Commission, particularly the litigation of all cases filed by and against the Commission in the performance of its mandate under Executive Order Nos. 1, 2, 14, as amended, Series of 1986, and 432, Series of 2005.

3. ASSET MANAGEMENT

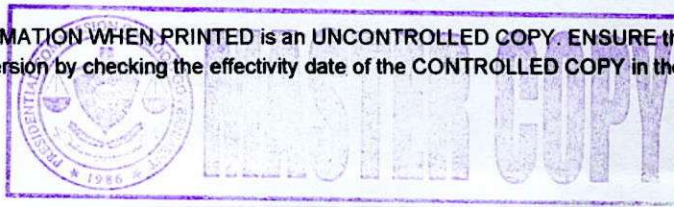
It is the administration of sequestered assets and preservation of assets that have been placed under the custody and control of PCGG, or with PCGG nominee-director/comptrollers, in order to prevent the dissipation, concealment and disposition of these assets until final determination of their lawful ownership by the Courts.

a. Administration

- Periodic ocular inspection of sequestered and surrendered/recovered assets.
- Physical inventory of sequestered and surrendered/recovered assets.
- Provides estimated valuation of sequestered/recovered assets from documents/records obtained from BIR, SEC, etc.
- Updating of status of titles as to ownership and encumbrances.

b. Preservation

- Repairs and maintenance of sequestered properties under full custody of PCGG.
- Administer projects/activities to maximize revenue generation.





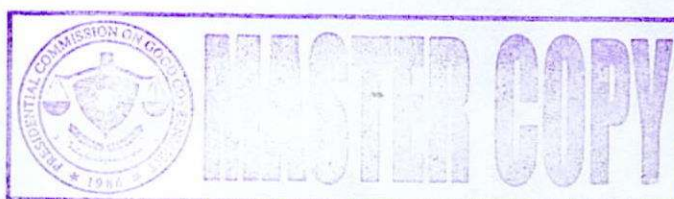
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CORE PROCESSES

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4. DISPOSAL/PRIVATIZATION

It is the disposition and privatization of surrendered and/or recovered assets to ensure that these are done in accordance with the rules and procedures prescribed by the Privatization Council and Commission on Audit.

- **Disposal** refers to the transfer or disposition of property from one to another by any various means including public auction, sale thru negotiation, barter, transfer to other government agencies, or destruction or condemnation.
- **Privatization** means the transfer of assets from public to private ownership and control.




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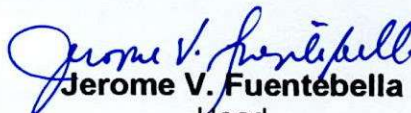


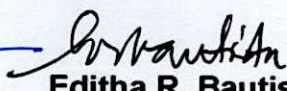
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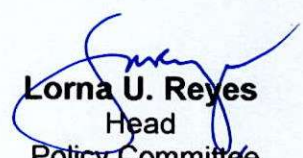
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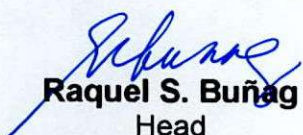

Stephen P. Tanchuling
Head
Plan & Review Committee

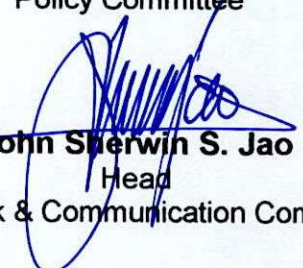

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John Sherwin S. Jao
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Recommending Approval:


Francis B. Joves
Assistant QMS Core Team Leader


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QMS Core Team Leader

Approved:


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Acting Chairperson



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1. Human Resource Management

The PCGG believes that the human resource is its greatest asset. To ensure that the staff members are equipped with the necessary knowledge and skills required to efficiently perform their functions, the Human Resource Development Division (HRDD) has established and maintained procedures to ensure that personnel performing their functions are competent on the basis of education, training and/or experience and job skills set. As such, the HRDD maintains the records in undertaking the following functions:

- determining the capability building needs of personnel performing research work involving preparation of pleadings and appraisal/valuation process;
- organizing seminars and training courses to meet the identified needs;
- evaluating the effectiveness of the aforementioned HRDD interventions;
- orienting the personnel on their roles and responsibilities as they affect achievement of objectives;
- inviting department representatives to orient personnel on departmental policies and procedures;
- ensuring persons doing work are aware of the quality policy, objectives and implications of nonconformance; and
- determining and selecting opportunities for improvement and implement necessary actions to meet certain requirements through corrections, corrective actions, continual improvement and innovation.


It is the commitment of the PCGG to provide its staff with the proper training for the constant improvement of their knowledge, skills, managerial acumen and behavioral on activities related to the quality system. This is in recognition that the behavior and performance of every individual directly impacts on the quality of services provided. Training Needs Assessments (TNAs) and surveys shall be conducted as demanded by organizational changes.

The HRDD interventions include both formal and informal modes: coaching, on-the-job-training, cross-posting courses conducted by HRDD and other Departments within the PCGG. It also includes orientation and cascading sessions conducted by the QMS Core Team, particularly handled by the Training and Advocacy Committee.

Recruitment is handled by HRDD based on training and are maintained for all personnel by the HRDD.

Appropriate records of academic qualifications and training are maintained for all personnel by the HRDD.



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2. Finance and Administration Management

The Finance and Administration Department (FAD) shall provide PCGG General Administrative and Financial Support services effectively in accordance with the policies of the Commission and government rules and regulations. The FAD has five (5) divisions namely: Budget and Disbursement, Accounting, Collection, Administrative Services and Human Resource Development Division.

3. Outsourced Services Management

To ensure effectiveness in the implementation of general administrative services, the PCGG monitors its outsourced services such as janitorial, security, and copier rental services, which are procured through public bidding.

Janitorial personnel are deployed in PCGG office to provide clean and orderly environment for its personnel. Security guards are likewise posted in PCGG office to ensure the safety of its personnel and properties.

The Administrative Services Division oversees the performance of janitorial personnel and operations of copier machines, while the PCGG Security Unit supervises the security guards. A Certificate of Performance is issued every month by the concerned supervising units to ensure the satisfactory performance of these outsourced services.

To measure their performance, a feedback form is issued to, and answered by, the different Department/Division Heads.


4. Infrastructure Management

It is the policy of the PCGG to determine, provide and maintain the infrastructure needed to deliver services required by the customers/clients and citizens. This infrastructure includes (whenever applicable) workstations, training/conference facilities and equipment, meeting rooms, customer receiving areas, library, transportation service, computer and internet/intranet facilities, project management and other software, storage facilities for supplies, communications facilities and areas for auxiliary services such as photocopying, parking, canteen services, etc. The Administrative Services Division handles the management and maintenance of these infrastructures.

▪ Work Environment

The PCGG aims to promote the well-being, satisfaction and motivation of its personnel by providing them a work environment that is conducive for working



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and learning by defining workstations, formulating and observing quality workplace standard.

The end objective of this is to establish a quality work-life for the PCGG personnel in order to work more effectively and efficiently.

▪ Operations

The PCGG ensures the standardization as needed based on the context analysis addressing the issues and needs of the PCGG and its interested parties, which includes, but are not limited to, the following areas of concern:

- operational planning and control
- determination and review of requirements
- control of outsourced services
- service provision
- identification and traceability
- control of changes and nonconforming services

5. Supplies Management

The PCGG ensures that procurement of goods and services complies with the procurement process pursuant to RA 9184 otherwise known as the "Government Procurement Reform Act." The PCGG BAC-Secretariat consolidates, prepares and monitors the implementation of the Annual Procurement Plan of the PCGG.

Common-use Supplies and Equipment (CSE) are procured through the Procurement Service (PS) pursuant to DBM Circular Letter No. 2011-6 in line with Administrative Order No. 17. Other supplies and equipment that are not available at the PS are procured through public bidding or other methods of procurement prescribed by RA 9184.

A Supplies Ledger Card is maintained by the Administrative Services Division to monitor the replenishment and withdrawal of supplies and inventories.

Equipment and inventories issued to officials and employees are recorded and monitored through the Property Acknowledgment Receipt (PAR) and Inventory Custodian Slip (ICS), respectively, as well as through the conduct of Annual Physical Inventory.

6. Information and Documentation Management

Quality Manual is the document defining PCGG's mandate, mission, vision, quality policy and processes. Quality procedures and process workflows are documents that provide information and guidelines on how to achieve activities



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and processes consistently. Records are documents that provide objective evidence of activities and use as references for decision making.

To be able to demonstrate effective implementation of the QMS, a documented procedure for records management shall be established. The document filing system applicable to each office shall be properly defined. A master list of records identifying the actual location of the document shall be maintained for each office. Retention period shall be based on the National Archives of the Philippines' (NAP) retention disposition schedule.






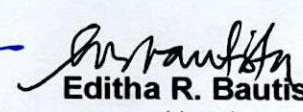
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Quality Management System
SUPPORT PROCESSES

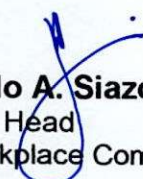
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Submitted by:

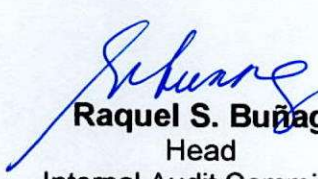

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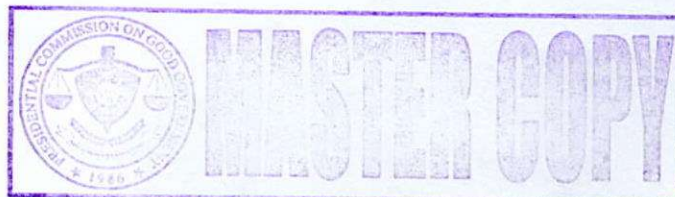
Recommending Approval:


Francis B. Joves
Assistant QMS Core Team Leader


Charity D. Catabas
QMS Core Team Leader

Approved:


Atty. Reynold S. Munsayac
Acting Chairperson





PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT
Quality Management System
LIST OF INTERESTED PARTIES' REQUIREMENTS

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Department	Relevant Interested Parties	Needs	Expectations	Source
Executive Offices	Office of the President	<ul style="list-style-type: none">• Response for inquiries and actions on particular tasks related to PCGG mandates	<ul style="list-style-type: none">• Complete, accurate and timely response to the requests	<ul style="list-style-type: none">• EO No. 1, s. 1986• FOI Procedures• ARTA Handbook
	Department of Justice	<ul style="list-style-type: none">• Response for inquiries and actions on particular tasks related to PCGG mandates	<ul style="list-style-type: none">• Complete, accurate and timely response to the requests	<ul style="list-style-type: none">• EO No. 1, s. 1986• FOI Procedures• ARTA Handbook
	Philippine Congress	<ul style="list-style-type: none">• Response for inquiries and actions on particular tasks related to PCGG mandates	<ul style="list-style-type: none">• Complete, accurate and timely response to the requests	<ul style="list-style-type: none">• EO No. 1, s. 1986• FOI Procedures• ARTA Handbook
	PCGG Employees' Association	<ul style="list-style-type: none">• Support to the programs	<ul style="list-style-type: none">• Complete, accurate and timely response to the requests	<ul style="list-style-type: none">• CNA between PCGG and PCGGEA
	Media	<ul style="list-style-type: none">• Official statement of the Commission on PCGG-related issues• Interview with the Commission's Acting Chairperson• Updated information on case status and asset recovery	<ul style="list-style-type: none">• Complete, accurate and timely response to the requests	<ul style="list-style-type: none">• EO No. 1, s. 1986• RDD, Legal and AMD's PPMs and records on case status and asset recovery• FOI Procedures• ARTA Handbook
	Sequestered/ Surrendered Corporations	<ul style="list-style-type: none">• Administrative support and response to queries on policy review and formulation	<ul style="list-style-type: none">• Complete, accurate and timely response to the requests	<ul style="list-style-type: none">• EO No. 1, s. 1986• Commission Resolutions and correspondence s
	Academe	<ul style="list-style-type: none">• Education and increased	<ul style="list-style-type: none">• Complete, accurate and timely response	<ul style="list-style-type: none">• EO No. 1, s. 1986

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		awareness regarding PCGG's actions against corruption	to the requests	
	Public	<ul style="list-style-type: none"> Response for inquiries and actions on particular tasks related to PCGG mandates 	<ul style="list-style-type: none"> Complete, accurate and timely response to the requests 	<ul style="list-style-type: none"> EO No. 1, s. 1986 FOI Procedures ARTA Handbook
Asset Management Department	Privatization Council	<ul style="list-style-type: none"> Proposals/ approval for the sale of assets 	<ul style="list-style-type: none"> Timely approval of proposals/sale. 	<ul style="list-style-type: none"> Commission en banc approval /Resolutions
	Commission on Audit	<ul style="list-style-type: none"> Updated and accurate reports on Inventories and appraisal of assets 	<ul style="list-style-type: none"> Complete documentation of records and accurate reports. 	<ul style="list-style-type: none"> COA rules and regulations PPM
	Local Government Units	<ul style="list-style-type: none"> Details on sequestered, surrendered and recovered assets 	<ul style="list-style-type: none"> Accurate and timely submission of documents Proper coordination with LGU 	<ul style="list-style-type: none"> EO No. 1 s. 1986 Court decision Case status PrC policy on privatization
	Land Registration Authority/Registry of Deeds	<ul style="list-style-type: none"> Updated list of real properties 	<ul style="list-style-type: none"> Timely submission of list and relevant documents 	<ul style="list-style-type: none"> PCGG PPM Court decision
	Appraisers	<ul style="list-style-type: none"> Previous appraisal reports Inventories/Title s/Tax Declarations/ Vicinity Map 	<ul style="list-style-type: none"> Updated and accurate inventory and supporting documents 	<ul style="list-style-type: none"> PPM; Asset Database Zonal Valuation
Research and Development Department	Academe	<ul style="list-style-type: none"> Information or researches on Marcoses' ill-gotten wealth PCGG's participation on lectures/seminars 	<ul style="list-style-type: none"> Complete, accurate and timely response to the requests 	<ul style="list-style-type: none"> EO No. 1, s. 1986 RDD, Legal and AMD's PPMs and records on case status

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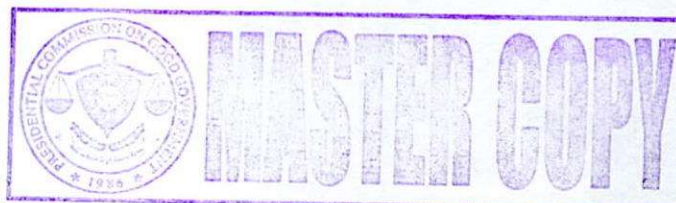


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Quality Management System
LIST OF INTERESTED PARTIES' REQUIREMENTS

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		on recovery of ill-gotten wealth of the Marcoses		and asset recovery • FOI Procedures ARTA Handbook
	Congress	• Information or researches on Marcoses' ill-gotten wealth and its relatives and close associates	• Complete, accurate and timely response to the requests	• EO No. 1, s. 1986 • RDD, Legal and AMD's PPMs and records on case status and asset recovery • FOI Procedures • ARTA Handbook
	Department of Information and Communications Technology	• Information System Strategic Plan • Email Accounts • Other cloud/repository services	• Timely submission and approval • Application Support • Memorandum of Agreement	• MITHI-JMC-2014-01 • DICT MC-2015-002
	Website Domain Host	• Subscription Renewal	• Timely Renewal • Contract	• AO 39 s. 2013
	IT Application Owner/Vendor	• Application Enhancements • Application Fixes	• Contract	• COA Rules and Regulations
	Public	• Information or researches on Marcoses' ill-gotten wealth •	• Complete, accurate and timely response to the requests	• EO No. 1, s. 1986 • FOI Procedures • ARTA Handbook
Legal Department	Department of Justice	• Response for inquiries and actions on particular tasks related to PCGG mandates	• Complete, accurate and timely response to the requests	• EO No. 1, s. 1986 • FOI Procedures • ARTA Handbook •
	Office of the Solicitor General	• Response for inquiries and actions on	• Complete, accurate and timely response to the	• EO No. 1, s. 1986 • FOI Procedures

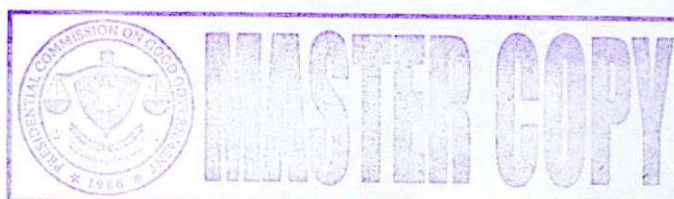
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		particular tasks related to PCGG mandates	requests	<ul style="list-style-type: none"> • ARTA Handbook
	Sequestered/ Surrendered Corporations	<ul style="list-style-type: none"> • Response for inquiries and actions on particular tasks related to PCGG mandates • Legal opinion/contract review 	<ul style="list-style-type: none"> • Complete, accurate and timely response to the requests 	<ul style="list-style-type: none"> • EO No. 1, s. 1986 • Commission Resolutions and correspondence • ARTA Handbook
Finance and Administration Department	Employees Cooperative/ Employees' Association	<ul style="list-style-type: none"> • Employees remittances 	<ul style="list-style-type: none"> • Complete, accurate and timely remittance 	<ul style="list-style-type: none"> • Collective Negotiation Agreement • Memorandum of Agreement • CSC (PSLMC) Rules and Regulations
	Civil Service Commission	<ul style="list-style-type: none"> • Performance Evaluation Reports • Statement of Assets, Liabilities and Net Worth • Merit and Promotion Plan • Appointment Transmittal & Action Form • Publication of Vacant Positions • Updated Personnel Staffing 	<ul style="list-style-type: none"> • Complete, accurate and timely submission of documents 	<ul style="list-style-type: none"> • CSC Rules and Regulations
	Department of Budget and Management	<ul style="list-style-type: none"> • Budget Proposal for the Fiscal Year • Budget Execution 	<ul style="list-style-type: none"> • Required documents submitted with accurate data and within the 	<ul style="list-style-type: none"> • DBM Circulars • General Appropriations Act

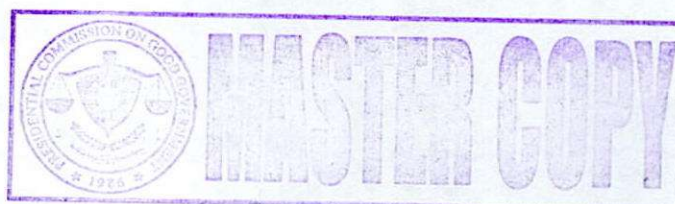
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	PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT Quality Management System LIST OF INTERESTED PARTIES' REQUIREMENTS		
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		Documents	prescribed period	
	Commission on Audit	<ul style="list-style-type: none"> Budget Accountability Reports Financial Statements and Reports Financial Records/Documents 	<ul style="list-style-type: none"> complete, accurate and timely submission 	<ul style="list-style-type: none"> COA Rules and Regulations
	Bureau of the National Treasury	<ul style="list-style-type: none"> Remittances of recoveries, refunds and other monetary collection 	<ul style="list-style-type: none"> Complete, accurate and timely submission 	<ul style="list-style-type: none"> EO 1, s. 1986 BTr Rules and regulations COA Rules and Regulations
	Foreign Lawyers	<ul style="list-style-type: none"> Legal fees 	<ul style="list-style-type: none"> Complete, accurate and timely payment 	<ul style="list-style-type: none"> Contract/ MOA AAZ
	PAG-IBIG, PhilHealth, GSIS, BIR, Land Bank of the Philippines	<ul style="list-style-type: none"> Mandatory Employees Benefits Remittances 	<ul style="list-style-type: none"> complete, accurate and timely submission 	<ul style="list-style-type: none"> Rules and Regulations of the Concerned Institutions
	GPPB	<ul style="list-style-type: none"> Agency Procurement Compliance and Performance Indicator (APCPI) Procurement Monitoring Report (PMR) Annual Procurement Plan (APP) 	<ul style="list-style-type: none"> Complete, accurate and timely submission 	<ul style="list-style-type: none"> GPPB rules and regulations RA 9184 PPM
	Procurement Service	<ul style="list-style-type: none"> Agency Procurement Request (APR) APP 	<ul style="list-style-type: none"> Complete, accurate and timely submission 	<ul style="list-style-type: none"> RA 9184 GPPB rules and regulations PPM Office Orders Contracts
	Suppliers	<ul style="list-style-type: none"> Purchase Orders 	<ul style="list-style-type: none"> Complete, accurate and 	<ul style="list-style-type: none"> RA 9184 PPM

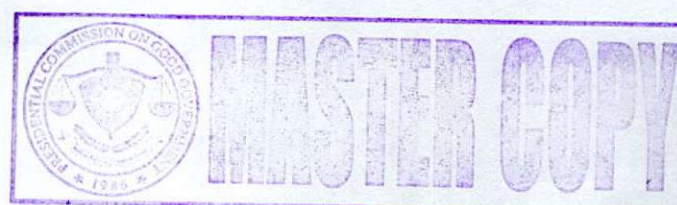
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Doc. Ref. No.	Effective Date	Revision No.	Page No.
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		<ul style="list-style-type: none"> • Notices of Award • Contracts 	timely submission	<ul style="list-style-type: none"> • Contracts
	Outsourced Service Providers	<ul style="list-style-type: none"> • Feedback 	<ul style="list-style-type: none"> • Accurate and documented 	<ul style="list-style-type: none"> • PPM • QMS
	GPPB	<ul style="list-style-type: none"> • Agency Procurement Compliance and Performance Indicator (APCPI) • Procurement Monitoring Report (PMR) • Annual Procurement Plan (APP) 	<ul style="list-style-type: none"> • Complete, accurate and timely submission 	<ul style="list-style-type: none"> • GPPB rules and regulations • RA 9184 • PPM
	Procurement Service	<ul style="list-style-type: none"> • Agency Procurement Request (APR) • APP 	<ul style="list-style-type: none"> • Complete, accurate and timely submission 	<ul style="list-style-type: none"> • RA 9184 • GPPB rules and regulations • PPM • Office Orders • contracts

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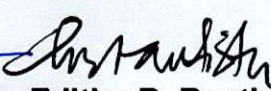
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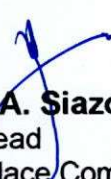
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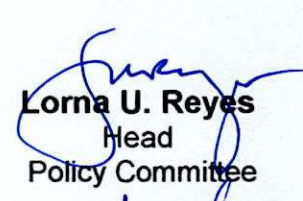
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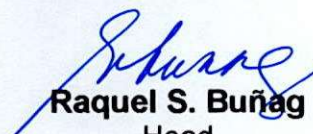

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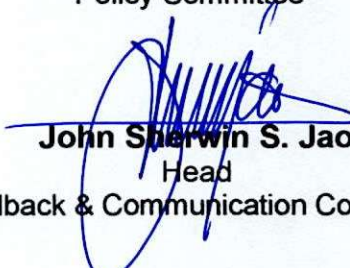

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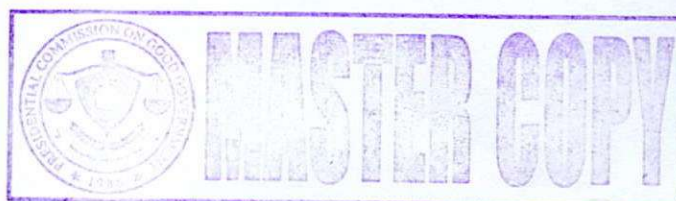
Recommending Approval:


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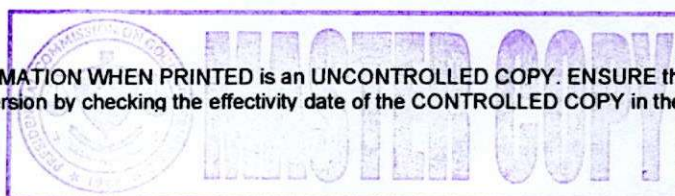
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Quality Management System

REFERENCE MATRIX

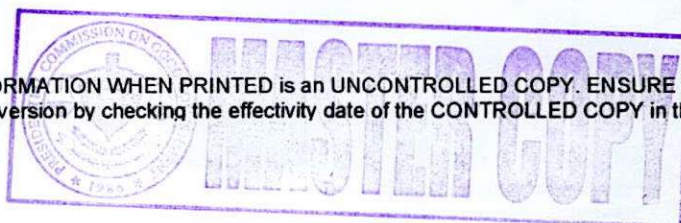
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Process	Sub-Process	References
MANAGEMENT PROCESSES		
1. Policy Making	<ul style="list-style-type: none"> Commission En Banc Meeting and Review 	<ul style="list-style-type: none"> EO No. 01, s. 1986 DOJ Circulars PCGG Policy and Procedures Manual Office Orders
2. Strategic Planning	<ul style="list-style-type: none"> Midyear and Yearend Assessment 	<ul style="list-style-type: none"> PCGG Policy and Procedures Manual Office Order
3. Management Review	<ul style="list-style-type: none"> Management Review Meeting 	<ul style="list-style-type: none"> ISO 9001:2015 Quality Manual
4. Performance Review and IQA	<ul style="list-style-type: none"> Internal Quality Audit 	<ul style="list-style-type: none"> Internal Audit Procedures Internal Audit Program Internal Audit Plan Office Order Quality Manual ISO 9001:2015
	Control of Non-Conformity and Corrective Action	<ul style="list-style-type: none"> Control of Non-Conformity and Corrective Action Procedures Audit Report Corrective Action Request CAR Folder Quality Manual ISO 9001:2015
CORE PROCESSES		
5. Research Processes	<ul style="list-style-type: none"> Financial Studies and Investigation Library & Records Division 	<ul style="list-style-type: none"> RDD Policy and Procedures Manual Quality Manual ARTA Handbook
6. Legal Processes	<ul style="list-style-type: none"> Case management Legal advisory and document review Updating of status of banner cases and foreign cases (and submission of the same to the Department of Justice) 	<ul style="list-style-type: none"> Legal Department Policy and Procedures Manual DOJ Memorandum



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Process	Sub-Process	References
	Continuous digitization of records and documents in Legal Department's Docket Section	
7. Asset Management Processes	<ul style="list-style-type: none"> • Periodic inventory and ocular inspection of sequestered assets • Provides estimated valuation of sequestered assets • Updating of status of titles as to ownership and encumbrances. • Repairs and maintenance of sequestered properties under full custody of PCGG. • Administer projects/activities to maximize revenue generation. 	<ul style="list-style-type: none"> • PCGG Policy and Procedures Manual • Mission/Office Orders • COA Rules & Regulations • LGU Council Resolution • LRA Circulars • BIR Rules & Regulations/Memo Circulars • Appraisal Reports
8. Disposal Processes	<ul style="list-style-type: none"> • Administration and preservation of recovered assets • Documentation of government compliances such as tax clearances before transfer of titles to the Republic • Commission En Banc Meeting and approval • Endorsement of sale to Privy Council for approval • Conduct of sale through public bidding 	<ul style="list-style-type: none"> • EO No. 14, s. 1986 • COA Circular No. 289 • PCGG Policy and Procedures Manual • Office Orders • Executive Order No. 323 • R.A. 6657 • R.A. 9184
SUPPORT PROCESSES		
9. Human Resource Management	<ul style="list-style-type: none"> • Personnel Selection and Appointments • Personnel Training & Development • Performance Management and Administration 	<ul style="list-style-type: none"> • CSC Omnibus Rules & Appointments & Other Human Resource Actions • Policy & Procedures Manual • COA Circular on Trainings & Seminars • CSC MC 06, s. 2012- Guidelines in the Establishment & Implementation of Strategic Performance Management System



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Process	Sub-Process	References
10. Financial Management	<ul style="list-style-type: none"> Disbursement Process Bookkeeping Process Budget Processes Collection Processes 	<ul style="list-style-type: none"> Government Accounting Manual COA Rules and Regulations DBM Rules and Regulations BTr Rules and Regulations
11. Information and Documentation Management	<ul style="list-style-type: none"> ICT Support Records Management 	<ul style="list-style-type: none"> Information System Strategic Plan PCGG Policy and Procedures Manual
12. Infrastructure Management	<ul style="list-style-type: none"> Network Management Preventive Maintenance 	<ul style="list-style-type: none"> Information System Strategic Plan PCGG Policy and Procedures Manual National Building Code
13. Supplies Management	<ul style="list-style-type: none"> Procurement 	<ul style="list-style-type: none"> RA 9184 GAAM PPM
14. Outsourced Services Management	<ul style="list-style-type: none"> Selection through public bidding 	<ul style="list-style-type: none"> RA 9184 PPM Contract



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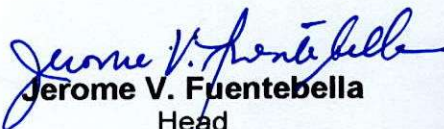


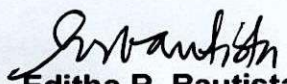
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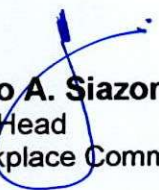
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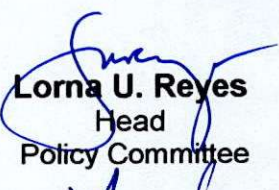
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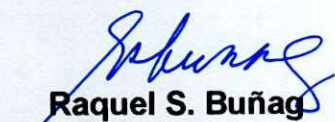

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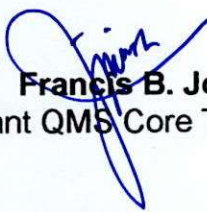

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PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT
Quality Management System
CONTROL OF EXTERNAL PROVIDERS

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A. Purchase of Products and Services

Products and Services	Controls
Training Services	COA Rules Regulations Policies and Procedures Manual Memorandum of Agreement DBM Rules and Regulations
Office Supplies and Materials	COA Rules Regulations Policies and Procedures Manual Contract RA 9184
Fuel, Oil and Lubricants	COA Rules Regulations Policies and Procedures Manual Contract RA 9184
Postage and Courier Services	COA Rules Regulations Policies and Procedures Manual
Telephone Services	COA Rules Regulations Policies and Procedures Manual Billing Statement
Internet Services	COA Rules Regulations Policies and Procedures Manual Contract RA 9184
Cable Services	COA Rules Regulations Policies and Procedures Manual Contract RA 9184
Water Services	COA Rules Regulations Policies and Procedures Manual Billing Statement
Electricity Services	COA Rules Regulations Policies and Procedures Manual Billing Statement
Transportation Services	COA Rules Regulations Policies and Procedures Manual Contract RA 9184

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Quality Management System
CONTROL OF EXTERNAL PROVIDERS

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Elevator Maintenance Services	COA Rules Regulations Policies and Procedures Manual Contract RA 9184
Legal Services	MOA with OSG; Accomplishment Reports; Case Status
Advertising Services	COA Rules Regulations Policies and Procedures Manual Contract RA 9184
Insurance Services	COA Rules Regulations Contract
Fidelity Bonds	COA Rules Regulations Policies and Procedures Manual Contract
Website Hosting	COA Rules Regulations Policies and Procedures Manual Contract
Newspaper Subscription	COA Rules Regulations Contract RA 9184
Repairs and Maintenance – Transportation Equipment	COA Rules Regulations Policies and Procedures Manual Contract RA9184
Repairs and Maintenance – Machinery and Equipment	COA Rules Regulations Policies and Procedures Manual Contract RA9184

B. Rental of Facilities and Equipment

Facilities and Equipment	Controls
Photocopy Machine	Policies and Procedures Manual RA 9184 Contract
Deposit Box	Memorandum of Agreement

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Quality Management System
CONTROL OF EXTERNAL PROVIDERS


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C. Outsourced Services

Services	Controls
1. Security and Safety of Employees and Properties	<ul style="list-style-type: none">• Contract with the Security Agency• Records of entry and exit of security personnel• Logbooks
2. Janitorial Services	<ul style="list-style-type: none">• Contract with the Janitorial Agency• Records of entry and exit of janitorial personnel• Logbooks
3. Job Orders	<ul style="list-style-type: none">• Contract• Bi-monthly Accomplishment Report• Daily Time Record
4. Contract of Services	<ul style="list-style-type: none">• Contract• Monthly Accomplishment Report• Certificate of Services Rendered
5. Special Legal Counsel	<ul style="list-style-type: none">• Contract• Monthly Accomplishment Report• Certificate of Services Rendered
6. Application Development/Enhancement	<ul style="list-style-type: none">• Contract/Memorandum of Agreement• Accomplishment Report

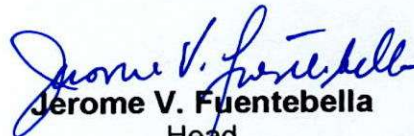
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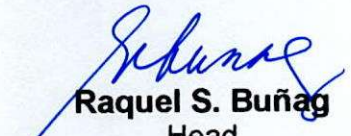

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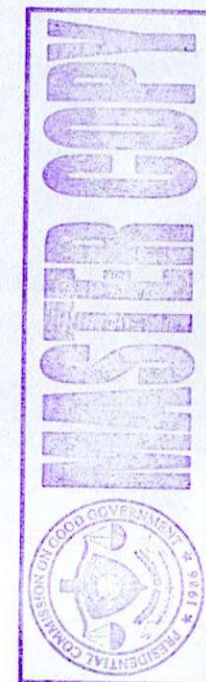

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	Presidential Commission on Good Government Quality Management System RISK REGISTRY AND ACTION PLAN	Doc Ref No.:	
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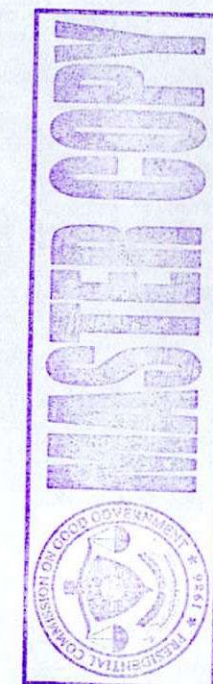
Related internal/ external issue	Description of Risk/ Opportunity	Source/ Cause	R / O	Consequence to QMS outputs or non-compliance to requirements	Current Control/ Current Situation	Consequence Rating	Likelihood Rating	Risk/ Opportunity Rating	Action Priority	Action plan (with Responsible Office)	Timelines
Untimely exit of personnel in critical management positions	Paralysis in providing efficient and effective delivery of services	Absence of career path program	R	Expectations of internal customers not appropriately met	Personnel cross posted not properly matched in terms of required skills and competencies	3	3	12	HIGH	Formulate guidelines and structure on Succession Planning	August 2020 to Dec 2021
	Adverse judgement on pending cases	Unavailability of original documents/evidence	R	Unmet expectation of requirements	Memorandum of evidence	4	3	12	High	Thorough inventory and review of physical evidence in coordination with PCGG Library Strengthen the review	Jan to Dec 2020




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										mechanism in the Legal Department with respect to the strategies/ legal actions taken by OSG especially in cases that need application of the best evidence rule	
Failure to execute the committed strategic plans	Budget cut on the succeeding fiscal year due to low budget utilization	Incomplete and/or inaccurate WFP Unimplemented PAPs	R	Unmet physical targets	Implementa- tion of Cash Based Budgeting Regular monitoring of budget utilization Deviations from WFP submitted	4	4	16	High	Require departments to prepare complete and accurate WFP (Dept./Division Heads and Planning Officer) Strict implementation of the PAPs	October 2020; January to December ; Quarterly




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										indicated in the WFP (Dept./Division Heads) Policy and Plans Div. to monitor regularly the implementation of PAPs by departments (Dept./Div. Heads and Planning Officer)	
Spread of fake news on PCGG-related issues	Ambush interview with PCGG Officials by the media	Unofficial visit of media companies in the PCGG Office Lapses in coordination between the Security Office and the PIO	R	Dissatisfaction of the media/public with the incomplete information gathered from the ambush interview	Clearance from the Office of the Chairman	3	4	12	High	Formulation of PIO Procedures Manual Strict implementation of ARTA Handbook on granting interviews to the media	Q3

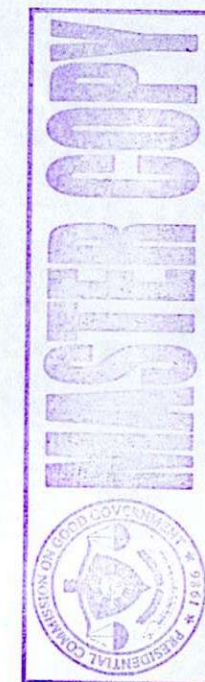


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Calamities, Pandemic, Fortuitous Events and Other Acts of God	Security breach	Stay-in personnel due to pandemic	R	Loss of documents and equipment	Restriction of stay-in personnel to specific areas	3	3	15	High	Close monitoring by the Security Unit to ensure strict implementation of security measures	July to Dec 2020
Calamities, Pandemic, Fortuitous Events and Other Acts of God	Catastrophic events	Natural calamities/Acts of God	R	Stoppage of operation/Damage to property	On-going retrofitting of bldg. Seminar on disaster preparedness	5	2	10	High	Regular drill and inspection of office premises. Sustain 5s. Implementation of periodic preventive maintenance (Security/ ASD, All Departments)	Jan to Dec 2020
Asset inventory or valuation	Loss or devaluation of Coco Levy assets	Lack of manpower and technical skill to conduct inventory or valuation	R	Delay in determining assets that can be disposed or utilized	Create inventory team Hiring of financial analyst position	3	5	15	High	Identification and valuation of assets of non-operational corporations Outsource	Q3 - Q4

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Quality Management System
RISK REGISTRY AND ACTION PLAN

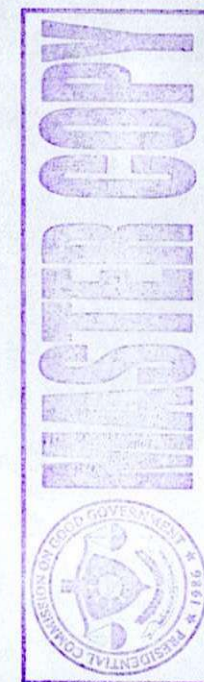
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										Manpower to assist in the inventory and appraisal of assets (RDD, AMD, FAD, COA, External auditors)	
Loss of records or documents from outgoing employees	Not 100% of official documents received turned over to the Library & Records Division as central depository of records	Offices that are recipient of documents maintain own file systems and only turn over to central repository upon resignation/retirement	R	Possible loss of documents Longer turnaround time for searching and retrieving documents.	Strengthening of Library & Records PPM	4	4	16	High	Research for data friendly application to efficiently monitor outgoing & incoming records (Library, MISD)	Q2-Q4



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Risks on the sale of personal properties	Safety and security risks in the disposal of the jewelry collections	High valued assets with estimated value of PhP 2.3B for Jewelry items	R	High income for the government/lost on sale of assets/increase in security expenses.	Secure services of security, insurance coverage, secured location of sale venue.	5	5	8	High	Coordinate with other agencies, such as BSP, GSIS, PNP, NBI and LG units.	July 2020 to July 2021
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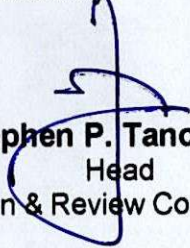


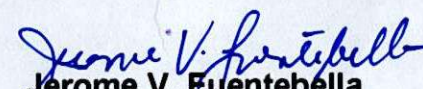


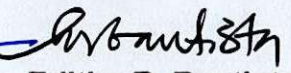
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RISK REGISTRY AND ACTION PLAN

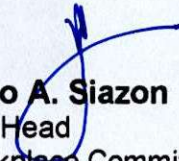
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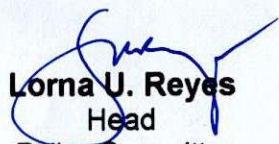
Submitted by:


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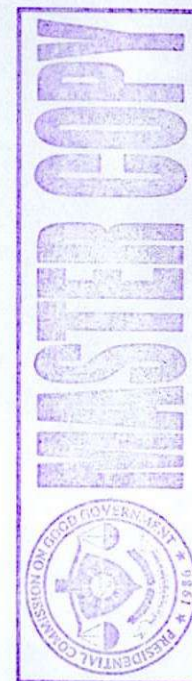
Recommending Approval:


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Charity D. Catabas
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Approved:


Atty. Reynold S. Munsayac
Acting Chairperson





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Objective	Key Performance Indicator	Baseline Data	Target	Action Plan	Responsible Unit	Completion Date	Monitoring Method
INTERNAL QUALITY AUDIT COMMITTEE							
To enhance the Internal Audit Procedures for clearer understanding of the process both by the Auditors and Auditees, as well as by other interested parties.	Percentage of Internal Audit Procedures revised and finalized	Original Internal Audit Procedures	100%	Revision of the Internal Audit Procedures Secure the approval of the Chairperson Disseminate copies of the revised Internal Audit Procedures	IQA Committee QMS Core Group QMS Core Leader Knowledge Management Committee	Q2, FY 2020 Q3, FY 2020 Q3, FY 2020	QMS Core meetings Draft/s of revised Internal Audit Procedures Approved/sign ed revised Internal Audit Procedures
To evaluate the performance of the Audit Teams thru a feedback mechanism that may serve as basis for improvement	Percentage of evaluation forms received	None	90%	Design a feedback/ evaluation form Implement the feedback mechanism every conduct of audit Evaluate the results of the feedback mechanism	Feedback and Communication Committee IQA Auditors and Auditees	Q3, FY 2020 After every audit	Feedback/ Evaluation Tally Sheets Evaluation Report





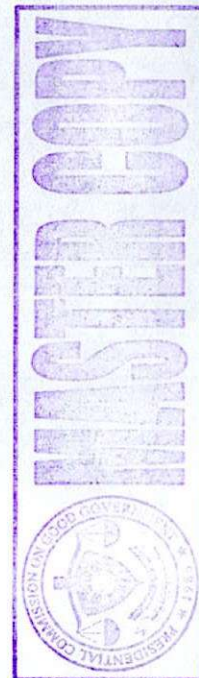
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QUALITY WORKPLACE/ADMINISTRATIVE SERVICES DIVISION

To ensure conformance to the requirements of the standard as to adequacy for use of monitoring and measuring resources and infrastructure.							
Infrastructure Management: Building	Certification by the regulatory agencies of the structural integrity of the IRC building	Rating of _____ based on the Detailed Structural Investigation dated July 2019	Rating of _____ after inspection by regulatory agencies	Request DBM for the reinstatement in FY 2021 GAA the budget for this purpose	Budget Division	July 2020	Fixed-point photography
				Procure contractor for the building retrofitting, subject to the Procurement Law	Bids and Awards Committee	Q1 2021	
				Request inspection by regulatory agencies	Admin. Services Division	Q4 2021	
				In addition to the monthly check-up by the service provider,	Admin. Services Division	Q3 2020	Regular discussions with the

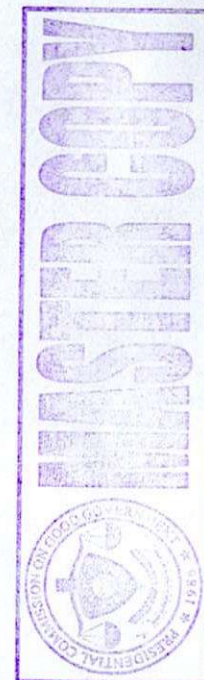




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Elevator	Number of complaints per quarter	1 breakdown per quarter	1 breakdown per semester	include in the weekly PM of the maintenance unit In addition to the strict implementation of the PM schedule, ensure availability of commonly used spare parts by maintaining stock.	Admin. Services Division	Q3 2020	maintenance unit Regular discussions with the maintenance unit
Equipment	Number of complaints per month	2 breakdowns per month	0-1 breakdown per month				
2. Outsourced Services Management	Number of complaints per month	2 complaints per month	0-1 complaint per month	Conduct regular consultations with the different offices to get their feedback on janitorial personnel and security services assigned to them	Admin. Services Division Security Committee	Q3 2020	Regular meeting with the janitorial personnel



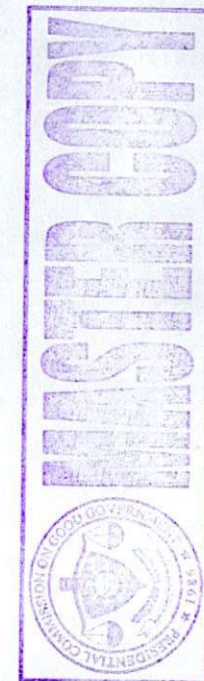


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3. Supplies Management	Level of inventory	15 days inventory level	30 days inventory level	Conduct weekly monitoring of the level of inventory and procure the depleted stocks immediately	Admin Services Division	Q3 2020	Regular discussions with the Supply Officer
FEEDBACK AND COMMUNICATION COMMITTEE							
To implement the digitization of the internal feedback mechanism embedded in respective processes.	Online feedback form	Feedback form in hardcopy	Paperless gathering of feedback	Collaborate with MISD in the creation of online feedback mechanism for the internal processes	Feedback & Communication Committee MISD	Q4 2020	FCC Monthly Report
PLANNING AND REVIEW COMMITTEE							
Mid-Year/Year-End Assessments To ensure that the strategic plans of the different departments are achieved, otherwise action plans are prepared.	Number of assessments	2	4 (To include end of Q1 and Q3)	Mid-semester informal checks on progress of planned tasks to determine possible adjustments to tasks and budgets	Planning and Review Committee Planning Division	End of each Quarter	Request updates from divisions for Q1 and Q3 checks





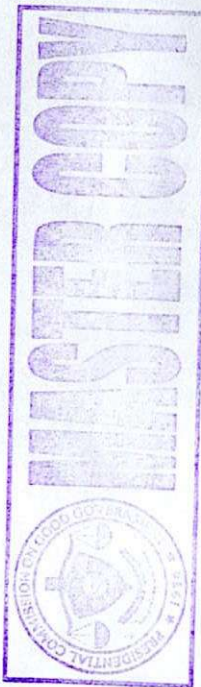
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To ensure that established risk controls and planned activities are implemented.	Number of reviews	1	2	Review identified risks per department during the assessment	Planning and Review Committee Risk Committee	During Mid-Year and Year-End Assessment Sessions	Presentation/ Discussion
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DOCUMENTATION (KNOWLEDGE MANAGEMENT) COMMITTEE

To enhance the identification and classification of documents to be controlled and retained	Percentage of documents identified to be controlled and retained	Updated inventory list of documents within their department/units	50% of the updated inventory list	Monitoring the volume of documents classified and identified to be retained Scanning and encoding of identified documents for storage as part of the digitization and automation project	Documents Custodian assigned per department/ units MISD	Q4 2020 Q1 2021	Regular meeting with the concerned document custodian and encoders
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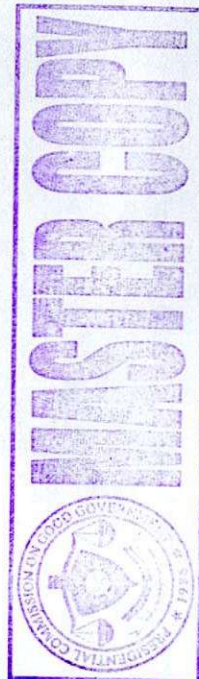




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To identify the retention and disposal process to be implemented by the Commission	NAP guidelines Number of classified / categorized documented information and records	Classified documented information and records for Retention and disposal	Classified /categorized documented information and records	Formulation, approval and dissemination of internal guidelines on the Retention and Disposal of Documented Information and Records suited to the Commission's needs Approval of the implementing rules and guidelines on the Retention of Records Disseminate copies to process owners / document custodian	Documented Information Committee Process Owner Document Controller /Custodian	Q2 2021	Conduct of regular meeting with the document custodian Feedback/ evaluation report on the on the implementation of the archiving of records
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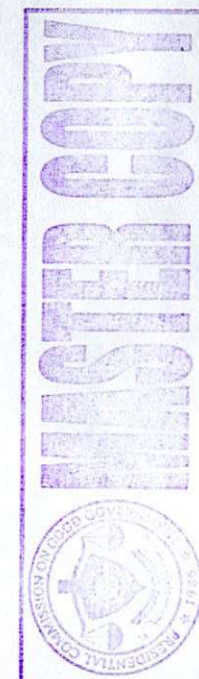


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TRAINING AND ADVOCACY COMMITTEE

To train more Internal Quality Auditors	No. of employees trained	Average of 25 pax/ session	Increase by 20%	To conduct an online seminar or face-to-face workshop	QMS Training & Advocacy Committee HRDD	Q1 of 2021	Course/Speaker Evaluation
To train more employees on the formulation of risk registry and action planning	No. of employees trained	Average of 25 pax/ session	Increase by 20%	To conduct an online seminar or face-to-face workshop	QMS Training & Advocacy Committee HRDD	Q1 of 2021	Course/Speaker Evaluation
To train document custodians on documented information and records management	No. of employees trained	Average of 25 pax/ session	Increase by 20%	To conduct an online seminar or face-to-face workshop	QMS Training & Advocacy Committee HRDD	Q1 of 2021	Course/Speaker Evaluation
To increase PCGG community's enthusiasm/ understanding on the principles and benefits of QMS	Level of enthusiasm/ understanding of employees on QMS	None	To increase level of understanding/enthusiasm of	To create QMS page on PCGG Website To upload QMS materials on PCGG Website	QMS Training & Advocacy Committee MISD	Q2 of 2021	Online survey/ evaluation on the accessibility and usefulness of the QMS

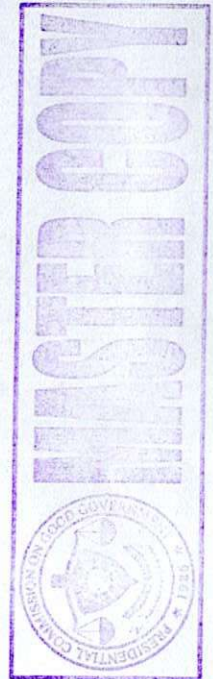




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			employee s				page Online survey/ evaluation on the posted QMS materials
POLICY COMMITTEE							
To increase awareness in the practice of the standardized policies	Number of seminars or webinars conducted		At least 1 seminar or webinar (per dept)	Conduct of seminar or webinar on the practice of the standardized policies	Policy Committee All Departments	Q4- FY 2020	Attendance
To enhance evaluation of and to monitor the policies implemented by crafting online survey forms	Percentage of Survey Forms Received		80%	Craft Online Survey Forms Evaluate Survey Forms	Policy Committee Feedback and Communication Committee MISD	Q4- FY 2020	Evaluation Report







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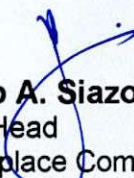
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Submitted by:

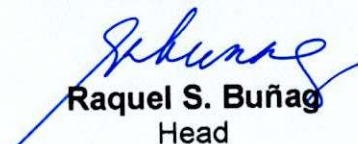

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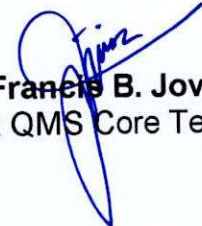

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