

## MANAGEMENT REVIEW MEETING MINUTES

Date of Review: 06 October 2017

### In Attendance:

NAME	TITLE
Ms. Luz Brenda P. Balibrea	Division Chief III-Trade Information & Relations Division
Mr. Marcelo A. Banguilan	Coconut Prodn. & Regulation Officer III – PCA Regions I to IV-B
Ms. Raquel L. Benedictos	Trade Control Examiner II – Assessment & Monitoring Service
Ms. Lea N. Buanaagua	Department Manager I – Internal Audit Dept.
Ms. Marcel C. Cuaresma	Officer-in-Charge – Human Resource Division
Mr. Edgardo Q. del Rosario	Division Chief III – Property Division
Atty. Andrew Ian P. Edrada	Board Secretary V – Office of the Corporate Secretary
Mr. Cecilio A. Peñafior III	Information System Analyst III – Corporate Planning Service
Ms. Ma. Celia M. Raquepo	Division Chief III – Laboratory Services Division
Mr. Roel M. Rosales	Deputy Administrator – Operations Branch
Atty. Marlon M. Terrado	Acting Attorney VI – Legal Affairs Service
Mr. Hernani S. Yap	Department Manager II – Administrative & General Services Dept.
Ms. Madeleine M. Corpuz	Division Chief III – Collection & Disbursement Division
Ms. Susan G. Yecla	Division Chief III – Accounting Division
Ms. Marilou B. Mora	Internal Auditor II – Internal Audit Dept.
DAP Consultants:	Mr. Raymond L. Agcaoli Ms. Rose May O. de Leon

### Meeting Proper:

The meeting was called to order at 2:00 P.M.

I. Changes in QMS-relevant internal and external issues (Ms. Luz Brenda P. Balibrea)

Ms. Balibrea presented the internal and external factors/issues which are seen to have an effect on the strategic direction of the Agency, the efficient delivery of its services, as well as the satisfaction of its clientele. The following were those among the internal issues she presented: infrastructure, faculty proficiency, staff and management capabilities, employee needs and expectations, safety and security and financial viability. As regards external issues, Ms. Balibrea

outlined the following: cultural, political, economic, social, environmental, technological, legal & regulatory, competition, industry demand, stake-holders needs/expectations, relationship management, management, structure of the organization, roles & responsibilities and culture & management.

DA Glenn B. Santos' comment on the report was to fine-tune wordings for better understanding. On the other hand, DA Roel M. Rosales' was that there should be a shared risk between middle management and top management. The issues presented, he commented, should have been processed first.

II. Information on the Performance & Effectiveness of the QMS:

- A. Customer Satisfaction/Feedback from Citizens & Stakeholders (Regulatory Services – Regions I to IV-B and Regulatory Services – Central Office) (Ms. Marcel M. Cuaresma/Mr. Marcelo A. Banguilan)

**Please refer to the reports included with the Agenda.**

- B. Quality Objectives Attainment (2017 OPCR Targets) (Ms. Ma. Celia M. Raquepo/Ms. Raquel L. Benedictos/Atty. Marlon M. Terrado)

**Refer to the reports attached with the Agenda.**

- C. Non-Conformities & Collective Actions/Audit Results (Ms. Lea N. Buenaagua)

Ms. Buenaagua presented the Team's report on its internal audit results of the following offices: (1) Corporate Planning Service; (2) Human Resource Division; (3) PCA Regions I to IV-B; and (4) Trade Information & Relations Division. Specifically, a total number of 15 NCs and 9 OFIs of the 4 Auditees were reported.

- D. Performance of External Providers (Mr. Edgardo Q. del Rosario)

**Please refer to the report submitted by Engr. Edsel B. Pabellano and presented by Mr. del Rosario**

IV. Adequacy of Resources:

- A. People & Organizational Knowledge (Ms. Marcel C. Cuaresma)

**Refer to the report attached with the Agenda.**

- B. IT Equipment (Cecilio A. Peñaflor III)

**Please refer to the report attached.**

Comments on the Report:

1. Hardware: DA Santos' instruction was to submit computation for the purchase of computers for the Central Office and Regions I to IV-B and its immediate inclusion in the Annual Procurement Plan for 2018;
2. Software: Mr. Yap informed Management that one of the proposals when purchasing IT equipment like laptops or desktops, is that these should first be evaluated by MIS; and
3. Internet Service: Mr. Yap pointed out that the plan is for PCA to procure a single high-speed internet service subscription and let go of individual subscriptions.

C. Laboratory Equipment (Ms. Ma. Celia M. Raquepo)

**Please refer to the report attached.**

V. QMS Teams Accomplishments and Action Plan Reports

A. Documentation & Records Control (Mr. Edgardo Q. del Rosario)

Under this topic, Mr. del Rosario presented 12 situations (as of 29 September 2017), its action plans, the responsible units and its timeframe:

<u>The Situations presented are:</u>	<u>Its Action Plan/Responsible/Timeframe</u>
1. Decentralized records management	Status quo/Management/Onwards
2. Document Tracking System (DTS) not yet fully operational. Awaiting for completion of system turnover provision of MOA between PCA & BFAR	Immediate operationalization of MOA/AGSD-CPS/Immediate
3. Receipt of incoming/releasing of documents are undertaken by the Office where the documents emanate	Concern shall be addressed thru DTS implementation/All Units/Immediate
4. Documents are not properly coded	To be addressed with DTR implementation/All Units/Immediate
5. Documents are classified according to title, series, location and retention	Maintain existing classification/All Units/Immediate

The Situations presented are:

Its Action Plan/Responsible/Timeframe

- |   |   |
|---|---|
| 6. A common storage room for records keeping for both AGSD & HRD  | Classification of documents shall be in accordance with DTS<br>Assign/provide a dedicated records storage room each for AGSD & HRD  |
| 7. Lack of storage space for AGSD documents scheduled for disposal  | Provide a dedicate storage space for AGSD records for disposal/Management/Immediate   |
| 8. Revisit personnel complement to handle records management  | Conduct study to determine scope of work vis-à-vis manpower requirement/Management/Immediate  |
| 9. National Archives of the Phils. (NAP) is the Government agency mandated to formulate & implement guidelines governing records Management | Observe applicable provisions governing records management as prescribed by NAP including formulation & implementation of a PCA records Retention & disposition schedule/ All Units/Immediate |
| 10. Competency of personnel involved in records Management is not updated   | Conduct capacity building measures thru attendance/participation of personnel in charge of records management/Management-HRD/ Immediate   |
| 11. No existing Records Disposal Committee  | Reconstitute PCA Records Disposal Committee/Management/Immediate  |
| 12. No designated records management focal person for other PCA Units   | Designation of records management focal person for other PCA units/ Management/Immediate  |

B. Workplace Organization (Ms. Marcel C. Cuaresma)

As reported by Ms. Cuaresma, the following are factors to be considered in order to attain reasonable working conditions, as well as the Action Plan:

- (1) Workplace -
  - a. Maintain office building properly (Regular maintenance implemented)
    - Electrical/plumbing machineries/AC units & building machineries (Existing AC units need to be replaced with energy efficient & environment-friendly ones thru PCA Corporate Funds or cooperation projects with DOE or PNOC/RC)
  - b. Well-maintained office equipment, furniture and fixtures (Replacement of some office furniture/fixtures, e.g., office chairs, to be included in the 2018 APP)

- c. Adequate office supplies
- d. Proper lighting & emergency power (Present lighting is energy efficient T2 flourescent bulbs with high illumination. Proposal of acquiring LED lighting which is more energy efficient thru partnership with PNOC-RC)
- e. Ample office space
- f. Proper working room temperature (Quarterly maintenance check servicing of all AC units)
- g. Conference room
- h. Covered-court to serve as physical fitness area, recreation & sports area
- i. Secured parking space for employees' vehicles
- j. Elevator for building with at least four flours (Maintenance thru a comprehensive service maintenance by service provider)

(2) Transportation & Communication –

- a. Well-maintained vehicles for official travels of employees (Proposal for Vehicle Procurement Plan)
- b. Communication facilities such as telephone, bulletin board, computer, fax machine, etc. (Proposed for IT infrastructure & PABX System)

(3) Health & Sanitation –

- a. Adequate supply of cold, safe drinking water in all workplaces
- b. Clean and hygienic comfort rooms for men and women (Implement comprehensive work program thru the service provider)
- c. Sanitary employees' canteen that gives quality food and service (Review existing guidelines/policies on the creation of canteen)
- d. Proper waste disposal
- e. Smoking areas in all workplaces.

(4) Security & Safety –

- a. Enough fire extinguishers within each reach
- b. Fire exits for employees

- c. Institutionalize calamity task force (Reconstitution of Special Order designating calamity task force management)
- d. Perimeter fence for security of office building
- e. Deployment of licenses security guards

#### COMMENTS:

##### I. Mr. Yap's (QMS Leader) Summary of Outputs from Reports:

1. The importance of processing information.
2. The corrective actions presented by the IQA were well-taken and Management intends to implement the same.
3. As regards the IT system, the agreement reached was: (a) the procurement of equipment; (b) revisions on the review process; and (c) MIS Unit to look into integrating one connection for the internet-provided for PCA.
4. As commented by DA Santos on the issue of budget versus compliance, Management would have to look into some major requirements which would entail a big amount of invested by PCA which may interrupt other activities of the Authority.
5. Small issues should be reported immediately so that they can be resolved immediately – e.g., defective comfort rooms
6. Implementation of the Documentation and Records Control.

##### II. Comments from DA Rosales:

DA Rosales expressed his appreciation for the whole exercise saying that it was able to present PCA's current situation, the predicaments it faces, its plans and programs and way of doing things in order that PCA will be able to achieve its ISO certification. He also said that they have taken cognizance of the limitations within the Authority that needs to be addressed and look at vis-à-vis our compliance with ISO.

He informed the group that in our bid to be ISO certified there are also present conditionalities that might prevent PCA from doing so. So that, he said, we need to put our expectations at a certain practical or realistic level; what are ideal and what are actually the doables. DA Rosales recognizes that there are things that need to be smoothed out; things that need to be addressed in the immediate.

In ending, he encouraged the group to move forward.

### III. Comments from Ms. Rose May O. de Leon (DAP)

On the question that arose concerning the external/internal issues that would affect the QMS: Ms. De Leon recommended for PCA to develop guidelines or procedures for the determination/monitoring and review of its internal/external issues, which should be reviewed by top Management.

On the report on the Changes in QMS relevant internal/external issues: Ms. De Leon said that issues such as: 1. changes in the organizational structure in the next few months; 2. CHANGE IN QMS structure; 3. opening of new facilities; 4. will there be new equipment delivered; issues that will need appropriate control of operations and how it can be ensured that PCA-QMS will still be effective and efficient would have been more appropriate .

On the presentation of Client Feedback: Ms. De Leon inquired about how complaints from 8888 are managed. She reminded the Team that one of the QM principle is customer focus. And the primary focus for QM certification is to meet customer requirement and strive to exceed customer satisfaction. She recommended that Management should determine guidelines or procedures in managing complaints received via other means other than the client feedback form. It has to ensure that such complaints are being acknowledged and acted upon.

On the presentation of OPCR: Ms. De Leon asked why the Attainment of Quality Objectives was not presented with the OPCR. She said that Management will appreciate it more if there is a discussion as to PCA targets and attainments. With this, they will be able to gauge the effectivity of the QMS. Her commend on the OPCR presented by Atty. Terrado for January to June and July to December: the period covered should be uniform.

Re presentation of Audit Results: Her comment on the NCs, observations and commendable findings as presented by Ms. Buenaagua is that it was "good practice". Her recommendations were: 1. That an analysis should have also been presented in order that Management would be able to appreciate it more; 2. categorize the NCs as to context of the organization, workplace, leadership, planning; and 3. monitoring of the status of NCs is also important.

Re Adequacy of Resources: Ms. De Leon recommended that the Team's Action Plan should also include when these are to be implemented and what the needed resources are. She said that every plan should include the timeframe and target.

Re Documents and Records Control: Ms. De Leon observation was that the word "immediate" was used. The word, however, is not measurable and verifiable.

### IV. Comments from Mr. Raymond L. Agcaoli (DAP)

Mr. Agcaoli stressed the importance of the Management Review (MR) activity, a QMS process without which the QMS will not be complete. It assures Management that it has a self-checking mechanism that can be reviewed and make the corresponding changes needed to maintain it

and move it forward. The QMS process is a very clear indication or manifestation of leadership and commitment of top Management to QMS. As it is said, "An organization goes where its leader brings it." Decision-making regarding issues, concerns, problems encountered by the QMS are also made in this activity. And Management's guidance is needed on how to address these.

Mr. Agcaoli said that this is only the first MR. There will be a Part 2-MR will be conducted before the certification audit.

According to Mr. Agcaoli, it is important to identify issues that affect the organization in order to identify processes that would address these issues. He said that if internal/external issues are identified and there are no processes that would be addressing these issues, this would render QMS incomplete and it would be a weak QMS. As an example, he pointed out the need to identify relevant-interested parties, specifically in regulatory and statutory bodies. PCA has to meet their requirements and should have corresponding processes and process-owners who will look into this. If these issues are not identified and these eventually turn into risks for the organization in the future, it would be imperative to identify who will address those risks.

Mr. Agcaoli commended Mr. Yap for making a very good introduction. He said Mr. Yap was able to put MR into a proper perspective, and also mentioned that the MR is part of the requirement of ISO 9001, that it is in compliance with what is stated in the Quality Manual, and that what is provided in the Quality Management Review procedure should be followed.

Mr. Agcaoli also emphasized that when it comes to addressing Quality issues, it is not just thru the MR. According to ISO, these quality-related matters should be part of an Agency's daily business which may be addressed in the regular MANCOM meetings. Since MRs are only conducted once a year or twice a year, such issues may be addressed during regular management meetings which is a good way to show that the discipline has already been integrated into PCA's regular business activities.

Lastly, he said that one of the highlights of MR would be the decisions and action plans that would emanate from this which are what the Auditors will be looking for. The preparation of the Minutes of the Meeting, the Summary of the Outputs, proper documentation for these MR.

The MR was adjourned at 5:10 P.M.



Recorded by: Antonina R. Ajero