October 9, 2024

REGIONAL MEMORANDUM
No. . 1 0 4 0   s. 2024

To: Schools Division Superintendents
All Others Concerned

RESCHEDULED TRAINING FOR SCHOOLS DIVISION OFFICES ON MODULE 1 OF THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS)

1.   In reference to the attached Regional Memorandum No. 1004 s. 2024 *"Series of Capacity Building for Schools Division Offices on the National Quality Management System (NQMS)"*, all concerned are informed that the above-captioned subject will be held on November 25-27, 2024, at DepEd NCR Varela Hall.

2.   The event has been rescheduled due to a conflicting activity schedule at the Central Office, where many of the attendees are our participants.

3.   Other details stipulated in the attached Memorandum remain the same.

4.   Immediate dissemination of this Memorandum is desired.

JOCELYN DR ANDAYA
Director IV

6 Misamis St., Bago Bantay, Quezon City
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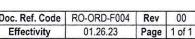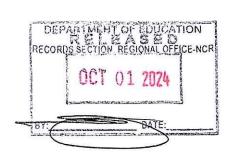24 93 0193

Republic of the Philippines

Department of Education
NATIONAL CAPITAL REGION

30 September 2024

REGIONAL MEMORANDUM
No. _____1 0 0 4_____ s. 2024

To: Schools Division Superintendents
All Others Concerned

SERIES OF CAPACITY BUILDING FOR SCHOOLS DIVISION OFFICES ON THE NATIONAL QUALITY MANAGEMENT SYSTEM (NQMS)

1.   Relative to DepEd Order No. 009, s. 2021, dated February 24, 2021, titled *"Institutionalization of a Quality Management System in the Department of Education,* this Office informs the field of the above-captioned subject.

2.   The training activities aim to:
   a.   provide a comprehensive understanding of the ISO 9001:2015 standards, focused on the principles and requirements of a quality management system (QMS) within the context of education management;
   b.   equip SDO personnel with the necessary skills and procedural knowledge to implement and sustain the QMS anchored on ISO 9001:2015 to ensure continuous improvement in the processes, efficiency, and service delivery;
   c.   strengthen leadership skills vis-à-vis data-driven and evidence-based decision-making techniques among SDO personnel by integrating quality management principles in their administrative functions;
   d.   prepare SDOs for compliance with ISO 9001:2015 requirements and facilitate their journey towards achieving certification, enhancing the credibility and reputation of the education system; and
   e.   enhance stakeholders' satisfaction (students, parents, teachers, and community members) by ensuring that SDOs consistently meet their needs and expectations through effective quality management practices.

3.   The registration fee for each engagement per participant covers meals, accommodation, training kits, and payment of service rendered by the external facilitators. The details are listed in the attached list of activities. Payment shall be made through:

Account Name: **DEPED NCR**
Account Number: **0962-1020-61**
Name of Bank: **Land Bank of the Philippines**
                                    EDSA Congressional Branch

4.   The registration is from **October 7-11, 2024,** through the link
https://tinyurl.com/NCRSDOQMSRegistration.

5.   Participants' transportation allowance shall be charged to the SDO local funds subject to the usual accounting and auditing rules and regulations.

6.   The following enclosures are provided for guidance and reference:

Enclosure A: List of activities of the Capacity Building Program for SDO Officials on Quality Management System (QMS).
Enclosure B: Training Activity Matrices
Enclosure C: Technical Working Group and their Terms of Reference

7. The final venues for the training series will be announced in a separate memorandum.

8.   For questions and concerns, please contact **Mr. Hajji R. Palmero, Chief,** HRDD-NEAP R, Team Leader - Training and Advocacy Team (TAT), or email at **hrdd.ncr @deped.gov.ph.**

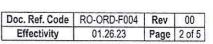9.   Immediate dissemination and strict compliance of this Memorandum is desired.

JOCELYN DR ANDAYA
Director IV

Enclosure A

List of Activities on Capacity Building of SDO Personnel on Quality Management System

Activity	Learning Objectives	Expected Participants	Date	Registration Fee

Capacity Building of DepEd NCR-SDO Personnel on QMS
 	
Module 1: Introduction to QMS and ISO 9001:2015
	Explain to the SDO QMS Top Management and Teams the following:
	• *DepEd Order No. 9, s. 2021(Institutionalization of National Quality Management System)*
	• *Overview of ISO standards*
	• *Importance of QMS in Education*
	• *Roles and Functions of QMS Teams*
	Develop an SDO Action Plan for the implementation of QMS.
		• Schools Division Superintendents
		• Assistant Schools Division Superintendents
		• SDO QMS Team Leaders
		  o *Knowledge Management Team*
		  o *Risk Management Team*
		  o *Internal Quality Audit*
		  o *Quality Workplace*
		  o *Training and Advocacy*
			October 22-24, 2024	3,000.00

Module 2: Training of QMS Teams on the Implementation of QMS in SDOs	In-depth session on the roles, functions, and specific deliverables of the quality management system		To be Announced (TBA)	7,000.00
Group 1	• *Guide participants in developing comprehensive*	• SDO Team Leaders for KMT and RMT • QMS Members		

Knowledge Management **Group 2** Risk Management	*QMS plans tailored to their specific school division Offices (SDOs).* • *Explore strategies for developing risk mitigation plans and incorporating risk management into the QMS.*			
Group 3 Internal Quality Audit **Group 4** Quality workplace	• *Explain to the participants how to conduct internal audits, including planning, executing, and reporting findings.* • *Learn how to integrate QMS principles into daily work practices*	• SDO Team Leaders for IQA and Quality Workplace Team • QMS Members	TBA	7,000.00
Module 3: Internal Audits and Management Reviews	o *Understand the Purpose of Internal Audits* o *Identify Key Steps in Conducting Internal Audits* o *Apply Risk-Based Thinking in Auditing:* o *Develop Audit Reports and Recommendations* • *Participate in Effective Management Reviews*	• SDO IQA Team Leaders and Member • SDO QMS Team Leaders	TBA	7,000.00

Prepared by:

HAJJI RELANO PALMERO
Chief, HRDD NEAP R
Training and Advocacy Team
Team Leader

Recommending Approval:
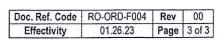
CRISTITO A. ECO
Assistant Regional Director
Quality Management Representative

Approved:

JOCELYN DR. ANDAYA
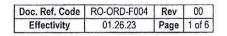Director IV

Enclosure B. Training Activity Matrices

Training Matrix: 3-Day Capacity Building on Quality Management System (ISO 9001:2015)
October 22-24, 2024
Venue: To Be Announced

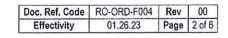| Day	Time	Session/Activity	Topics	Objectives	Facilitator	Materials/Resources
Day 1	8:00 AM - 8:30 AM	Registration and Opening Program	Welcome remarks, Program Orientation	Set objectives and expectations for the training	Host, Program Team	Program booklet, Attendance sheet
	8:30 AM - 9:00 AM	Pre-Test	Pre-Test on ISO 9001:2015 Knowledge	Assess participants' baseline knowledge of QMS	Hajji Relano Palmero	Pre-Test questionnaires, Pens
	9:00 AM - 10:30 AM	Session 1: Introduction to Quality Management System (ISO 9001:2015)	Overview of ISO 9001:2015	Understand the basics and importance of QMS		Presentation slides, Handouts
	10:30 AM - 10:45 AM	Break				Snacks

Time	Session	Topics	Objectives		Materials
10:45 AM - 12:00 PM	Session 2: Principles of ISO 9001:2015	7 Quality Management Principles	Learn and apply the core principles of ISO 9001		Handouts, Flip charts
12:00 PM - 1:00 PM	Lunch Break				Lunch
1:00 PM - 3:00 PM	Session 3: Process Approach and Risk-Based Thinking	Process mapping, Identifying risks	Explore process-based thinking and apply risk analysis		Process map templates, Markers
3:00 PM - 3:15 PM	Break				Snacks
3:15 PM - 5:00 PM	Session 4: Documenting a Quality Management System	Key documents, Work instructions, Forms	Learn how to develop and maintain QMS documentation		Sample documents, Templates

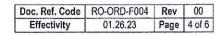| Day	Time	Session/Activity	Topics	Objectives	Facilitator	Materials/Resources
Day 2	8:00 AM - 8:30 AM	Recap of Day 1 and Overview of Day 2	Summary of previous sessions, Introduction to next sessions	Refresh learning from Day 1 and preview Day 2 activities	Moderator, Resource Person	Recap notes, Flip charts
	8:30 AM - 10:00 AM	Session 5: Internal Auditing for ISO 9001:2015	Internal audit principles, Roles of auditors	Understand the internal audit process within the QMS	Resource Person 3	Audit checklists, Templates
	10:00 AM - 10:15 AM	Break				Snacks
	10:15 AM - 12:00 PM	Session 6: Conducting Internal Audits	Audit preparation, Gathering evidence, Reporting findings	Develop skills in conducting and reporting internal audits	Resource Person 3	Audit reports, Case study materials
	12:00 PM - 1:00 PM	Lunch Break				Lunch
	1:00 PM - 3:00 PM	Session 7: Corrective	Addressing non-conformities,	Learn corrective actions and	Resource Person 4	Problem-solving tools, Templates

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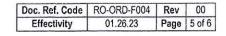|		Actions and Continuous Improvement	Root cause analysis	implement continuous improvement		
	3:00 PM - 3:15 PM	Break				Snacks
	3:15 PM - 5:00 PM	Workshop 1: Process Mapping and Audit Role Play	Hands-on activity on process mapping, Audit role play	Practice mapping processes and conducting an internal audit	Resource Persons	Process maps, Role play scenarios

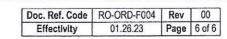| Day	Time	Session/Activity	Topics	Objectives	Facilitator	Materials/Resources
Day 3	8:00 AM - 8:30 AM	Recap of Day 2 and Overview of Day 3	Summary of previous sessions, Introduction to next sessions	Refresh learning from Day 2 and preview Day 3 activities	Moderator, Resource Person	Recap notes, Flip charts
	8:30 AM - 10:00 AM	Session 8: Management Review and Continual Improvement	Overview of Management Review Process, PDCA Cycle	Learn the importance of management review and continual improvement	Resource Person 5	Management review templates, Case studies
	10:00 AM - 10:15 AM	Break				Snacks
	10:15 AM - 12:00 PM	Session 9: Certification Process and ISO 9001:2015 Requirements	Steps to ISO 9001:2015 certification, Compliance checklist	Understand the steps for ISO certification and requirements	Resource Person 6	Certification guidelines, Checklist templates
	12:00 PM - 1:00 PM	Lunch Break				Lunch

	1:00 PM - 2:30 PM	Workshop 2: Preparation for QMS Implementation	Action planning, Simulated implementation	Plan for the QMS implementation in schools and offices	Resource Persons	Action plan templates, Implementation guidelines
	2:30 PM - 3:00 PM	Post-Test	Post-Test on ISO 9001:2015 Knowledge	Evaluate participants' understanding and learning outcomes	Moderator	Post-Test questionnaires, Pens
	3:00 PM - 3:30 PM	Closing Program	Summary, Evaluation, Awarding of certificates	Reflect on key takeaways and provide an evaluation of the training	Organizing Team	Evaluation forms, Certificates

4-day Training Matrix for Risk Management for Quality Management Systems (QMS)

Date and Venue: To Be Announced
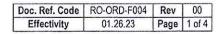
Day 1: Introduction to Risk Management and QMS

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:00	Registration & Opening Program	Orient participants to the training objectives	Registration, Welcome Remarks	Program Manager
9:00 - 10:30	**Introduction to Risk Management (RM)**	Understand the basic concepts and principles of RM	Lecture, Discussion	Risk Management Expert
10:30 - 12:00	**The Role of Risk Management in QMS**	Learn the importance of RM in maintaining QMS standards	Case Study, Group Discussion	QMS Specialist
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**ISO 9001: Risk-Based Thinking Approach**	Understand the requirements of ISO 9001 on risk-based thinking	Lecture, Group Activity	ISO Auditor
3:00 - 4:30	**Identifying Risks in QMS**	Identify potential risks in quality management processes	Workshop, Plenary Discussion	Risk Specialist

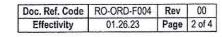**Day 2: Risk Assessment and Analysis Techniques**

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**Risk Identification Tools and Techniques**	Learn different tools for identifying risks in QMS	Lecture, Group Discussion	Risk Management Expert
9:30 - 11:00	**Risk Assessment: Qualitative and Quantitative Approaches**	Understand and apply various risk assessment methods	Case Study, Group Activity	Risk Consultant
11:00 - 12:00	**Risk Prioritization and Ranking**	Develop skills to prioritize risks based on severity	Workshop, Simulation Exercise	QMS Specialist
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Failure Mode and Effects Analysis (FMEA)**	Apply FMEA to identify and assess failure points in processes	Lecture, Hands-on Activity	Risk Management Consultant
3:00 - 4:30	**Case Study: Real-World Risk Assessments**	Analyze real-world risk assessment scenarios	Case Study, Presentation	Industry Expert

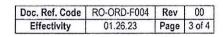**Day 3: Risk Mitigation, Control, and Monitoring**

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 10:00	**Risk Mitigation Strategies**	Learn strategies to mitigate risks and their impact	Lecture, Group Discussion	RM Specialist
10:00 - 12:00	**Developing a Risk Control Plan**	Develop a risk control plan to manage identified risks	Workshop, Group Activity	QMS Consultant
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Monitoring and Review of Risk Controls**	Understand how to monitor and review risk mitigation plans	Lecture, Case Study, Activity	RM and QMS Expert
3:00 - 4:30	**Risk Communication**	Learn how to effectively communicate risks within the organization	Interactive Session, Role-Play	Communication Specialist

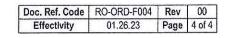**Day 4: Continuous Improvement, Best Practices, and Action Planning**

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Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**Continuous Improvement in Risk Management**	Learn how to continuously improve risk management practices	Lecture, Group Discussion	QMS and RM Specialist
9:30 - 11:00	**Risk Management Best Practices**	Learn from best practices of organizations implementing effective risk management	Panel Discussion	Industry Experts
11:00 - 12:00	**Challenges in Risk Management Implementation**	Identify and overcome common challenges in RM	Group Activity, Brainstorming	Risk Management Expert
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Action Planning: Implementing RM in Your QMS**	Develop action plans to implement RM in your QMS	Workshop, Group Activity	RM and QMS Consultant
3:00 - 4:30	**Closing Program & Awarding of Certificates**	Summarize key insights and distribute certificates	Reflection, Certificate Awarding	Program Manager

4-day Training Matrix for Knowledge Management for Quality Management Systems (QMS)
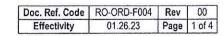**Date and Venue: To Be Announced**

Day 1: Introduction to Knowledge Management and QMS

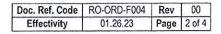| Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:00	Registration & Opening Program	Orient participants to the training objectives	Registration, Welcome Remarks	Program Manager
9:00 - 10:30	**Introduction to Knowledge Management (KM)**	Understand the basic concepts and principles of KM	Lecture, Discussion	KM Expert
10:30 - 12:00	**Importance of KM in Quality Management Systems**	Learn the role of KM in achieving QMS goals	Case Study, Group Discussion	QMS Specialist
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**KM Framework and Models**	Analyze different KM models and frameworks	Lecture, Interactive Workshop	KM Consultant
3:00 - 4:30	**KM and Organizational Culture**	Identify how KM aligns with organizational culture	Group Activity, Plenary Session	HR and Culture Specialist

Day 2: Tools and Strategies for Knowledge Management in QMS

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**Knowledge Identification and Capture**	Learn techniques to identify and capture organizational knowledge	Lecture, Hands-on Workshop	KM Expert
9:30 - 11:00	**Tools for KM in QMS**	Explore digital tools and strategies for implementing KM in QMS	Demonstration, Interactive Session	IT Expert
11:00 - 12:00	**KM Processes in QMS**	Understand processes involved in integrating KM into QMS	Case Study, Workshop	Quality Assurance Expert
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Creating a Knowledge Management Strategy**	Develop a KM strategy tailored to the organization's QMS	Strategic Planning Workshop	KM Consultant
3:00 - 4:30	**Knowledge Sharing and Collaboration Techniques**	Explore collaboration tools and techniques for effective KM	Lecture, Group Activity	Collaboration Expert

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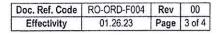| Doc. Ref. Code	RO-ORD-F004	Rev	00
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Day 3: Implementation and Monitoring of Knowledge Management Systems

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 10:00	**Implementing KM Systems in QMS**	Learn the steps to successfully implement KM systems	Lecture, Case Study	KM and QMS Consultant
10:00 - 12:00	**KM and Continuous Improvement in QMS**	Integrate KM into continuous improvement processes	Discussion, Group Work	Continuous Improvement Specialist
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Monitoring and Evaluation of KM Practices**	Learn how to monitor and evaluate KM implementation	Workshop, Group Activity	KM Monitoring Specialist
3:00 - 4:30	**Case Study: Successful KM in QMS Implementation**	Review real-world examples of KM integration	Case Study, Group Presentation	Industry Expert

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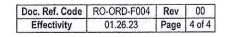| Doc. Ref. Code	RO-ORD-F004	Rev	00
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Day 4: Best Practices, Challenges, and Action Planning

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**KM Best Practices**	Learn KM best practices from successful organizations	Panel Discussion, Sharing	KM Practitioners
9:30 - 11:00	**Challenges in KM Implementation**	Identify common challenges in KM and QMS integration	Group Discussion, Brainstorming	KM Expert, Facilitator
11:00 - 12:00	**Overcoming KM Barriers**	Discuss solutions to overcome barriers in KM systems	Lecture, Case Study	KM Consultant
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Developing an Action Plan for KM in QMS**	Create action plans for integrating KM in your QMS	Action Planning Workshop	KM and QMS Consultant
3:00 - 4:30	**Closing Program & Certificates**	Summarize training insights and recognize participation	Reflection, Awarding of Certificates	Program Manager

3-day Training Matrix for Quality Workplace for Quality Management Systems
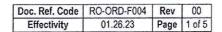**Date and Venue: To Be Announced**

Day 1: Introduction to Quality Workplace and QMS

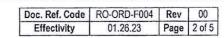| Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:00	Registration & Opening Program	Orient participants to the training objectives	Registration, Welcome Remarks	Program Manager
9:00 - 10:30	**Understanding Quality Workplace**	Define quality workplace and its importance in QMS	Lecture, Discussion	QMS Specialist
10:30 - 12:00	**Elements of a Quality Workplace**	Identify key elements that contribute to a quality work environment	Lecture, Group Discussion	HR Specialist
12:00 - 1:00	**Lunch Break**			
1:00 - 2:30	**Integrating QMS into Workplace Practices**	Learn how to integrate QMS principles into daily work practices	Case Study, Workshop	QMS Consultant
2:30 - 4:00	**Workplace Culture and Quality**	Understand the relationship between	Group Activity, Discussion	Culture Specialist

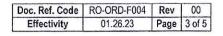|		workplace culture and quality management		
4:00 - 4:30	**Summary and Q&A**	Review key points of the day and address questions	Summary, Q&A Session	Facilitator

Day 2: Implementing and Managing Quality Workplace

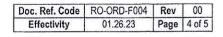| Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**Developing a Quality Workplace Strategy**	Learn how to develop and implement a strategy for a quality workplace	Workshop, Interactive Session	QMS Consultant
9:30 - 11:00	**Tools and Techniques for Quality Workplace**	Explore tools and techniques for maintaining a quality work environment	Demonstration, Hands-on Activity	Quality Tools Expert
11:00 - 12:00	**Role of Leadership in Quality Workplace**	Understand the role of leadership in fostering a quality work environment	Lecture, Group Discussion	Leadership Specialist
12:00 - 1:00	**Lunch Break**			
1:00 - 2:30	**Employee Engagement and Quality**	Learn how to engage employees in quality improvement initiatives	Workshop, Group Activity	Engagement Specialist
2:30 - 4:00	**Managing Change in Quality Workplace**	Understand strategies for managing change within the work environment	Lecture, Case Study	Change Management Consultant
4:00 - 4:30	**Summary and Q&A**	Review key points of the day and address questions	Summary, Q&A Session	Facilitator

Day 3: Evaluating and Improving Quality Workplace

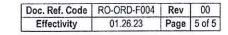| Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**Evaluating Quality Workplace Effectiveness**	Learn how to evaluate the effectiveness of quality workplace initiatives	Workshop, Interactive Session	QMS and Evaluation Expert
9:30 - 11:00	**Continuous Improvement for Quality Workplace**	Explore continuous improvement methods and their application	Lecture, Group Activity	Continuous Improvement Specialist
11:00 - 12:00	**Best Practices in Quality Workplace Management**	Learn from best practices and real-world examples	Panel Discussion, Case Study	Industry Experts
12:00 - 1:00	**Lunch Break**			
1:00 - 2:30	**Developing an Action Plan for a Quality Workplace**	Create an action plan to implement improvements in the quality of the workplace	Workshop, Group Activity	QMS Consultant
2:30 - 4:00	**Closing Program & Certificates**	Summarize key insights and award certificates	Reflection, Certificate Awarding	Program Manager

4:00 - 4:30	**Feedback and Evaluation**	Gather feedback on the training program and its effectiveness	Feedback Session	Program Manager

4-day Training Matrix for Internal Quality Audits for Quality Management Systems (QMS)
Date and Venue: To Be Announced

Day 1: Introduction to Internal Quality Audits
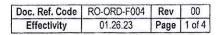
Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:00	Registration & Opening Program	Orient participants to the training objectives	Registration, Welcome Remarks	Program Manager
9:00 - 10:30	**Overview of Quality Management Systems (QMS)**	Understand the principles and components of QMS	Lecture, Discussion	QMS Specialist
10:30 - 12:00	**Introduction to Internal Audits**	Learn the purpose, benefits, and principles of internal audits	Lecture, Group Discussion	Internal Audit Expert
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**ISO 9001: Requirements for Internal Audits**	Understand the ISO 9001 standards related to internal audits	Lecture, Case Study	ISO Auditor
3:00 - 4:30	**Audit Planning and Preparation**	Learn how to plan and prepare for an internal audit	Workshop, Interactive Session	Internal Audit Consultant

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Day 2: Conducting Internal Quality Audits

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**Audit Execution Techniques**	Understand techniques for conducting effective audits	Lecture, Role-Play	Internal Audit Expert
9:30 - 11:00	**Interviewing Techniques and Evidence Collection**	Learn how to effectively interview and collect audit evidence	Workshop, Practical Exercise	Audit Specialist
11:00 - 12:00	**Audit Sampling Methods**	Learn about sampling techniques and their application in audits	Lecture, Interactive Session	Statistical Expert
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Document Review and Assessment**	Review and assess documentation during audits	Case Study, Group Discussion	QMS Document Specialist
3:00 - 4:30	**Conducting an Audit Simulation**	Apply learned techniques in a simulated audit scenario	Simulation Exercise, Debrief	Internal Audit Consultant

Day 3: Reporting and Follow-Up

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 10:00	**Reporting Audit Findings**	Learn how to document and report audit findings effectively	Lecture, Workshop	Internal Audit Expert
10:00 - 12:00	**Non-Conformities and Corrective Actions**	Understand how to identify non-conformities and follow up with corrective actions	Case Study, Group Discussion	QMS Specialist
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Preparing an Audit Report**	Learn to prepare comprehensive and clear audit reports	Workshop, Interactive Session	Internal Audit Consultant
3:00 - 4:30	**Follow-Up Actions and Monitoring**	Understand follow-up procedures and monitoring processes	Lecture, Case Study	Quality Assurance Expert

Day 4: Advanced Topics and Best Practices

Time	Topic	Learning Objectives	Methodology	Facilitator/Resource Person
8:00 - 9:30	**Advanced Audit Techniques**	Explore advanced techniques and tools for internal audits	Lecture, Workshop	Advanced Audit Specialist
9:30 - 11:00	**Auditor Competency and Continuous Improvement**	Understand the skills required for auditors and ways to continuously improve audit practices	Group Discussion, Role-Play	Training Specialist
11:00 - 12:00	**Best Practices in Internal Audits**	Learn from best practices and experiences of successful audits	Panel Discussion, Case Study	Industry Experts
12:00 - 1:00	**Lunch Break**			
1:00 - 3:00	**Action Planning for Internal Audit Program**	Develop action plans to enhance internal audit programs	Workshop, Group Activity	Internal Audit Consultant
3:00 - 4:30	**Closing Program & Certificates**	Summarize key insights and award certificates	Reflection, Certificate Awarding	Program Manager

Enclosure C. Technical Working Group (TWG) and their Terms of Reference

Technical Working Group (TWG)	
Committee/Team	**Terms of Reference**
Program Lead and Program Focal Hajji R. Palmero, Chief, HRDD-NEAP R	1. Lead in the ocular inspection, reservation, and readiness of the training venues and accommodation rooms. 2. Lead in conducting and monitoring the series of capacity building on QMS. 3. Orient and guide the HRDD PMT/TWG in the conduct of the series of capacity building on QMS. 4. Lead in addressing issues and concerns regarding the conduct of the capacity building series on QMS. 5. Coordinate with and update the top management on the status of the capacity building series on QMS. 6. Initiate the procurement process of resources, materials, and relevant services. 7. Oversee all the financial-related concerns and monitor the disbursements in the conduct of the series of capacity building on QMS. 8. Coordinate with the Cash section to ensure efficient allocation and timely release of funds. 9. Lead in the Procurement of the training materials.
Cash Section	1. Coordinate with the Program Lead and Secretariat for proper liquidation of all fund disbursements. 2. Prepare and submit the financial report as one of the requirements for completing the activity.
Secretariat Rodolfo J. Colocar, EPS HRDD-NEAP Arre V. Aduan, EPS HRDD-NEAP Richard D. Vidal, EPS II Nika A. Diaz, AdAs VI HRDD-NEAP **Risk Management:**	1. Coordinate with, consult, and update the Program Lead and Program Focal on the status of the conduct of the series of capacity building on QMS. 2. Perform other assigned tasks relative to the conduct of the series of capacity building on QMS such as the following; a) Document the proceedings of the meetings and training sessions.

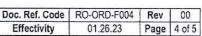|	
Dr. Maria Laarni Carla C. Paranis, EPS, FTAD Mr. Joseph T. Indicio Statistician I, PPRD **Knowledge Management:** Melody N. Jolo, AO I ASD-Cash Nancy C. Mabunga Librarian II, CLMD-LRMDS **Internal Quality Audit:** QAD Representative **Training and Advocacy:** Rodolfo J. Colocar, EPS HRDD-NEAP Arren V. Aduan, EPS HRDD-NEAP **Quality Workplace:** Arian Astrero, AO II ASD-AMS Eduardo A. Abutal AdAs V, ORD-PAU	b) Coordinate with the in charge of video/photo for the consolidation of the training videos and pictures c) Assist in the needs of the participants. d) Provide the participants access to the online Registration, attendance, and QAME links. e) Ensure the complete accomplishment of the attendance sheets and QAME link f) Assist in the distribution and retrieval of training materials. g) Assist in posting and consolidating session outputs h) Prepare and submit the Activity Completion Report at the end of each training
Logistics: Rodolfo J. Colocar, EPS HRDD-NEAP Arre V. Aduan, EPS HRDD-NEAP Richard D. Vidal, EPS II Nika A. Diaz, AdAs VI HRDD-NEAP	1. Assist in the ocular inspection, reservation, and readiness of the training venues and accommodation rooms 2. Assist the Program Lead in the Procurement of training materials. 2. Prepare, organize, safely keep, secure adequacy and quality of, and transport the training materials. 3. Coordinate with the chosen catering services to prepare food and refreshments. 4. Prepare the Training Attendance sheet. 5. Coordinate with the Program Lead in safely keeping all the disbursement receipts. 6. Provide the Cash Section with the necessary document requirements for the liquidation of all fund disbursements and the preparation and submission of the financial report. 7. Prepare and submit the activity completion report.
Graphic Art/Design: Richard D. Vidal, EPS II HRDD-NEAP	1. Layout and design a visually appealing training brochure, digital stage backdrop, and program and invitation.

	2. Coordinate with the Program Lead on the materials to be used as the basis for the design.
Photo and video: Arren V. Aduan, EPS HRDD-NEAP	1. Take a video and photos of the meetings and training sessions. 2. Transmit to the Secretariat the edited and finalized captured training videos/photos.
Welfare: Representatives from SDO	1. Ensure the safety, security, health, and wellness of the training participants, PMT, and Resource Persons. 2. Attend to the emerging needs and concerns of the training participants, PMT, and Resource Persons.