



**EXECUTIVE ORDER PCG NO. 16
SERIES OF 2024**

AN ORDER INSTITUTING THE QUALITY MANAGEMENT PROGRAM OF THE CITY GOVERNMENT OF PASIG AND CONSTITUTING THE QUALITY MANAGEMENT SYSTEM COMMITTEE, SECRETARIAT, AND CORE TEAMS AND FOR OTHER PURPOSES.

WHEREAS, Administrative Order No. 161, Series of 2006, titled “Institutionalizing Quality Management System in Government” was issued with the purpose of establishing a national system of accreditation as a specific strategy to promote transparency and accountability in governance, provide a framework for assessing quality system performance, establish public service quality standards and recognize quality excellence among the government organizations and further encouraging all local government units to establish an ISO-aligned Quality Management System;

WHEREAS, Executive Order No. 605, Series of 2007, identified with particularity the components of the Government Quality Management Program (GQMP) and institutional structure and mechanisms to formulate policies and oversee the implementation of the GQMP;

WHEREAS, Republic Act No. 9485, otherwise known as the “Anti-Red Tape Act of 2007” as amended by Republic Act No. 11032 declares it as a state policy to adopt simplified procedures that will reduce red tape and expedite transactions in the government;

WHEREAS, there is a need to create a committee to oversee the establishment of the Quality Management System and to delineate the functions of each department;

NOW THEREFORE, I, VICTOR MA. REGIS N. SOTTO, City Mayor of Pasig City, by virtue of the powers vested in me by law, do hereby order that:

SECTION 1. COMPOSITION. – The Pasig City Quality Management System (QMS) Committee is hereby created and shall be composed of the following:

1. Top Management
2. QMS Team Leader
3. QMS Secretariat
4. Planning Team
5. Process/Service Improvement Team
6. Documentation Management Team
7. Internal Quality Team
8. Feedback Management Team



SECTION 2. DUTIES AND FUNCTIONS. – The QMS Committee shall perform the following duties and functions:

A. Top Management – The Top Management shall:

1. Lead the establishment, implementation and monitoring of QMS;
2. Ensure availability of resources;
3. Establish and maintain the quality policy of the organization;
4. Review the quality management system periodically and that results of reviews are in the form of specific actions;
5. Ensure quality objectives are established at relevant functions within the organization;
6. Ensure that appropriate communication processes are established within the organization; and
7. Ensure that the continual improvement of the quality management system is effectively planned and implemented.

B. QMS Team Leader – The QMS Team Leader shall:

1. Ensure processes needed for the QMS are established, implemented and maintained;
2. Report to the Top management during reviews of the QMS, its performance and any need for improvement;
3. Ensure the promotion of awareness of customer requirements throughout the organization;
4. Liaise with external parties on matters relating to the QMS; and
5. Oversee the implementation of the tasks assigned to the QMS Teams.

C. QMS Secretariat – The QMS Secretariat shall:

1. Develop the QMS training plan for the company;
2. Provide logistical support during the conduct of QMS related training and seminars;
3. Coordinate with office heads and supervisors to provide employee QMS training;



4. Prepare minutes of the QMS Committee meetings and notify members of the meetings to be held; and
5. Promote the Quality Policy and Quality Objectives throughout the organization to increase awareness, motivation and involvement.

D. QMS CORE TEAM:

D.1 Planning Team – The Planning Team shall:

1. Lead in developing and monitoring the required planning documents (i.e., identification of issues, relevant interested parties, risk and opportunities;
2. Assist the Top Management in establishing and reviewing the Quality Policy of the organization;
3. Ensure that Quality Objectives are established and relevant functions within the organization;
4. Ensure that the Quality Objectives are consistent with the Quality Policy and strategic directions;
5. Advocate Risk-Based Thinking in developing and achieving the quality Objectives;
6. Keep track and monitor the achievement of the Quality Objectives; and
7. Report to the Top management on the extent of achievement of the Quality Objectives.

D.2 Process/Service Improvement Team – The Process/Service Improvement Team shall:

1. Lead in process/service improvement initiatives in the agency;
2. Ensure that the office processes as contained in their respective Citizen's Charters are consistent with the principles and provisions of Republic Act No. 11332 or the Ease of Doing Business and Efficient, Government Service Delivery Act of 2018 and related issuances;
3. Lead in identifying, facilitating, and streamlining of existing systems and processes;
4. Provide needed support and guidance in the area of process or service improvement;
5. Conduct periodic evaluation of the QMS in every department, office, and units to determine compliance with standards, and identify areas for improvement and reengineering

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6. Coordinate closely with the department, office or unit heads on all matters concerning QMS implementation; and
7. Perform other functions necessary and incidental to the foregoing.

D.3 Documentation Management Team – The Documentation Management Team shall:

1. Ensure that changes and the current revision status of the documents are identified;
2. Ensure that relevant versions of applicable documents are available at points of use;
3. Maintain master copies and master lists of internal documents and externally generated documents and references;
4. Control distribution of QMS documents;
5. Ensure that documents remain legible and readily identifiable;
6. Prevent the unintended use of obsolete documents;
7. Ensure that records remain legible, readily identifiable and retrievable; and
8. Ensure controls are established for identification, storage, protection, retrieval, retention time and disposition of records.

D.4 Internal Quality Team – The Internal Quality Team shall:

1. Ensure that the QMS conforms to the organization's own requirements and to the requirements of ISO 9001:2025;
2. Provide input to management review regarding the results of audits;
3. Prepare the Annual Audit Program;
4. Carry out internal audit covering management, core and support processes in accordance with annual audit program;
5. Prepare, deliberate and finalize audit findings reports and request for corrective actions and present the same to the Top Management; and
6. Keep track of the implementation of the corrective actions for nonconformities raised during the audit.

D.5 Feedback Management Team – The Feedback Management Team shall:

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1. Ensure that customer information is monitored as one of the measures of performance of the QMS;
2. Assure all results are valid which will reflect the status of each offices as well as the organization as a whole;
3. Evaluate customer feedback in order to determine strengths and weaknesses of the organization;
4. Recommend necessary actions to be taken to ensure customer satisfaction and to continually improve the QMS implementation; and
5. Report to the Top Management regarding the result of the analyses of the collected feedback.

SECTION 3. ASSISTANCE. – All the departments, offices, and units of the City Government of Pasig, as well as the Office of the Vice Mayor and Sangguniang Panlungsod, shall cooperate with the Committee and shall render assistance in the development of the QMS certifiable to ISO 9001:2015.

Further, all departments, offices, and units shall map the system and processes of their respective offices in relation to the defined scope of the ISO 9001: 2015 and participate in the walkthrough audit of their respective offices within the defined scope and requirements of ISO 9001:2025.

SECTION 4. MEETINGS. – The Committee shall meet as often as necessary as may be determined by the QMS Team Leader.

SECTION 5: FUNDING. – The funding of the activities under the QMS Programs shall be taken from the available funds of the Human Resource Development Office.

SECTION 6. SEPARABILITY CLAUSE. – If any clause, provision, paragraph or part thereof shall be declared unconstitutional or invalid, such judgement shall not affect, invalidate or impair any other part hereof.

SECTION 7. REPEALING CLAUSE. – All other executive orders or issuances inconsistent herewith are hereby repealed, amended or modified accordingly.

SECTION 8. EFFECTIVITY. – This Order shall take effect immediately

ISSUED this 19th day of April 2024, at the City of Pasig, Metro Manila.



22 APR 2024 11:00AM

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VICTOR MA REGIS N. SOTTO
City Mayor

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