LEARNING, RELEARNING, AND UNLEARNING THE CRAFT OF PROCEDURE AND WORK INSTRUCTION DEVELOPMENT

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Intended Learning Outcomes

1 Work with a deeper understanding of process, procedure, and work instruction;

2 Gain practical skills in preparing quality procedures and work instructions; and

3 Be more motivated and confident to manage processes

- ► If it isn't written down, it did not happen;
- ► If it isn't written down, it won't happen.

WE HAVE TO DOCUMENT EVERYTHING!

Tale of Four Characters

It happened that an important job had to be done. **EVERYBODY** knew that **SOMEBODY** would do it. **ANYBODY** could have done it, but **NOBODY** did it. **SOMEBODY** got angry when he found out about it, because it should have been done by **EVERYBODY.**

Tale of Four Characters

The result was that **EVERYBODY** thought that **ANYBODY** would do it and **NOBODY** realized that **SOMEBODY** would not do it. In the end, **SOMEBODY** approached **EVERYBODY** because **NOBODY** did what could have been done by **ANYBODY.**

Lessons Learned

Leadership is not clearly defined.

Responsibility areas are not explained.
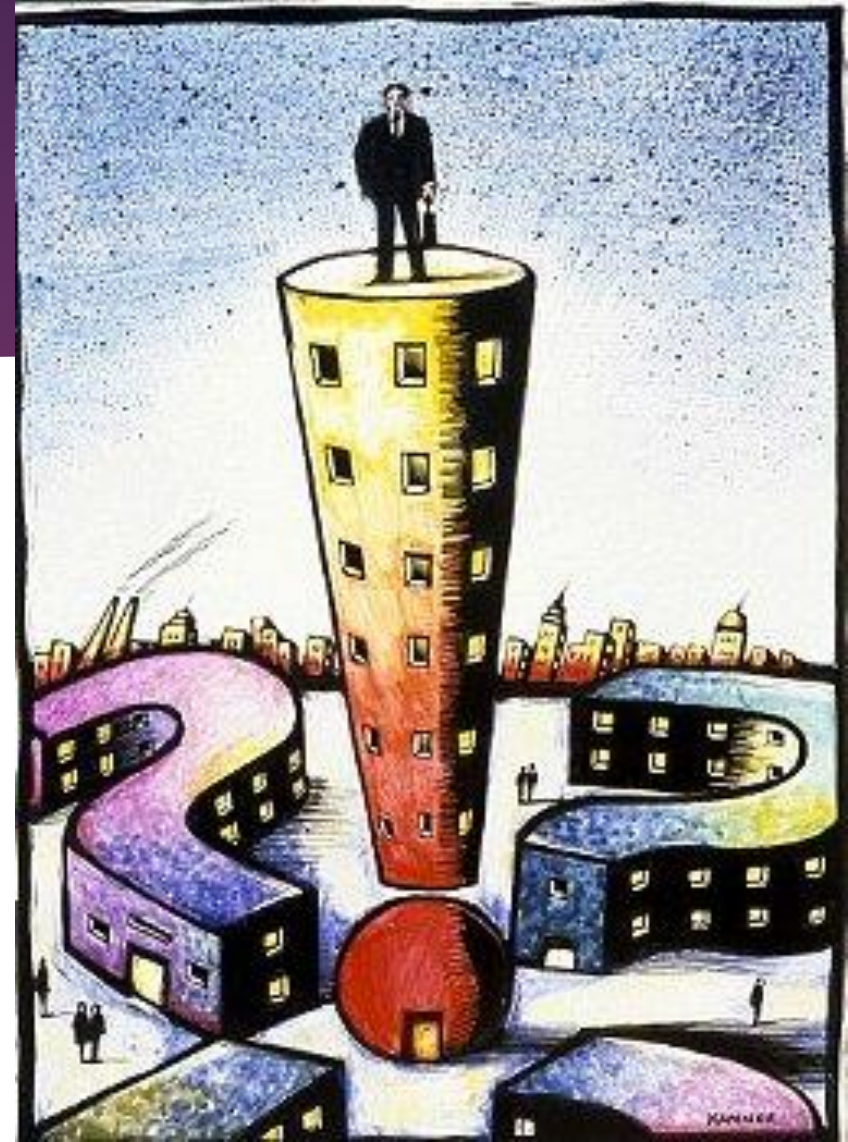

I THOUGHT YOU'D DO IT!!

Causes errors and frustrations

Increase training costs

Waste time and money

Detract from quality service

Successful businesses and organizations have *systems.*

Importance of Writing Policies and Procedures

Delegation of Decision Making

Importance of Writing Policies and Procedures

Avoid inconsistencies

Importance of Writing Policies and Procedures

Protect your company from possible legal action or fraud

Importance of Writing Policies and Procedures
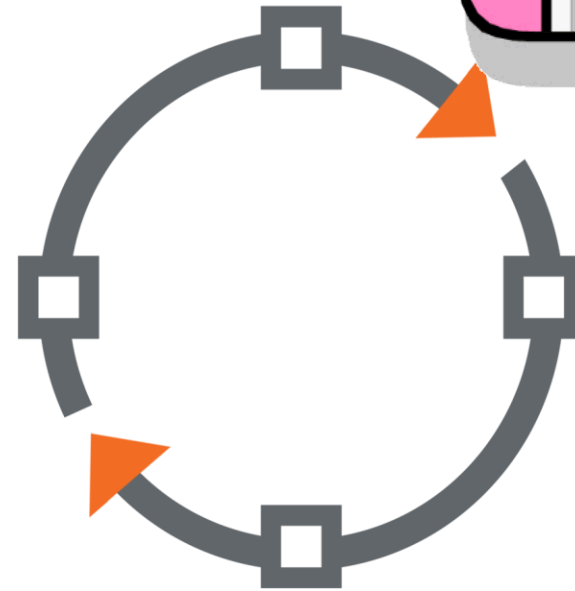
Serve as a training tool

Importance of Writing Policies and Procedures
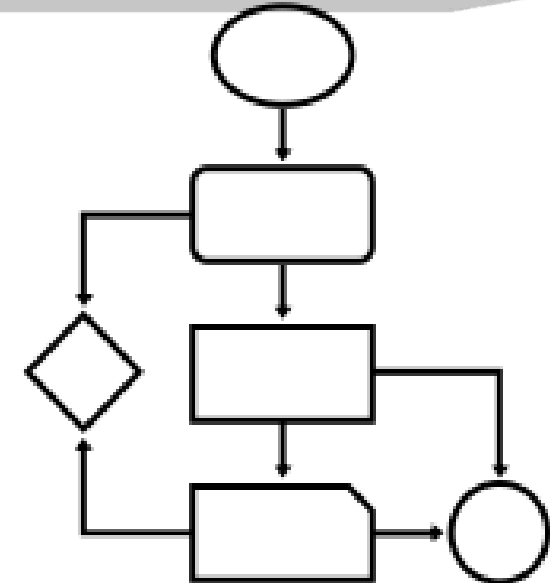
Serve as a basic communication tool

Importance of Writing Policies and Procedures

Saves time

DOCUMENTED INFORMATION

IN PRACTICE

TRADITION

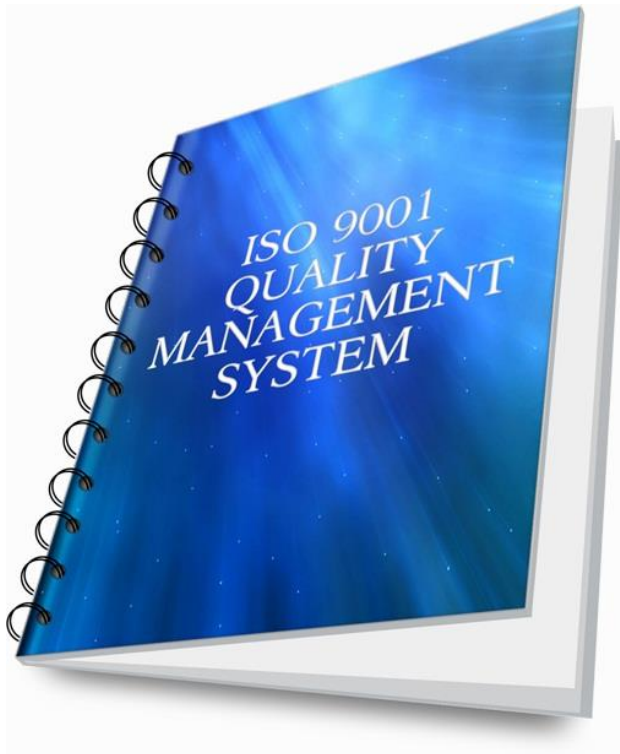Procedures

PROCESS

Quick Survey

Defining a PROCESS

▶ any activity or set of activities that uses resources to transform inputs into outputs can be considered a process.

▶ Processes must have defined objective(s), input(s), output(s), activities, and resources.

INPUT

PROCESS

OUTPUT

INPUT

INPUT – PROCESS - OUTPUT
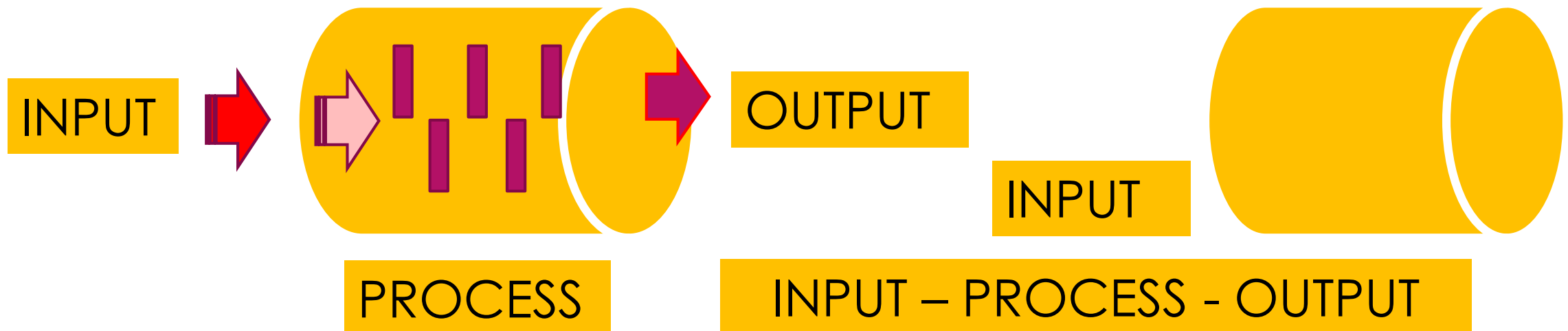
Admissions

ENROLMENT

GRADING

GRADUATION!

Defining a PROCEDURE

▶ It outlines how to perform a process.

▶ It provides a detailed description of how an activity or task is carried out.

Transfer of Credits in the Collegiate Programs

Issuance of Student Academic Records

Enrolment of Collegiate Students

Grading System for College

Parts of a Quality Procedure

9

Policy Framework	Application and Scope	Definition of Terms
General Policies	Specific Policies	Monitoring and Evaluation
Dissemination	Related Documents	Revision History

1. Policy Framework

As an educational institution that strives for Filipino, Christian, and Dominican ideals and values, Colegio de San Juan de Letran is intent on molding students who are true to the principle it advocates – one that strives for the total formation of students with a culture of Conscience, Discipline, and Excellence.

Students' grades must be based mainly on attainment of expected learning outcomes. Any adjustment, addition, or diminution for co-curricular activities, attendance, or misconduct shall not be allowed except if the adjustment is relevant to the course content and requirement.

Bearing this in mind, the Colegio adheres to a fair, just, and timely giving of academic ratings, and students must be clearly informed of the basis in determining their grades.

Parts of a Quality Procedure

Application and Scope

- This is the coverage of the policy in terms of who gets affected by its implementation. This can be sectoral or by stakeholder

This quality procedure (QP) applies to all college students and faculty members of the Colegio. It sets the rules on the college students shall be graded. It provides applicable sanctions for failure to encode students' grades on time.

Parts of a Quality Procedure

Definition of Terms

- This includes the conceptual or operational definition of terms used within the discourse of the policy document.

▶ **Class Standing** includes recitation, oral reports, assignments, seatworks, projects, compositions, case study, research papers, oral defense, laboratory activity, and core values related to the course as indicated in the syllabi.

▶ **Computerized Card (COMPcard)** is the students' copy of his/her final rating.

Parts of a Quality Procedure

General Policies

- This segment covers the main policy statements and the procedural guidelines for policy implementation.

► The Colegio upholds the provision in the Education Law and the Private Schools which provides the basis for the grading. To wit, xxx

► Initial recording of students' academic performances must be reflected in the Class Record Book issued by and to be submitted to the Office of the Academic Head at the end of the semester.

Parts of a Quality Procedure

Specific Policies

- This part will detail the specific procedural guide for the smooth implementation of the general policy statement previously given.

▶ Components of the grades

▶ Grading system for special courses

▶ Formula for computing the grades

▶ Access to e-grading system

Parts of a Quality Procedure

Monitoring and Evaluation

- This part details the manner by which policy implementation will be formatively monitored and assessed. By so doing, this part mentions as well the approval authorities responsible for the M&E of the said policy.

▶ *Implementation of this QP shall be monitored by the Registrar's Department and shall be reviewed every three years or as the need arises.*

Parts of a Quality Procedure

Dissemination

- This segment tells the mode of communicating and promoting the policy. This must include the strategies and channels of communication to be used or involved in the effective dissemination of information about the said policy.

This QP shall be disseminated through provision of copies to the concerned offices by the office of the Quality Management and Planning Department (QMPD); publication in the student handbook; official website; and in-house inquiries.

Parts of a Quality Procedure

Related Documents

- This part includes the list of citations or sources from where the policy was based. This could include reference to a related or a precedent policy, as well as relevant forms and documents.

▶ Syllabi
▶ Forms related to e-grading
▶ Computerized cards

Parts of a Quality Procedure

Revision History

- It must detail where the policy came from or emanated. If it is a revision or amendment, say so, including the corresponding dates or milestones.

Page	Reason for Change	Revision	Prepared by:	Reviewed by:	Release Date

Defining a WORK INSTRUCTION

▶ This tells who, what, and when an activity is done.

▶ It describes how to perform a task, which is a more detailed portion of the procedure.

▶ You may need more detail than that described in the procedures.

▶ Title: Gerund (verb+ing)

Conducting E-grading Orientation to Faculty Members

Reporting College Faculty's Failure to Encode Grades

Processing Terminal Clearance for Graduating Students

Blocking Students' Enrolment Account

Processing Requests for Correction of Grades

Processing Student Grades

Parts of a Process Map and Work Instruction

5

Related Documents

Process Maps and Work Instructions

Criteria for Quality

Instances where potential nonconformities may be identified

Revision History

Parts of a Process Map and Work Instruction

Related Documents

- This part includes the list of citations or sources from where the PW was based. This could include reference to a related or a precedent policy, as well as relevant forms and documents.

- Policy on College Enrollment
- Policy on BEd Enrollment
- Policy on Issuance and Confidentiality of School Records and other Credentials
- Policy on Transfer of Credits in the Collegiate Programs

Parts of a Process Map and Work Instruction

Process Maps and Work Instructions

- This section presents the flowchart to be observed by the concerned personnel. Work Instructions detail specific procedures that cannot be captured by the flowchart.


PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend: Admissions and Scholarships Office (AdScO); Academic Head/s (AH);Guidance and Counseling Services Office (GCSO); Accounting Office (AO); Official Enrollment Form (OEF); Acceptance (A); National Statistics Office (NSO)			
In-Charge	Process Flow		
Admission Personnel	Entertain queries.	The admission personnel entertains queries of applicants and determines the program level (NKP, grade school, high school, or college). The list of requirements, brochure(s), and application form are provided to the applicant.	
Applicant	Submit the admission requirements.	The applicant submits the admission requirements to the AdScO.	A: Submitted documents: three 1"x1" recent ID pictures; photocopy of NSO birth certificate; certificate of candidacy for graduation or promotion to next level or its equivalent; accomplished application form
Admission Personnel	Issue portfolio checklist and examination permit. A - 2	The admission personnel issues a portfolio checklist to the applicant as a basis of his/her submitted requirements. Upon checking the submitted admission requirements, the admission personnel issues the examination permit to the applicant.	A: Examination Permit with date, time, and venue of examination and signed portfolio checklist

B. Process Map and Work Instruction

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend: *Student Enrollee (SE); Letran School System (LSS); Acceptance (A)*			
In-Charge	Process Flow		
Student Enrollee	(Secure Request for Student Load Adiustment Form.)	SE secures and fills out request for student load adjustment form at the College Records Office or at the Surfing Lab of Santo Tomas de Aquino Building if s/he intends to enroll: a. simultaneously in pre-requisite and advance courses; b. course in equivalent code; and c. additional load or unit/s	A: Properly filled out form
Dean/Program Chair/Co-Chair	[Evaluate student's request.]	The Dean/Program Chair/Co-Chair evaluates students request and uses the following: • Result of Academic Evaluation from the	A: For simultaneous enrolment of courses, enrollee should be graduating and with good academic standing or the pre-requisite is a repeated

Flowchart Symbols

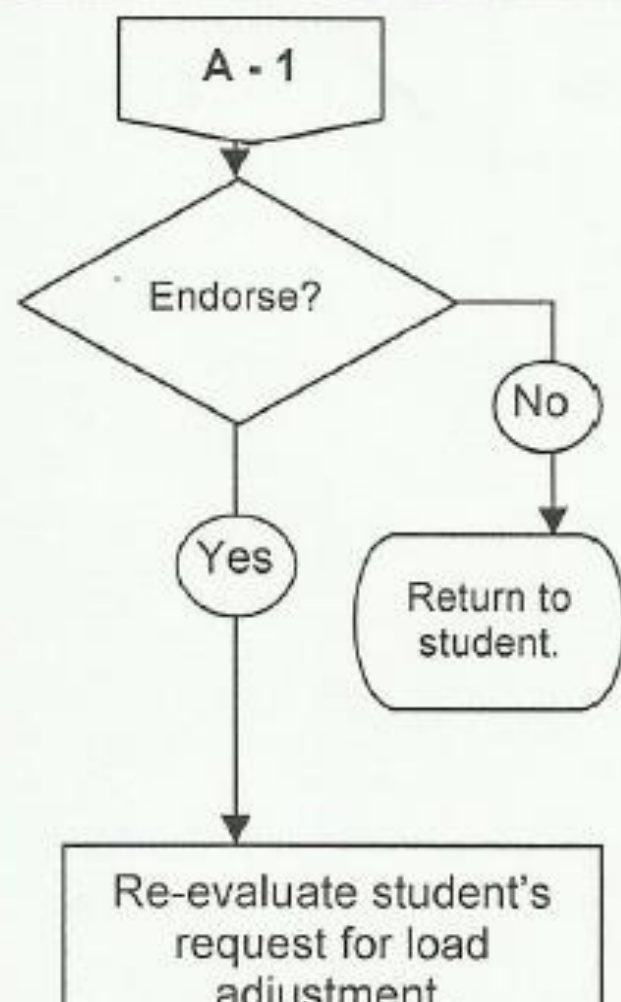| Dean/Program Chair/Co-Chair | Evaluate student's request. → A - 2 | The Dean/Program Chair/Co-Chair evaluates students request and uses the following:
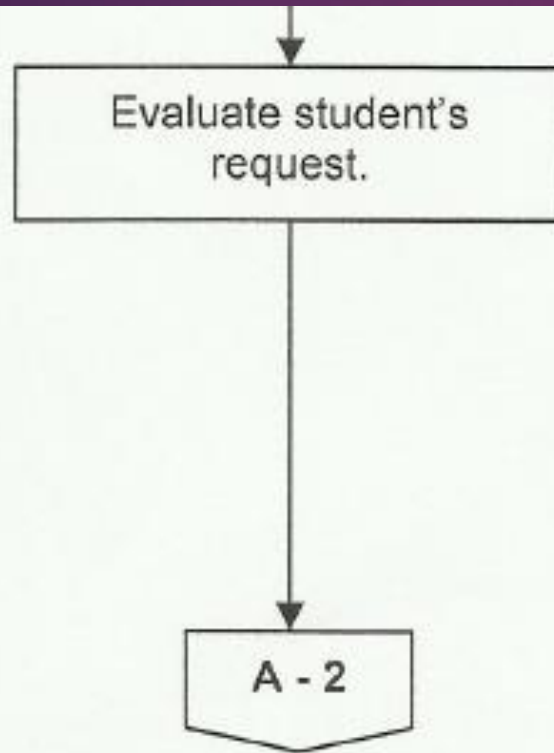
• Result of Academic Evaluation from the LSS or Curriculum Checklist; and
• Report on Section and Course Listing | A: For simultaneous enrolment of courses, enrollee should be graduating and with good academic standing or the pre-requisite is a repeated course.

On a case to case basis, non-graduating students may also be allowed to do simultaneous enrollment.

For course/s with old codes, equivalent course to be enrolled must be of the |

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
Legend: *Official Enrolment Form (OEF; Student Enrollee (SE); Acceptance (A)*			
In-Charge	Process Flow		same course coverage and of equal or greater unit than the required course.
	A - 1	If Yes, the request is forwarded to the Office of the Registrar for approval. If No, the form is returned to the student.	For additional load or unit/s, student with general weighted average of 80-84, and 85 and above is allowed additional units of 3 and 6, respectively, provided he/she has no failure in the immediately preceding semester.
	Endorse? → No → Return to student. Yes ↓		
College Records Evaluator	Re-evaluate student's request for load adjustment	The College Records Evaluator re-evaluates student's request for load	For graduating students, they are allowed additional six units to a maximum of 30 units, whichever is favorable to them. Request for more than 30 units may

Flowchart Symbols

▶ An arrow is a connector that shows the relationships between the representative shapes.

Assigned Assessor

B-3
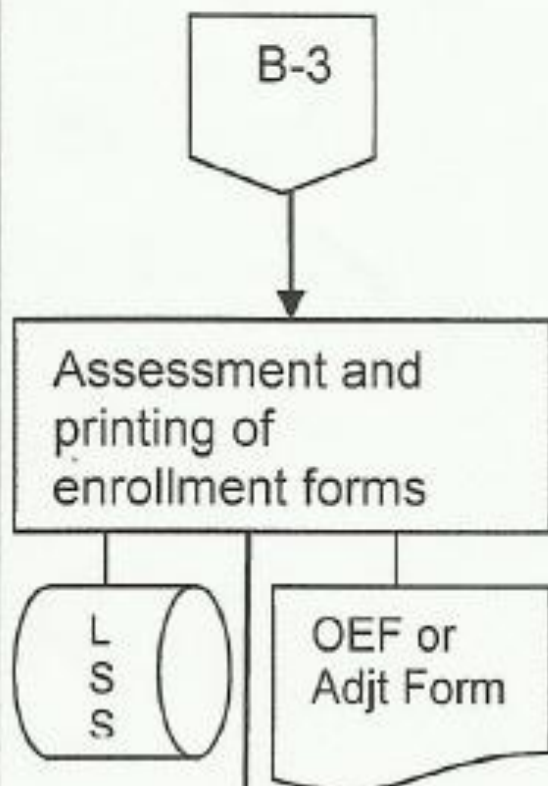
Assessment and printing of enrollment forms

LSS

OEF or Adjt Form

The assigned assessor encodes the student number or name in the Assessment & Billing Module to trigger student assessment. Printouts are generated.

Served Enrollment Pass or Endorsement for Printing OEF for the day is discarded since its release is good for one day only.

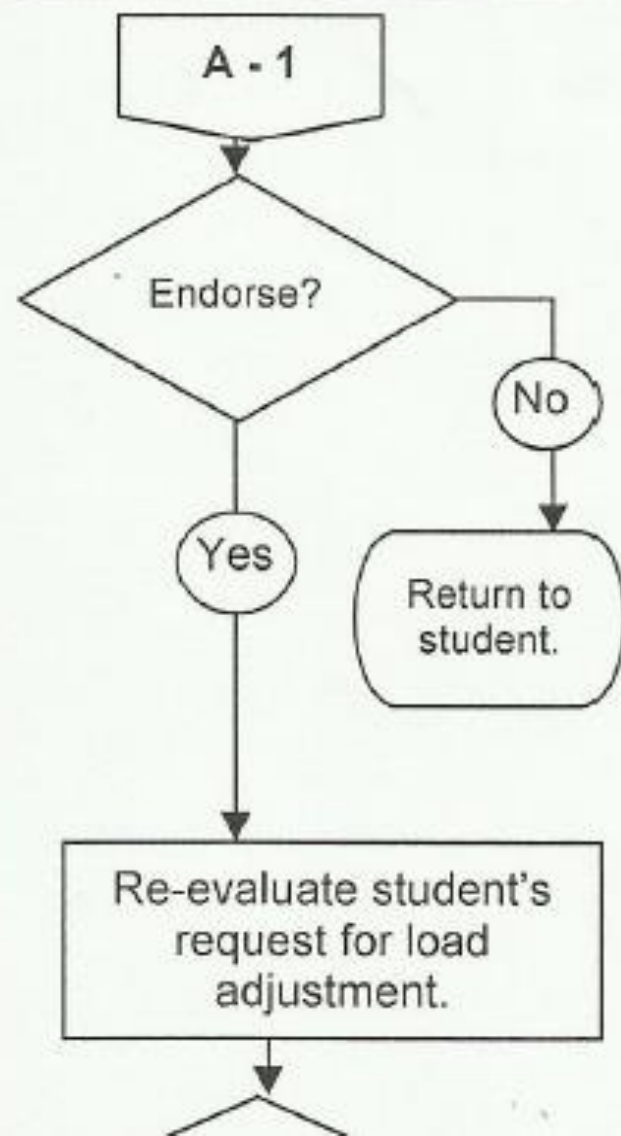Rejection: Not finalized student load in the LSS

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)

In-Charge	Process Flow		
	A - 1		same course coverage and of equal or greater unit than the required course.
	Endorse? — No → Return to student. / Yes	If Yes, the request is forwarded to the Office of the Registrar for approval. If No, the form is returned to the student.	For additional load or unit/s, student with general weighted average of 80-84, and 85 and above is allowed additional units of 3 and 6, respectively, provided he/she has no failure in the immediately preceding semester.
College Records Evaluator	Re-evaluate student's request for load adjustment.	The College Records Evaluator re-evaluates student's request for load adjustment.	For graduating students, they are allowed additional six units to a maximum of 30 units, whichever is favorable to them. Request for more than 30 units may also be considered on a case to case basis.

Parts of a Process Map and Work Instruction

Criteria for Quality

- This column identifies the measures to ensure quality output or process.
- It could cover acceptance, rejection, or output.

PROCESS MAP		WORK INSTRUCTIONS	CRITERIA FOR QUALITY (acceptance, rejection, or output)
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Applicant	Submit the admission requirements.	The applicant submits the admission requirements to the AdScO.	A: Submitted documents: three 1"x1" recent ID pictures; photocopy of NSO birth certificate; certificate of candidacy for graduation or promotion to next level or its equivalent; accomplished application form
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Parts of a Process Map and Work Instruction

Instances of potential nonconformities

- As a preventive measure, this details the instances or incidents where potential non-conformity may be identified.

SITUATIONS	PREVENTIVE MEASURES
Number of classes per cluster exceeds one faculty.	Classes must be plotted on per a faculty basis.
Same courses are offered at the same-time slot.	Spiral scheduling procedure must be used to avoid offering of courses at the same-time slot.

# Parts of a Process Map and Work Instruction

Revision History

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Procedure	Process Map and Work Instruction
Transfer of Credits in the Collegiate Programs	• Accrediting Units Earned by Returnees • Accrediting Units Earned by Transferees • Shifting to Another Program
Issuance of Student Academic Records	• Verifying and Authenticating Student Records • Issuing of Student Academic Records (TOR) • Issuing of Student Academic Records – Certificate of Eligibility to Transfer • Issuing of Student Academic Records – Diploma

Procedure	Process Map and Work Instruction
Enrolment	• Facilitating Students' Registration • Facilitating Cross Enrolment of Students • Processing Request for Student Load Adjustment • Processing Student's Withdrawal from the Course • Blocking Enrolment Account
Grading System	• Conducting e-grading orientation to newly hired faculty members • Processing college students' grades • Processing high school students' grades • Processing request for correction of grades

Exercise
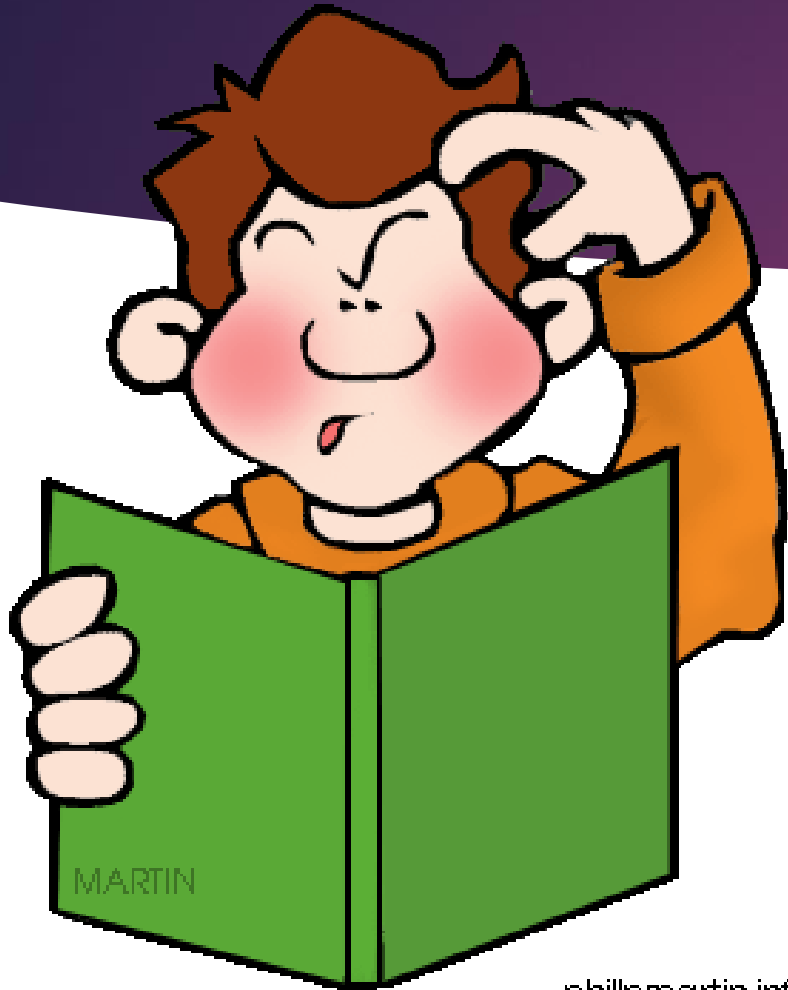
▶ PROCESS: ENROLMENT

▶ Prepare a PW following 5 parts

▶ Choose a presentor

▶ Materials: 2 easel papers each group; 1 pentel pen

▶ Timeframe: 45 minutes(preparation)

▶ Timeframe: 15 minutes(presentation)

phillipmartin.info

MARTIN

LEARNING, RELEARNING, AND UNLEARNING THE CRAFT OF PROCEDURE AND WORK INSTRUCTION DEVELOPMENT

Thank You!

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