DOST IV-A Quality Management Information System

PRESENTED BY: CHRISTIAN DIETHER B. REYES
ADVISER: JOHN EMMANUEL I. ENCINAS

BACKGROUND OF THE STUDY

- Governance and public administration are more productive, effective and efficient through the help of modern day technologies.
- Information system plays an important role to the success of the organizations.

STATEMENT OF THE PROBLEM

- The management of the DOST IV-A regional office wanted to improve their efficiency in measuring customer satisfaction, in documenting all the meetings held within the organization and management of information resources for effective decision making.

SIGNIFICANCE OF THE STUDY

The Quality Management Information System will provide:

- A faster service on measuring and analyzing customer satisfaction
- A service that documents all the meetings held within the organization
- A service for faster retrieval of rules, policies and documents concerning the the quality of services they offer

OBJECTIVES OF THE STUDY

- The general objective of the study is to develop a web application that can be used by the regional office in making decisions.

OBJECTIVES OF THE STUDY

1. To develop a module that can measure and generate a report on the customer satisfaction for each functional unit in the regional office.
2. To develop a module that will track all the meetings held within the regional office.
3. To develop a module that will search the quality manual and return relevant information based on the input given by the user.

SCOPE AND LIMITATION

- The system is specifically created and to be used by the DOST IV-A regional office.
- The functionalities and specifications were provided by the regional office, and confidential data was also provided.

FUNCTIONAL REQUIREMENTS

1. Authentication Module
2. Customer Satisfaction Measurement(CSM) Module
3. Management Review(MR) Module
4. Quality Management System Documentation(QMSD) Module
5. User privileges
   a. Employee
   b. Manager
   c. Administrator
6. Logs

SYSTEM REQUIREMENTS

The system requires the following:

- A computer running Windows 8 or Ubuntu 14.04 or better
- Latest stable version of Mozilla Firefox or Google Chrome

SYSTEM REQUIREMENTS

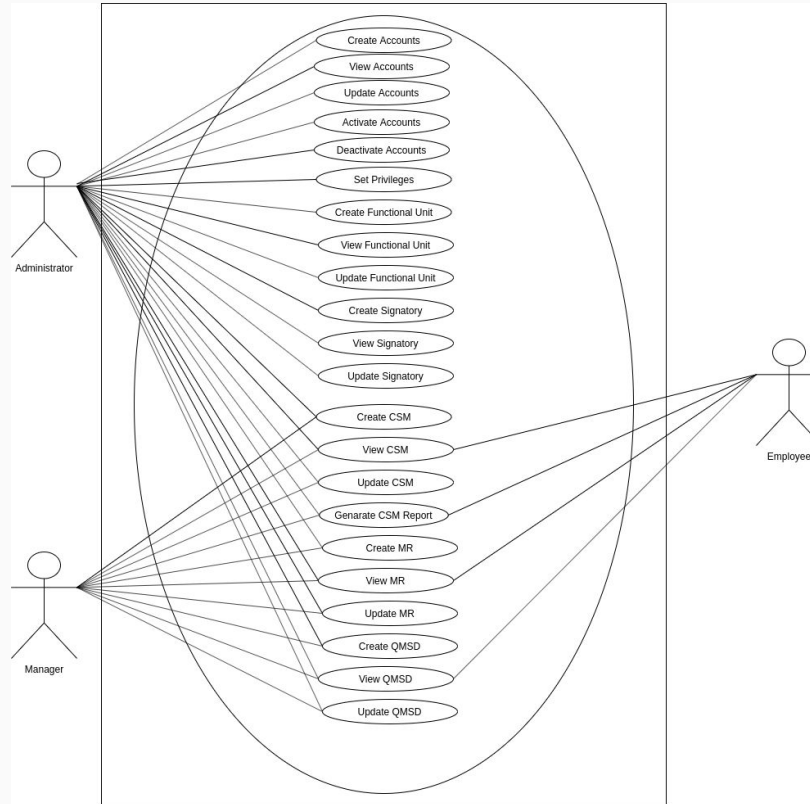The following were used for development:

- Computer running on Ubuntu 16.04
- Latest stable version of Mozilla Firefox or Google Chrome

SYSTEM REQUIREMENTS
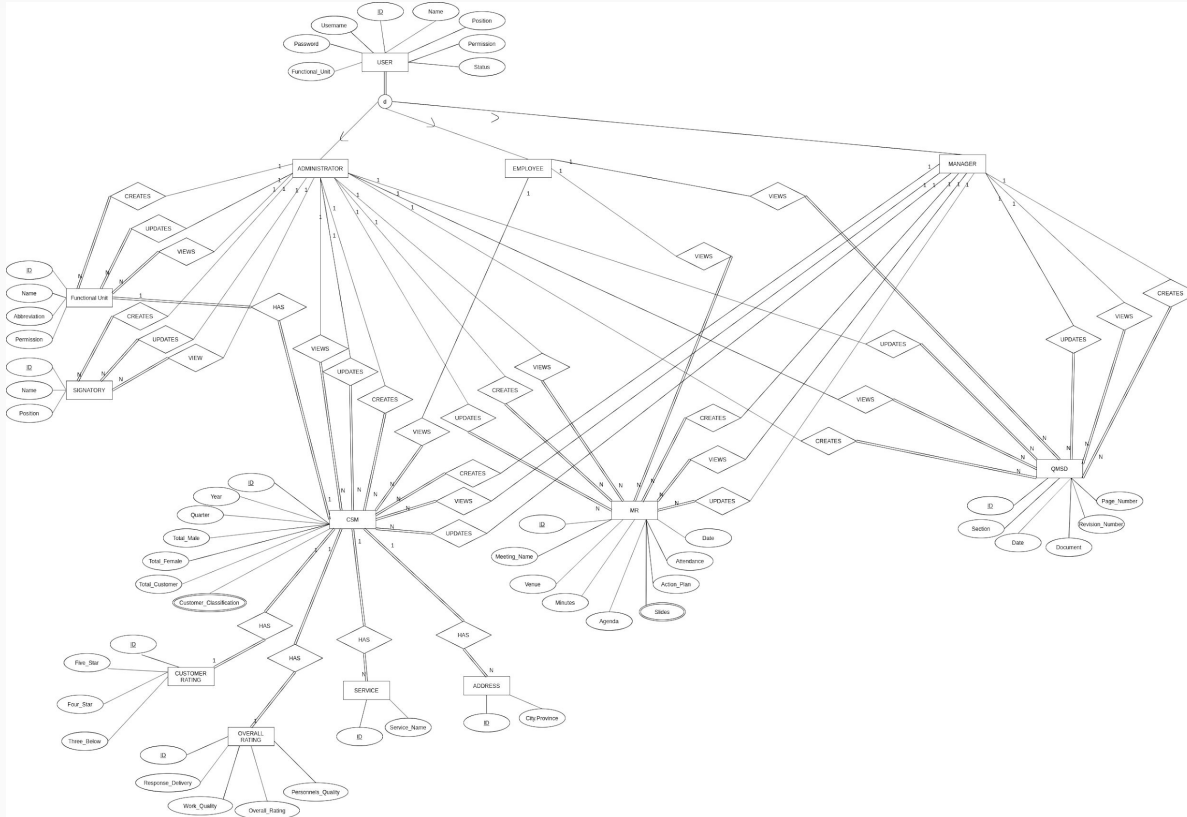
Tools for development:

- MySQL 5.7.24
- Laravel 5.4.22
- Visual Studio Code

SYSTEM DESIGN AND IMPLEMENTATION

Use Case Diagram

SYSTEM DESIGN AND IMPLEMENTATION

Entity Relationship Diagram

RESULTS AND DISCUSSION

LOGIN AND HOME PAGE

The user will be redirected to a simple homepage after successful authentication. The home page contains simple descriptions of the functionalities of the three different modules.

LOGIN PAGE

QMIS

Login

Username

Password

☐ Remember Me

Login

QMIS   CSM   MR   QMSD   System Administrator ▾

Welcome to Quality Management Information System

Customer Satisfaction Measurement

This module consist of list of Customer Satisfaction Measurements for each functional unit of the DOST-CALABARZON added by an authorized users which can be viewed and edited by an authorized user.

GO

Management Review

This module consist of list of meetings held within DOST-CLABARZON office added by an authorized users which can be viewed or edited by authorized users.

GO

Quality Management System Documentation

This module consist of list of pages of the Quality Managament System Manual of DOST added by an authorized users which can be viewed or edited by authorized users..

GO

USER PROFILE

Every user can view and update their own profile. They can also change their own password.

VIEW OWN PROFILE

QMIS CSM MR QMSD

System Administrator ▾

Home / My Profile

System Administrator

EDIT CHANGE PASSWORD

Username

admin

Name

System Administrator

Position

System Administrator

Functional Unit

Functional Unit 1

Role

Administrator

Status

Activated Account

PRIVELEGES ON MODULE

	View	Add	Edit
CSM	✔	✔	✔
QOA	✔	✔	✔
MR	✔	✔	✔
QMSD	✔	✔	✔

UPDATE OWN PROFILE

QMIS   CSM   MR   QMSD   System Administrator ▾

Home / My Profile / Edit Profile

Edit System Administrator   BACK

username

admin

Name

System Administrator

Position

System Administrator

Profile Photo(.jpg)

default_1603266149.jpg   Upload File

EDIT

CHANGE OWN PASSWORD

QMIS CSM MR QMSD

System Administrator ▾

Home / My Profile / Change Password

Change Password

BACK

Old Password

New Password

Confirm New Password

CHANGE PASSWORD

User Account Management

The administrator can add, view and update a user account. The administrator can forcefully change the password of an account in case the user forgot his/her own password.

QMIS   CSM   MR   QMSD

System Administrator ▾

Home / User Account Management

User Account Management

ADD ▾

| Search | | | 🔍 | ⟳ REFRESH |

#	Name	Position	Functional Unit		
1	Employee	Employee	Functional Unit 4	VIEW	EDIT
2	Manager	Manager	Functional Unit 2	VIEW	EDIT
3	new manager	new manager	Functional Unit 1	VIEW	EDIT
4	System Administrator	System Administrator	Functional Unit 1	VIEW	EDIT

Sidebar:
- User Account Management
- Functional Units
- Signatories
- Logs

ADD EMPLOYEE

QMIS   CSM   MR   QMSD

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / User Account Management / Add Employee

Add Employee

BACK

Name

Position

Functional Unit

Click to select functional unit

username

Password

Confirm Password

Profile Photo(.jpg)(Optional)

Upload File

PRIVELEGES ON MODULE

	View
Check All	✔
CSM	☐
QOA	☐
MR	☐
QMSD	☐

ADD

ADD MANAGER

QMIS   CSM   MR   QMSD   System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / User Account Management / Add Manager

Add Manager   BACK

Name

Position

Functional Unit

Click to select functional unit   ▾

username

Password

Confirm Password

Profile Photo(.jpg)(Optional)

                                                                    Upload File

PRIVELEGES ON MODULE

	View	Add	Edit
Check All	✓	✓	✓
CSM	☐	☐	☐
QOA	☐	☐	☐
MR	☐	☐	☐
QMSD	☐	☐	☐

                                                                         ADD

QMIS   CSM   MR   QMSD   System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / User Account Management / Add Administrator

Add Administrator   BACK

Name

Position

Functional Unit

Click to select functional unit   ▾

username

Password

Confirm Password

Profile Photo(.jpg)(Optional)   Upload File

PRIVELEGES ON MODULE

	View	Add	Edit
CSM	✔	✔	✔
QOA	✔	✔	✔
MR	✔	✔	✔
QMSD	✔	✔	✔

ADD

VIEW ACCOUNT

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / User Account Management / View Account

System Administrator

CHANGE PASSWORD   EDIT   BACK

Username

admin

Name

System Administrator

Position

System Administrator

Functional Unit

Functional Unit 1

Role

Administrator

Status

Activated Account

PRIVELEGES ON MODULE

	View	Add	Edit
CSM	✔	✔	✔
QOA	✔	✔	✔
MR	✔	✔	✔
QMSD	✔	✔	✔

UPDATE ACCOUNT

QMIS   CSM   MR   QMSD   System Administrator ▾

User Account Management
Functional Units
Signatories
Logs

Home / User Account Management / Edit Administrator

Edit System Administrator   BACK

Name
System Administrator

Position
System Administrator

Functional Unit
Functional Unit 1   ▾

Role
Administrator   ▾

Account Status
Activated   ▾

username
admin

Profile Photo(.jpg)
default_1603266149.jpg   Upload File

PRIVELEGES ON MODULE

	View	Add	Edit
CSM	✔	✔	✔
QOA	✔	✔	✔
MR	✔	✔	✔
QMSD	✔	✔	✔

EDIT

CHANGE ACCOUNT PASSWORD

QMIS   CSM   MR   QMSD

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / User Account Management / Change Password

System Administrator

BACK

CHANGE PASSWORD

Password

Confirm New Password

CHANGE PASSWORD

FUNCTIONAL UNITS

The administrator can add, view and update functional units. The administrator sets the privileges of each functional unit.

QMIS   CSM   MR   QMSD

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / Functional Units

Functional Units

ADD

| Search | | | 🔍 | ⟳ REFRESH |

#	Abbreviation	Name		
1	UNIT1	Functional Unit 1	VIEW	EDIT
2	UNIT2	Functional Unit 2	VIEW	EDIT
3	UNIT3	Functional Unit 3	VIEW	EDIT
4	UNIT4	Functional Unit 4	VIEW	EDIT

QMIS   CSM   MR   QMSD

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / Functional Units / Add Functional Unit

Add Functional Unit

BACK

Abbreviation

Name

PRIVELEGES ON MODULE

	View	Add	Edit
Check All	✔	✔	✔
CSM	☐	☐	☐
QOA	☐	☐	☐
MR	☐	☐	☐
QMSD	☐	☐	☐

ADD

VIEW FUNCTIONAL UNIT

QMIS CSM MR QMSD

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Functional Unit 1

EDIT BACK

Abbreviation

UNIT1

Name

Functional Unit 1

PRIVELEGES ON MODULE

	View	Add	Edit
CSM	✔	✔	✔
QOA	✔	✔	✔
MR	✔	✔	✔
QMSD	✔	✔	✔

UPDATE FUNCTIONAL UNIT

QMIS CSM MR QMSD

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / Functional Units / Edit Functional Unit

Edit Functional Unit 1

BACK

Abbreviation

UNIT1

Name

Functional Unit 1

PRIVELEGES ON MODULE

	View	Add	Edit
Check All	✔	✔	✔
CSM	☑	☑	☑
QOA	☑	☑	☑
MR	☑	☑	☑
QMSD	☑	☑	☑

EDIT

SIGNATORY

The administrator can add, view and update signatories.

QMIS   CSM   MR   QMSD   System Administrator ▾

User Account
Management

Functional Units

Signatories

Logs

Home / Signatories

Signatories

ADD

Search   🔍 ⟳ REFRESH

Signatory 1

Quality Core Team Leader

VIEW   EDIT

Signatory 2

ARD for Technical Operations

VIEW   EDIT

Signatory 3

Regional Director

VIEW   EDIT

QMIS   CSM   MR   QMSD   System Administrator ▾

User Account
Management

Functional Units

Signatories

Logs

Home / Signatories / Add Signatory

Add Signatory   BACK

Name

[   ]

Position

[Click to select position   ▾]

Signature(.png)

[   ]   Upload File

ADD

VIEW SIGNATORY

QMIS   CSM   MR   QMSD

System Administrator

User Account Management

Functional Units

Signatories

Logs

Signatory 1

EDIT   BACK

Name

Signatory 1

Position

Quality Core Team Leader

QMIS CSM MR QMSD

System Administrator ▾

User Account Management

Functional Units

Signatories

Logs

Home / Signatories / Edit Signatory

Edit Signatory

BACK

Name

Signatory 1

Position

Quality Core Team Leader ▾

Signature(.png)

sample_signature_1603428828.png

Upload File

EDIT

LOGS

The administrator can view and search logs.

QMIS   CSM   MR   QMSD   System Administrator ▾

Home / Logs

System Logs

Search					🔍	⟳ REFRESH

#	Name	Action	Module	Description	Timestamp
1	System Administrator	ADD	CSM	Added CSM for functional unit: Functional Unit 3 year: 2020 Quarter: 1	2020-10-23 04:59:58
2	System Administrator	ADD	CSM	Added CSM for functional unit: Functional Unit 4 year: 2020 Quarter: 1	2020-10-23 04:57:45
3	System Administrator	DOWNLOAD	CSM	Download Supporting documents	2020-10-23 04:55:19
4	System Administrator	DOWNLOAD	CSM	Download Supporting documents	2020-10-23 04:54:42
5	System Administrator	ADD	SIGNATORIES	Added new signatory Name: Signatory 1 Position: Quality Core Team Leader	2020-10-23 04:53:48
6	System Administrator	ADD	USER	Added new user Name: new manager Position: new manager	2020-10-23 04:52:46

Left sidebar:
- User Account Management
- Functional Units
- Signatories
- Logs

CUSTOMER SATISFACTION MEASUREMENT(CSM) MODULE

Authorized users can add, view and update an entry in the CSM Module. Authorized users that can view an entry in the CSM Module can download the supporting documents uploaded in the entry.

QMIS   CSM   MR   QMSD

System Administrator ▾

Home / Customer Satisfaction Measurement

Customer Satisfaction Measurement

GENERATE   GRAPHS   ADD

Functional Unit
ALL ▾

CSM Year
ALL ▾

Quarter
ALL ▾

🔍 ⟳ REFRESH

#	Functional Unit	CSM Year	Quarter		
1	Functional Unit 3	2020	1	VIEW	EDIT
2	Functional Unit 4	2020	1	VIEW	EDIT
3	Functional Unit 1	2019	1	VIEW	EDIT
4	Functional Unit 1	2019	2	VIEW	EDIT
5	Functional Unit 1	2019	3	VIEW	EDIT
6	Functional Unit 1	2019	4	VIEW	EDIT
7	Functional Unit 2	2019	1	VIEW	EDIT
8	Functional Unit 2	2019	2	VIEW	EDIT
9	Functional Unit 2	2019	3	VIEW	EDIT
10	Functional Unit 2	2019	4	VIEW	EDIT

« 1 2 3 4 »

ADD ENTRY TO THE CSM MODULE

VIEW AN ENTRY IN THE CSM MODULE

QMIS   CSM   MR   QMSD   System Administrator ▾

Home / Customer Satisfaction Measurement / View CSM

View CSM   Download File(s) EDIT BACK

Functional Unit   **CSM Year**   **Quarter**
Functional Unit 3   2020   1

Total Customer   **Total Male**   **Total Female**
30   15   15

Customer Classification

Classification   **Number of Customers**
Business   30

Customer Address

City/Province   **Number of Customers**
Address 1   30

Services Offered

Service Offered   **Number of Customers**
Service 4   30

Customer Rating

No. of rating of 5   **No. of rating of 4**   **No. of rating of 3 and below**
25   5   1

Overall Rating

Response Delivery   **Work Quality**   **Personnels Quality**   **Overall Rating**
4.00   4.00   4.00   4.00

Supporting Documents
Customer Satisfaction - 2.

UPDATE AN ENTRY IN THE CSM MODULE

CUSTOMER SATISFACTION MEASUREMENT(CSM) MODULE

Users can generate a report that contains the overall summary about the satisfaction rating of the different functional units, the satisfaction rating compared to the previous year and the five year trend of the satisfaction rating of every functional unit.

QMIS   CSM   MR   QMSD   System Administrator ▾

Genarate CSM Report   ✕

Year

Click to select year   ▾

Close   **GENERATE**

Home / Customer Satisfaction Measurement

Customer Satisfaction

GENERATE   STATISTICS   ADD

Functional Unit   Quarter

ALL   ▾   ALL   ▾   ALL   ▾   🔍   ⟳ REFRESH

#	Functional Unit	CSM Year	Quarter		
1	Functional Unit 3	2020	1	VIEW	EDIT
2	Functional Unit 4	2020	1	VIEW	EDIT
3	Functional Unit 1	2019	1	VIEW	EDIT
4	Functional Unit 1	2019	2	VIEW	EDIT
5	Functional Unit 1	2019	3	VIEW	EDIT
6	Functional Unit 1	2019	4	VIEW	EDIT
7	Functional Unit 2	2019	1	VIEW	EDIT

SAMPLE OVERALL SUMMARY REPORT

Department of Science and Technology - CALABARZON Region
OVERALL SUMMARY OF CUSTOMER SATISFACTION MEASUREMENT
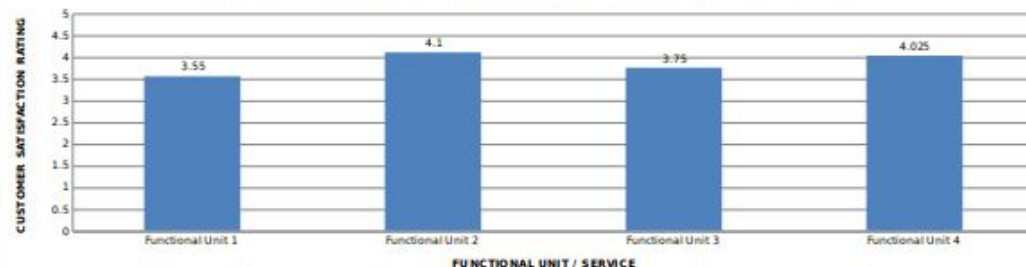January to December 2019

Service/Center/ Provincial Office/ Division/Unit	No. of Customers/ Responses	Average Rating				Adjectival Rating
		Response Delivery	Work Quality	Personnels Quality	Overall Rating	
Functional Unit 1	130	4.13	4.18	3.38	3.55	Very Satisfactory
Functional Unit 2	120	4.43	4.43	4.13	4.10	Very Satisfactory
Functional Unit 3	130	4.60	4.48	4.00	3.75	Very Satisfactory
Functional Unit 4	120	3.93	4.08	3.75	4.03	Very Satisfactory
Total Customers / Average Rating	**500**	**4.27**	**4.29**	**3.82**	**3.86**	**Very Satisfactory**

QUARTERLY CUSTOMER PERCEPTION OF DOST 4A SERVICES FOR 2019

Service/Center/ Provincial Office/ Division/Unit	1st QTR	2nd QTR	3rd QTR	4th QTR	Average
Functional Unit 1	3.00	4.20	4.00	3.00	3.55
Functional Unit 2	3.90	4.20	4.30	4.00	4.10
Functional Unit 3	4.00	3.00	4.00	4.00	3.75
Functional Unit 4	4.20	4.20	3.50	4.20	4.03
Average Rating Per Quarter	**3.78**	**3.90**	**3.95**	**3.80**	**3.86**

Customer Satisfaction Measurement January to December 2019

Customer Satisfaction Measurement January to December 2019

Evaluated By: _____
Signatory 1
Quality Core Team Leader

Noted By: _____
Signatory 2
ARD for Technical Operations

Evaluated By: _____
Signatory 3
Regional Director

Signatory 4
ARD Finance and Administrative Services

SAMPLE COMPARISON REPORT

Department of Science and Technology - CALABARZON Region
Comparison of Customer Satisfaction Measurement 2018 & 2019

Service/Center/ Provincial Office/ Division/Unit	2019		2018		Standing
	Overall Rating	Adjectival Rating	Overall Rating	Adjectival Rating	
Functional Unit 1	3.55	Very Satisfactory	3.94	Very Satisfactory	-
Functional Unit 2	4.10	Very Satisfactory	3.85	Very Satisfactory	+
Functional Unit 3	3.75	Very Satisfactory	3.90	Very Satisfactory	-
Functional Unit 4	4.03	Very Satisfactory	4.27	Very Satisfactory	-
Mean Overall Rating	**3.86**	**Very Satisfactory**	**3.99**	**Very Satisfactory**	**-**

Evaluated By:

Signatory 1
Quality Core Team Leader

Noted By:

Signatory 2
ARD for Technical Operations

Signatory 4
ARD Finance and Administrative Services

Evaluated By:

Signatory 3
Regional Director

SAMPLE FIVE YEAR TREND REPORT

Department of Science and Technology - CALABARZON Region
Trends of Customer Satisfaction Measurement 2015-2019

Service/Center/ Provincial Office/ Division/Unit	2015		2016		2017		2018		2019	
	Overall Rating	No. of Customers	Overall Rating	No. of Customers	Overall Rating	No. of Customers	Overall Rating	No. of Customers	Overall Rating	No. of Customers
Functional Unit 1					4.55	120.00	3.94	120.00	3.55	130.00
Functional Unit 2							3.85	120.00	4.10	120.00
Functional Unit 3							3.90	120.00	3.75	130.00
Functional Unit 4							4.27	120.00	4.03	120.00
Total Customers / Average Rating	**0**	**.00**	**0**	**.00**	**4.55**	**120.00**	**3.99**	**480.00**	**3.86**	**500.00**

Overall Rating
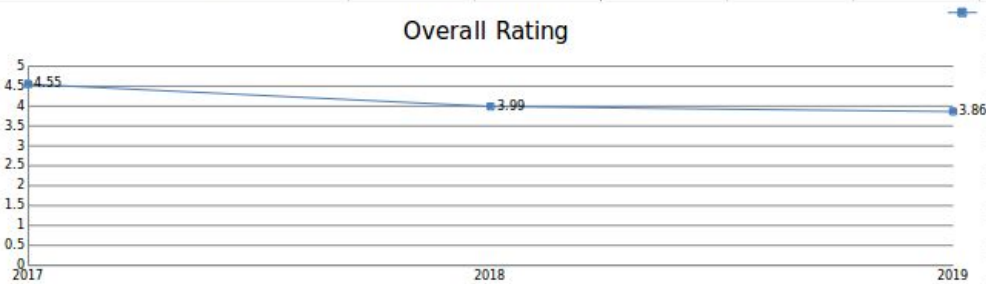
Functional Unit 1
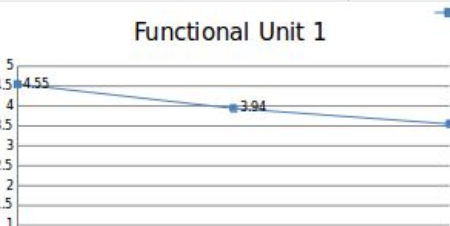
Functional Unit 2
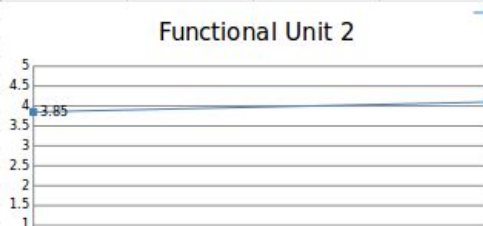
Functional Unit 3
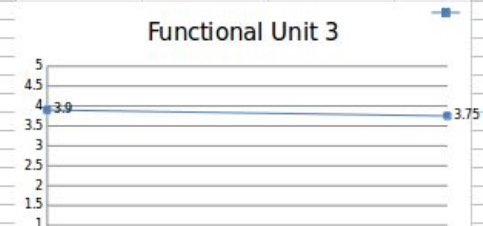
CUSTOMER SATISFACTION MEASUREMENT(CSM) MODULE

Users can view yearly CSM data graphically. It shows the overall satisfaction rating from the 1st to 4th quarter of the year, the ratings given by the customers to the functional unit, the distribution of the different services availed by the customers and lastly the distribution of the addresses to know where the customer came from.

GRAPHS
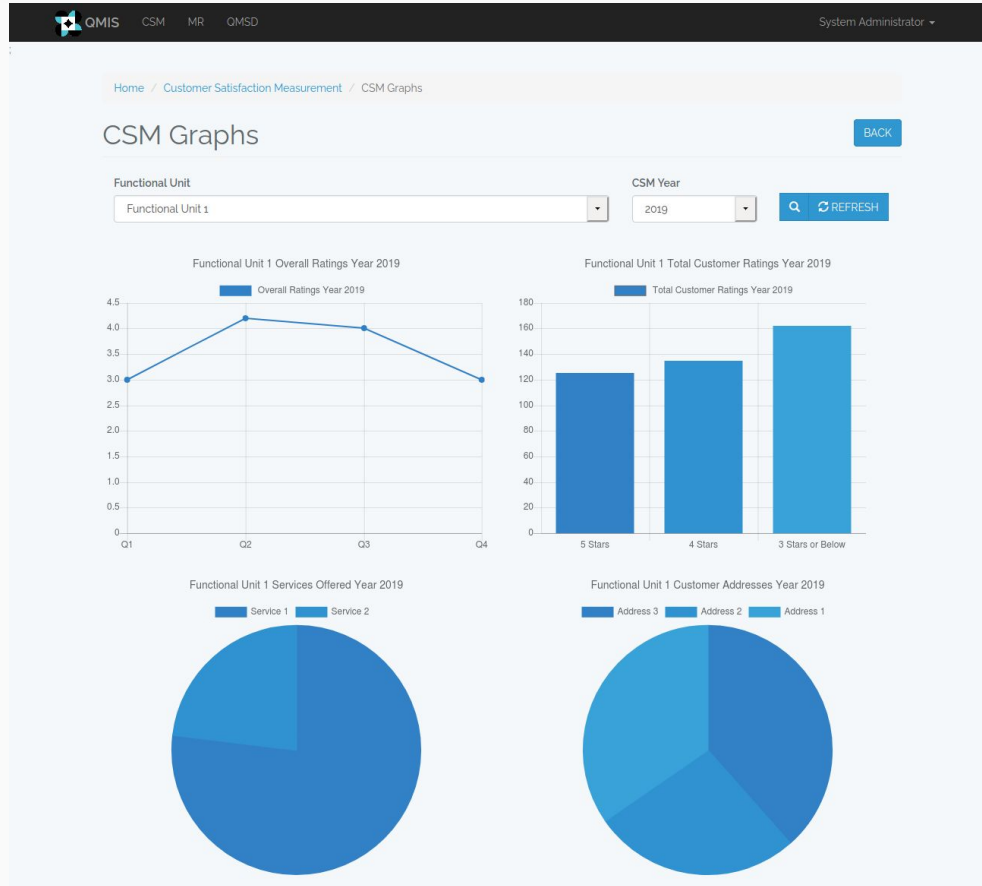
MANAGEMENT REVIEW(MR) MODULE

Authorized users can add, view and update an entry in the MR Module. Authorized users that can view an entry in the MR Module can download the supporting documents uploaded in the entry.

QMIS   CSM   MR   QMSD

System Administrator ▾

Home / Management Review

Management Review

ADD

Search   🔍   ⟳ REFRESH

#	Meeting Name	Venue	Date		
1	Meeting 1	Venue 1	2020-10-16	VIEW	EDIT
2	Meeting 2	Venue 2	2020-10-12	VIEW	EDIT
3	Meeting 4	Venue 4	2020-10-21	VIEW	EDIT

ADD ENTRY TO THE MR MODULE

QMIS   CSM   MR   QMSD   System Administrator ▾

Home / Management Review / Add MR

Add MR   BACK

Meeting name   Venue

Date   Attendance Sheet
06 / 11 / 2020   ✕   Upload File

Action Plan   Minutes
                   Upload File   Upload File

Agenda Memo   Presentation Slides
                   Upload File   Upload File(s)

Other Files (Optional)
                                          Upload File(s)

Other Files Description (Optional)

                                                              ADD

VIEW AN ENTRY IN THE MR MODULE

QMIS   CSM   MR   QMSD

System Administrator ▾

Home / Management Review / View MR

View MR

Download All   EDIT   BACK

Meeting Name

Meeting 1

Venue

Venue 1

Date

2020-10-16

Attendance Sheet

[attendance_sheet] attendance.pdf

Download File

Action Plan

[action_plan] action_plan.pdf

Download File

Minutes

[minutes] minutes.pdf

Download File

Agenda Memo

[agenda_memo] agenda_memo.pdf

Download File

Presentation Slide

presentation_slides.pdf,

Download File(s)

Other Files

file 3.,

Other Files Description

description

QMIS   CSM   MR   QMSD   System Administrator ▾

Home / Management Review / Edit MR

Edit MR   BACK

Meeting name   **Venue**

Meeting 1   Venue 1

Date   **Attendance Sheet**

16 / 10 / 2020   ✕   [attendance_sheet] attendance.pdf   Upload File

Action Plan   **Minutes**

[action_plan] action_plan.pdf   Upload File   [minutes] minutes.pdf   Upload File

Agenda Memo   **Presentation Slides**

[agenda_memo] agenda_memo.pdf   Upload File   presentation_slides.pdf,   Upload File(s)

Other Files (Optional)

file 3.,   Upload File(s)

Other Files Description (Optional)

description

                                                                                            EDIT

QUALITY MANAGEMENT SYSTEM DOCUMENTATION(QMSD) MODULE

Authorized users can add, view and update an entry in the QMSD Module. Authorized users that can view an entry in the QMSD Module can download the supporting documents uploaded in the entry.

QMIS   CSM   MR   QMSD

System Administrator ▾

Home / Quality Management System Documentation

Quality Managment System Documentation

ADD

| Quality Manual ▾ | Search | 🔍 | ⟳ REFRESH |

#	Document Code	Subject	Page Number	Revision Number		
1	QM-00-01	Foreword	1	1	VIEW	EDIT
2	QM-00-02	Table of Contents	1	2	VIEW	EDIT
3	QM-00-02	Table of Contents	2	2	VIEW	EDIT
4	QM-00-02	Table of Contents	1	1	VIEW	EDIT
5	QM-00-02	Table of Contents	2	1	VIEW	EDIT
6	QM-00-03	Authorization for Implementation	1	1	VIEW	EDIT
7	QM-01-01	Organization of the Manual	1	1	VIEW	EDIT
8	QM-01-02	Introduction to the Standards and Testing Division	1	1	VIEW	EDIT

ADD ENTRY TO THE QMSD MODULE

VIEW AN ENTRY IN THE QMSD MODULE

QMIS   CSM   MR   QMSD   System Administrator ▾

Home / Quality Management System Documentation / View QMSD

View QMSD

EDIT   BACK

Document Code

QM-00-01

Section

Section 4

Subject

Foreword

Revision Number

1

Effectivity Date

2020-02-05

Page Number

1

Quality Manual Document

file 1_1603341738.

Download File

UPDATE AN ENTRY IN THE QMSD MODULE

QMIS   CSM   MR   QMSD   System Administrator ▾

Home / Quality Management System Documentation / Edit QMSD

Edit QMSD   BACK

Document Code

QM-00-01

Section Name

Section 4 ▾

Subject

Foreword

Revision Number

1

Effectivity Date

05 / 02 / 2020   ✕

Page Number

1

Quality Manual Document

file 1_1603341738.   Upload File

EDIT

The information system got a raw score of 62.5 from Mr. Francis Barquilla, MIS Unit director. Based on the SUS score measurement, the score gets a grade of 'D', an adjectival rating of 'OK' and an acceptability rating of 'Marginally Acceptable'.

SUMMARY AND CONCLUSIONS

- The developer was able to develop Quality Management Information System for the DOST IV-A regional office.
- The developer was able to implement the Customer Satisfaction Measurement(CSM) Module that was able to collect quarterly customer satisfaction rating of different functional units.

.

SUMMARY AND CONCLUSIONS

- The developer was able to implement the Management Review(MR) Module that was able to record all the meetings held within the organization.
- The developer was able to implement the Quality Management System Documentation(QMSD) Module that acts as the repository of the the quality manual used by the regional office.

.

RECOMMENDATIONS

The system can be further improved by adding a graphical representation that contains the yearly overall rating of all the functional units and its five year trend for easier data comparison without generating a document.

RECOMMENDATIONS

The system can also be improved by adding email or phone number to send notifications whenever there is a new entry to the MR Module or there are revisions on the quality manual used by the regional office

RECOMMENDATIONS

The system can also be improved by archiving the previous versions of the rules and regulations of the quality manual used by the regional office.

THANK YOU!