


QUALITY STANDARD SYSTEM MANUAL	 <b>HALCYON MARINE</b> HEALTHCARE SYSTEMS	DOCUMENT NO. <b>QPU 1.0</b>	EFFECTIVITY DATE: August 9, 2019
			VERSION NO: 1 REVISION NO.: 3
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: HMHS QUALITY MANUAL FOR PURCHASING			

## 1.0 OBJECTIVES

- 1.1 100% delivery of regular supplies to end users on a weekly/bi-weekly basis.
- 1.2 Achieve at least 90% availability of regular supplies in the stock room based on the Inventory at Par.
- 1.3 To deliver minor non-regular supplies requisitions (items below P10,000) based on seven (7) days turnaround time upon receipt of Purchase Request from end users.
- 1.4 To deliver the requisition for major non-regular supply (items more than P10,000) not more than sixty (60) days.
- 1.5 To attain 100% delivery of non-regular supply requisitions based on the submitted specification/requirements of end users.
- 1.6 100% Evaluation of Potential Suppliers prior to any purchase transaction.
- 1.7 100% Evaluation of Accredited Suppliers.
- 1.8 No more than 3 complaints on service delivery from end users per month.

## 2.0 SCOPE

This procedure applies to all employees in the organization and all suppliers utilized by Halcyon Marine Healthcare Systems.


## 3.0 DEFINITION AND ACRONYMS

**3.1 Purchasing** - is defined as the process of procuring goods and services needed by the organization in the conduct of its operations.

**3.2 Potential Suppliers** - are those suppliers who passed the canvassing/selection procedure as the new provider of goods and services in the organization.

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**3.3 Accredited Suppliers** – are those suppliers regularly being utilized by the company for the delivery of goods and services and those that consistently passed the Annual Supplier's Evaluation of Halcyon Marine Healthcare Systems.

**3.4 Supplier's Accreditation**– is the process of evaluating potential suppliers of Halcyon Marine Healthcare Systems.

**3.5 Supplier's Evaluation** - is the process of reviewing the performance of all accredited suppliers of Halcyon Marine Healthcare Systems.

**3.6 Inventory Management** – is the process of managing the stocks/supplies.

**3.7 Regular Suppliers**– are supplies religiously requested by the end users as part of the normal operations or supplies readily available in the stockroom.

**3.8 Non-Regular Suppliers** – are supplies that are not frequently used by the end users or supplies that are subject to canvassing such as not limited to: medical equipment, IT and other office equipment.

**3.9 Service Request**– are those necessary work to be performed on a certain item/equipment for improvement, maintenance and troubleshooting.

**3.10 PO** – Purchase Order

**3.11 IAP** – Inventory at par

**3.12 ROP**- Reorder Point


#### **4.0 RESPONSIBILITY AND AUTHORITY**

**4.1 Unit Head/Supervisor** - is responsible for replenishment and maintenance of Unit's stocks/supplies and submission of Weekly Consumption and Wastage Report to the Purchasing Unit.

**4.2 Inventory Planner & Analyst** – is responsible for monitoring fixed asset, cash outflow, receiving requisition, monitoring of stocks, monitoring of consumption report per department, monitoring of value of stocks per department, monitoring

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of value of stock on hand (stockroom), monitoring of expiration and analysis of IAP and ROP.

**4.3 Purchasing Assistant** - is responsible for complying and carrying out purchasing procedures and purchasing cycle.

**4.4 Inventory Clerk**- is responsible for monitoring, maintenance and receiving and releasing of the stocks in the Central Stockroom.

**4.5 Administrative Manager** - is responsible for the processing of repairs and maintenance requirements of the clinic and the accreditation and evaluation of potential and accredited contractors/suppliers.

**4.6 Technical Support Personnel** - is responsible for the submission of recommended technical specifications and/or services for all IT and IT peripheral requirements of the company.

**4.7 HR Manager** - is responsible for the selection, accreditation and evaluation of outsourcing companies to supply manpower requirements of the company.

**4.8 General Manager for Operations** - is responsible for the selection, accreditation and evaluation of all HMHS Medical Specialists.


**4.9 Accounting Supervisor**- is responsible for the overall supervision of the Purchasing Unit, ensuring that all aspects of the Purchasing Quality Manual are strictly implemented and adhered to.

## 5.0 REFERENCES

- 5.1 Purchase Order
- 5.2 Stock Return Slip
- 5.3 Supplier's Delivery Receipt
- 5.4 Supplier's Sales Invoices
- 5.5 Supplier's Statement of Account
- 5.6 Supplier's Official Receipt

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- 5.7 List of Potential Suppliers
- 5.8 List of Accredited Suppliers
- 5.9 Receiving Report (Confidential)
- 5.10 Supplier's Service/Technical Report

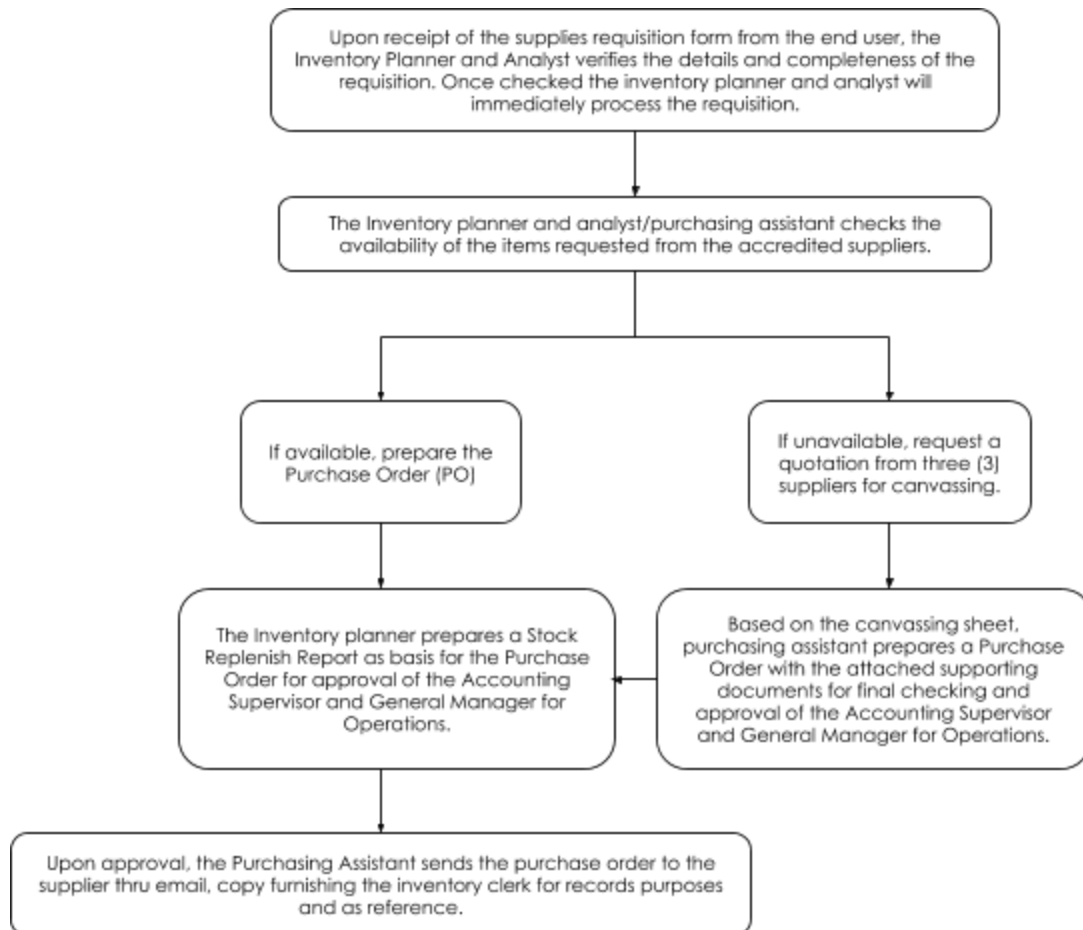
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## 6.0 PURCHASING PROCEDURES

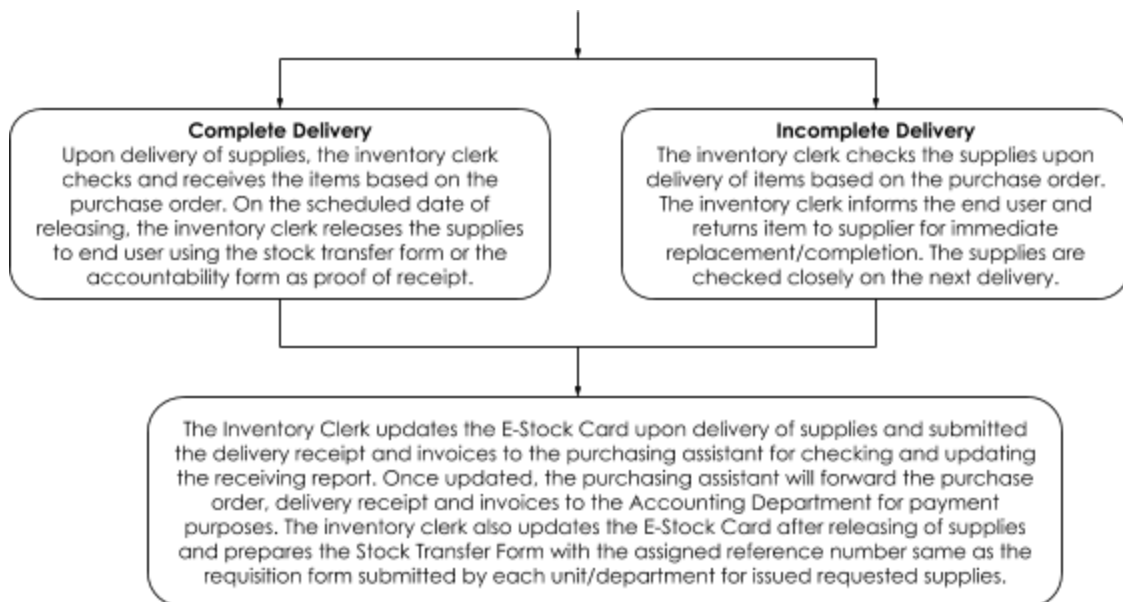
### 6.1 STANDARD PURCHASING PROCEDURE



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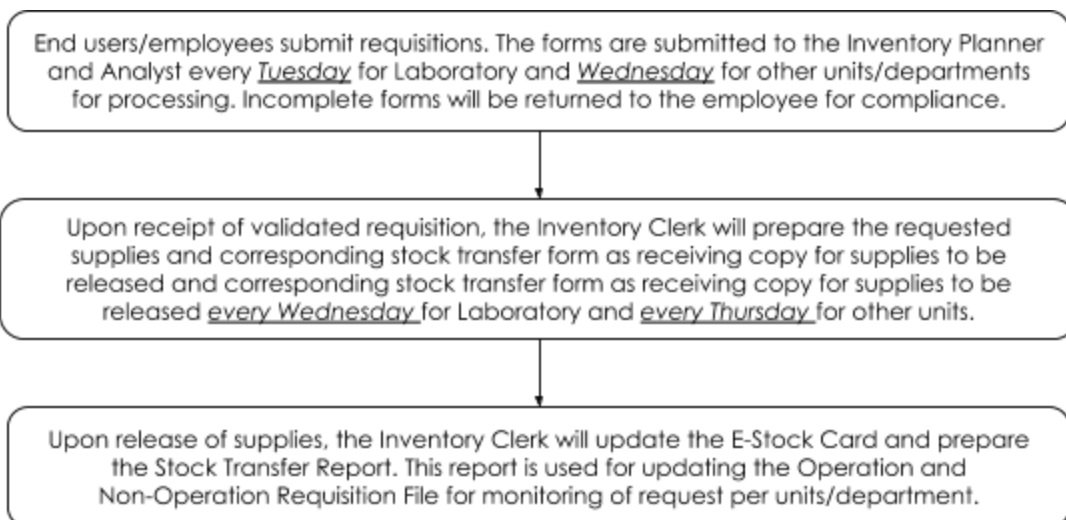


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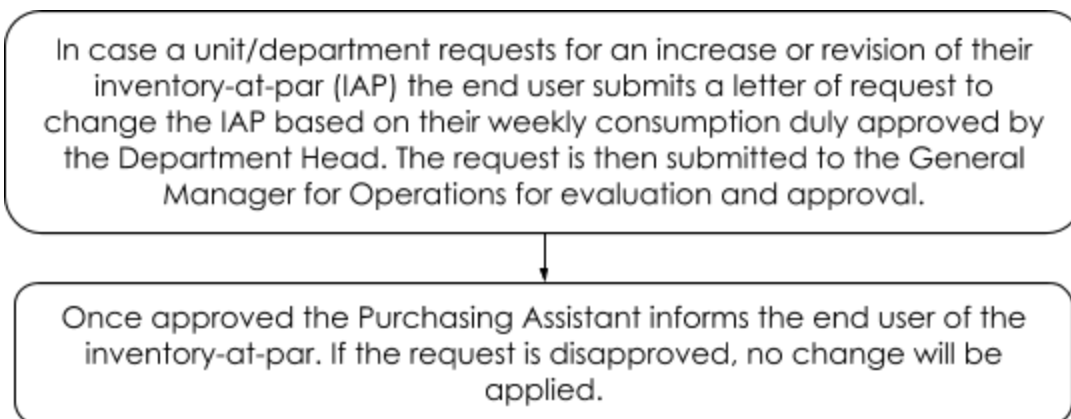
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## 6.2 PROCEDURE FOR REGULAR SUPPLIES REQUISITION




## 6.3 REQUISITION FOR INCREASE/CHANGE OF INVENTORY-AT-PAR

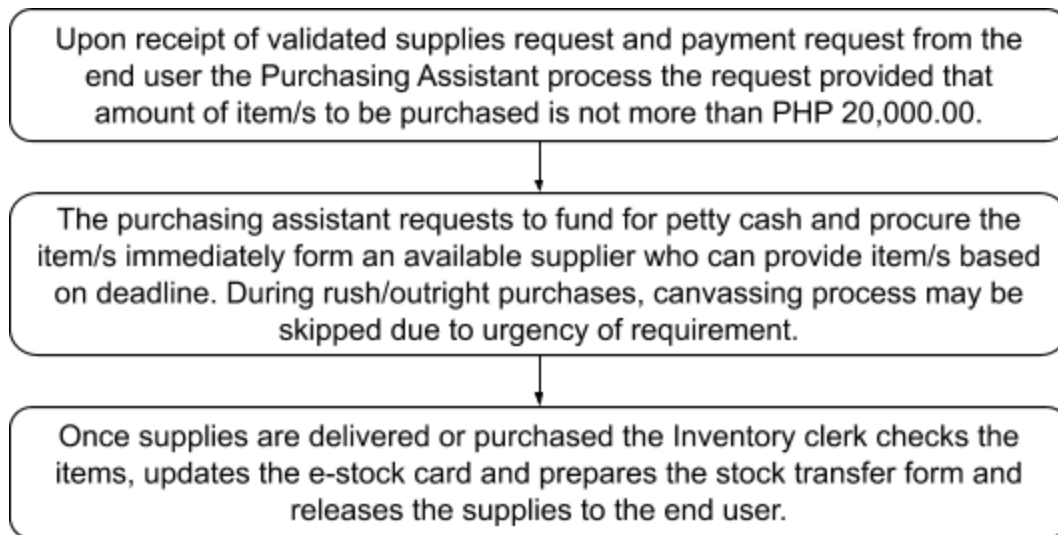


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#### 6.4 PROCEDURE FOR OUTRIGHT/RUSH PURCHASES



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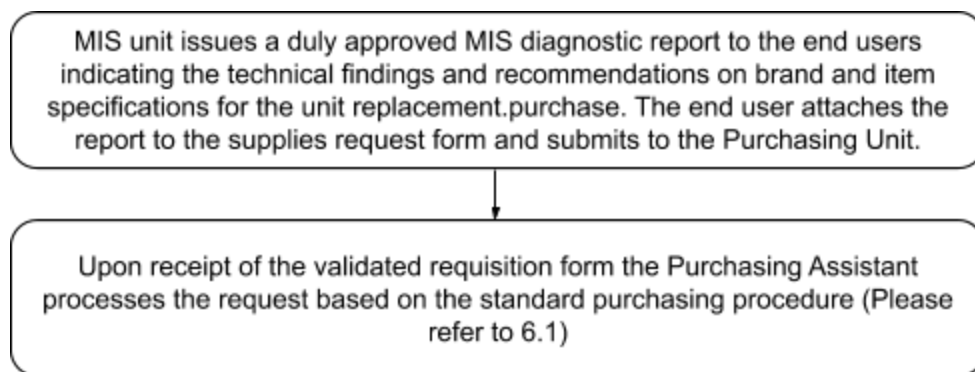
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## 6.5 PROCEDURE FOR NON-REGULAR SUPPLIERS REQUISITION

### 6.5.1 IT & IT PERIPHERALS PURCHASE REQUISITION

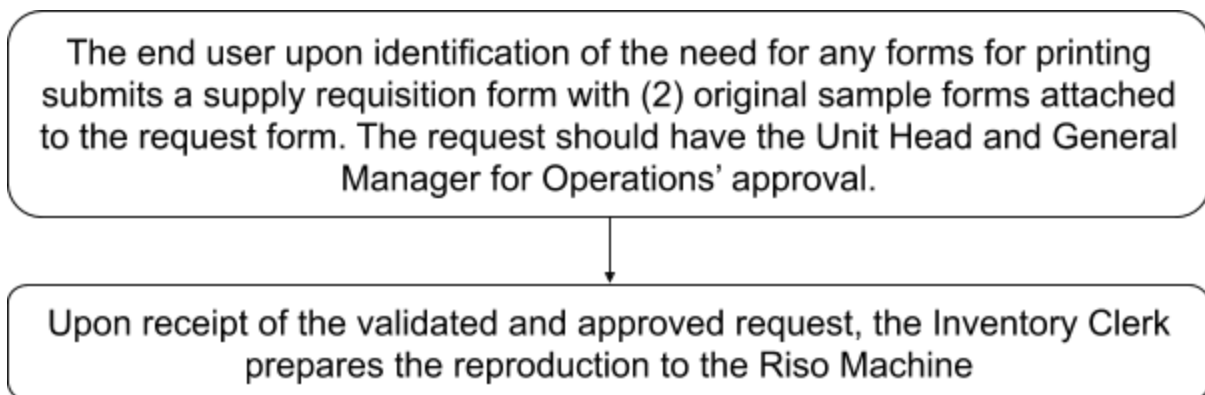


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#### 6.5.2 PRINTING & REPRODUCTION REQUISITION

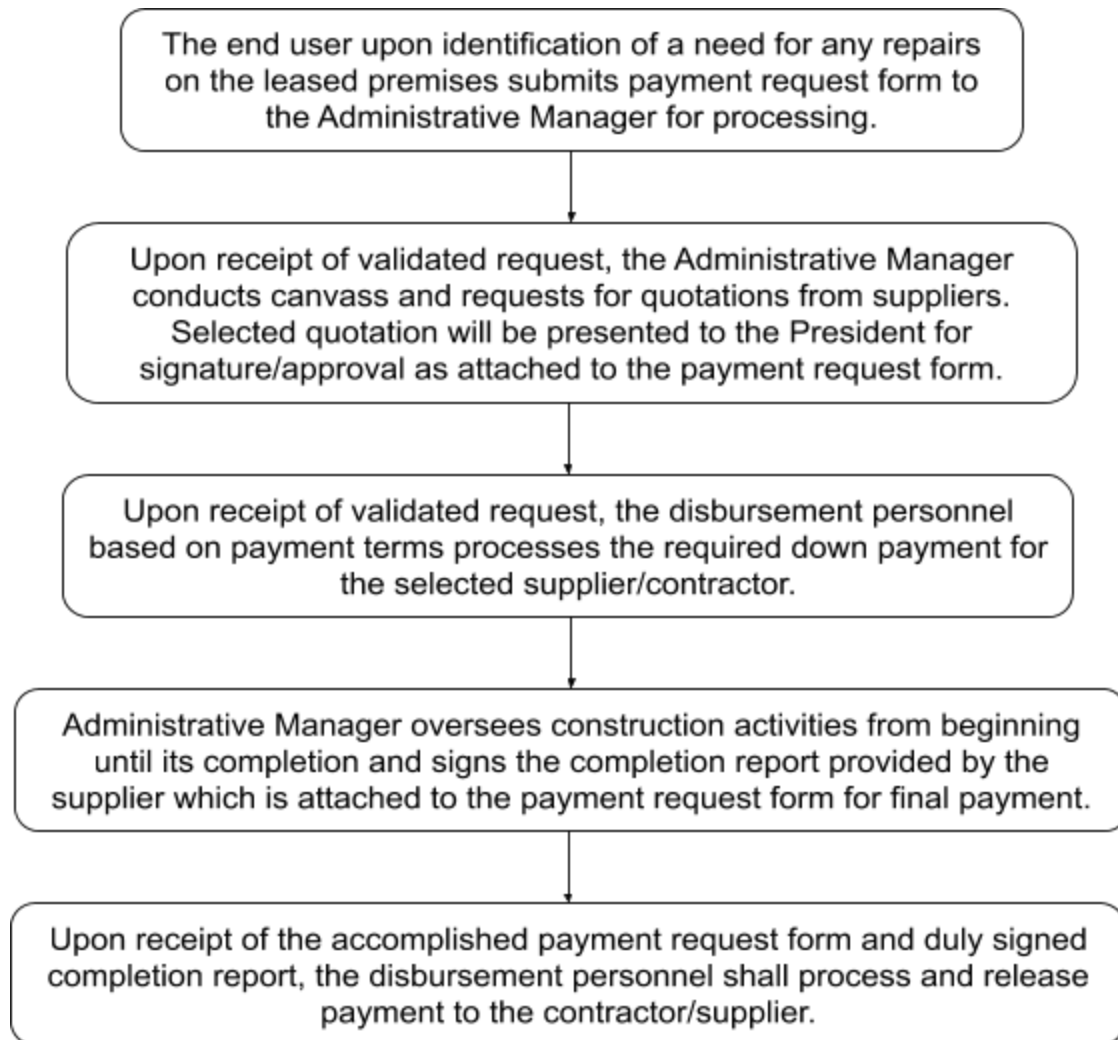


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### 6.5.3 REPAIRS & MAINTENANCE REQUISITION FOR LEASED PREMISES

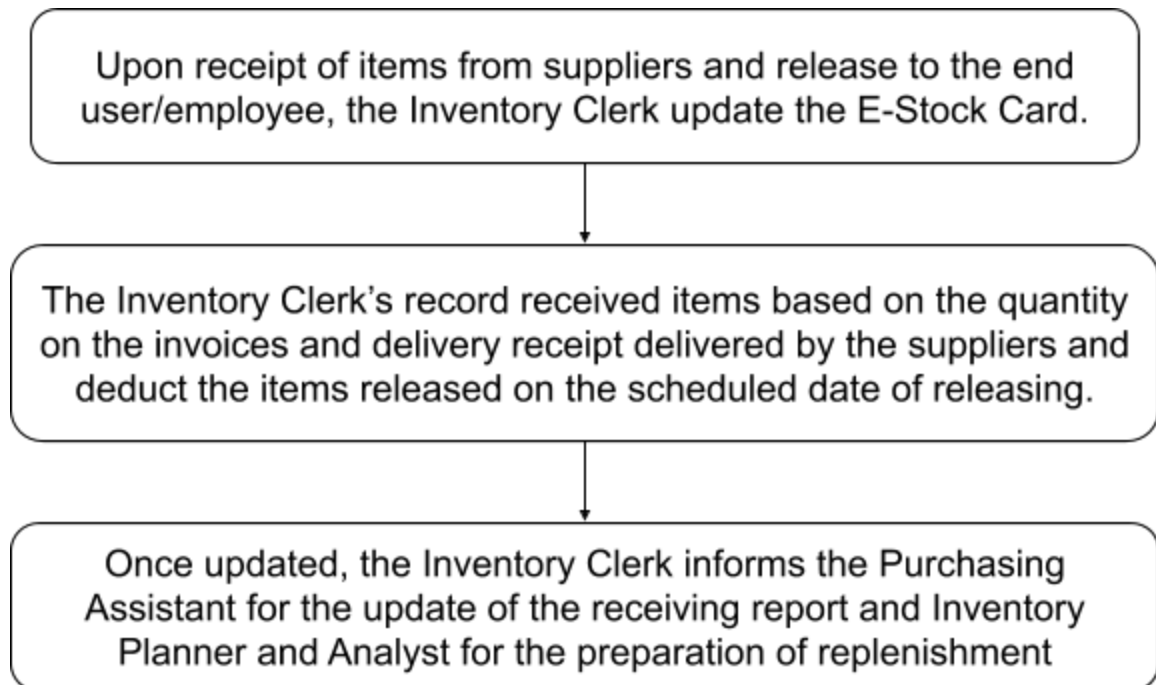


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#### 6.6 PROCEDURE TO RECORD E-STOCK CARD

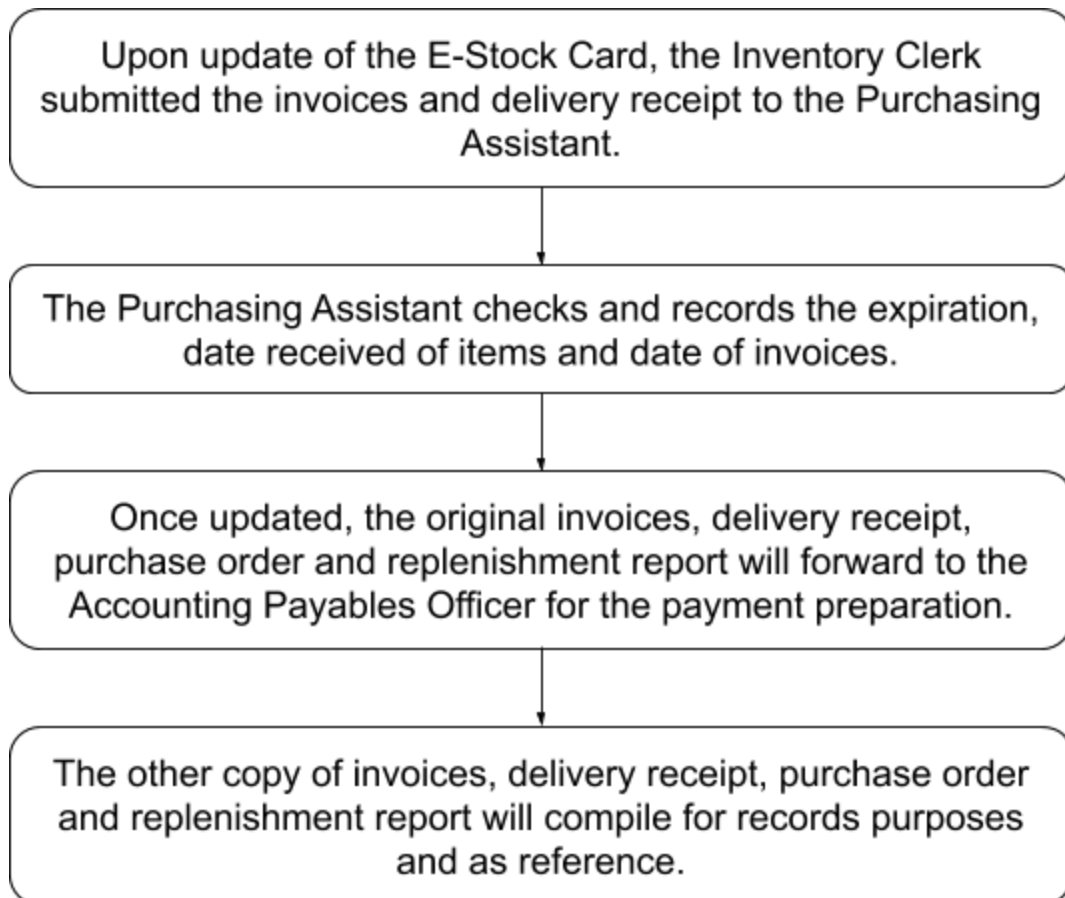


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#### 6.7 PROCEDURE OF RECEIVING REPORT

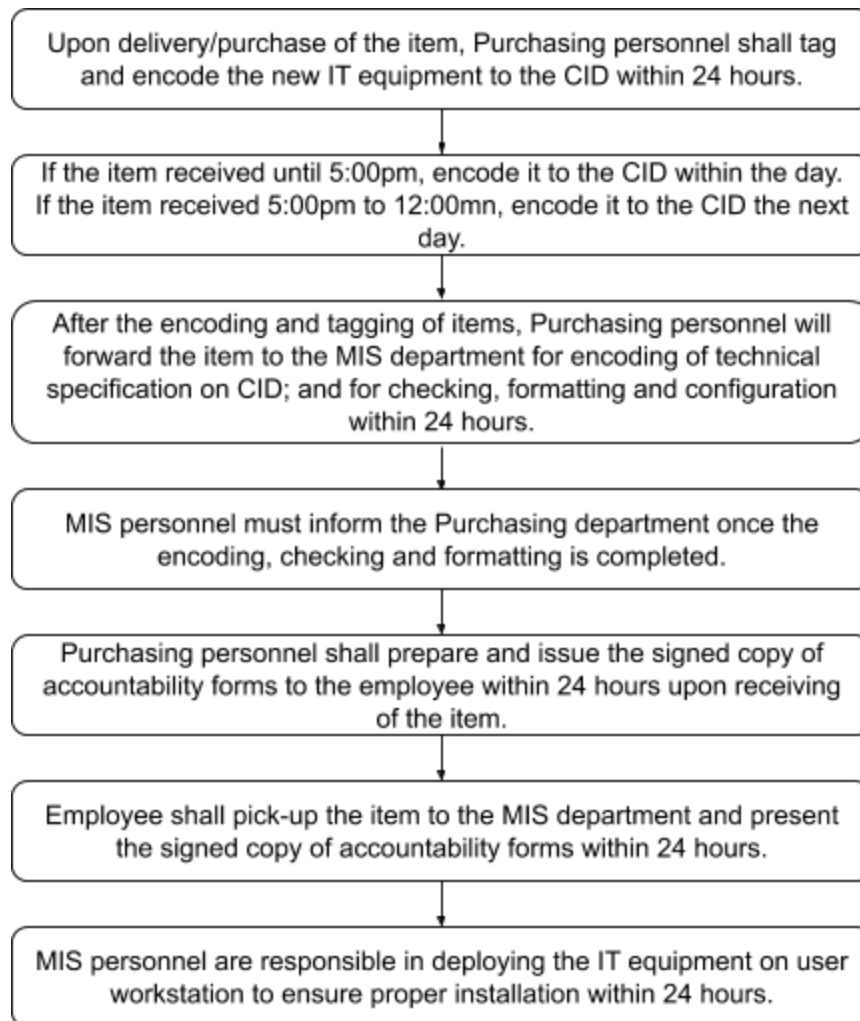


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## 6.8 PROCEDURE OF ISSUANCE AND DEVELOPMENT OF IT EQUIPMENT

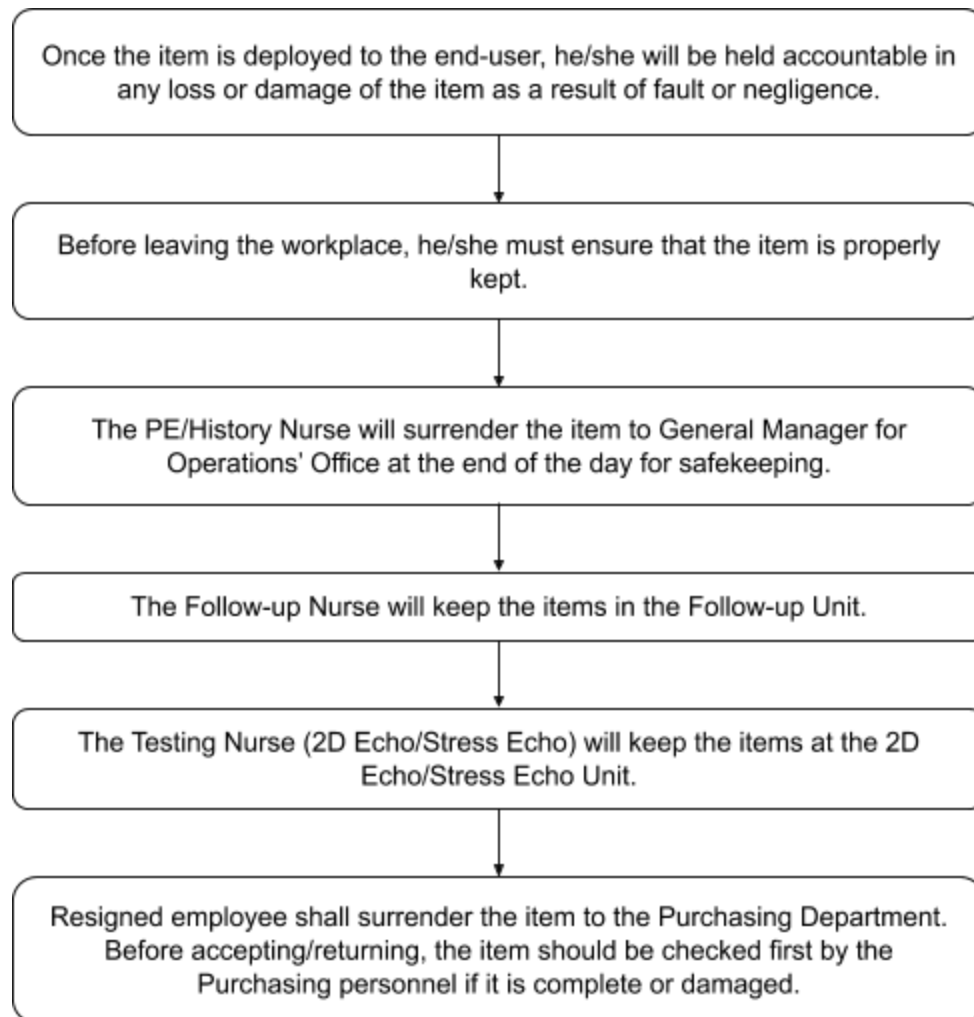


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## 6.9 PROCEDURE FOR SAFEKEEPING OF LAPTOP

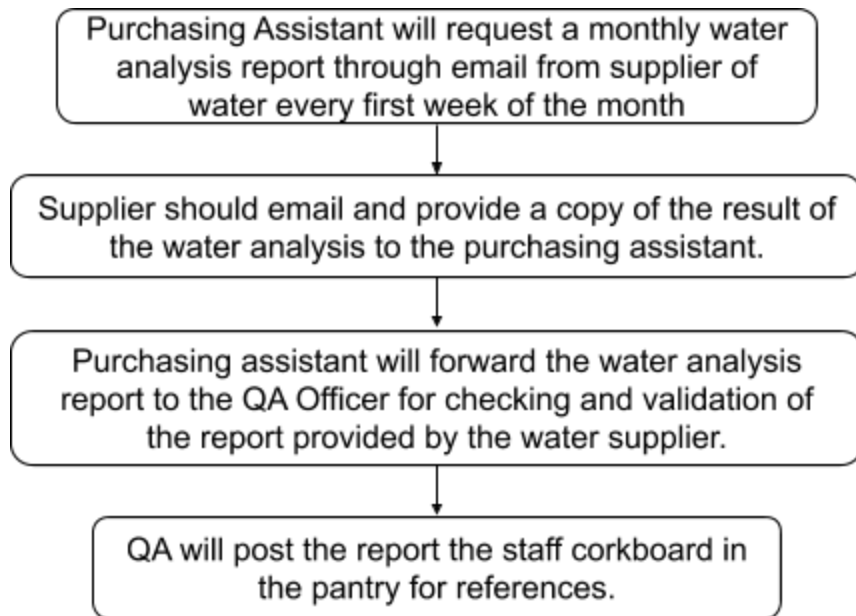


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#### 6.10 PROCEDURE FOR PROCESSING OF WATER ANALYSIS



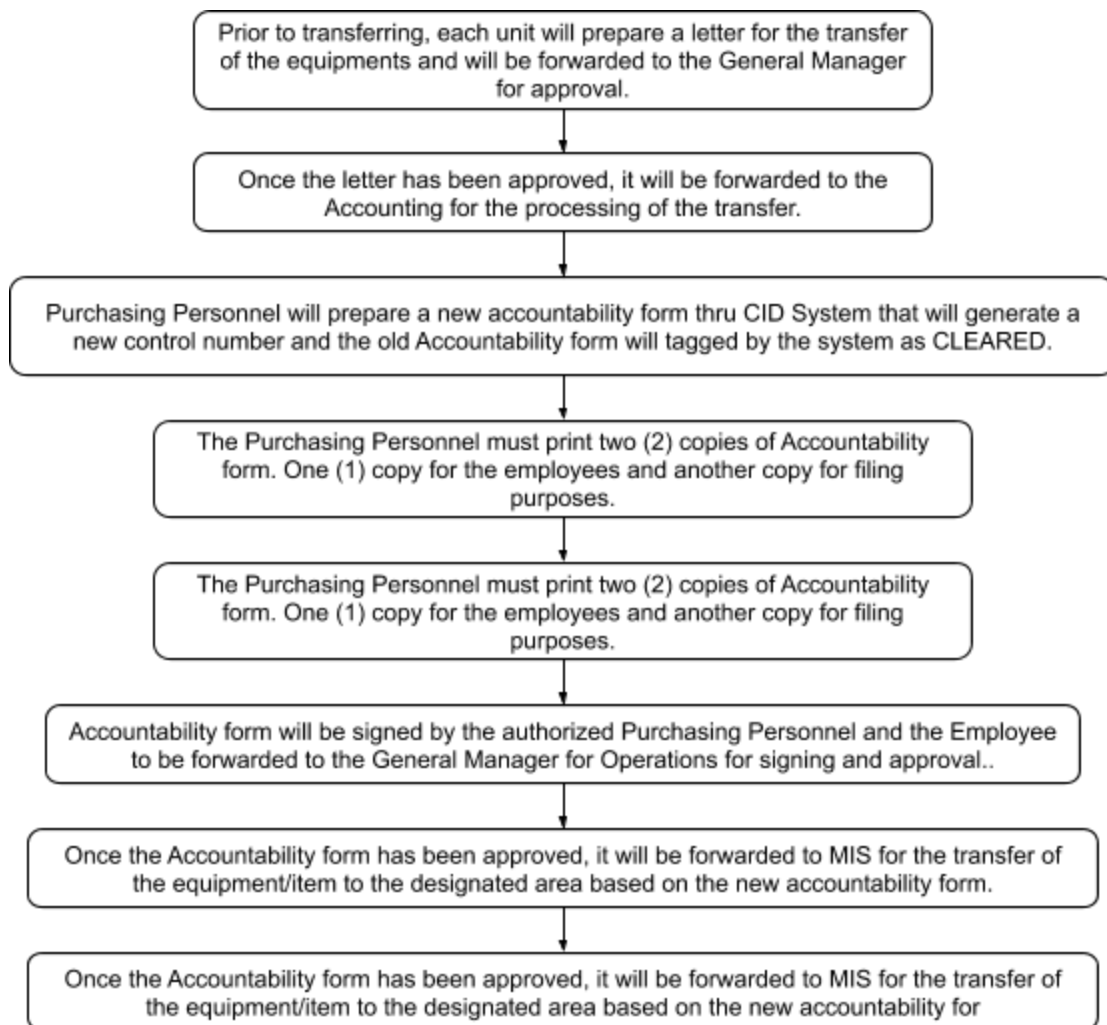
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#### 6.11 PROCEDURE FOR TRANSFERRING OF ACCOUNTABILITY



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## 7.0 PROCEDURE ON FIXED ASSET MANAGEMENT & PURCHASE REQUISITION

8.1 The end user/employee submits supply requisition form with the attached letter justifying necessity to procure equipment/fixed asset duly approved by the General Manager for Operations

8.2 Inventory Planner and Analyst verifies and validates the requisition form prior to processing.

8.3 Purchasing Assistant conducts a canvass of the items requested based on Standard Purchasing Procedure (Please refer to 6.1.) All quotations are forwarded to the General Manager for Operations for review and evaluation.

8.4 Other units like Admin, HR and MIS must request a canvass sheet from Purchasing Assistant for their suppliers. Purchasing assistant must be informed every time there will be a potential supplier from other units.

8.5 In case a product demonstration is needed, the purchasing assistant and the end user, facilitate the installation of the demo unit in coordination with the supplier.


8.6 After completion of the demo period, the end user facilitates the evaluation of demo unit and submits the evaluation form to the Purchasing Assistant.

8.7 The Purchasing Assistant attaches the evaluation report to the canvass form for final assessment of the supplier. In case there are concerns, the Purchasing Assistant coordinates concerns/comments directly to the General Manager for Operations.

8.8 In case of potential suppliers from other units, they should provide an evaluation report attached with canvassing sheet to the Purchasing Assistant. For major purchases, the President also checks and approves the evaluation report.

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8.9 Once approved, the Purchasing Assistant prepares a purchase order form and confirms delivery date with the supplier and relays progress of the requisition to the end user.

8.10 Upon delivery, both end user and the Purchasing Assistant signs the supplier's delivery receipt and sales invoice for payment.

8.11 Inventory Clerk issues an employee's accountability form as reference that the request has been completed and that the end user receives the fixed asset/equipment in good working condition.

Accountability form also serves as a basis for clearing resigning employees.

8.12 If after delivery, equipment/unit needs to be repaired due to technical problem/s, end user calls directly the supplier for servicing. (Please refer to 6.5.2).

## **8.0 ACCREDITATION OF POTENTIAL SUPPLIERS**

9.1 Purchasing Unit conducts a canvass for (3) new suppliers. Accounting Assistant sends a Quality Assurance Letter and Questionnaire to the potential supplier for completion and as part of the evaluation process.


9.2 Units that will outsource their services should conduct canvassing process up to 3 suppliers for comparison. They should also request for quality assurance letter and questionnaire for suppliers to fill up and submit to purchasing for updating of potential list of suppliers.

9.3 Using the information acquired from the questionnaire, the Potential Suppliers are evaluated based on their company information, capability, product list/services offered, warranty, payment terms and price competitiveness and result of ocular/site visit(as necessary).

9.4 Accreditation of potential supplier shall be evaluated and decided by the President/Medical Director and/or General Manager for Operations.

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Upon accreditation, the new supplier will be required to submit their company profile, licenses/permits, accreditation and other requirements prior to utilizing the company as the new supplier.

9.5 Upon accreditation, Memorandum of Agreement (MOA) is required to submit, duly approved by the legal counsel and signed by both parties. It should be notarized before continuing as new accredited supplier.

## **9.0 EVALUATION OF ACCREDITED SUPPLIER**

10.1 All Accredited Suppliers are evaluated by end user and Purchasing Assistant for quality assurance every July of the year.

- If the supplier passed the evaluation, the supplier will continue to be utilized as one of the company's accredited suppliers.
- If the supplier fails in the evaluation, the Evaluation Form will be submitted to the Quality Assurance Manager with an explanation of the reasons for failure to ensure improvements and corrective actions are carried out by the failed supplier.


10.2 The supplier who failed the evaluation will be notified through email regarding the result of evaluation and areas for improvement. Supplier will then be required to submit a corrective and preventive actions.

10.3 Upon receipt of the supplier's proposed improvements, end user shall conduct a re-evaluation for a month.

- If the supplier passes the monitoring period, the supplier shall continue to be utilized as one of the company's accredited suppliers.
- If the supplier still fails the re-evaluation the supplier will be notified through email of the result of the evaluation.
- The supplier will be dropped from the roster of accredited supplier of the

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Company.

10.4 An updated list of Accredited Suppliers will be submitted to the QA Manager for reference and records at the end of the evaluation month (July).

## **10.0 PROCEDURE FOR HANDLING OF COMPLAINTS AGAINST AND/OR PRODUCTS**

11.1 All end users/employee's complaint against the products and services of suppliers shall be facilitated by the Purchasing Assistant.

11.2 End user/employee submits an Incident Report to the Purchasing Assistant for immediate action.

11.3 Purchasing Assistant shall coordinate complaint/s with the supplier for improvement.

11.4 If the supplier fails to improve, Purchasing Assistant together with the end user, shall evaluate supplier for termination of accreditation.

11.5 All complaints received from the end user shall be filed as reference for the next Supplier's Performance Evaluation.

## **11.0 PROCEDURE FOR HANDLING OF COMPLAINTS AGAINST AND/OR PRODUCTS**

### **11. 1 CENTRAL INVENTORY**


12.1.1 Inventory Clerk shall ensure that the Central Stockroom is locked and secured at all times.

12.1.2 Inventory Planner and Analyst, Purchasing Assistant and the Inventory Clerk shall keep an updated list of Inventory of all supplies for emergency purposes.

12.1.3 Inventory Clerk keeps the Central Stockroom organized and supplies easily retrievable.

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12.1.4 In case of a notified building power outage, Purchasing Assistant and the Inventory Clerk based on the list of Inventory shall secure supplies/reagents in an ice chest for transfer to avoid spoilage. Monitoring of the supplies/reagents during the contingency period for a power outage is the accountability of the Purchasing Assistant and Inventory Clerk.

12.1.5 Purchasing Assistant coordinates the transfer of supplies and/or reagents as needed.

## **11. 2 CENTRAL INVENTORY**

12.2.1 Upon delivery of supplies, Inventory Clerk record the expiration dates of reagents, vaccines etc.

11.2.2 Inventory Planner and Analyst conducts a month-end physical counting of supplies in the Central Stockroom and check supplies with near expiry dates and informs the Purchasing Assistant, Accounting Supervisor and General Manager for Operations accordingly.

11.2.3 Purchasing Assistant coordinates with suppliers for immediate replacement supplies with near expiry dates.


11.2.4 Expired/spoiled supplies are disposed by preparing a list of expired supplies to be checked and approved for costing and disposal by the Accounting Supervisor, General Manager for Operations and Administrative Manager in charge of disposing of toxic materials.

11.2.5 Administrative Manager advises the Purchasing Assistant on the schedule of disposal.

11.2.6 Incidents of spoilage/wastage are recorded as a basis/reference for evaluating the performance of the Purchasing Unit and reported accordingly to the President.

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## 12.0 PURCHASING POLICY & GUIDELINES

12.1 Inventory Planner and Analyst/ Purchasing Assistant shall check the completeness of supplies requisition forms prior to the processing of any request. Incomplete requisitions shall be returned to the employee/end user for compliance, which will then be the basis of Purchasing Unit for recording of purchases.

12.2 Canvassing for (3) suppliers shall be mandatory prior to the preparation of any Purchase Order except for urgent/over-the-counter purchases.

12.3 All purchases to be made must be supported by a Purchase Order for reference and records.

12.4 Purchases of goods and/or requisition for services should be made only from accredited suppliers except for rush or over-the-counter purchases.

12.5 Inventory Planner and Analyst to enforce submission of duly approved Weekly Consumption Report from each Unit/Department as the basis for the issuance/replenishment of regular supplies.

12.6 Inventory Planner and Analyst shall prepare and submit monthly Key Performance Indicator (KPI) to the General Manager for Operations, Accounting Supervisor and QA personnel.

12.7 No expired reagents/supplies shall be disposed without clearance from the Accounting Supervisor, General Manager for Operations and the Administrative Manager. Unauthorized disposal shall be applied sanction based on company policy.


12.8 Prior to the processing of any requisition for printing and reproduction, Purchasing Assistant ensures that final form for printing is signed and approved by the General Manager for Operations for accuracy and avoidance of wastage.

12.9 Purchasing Assistant shall constantly update end users regarding the status of their request/s as part of Accounting's proactive internal customer service.

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QUALITY STANDARD SYSTEM MANUAL	 <b>HALCYON MARINE</b> HEALTHCARE SYSTEMS	DOCUMENT NO. QPU 1.0	EFFECTIVITY DATE: August 9, 2019
			VERSION NO: 1 REVISION NO.: 3
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: HMHS QUALITY MANUAL FOR PURCHASING			

12.10 Evaluation of potential and accredited suppliers shall be performed by the following authorized personnel:

- 12.10.1 Purchasing Assistant
- 12.10.2 End User/Employee
- 12.10.3 Administrative Manager - for repairs & Maintenance
- 12.10.4 HR Manager/Personnel - for manpower outsourcing companies
- 12.10.5 General Manager for Operations - for Medical Specialists
- 12.10.6 MIS Personnel – for IT related supplies

12.11 Product Evaluation and/or demonstration shall be conducted in case there is a need to test the quality, functionality, compatibility and durability of the product prior to procurement which will be determined by the following:

- 12.11.1 End User/Employee
- 12.11.2 Purchasing Assistant

For purchases above P10, 000.00:

- 12.11.3 General Manager for Operations
- 12.11.4 Accounting Supervisor
- 12.11.5 The President/Medical Director

Evaluation Report shall be the basis for Purchase Order preparation.

12.12 Suppliers with a tie-up agreement with the company shall be given notification in case they have failed the Supplier's Evaluation for product/service improvements.


12.13 Purchasing Assistant shall ensure that all suppliers are regularly and properly evaluated as far as product quality, service support, delivery performance and price competitiveness to ensure that accredited suppliers consistently meet the requirements of the company.

12.14 Purchasing Team shall maintain adequacy of supplies in the Central Stockroom based on established Inventory-at-Par per Unit/Department to prevent unnecessary purchases and disruption of operations.

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12.15 For non-regular supplies, Accountability form must be completed and signed by the end user/employee prior to issuance of items for record and employee clearance purposes.

### **13.0 LIST OF FORMS:**

- 13.1 Requisition Form
- 13.2 Stock Transfer Form
- 13.3 Canvass Sheet
- 13.4 Purchase Order Form
- 13.5 Stock Return Slip
- 13.6 Quality Assurance Supplier Letter and Questionnaire
- 13.7 Evaluation of Potential Supplier
- 13.8 Supplier's Performance Evaluation
- 13.9 End User's Feedback Form
- 13.10 Employee's Accountability Form
- 13.11 Cash Advance Form
- 13.12 Liquidation Form
- 13.13 Stock Replenishment Form
- 13.14 Request for payment Form

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