	DEPARTMENT OF SCIENCE AND TECHNOLOGY <b>DOST Regional Office No. IX</b>	DOCUMENT CODE	<b>QM-DOST IX 08-05</b>
	<b>QUALITY MANUAL</b>	REVISION NUMBER	<b>1</b>
		PAGE NUMBER	<b>1 of 2</b>
	SECTION	OPERATION	EFFECTIVITY DATE <b>01 July 2023</b>
SUBJECT	<b>SERVICE PROVISION</b>		

### Control of Service Provision

DOST-IX processes are planned and controlled to ensure that *the* requirements of *the* customer and other interested parties are met. Processes for the Technology Needs Assessment (TNA) and criteria for the preliminary/initial evaluation of proposals are established. At various phases of the implementation of projects, monitoring is conducted by concerned DOST-IX personnel to ensure compliance with the set objectives/guidelines/policies.

Only qualified personnel are assigned to carry out activities following the service realization processes/procedures as part of the quality management system. Products and services outsourced from DOST Research and Development Institutions, Councils and/or other parties, as in the case of trainings, consultancy services, and packaging and labeling assistance, are also strictly controlled to ensure customer satisfaction. Only trainers designated/authorized by the head of agencies concerned are allowed to conduct training programs and/or render consultancy services in the region based on the activity outline agreed by all parties. Packaging and labeling designs are outsourced only from DOST-ITDI-PRDC trained designers.



Desktop or laptop computers, and other equipment needed to be used in the delivery of services are maintained based on an established Preventive Maintenance Plan/Schedule.


Other activities being done by the support services such as purchasing, human resource management, and release of funds are also planned and controlled to ensure customer satisfaction. The Assistant Regional Director for Finance and Administrative Services is responsible for these activities.

Customers are requested to evaluate the quality of services rendered by DOST-IX periodically through the conduct of Customer Satisfaction Survey.

### Validation of Processes for Production and Service Provision

The resulting output of the services provided by DOST IX are verifiable by the subsequent monitoring or measurement to achieve its planned result, hence, the need for validation may not be applicable.

Prepared by:	Approved by:
	
Quality Management Representative	Regional Director

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### Identification and Traceability

Jobs are uniquely identified by designating an *ORD tracking code through the Tracking, Retrieval, Archiving of Communications for Efficiency (TRACE)*. The assigned *ORD Code* can be traced from the time the customer inquiry is received up to the time the response or services are released. The *ORD Code* is indicated in all transactions.

### Customer's and Other Interested Party's Property

Materials provided by the customer are identified, verified, protected, and are kept confidential. If any customer property is lost, damaged, or found to be unsuitable for use, the customer is informed and documented information related to it is maintained.

### Preservation



Whenever applicable, DOST-IX preserves the output during service provision, to the extent necessary to ensure conformity to requirements. Appropriate labels, handling instructions, packaging, storage, transmission, or transport conditions, if necessary, are ensured.

### Post-delivery activities

DOST IX ensures to meet post-delivery requirements for relevant services provided. It considers statutory and regulatory requirements, potential undesired consequences of the services, the nature, use and intended lifetime of its products or services, customer requirements, and customer feedback.

### Control of Changes

DOST IX reviews and controls changes in service provision to the extent necessary and retains relevant documented information on the results of the review of changes, the persons initiating the change/s, and other necessary actions from the review.

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