
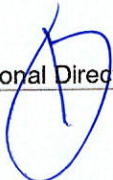

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SUBJECT	CUSTOMER AND INTERESTED PARTIES		


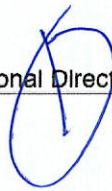
DOST IX provides quality and reliable service to its identified customer segments and other interested parties to address their needs, expectations (stated and unstated), and their regulatory and statutory requirements to enhance customer satisfaction.


Service Offered	Customer Segment/ Stakeholder Group	Customer Need/ Expectation/Requirement
EXTERNAL CUSTOMERS		
Technology Transfer and Management	MSMEs LGUs NGAs NGOs/PO Industrial Group Inventors Group Academe	<ul style="list-style-type: none"> Streamlined requirements and process. Appropriate and relevant technological and technical interventions Service delivery conforming to health and safety protocol against pandemic. Availability of online platform for transactions Availability of local experts
	Regional Technical Evaluation Committee (RTEC) RGET	<ul style="list-style-type: none"> Availability of online platform for transactions Streamlined requirements and process Efficient secretariat support Complete documents of proposals for review Updates on the pertinent policies and programs Availability of funding Service delivery conforming to health and safety protocol against pandemic.

Prepared by:	Approved by:
 Quality Management Representative	 Regional Director



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Service Offered	Customer Segment/ Stakeholder Group	Customer Need/ Expectation/Requirement
Analytical Testing; and Calibration Services	MSMEs LGUs NGAs NGOs/PO Industrial Group Inventors Group Academe Regulatory Bodies	<ul style="list-style-type: none"> • Timely, accurate, and reliable results • Reasonable cost of service • Strict adherence to confidential customer information • Ease of access to the service • Timely and accurate submission of required reports • Strict adherence and implementation of the requirements of the Regulatory Bodies
S & T Scholarships	Learners	<ul style="list-style-type: none"> • Streamlined requirements and process • Timely, accurate, and up-to-date information • Timely and accurate release of stipend and other financial privileges • Service delivery conforming to health and safety protocol against pandemic. • Availability of online platform for transactions

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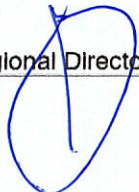
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Service Offered	Customer Segment/ Stakeholder Group	Customer Need/ Expectation/Requirement
S&T Promotion and Information Dissemination	Media MSMEs LGUs NGAs NGOs/PO Industrial Group Inventors Group Academe	<ul style="list-style-type: none"> • Timely, accurate, and up-to-date information • Service delivery conforming to health and safety protocol against pandemic. • Availability of online platform for transactions
R & D Program	Academe MSMEs LGUs NGAs NGOs/PO Industrial Group Inventors Group	<ul style="list-style-type: none"> • Streamlined requirements and process. • Availability of funds • Service delivery conforming to health and safety protocol against pandemic. • Availability of online platform for transactions • Availability of local experts
Procurement of goods and services	Suppliers Service Providers DOST IX Employees	<ul style="list-style-type: none"> • Procurement process compliant to RA 9184 • Timely payment of goods and services • Service delivery conforming to health and safety protocol against pandemic. • Availability of online platform for transactions

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Service Offered	Customer Segment/ Stakeholder Group	Customer Need/ Expectation/Requirement
INTERNAL CUSTOMERS		
Finance & Administrative Support Services	DOST IX Employees Regulatory Bodies	<ul style="list-style-type: none"> • Timely, accurate, and reliable delivery of salaries and benefits; supplies and materials • Availability of accurate personnel records • Effective implementation of human resource development, wellness and welfare program; • Availability and ease of access to office equipment and information systems • Service delivery conforming to health and safety protocol against pandemic. • Availability of online platform for transactions • Timely, accurate and up-to-date remittances of mandatory contributions and obligations • Timely and accurate submission of required reports

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