	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	QM-DOST IX 09-01
	<b>QUALITY MANUAL</b>	REVISION NUMBER	2
		PAGE NUMBER	1 of 2
SECTION	PERFORMANCE EVALUATION	EFFECTIVITY DATE	01 July 2023
SUBJECT	<b>MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION</b>		

Effective and efficient measurement, collection, and validation of data to determine the conformance of DOST IX to its QMS as well as the customers' level of satisfaction are employed. The validity and purpose of measurements and the intended use of data are reviewed to ensure that these processes add value to the organization.

Performance of the organization's processes include measurement and evaluation of its services, capability of its processes, achievement of objectives, targets and programs, performance of external providers, compliance to applicable legal and other requirements, and satisfaction of both internal and external customers. Data and information are reviewed and analyzed at the end of each semester.

DOST IX determines, collects, and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate compliance where continual improvement of the effectiveness of the quality management system can be made. Data generated as a result of monitoring and measurement and from other relevant sources are included.



Analysis of data helps determine the root cause of existing or potential problems and guides decisions on the corrective and preventive actions needed for improvement.


Results of analysis of data are used to determine trends, customer satisfaction, effectiveness and efficiency of processes, supplier contribution, and success of the organization's performance improvement objectives, targets and programs, and benchmarking of its performance including opportunities for preventive action.

Data derived from the monitoring of DOST IX's performance *provides* information and *serves as a* guide in its continual improvement activities. Results of the analysis of data from improvement activities are considered as inputs to management review in order to provide information for improving the performance of the organization.

Applicable methods including statistical techniques and the extent of their use are included.



The results of the organization's performance are deployed in all levels of the organization through suitable channels.

Prepared by:	Approved by:
	
Quality Management Representative	Regional Director

	DEPARTMENT OF SCIENCE AND TECHNOLOGY <b>DOST Regional Office No. IX</b>	DOCUMENT CODE	<b>QM-DOST IX 09-01</b>
	<b>QUALITY MANUAL</b>	REVISION NUMBER	<b>2</b>
		PAGE NUMBER	<b>2 of 2</b>
SECTION	PERFORMANCE EVALUATION	EFFECTIVITY DATE	<b>01 July 2023</b>
SUBJECT	<b>MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION</b>		

## REFERENCES

- Minutes of Management Review
- Minutes of Meeting

Prepared by:	Approved by:
 Quality Management Representative	 Regional Director