	TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES Ayala Blvd., Ermita, Manila, 1000 Philippines Tel No. +632-5301-3001 local 126 Fax No. +632-8521-4063 Email: linkages@tup.edu.ph Website: tup.edu.ph	Index No.	PM-ILE-9.2.1
		Issue No.	02
		Revision No.	00
	PROCEDURES AND WORK INSTRUCTIONS MANUAL	Date Issued	
Section 9	INSTITUTIONAL/INTERNATIONAL LINKAGES AND EXTERNAL AFFAIRS OFFICE	Page No.	1 / 3
Subject 9.2.1	MOA/MOU Signing	QAC No.	CC-06042021

Purpose: This documented information is determined, maintained, and retained to the extent necessary to have confidence that the Memorandum of Agreement (MOA)/Memorandum of Understanding (MOU) signing procedure, under the Institutional/International Linkages and External Affairs Office (IILEAO), is carried out as planned. This is to demonstrate the conformity of products and services delivered/rendered therein, in compliance to University policies, customer, and statutory/regulatory requirements.

Scope: This procedure applies to all relevant offices/sub-processes under IILEAO and other interested parties.

Responsibility and Authority: The IILEAO Director is responsible in the effective implementation of the procedure duly verified and approved by the Vice President for Planning and Development (VPPD) or relevant authorities.

Key Performance Indicators:

1. Efficiency (E)

1.1 Completed tasks with at least 90% accuracy / 10% corrections.

2. Quality (Q)

2.1 Achieved at least 80% customer satisfaction.

2.2 Received 0 complaint.

2.3 Received at least 1 customer commendation/wow experience.

3. Timeliness (T)

3.1 Completed special transactions based on regulatory requirements (e.g., RA 9184) where customers are made aware/informed on the estimated completion date.


Fees to Pay: N/A

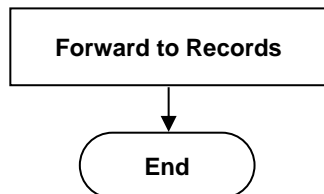
Classification of Transaction: Special

References and Related Documents:

1. REF-QAA-INT-ORD-TUP Implementing Order No. 42, s. 2016 – PDIS Manual of Operations
2. PM-OBS-5.1.1-MOU/MOA Approval/Confirmation
3. PM-OOP-5.0.2-Request for Communication or TUP/Office Orders
4. PM-OOP-5.0.4-Request for the University President's Approval/Signature

Revised by:	PROF. ALMINA TENGCO-CHAN , CAFA Faculty/IILEAO Admin Officer	Date	06252020
Checked by:	DR. GINA L. BASA , IILEAO Director	Date	06252020
Approved by:	DR. MA. LEONOR F. VALIDOR , VPPD	Date	

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6. Forward to Records

The IILEAO shall forward all the necessary documents to the Records Office. Only the certified true copies shall be filed to the IILEAO office and other concerned units.