

Wa'am Fata'ani



**Republic of the Philippines**  
**COTABATO CITY STATE POLYTECHNIC COLLEGE**  
Sinsuat Avenue, Cotabato City

20-0071



## GRADUATE COLLEGE

ROLANDO F. HECHANOVÁ, Ph.D., REAP

President  
Sultan Kudarat State University  
EJC Montilla, Tacurong City

Sir:

**SULTAN KUDARAT STATE UNIVLRSTY**  
**EJC MONTILLA, TAC. CITY**  
**OFFICE OF THE PRESIDENT**

The undersigned is a doctoral student of Cotabato City State Polytechnic College, Cotabato City, presently working with my Dissertation Research entitled "EVALUATION OF QUALITY PERFORMANCE OF ISO 9001:2015 AMONG STATE COLLEGES AND UNIVERSITIES IN MINDANAO" a requirement for the degree Doctor of Philosophy in Educational Administration.

In line with this, may I ask permission from your office to distribute a survey questionnaire to those who are involved in the ISO including the members of Quality Management Council, if there is, Internal Quality Auditor, select faculty, staff and student in your university. The realization this dissertation will depend considerably of your help. I shall be very grateful and thankful for any assistance you may extend.

Hoping that this request merit your full support and consideration.

Very truly yours,

~~FRELIN R BINAG  
Researcher~~

Noteed.

**SAIDAMIN P. BAGOLONG, DPA**  
Adviser/Dean

Approved:

**ROLANDO F. HECHANOVА, Ph.D., REAP  
SKSU President**

SKSU President  
— Directorate of the concerned Office —

## Survey Instrument

### Part I Extent of ISO 9001:2015 Quality Management Process

Instructions: Please encircle the level of compliance of your school in relation to requirements of ISO accreditation the given scale below.

- |   |           |                   |
|---|-----------|-------------------|
| 4 | Always    | Highly Extent     |
| 3 | Often     | Moderately Extent |
| 2 | Sometimes | Less Extent       |
| 1 | Never     | Least Extent      |

#### A. Planning

- |   |         |
|---|---------|
| 1. Formulate action plan to address risks identified using the SWOT analysis                            | 4 3 2 1 |
| 2. Plan innovative strategies to explore opportunities.   | 4 3 2 1 |
| 3. Integrate the internal issues in planning.   | 4 3 2 1 |
| 4. Incorporate external issues in planning.   | 4 3 2 1 |
| 5. Adopt Specific, Measurable, Attainable, Realistic, Time - bound principle in planning for objectives | 4 3 2 1 |
| 6. Identify time table in the plans.  | 4 3 2 1 |
| 7. Formulate priority actions during planning.  | 4 3 2 1 |
| 8. Conduct collective planning with stakeholders.   | 4 3 2 1 |
| 9. Identify Program Project and Activities during annual planning.                                      | 4 3 2 1 |
| 10. Formulate protocols in planning.  | 4 3 2 1 |

#### B. Support

- |   |         |
|---|---------|
| 1. Determine the people that can provide services for effective implementation of ISO.      | 4 3 2 1 |
| 2. Provide funds for building repair.   | 4 3 2 1 |
| 3. Provide financial support for the upgrading of the Information Communication Technology. | 4 3 2 1 |
| 4. Provide and maintain safe and secured environment.                                       | 4 3 2 1 |
| 5. Maintains relationship with external providers.(recast; not a support)                   | 4 3 2 1 |
| 6. CHED provides technical assistance for governance.                                       | 4 3 2 1 |
| 7. CHED provides scholarship grants for teacher's trainings.                                | 4 3 2 1 |
| 8. Alumni organization provides logistic support in school programs.                        | 4 3 2 1 |
| 9. Student's organization extends human resource assistance in school related activities.   | 4 3 2 1 |
| 10. Community and LGU give assistance to maintain safety of the school premises.            | 4 3 2 1 |

### **C. Implementation**

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|--|----------|
| 1. Implement systematically activities necessary to obtain a desired result.                     | 4(3) 2 1 |
| 2. Establish a mechanism to clear responsibility and accountability for managing key activities. | 4(3) 2 1 |
| 3. Strengthen the capability of school in doing the key Activities                               | 4(3) 2 1 |
| 4. Establish accreditation task force in the school.   | 4(3) 2 1 |
| 5. Implement time table for the desired activities.  | 4(3) 2 1 |
| 6. Implement system for improvement plans.   | 4(3) 2 1 |
| 7. Provide measuring tools to be used.   | 4(3) 2 1 |
| 8. Adopt standards for basis of actions done.  | 4(3) 2 1 |
| 9. Use innovative strategies to improve services.  | 4(3) 2 1 |
| 10. Utilize assessment tools in evaluating results.  | 4(3) 2 1 |

### **D. Monitoring**

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|--|----------|
| 1. Conduct annual management review.             | 4(3) 2 1 |
| 2. Conduct internal audit every quarter.         | 4(3) 2 1 |
| 3. Conduct performance evaluation.               | 4(3) 2 1 |
| 4. Conduct meeting with stakeholders.            | 4(3) 2 1 |
| 5. Monitor implemented plans and activities.     | 4(3) 2 1 |
| 6. Report findings of audits.                    | 4(3) 2 1 |
| 7. Conduct inventory of resources.               | 4(3) 2 1 |
| 8. Conduct SWOT analysis.                        | 4(3) 2 1 |
| 9. Conduct classroom observation and visitation. | 4(3) 2 1 |
| 10. Conduct faculty line up mapping.             | 4(3) 2 1 |

### **E. Continual Improvement**

- |  |          |
|--|----------|
| 1. Provide sustainable measures for improvement of services.   | 4(3) 2 1 |
| 2. Determine effectiveness of services                         | 4(3) 2 1 |
| 3. Determine conformity with standards                         | 4(3) 2 1 |
| 4. Address risks and opportunities identified in planning.     | 4(3) 2 1 |
| 5. Ensure adequacy of quality management system                | 4(3) 2 1 |
| 6. Formulate resource conservation plan.                       | 4(3) 2 1 |
| 7. Implement expansion plans.                                  | 4(3) 2 1 |
| 8. Update school curriculum as mandated                        | 4(3) 2 1 |
| 9. Formulate board rating development plan                     | 4(3) 2 1 |
| 10. Strengthen professional development program for personnel. | 4(3) 2 1 |

## **Part II. Benefits of ISO Accredited SUCs**

Instructions: Please encircle the level of benefits of your school in relation to ISO accreditation using the given scale below.

4	Always	Highly Beneficial
3	Sometimes	Moderately Beneficial
2	Often	Less Beneficial
1	Never	Least Beneficial

### **A. Improved Credibility and Recognition**

1. Assured the public of quality education services.
2. Ensured qualified teachers and personnel.
3. Assured compliance to standard facilities.
4. Assured standard curriculum implementation.
5. Guaranteed CHED approval on programs.
6. Assured compliance to mandated requirements
7. Built integrity in education development.
8. Guaranteed quality assurance in the school system
9. Ensured compliance to international standards.
10. Signified qualified and competitive products

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### **B. Produced Competitive and Skilled Graduates**

1. Established different student's organization.
2. Established student's leadership development programs.
3. Provided academically qualified graduates.
4. Produced skilled and competent graduates.
5. Provided upgraded school facilities and equipment
6. Supported community development.
7. Produced active student leaders.
8. Developed morally upright graduates.
9. Produced skilled graduates.
10. Provided scholarship grants for students.

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### **C. Improved Customer Experience and Satisfaction**

1. Satisfied the customer needs.
2. Provided costumer service area.
3. Linked objectives to customer needs and expectations.
4. Gathered feedback of the costumer.
5. Converted costumer needs into ISO requirements
6. Integrated costumers welfare to the vision of the school
7. Gathered insights of costumers for improvement.
8. Monitored costumer's satisfaction services.

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10. Involved customers in identifying goals  
Reviewed satisfaction rating of customers of the services.

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#### D. Results in Quality Education Process and Services

- D. Results in Quality Education Process and Services**

  1. Increased percentage of board examination rating of students.
  2. Provided free education in the community.
  3. Provided less expensive but relevant school activities.
  4. Established organized processing of documents
  5. Maximized use of time and resources.
  6. Eliminated irrelevant activities previously practiced.
  7. Utilized indigenous and local resources.
  8. Implemented data bank in records management.
  9. Implemented paperless transactions.
  10. Adopted good governance system

#### **E. Boost Staff and Personnel Performance**

- E. Boost Staff and Personnel Performance**

  1. Provided sustainable measures for improvement of personnel qualifications.
  2. Determined needs of teachers for trainings.
  3. Guided teachers with instructional standards
  4. Provided motivational program for personnel.
  5. Ensured adequacy of support for teacher's needs.
  6. Integrated professional development plan for staff.
  7. Implemented faculty development programs.
  8. Conducted regular in-service training for teachers.
  9. Identified clearly the performance indicators
  10. Strengthened professional development program for department heads and supervisors.

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#### **E. Strengthens Research Extension Program**

- F. Strengthens Research Extension Program**

  1. Conducted annual research presentation and in-house reviews.
  2. Conducted community and collaborate research
  3. Conducted performance evaluation survey
  4. Engaged faculty in research endeavor
  5. Formulated school research protocols and guidelines.
  6. Conducted research forum for staff and students
  7. Conducted research for adequacy of resources.
  8. Conducted SWOT analysis.
  9. Integrated research subject in the curriculum
  10. Provided incentives for research activities.

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**G. Reduce Waste and Improve Efficiency**

1. Minimized waste in budget due to planned programs 4(3)21
2. Reduced time spent in decision making 4(3)21
3. Prompted actions on organizational problems. 4(3)21
4. Eliminated unnecessary expenses and activities. 4(3)21
5. Guided on the wise use of school resources. 4(3)21
6. Enhanced conflict management system of the school. 4(3)21
7. Eliminated redundancy of services 4(3)21
8. Guided appropriate allocation of funds. 4(3)21
9. Reduced cost of damages in property due to regular monitoring. 4(3)21
10. Eliminated unplanned expenses of the school. 4(3)21

**F. Promotes Evidence Based Decision Making**

1. Ensured sufficient, accurate data and reliable information 4(3)21
2. Conducted record review in analysis of school data. 4(3)21
3. Conducted survey on school services as basis for planning and decision making 4(3)21
4. Supported decision with facts and evidences. 4(3)21
5. Integrated research committee to improve priority actions 4(3)21
6. Integrated research in school curriculum as basis for reform. 4(3)21
7. Adopted research methods in strategy implementation. 4(3)21
8. Supported research incentives for personnel 4(3)21
9. Developed support system for research funding 4(3)21
10. Measured competencies of personnel on research capability 4(3)21