

DILG REGION IV-A (CALABARZON)

QUALITY MONITORING AND EVALUATION (QME)

QME-QP-R4A-FAD-RICTU-10 Eff. Date 10.01.17

1 of 1

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Note: For unmet targets, the QMS Secretariat will issue Corrective Action Report (CAR) duly signed by the QMR.	Gap Analysis: In case the objective is not met, put your analysis why it is not met.	Formula: (A/B) x 100%	Total number of request for posting of information on the website	Total number of posted information on the website within three (3) hours upon receipt of request or within agreed timeline	Objective 2: Timely posting of information on the website within three (3) hours upon receipt of request or within agreed timeline.	Gap Analysis: In case the objective is not met, put your analysis why it is not met.	Formula: B-A	Expected date of website backup	Actual date of website backup	Objective 1: Timely performance of website backup within 5 working days after the month	INDICATORS	CURRENT PERIOD	QUALITY OBJECTIVE	QUALITY PROCEDURE TITLE	OFFICE
S Secretariat will issue Co	ective is not met, put your	Target Result: 85%	osting of information on	mation on the website receipt of request or	iformation on the website v	ective is not met, put your	Target Result: ≤5	kup		e of website backup within	IRS	Month of DECEMBER 2019	1. Timely performance of website backup within 5 working days after the month 2. 85% Timely posting of information on the website within three (3) hours upon	Website Administration	Finance and Administrative Division - Regional Information and Communications Technology Unit (FAD-RICTU)
rrective		100%	5	5	within the		2days	2/7	2/5	5 workir	Jan	019	of websi	ח	ative Divi
Action		100% 100%	2	2	ree (3) h		2days 1day 3days 3days	2/7 3/7 4/5	3/6	ng days a	Feb		te backu ation on		sion - Re
Report (100%	4	4	ours upo		3days	4/5	4/2	fter the I	Mar		p within the web		gional Ir
CAR) du		100%	Çī	ъ	n receip			5/8	5/3	nonth	Apr		5 worki		ıformati
ıly signe		100%	2	2	t of requ		3days	6/7	6/4		May		ng days : in three		on and C
d by the		100%	2	2	est or wi		4days	7/5	7/1) m		after the (3) hour		ommuni
QMR.			4	4	thin agr		4days	8/8	8/2		Ē		month s		cations T
	-	100%	4	4	eed time		3days	9/5	9/2		Aug	A STATE OF	eceipt of		echnolo
		100%	5	5	line.		4days 3days	10/8	10/2		Sep		request		gy Unit (
		100%	4	4			SERVICE.	11/8	11/5		0ct	SALE SERVICES	or withir		FAD-RIC
		100%	19	19			1day	12/9	11/5 12/6 01/03		Nov		(3) hours upon receipt of request or within agreed timeline.		TU)
		100% 100% 100% 100% 100% 100% 100%	10	10			3days	01/08	01/03		Dec		timeline.	SAMPLE SAMPLE	
		100%	66	66							Total				

/Process Owner	MAYBELLINE M. MONTEIRO	Prepared By:
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