

QUALITY MONITORING AND EVALUATION (QME)

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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% Target Result: 85%	Total number of rating received	rating of satisfactory and above	Total number of received rating with average	Objective 2: Satisfactory service rendered	your analysis why it is not met.	Gap Analysis: In case the objective is not met, put	Formula: (A/B) x 100% Tai	Assistance	Total number of request for ICT Technical	request or within agreed timeline	responded within three (3) hours upon receipt of	Total number of ICT Technical Assistance	Objective 1: Timeliness to provide immediate assistance within three (3) hours upon receipt of request or within agreed timeline	INDICATORS	CURRENT PERIOD	QUALITY OBJECTIVE	QUALITY PROCEDURE TITLE	
Secretariat will issue	tive is not met, put	get Result: 85%	d	е	g with average	endered.		tive is not met, put	Target Result: 85%		T Technical	ine	urs upon receipt of	Assistance	immediate assistance		Month of December 2019	 85% Timeliness to provide immediate assistance within three 85% Satisfactory service rendered 	Provision of Technical Assistance (TA) on Information and Communications Technology (ICT) Resources	Finance and Administrative Division - Regional Information and Communications Technology Unit (FAD-RICTU)
Corrective /			Transaction	No							Transaction	No			within three	Jan	2019	service rende	cal Assistance	strative Divis
Action R		100%	3		3				100%		w			3	(3) hour	Feb		nediate a	(TA) on	ion - Reg
eport (C		100%	14		14				100%		14			14	s upon r	Mar		essistanc	Informa	ional Inf
AR) dul		100%	24		24				100%		24			24	eceipt of	Apr		e within	tion and	ormation
y signed		100%	12		12				100%		12			12	request	May		three (3	Commu	and Co
by the		100%	13		13				100%		13			13	or within	Jun		(3) hours upon receipt of request or within agreed timeline	nications	nmunica
QMR.		100%	26		26				100%		26			26	n agreed	Jul		spon rec	Technol	ations Te
		100%	31		31				100%		31	THE STATE OF		31	timeline	Aug		eipt of re	ogy (ICT	chnolog
		100% 100%	19		19				100%		19			19		Sep		quest or) Resou	y Unit (F
			18		18				100%		18			18		0ct		within a	rces	AD-RICT
		100%	25		25				100%		25			25		Nov		agreed ti		Ü
		100%	16		16				100%		16	100		16		Dec		meline		
		100%	201		201				100%		201			201		Total				

Top Management	Quality Management Representative	Process Owner
ELIAS F. FERNANDEZ JI OIC-Regional Director	DR. CARINA S. CRUZ	MAYBELLINE M. MONTEIRO
Noted By:	Reviewed By:	Prepared By: