



DILG REGION IV-A (CALABARZON)
**QUALITY MONITORING AND
EVALUATION (QME)**

Document Code
QME-QP-R4A-FAD-RICTU-09

Rev. No. 00 Eff. Date 10.01.17 Page 1 of 1

OFFICE	Finance and Administrative Division - Regional Information and Communications Technology Unit (FAD-RICTU)													
QUALITY PROCEDURE TITLE	Provision of Technical Assistance (TA) on Information and Communications Technology (ICT) Resources													
QUALITY OBJECTIVE	1. 85% Timeliness to provide immediate assistance within three (3) hours upon receipt of request or within agreed timeline 2. 85% Satisfactory service rendered													
CURRENT PERIOD	Month of December 2019													
INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Objective 1: Timeliness to provide immediate assistance within three (3) hours upon receipt of request or within agreed timeline														
A Total number of ICT Technical Assistance responded within three (3) hours upon receipt of request or within agreed timeline		3	14	24	12	13	26	31	19	18	25	16	201	
B Total number of request for ICT Technical Assistance	No Transaction	3	14	24	12	13	26	31	19	18	25	16	201	
C Formula: (A/B) x 100%	Target Result: 85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
D Gap Analysis: In case the objective is not met, put your analysis why it is not met.														
Objective 2: Satisfactory service rendered.														
A Total number of received rating with average rating of satisfactory and above	No	3	14	24	12	13	26	31	19	18	25	16	201	
B Total number of rating received	Transaction	3	14	24	12	13	26	31	19	18	25	16	201	
C Formula: (A/B) x 100%	Target Result: 85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
D Gap Analysis: In case the objective is not met, put your analysis why it is not met.														

Note: For unmet targets, the QMS Secretariat will issue Corrective Action Report (CAR) duly signed by the QMR.

Note: For unmet targets, the QMS Secretariat will issue Corrective Action Report (CAR) duly signed by the QMR.

Prepared By:	Reviewed By:	Noted By:
MAYBELLE M. MONTEIRO ICT Officer I	DR. CARINA S. CRUZ Chief, FAD	ELIAS F. FERNANDEZ JR. OIC-Regional Director
Process Owner	Quality Management Representative	Top Management