



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

Document Code

**QME-QP-R4A-FAD-RICTU-09**

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00	10.01.17	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 <b>November 2018</b>																																																																																																																																																										
INDICATORS	<table><tr><th></th><th>Jan</th><th>Feb</th><th>Mar</th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>Sep</th><th>Oct</th><th>Nov</th><th>Dec</th><th>Total</th></tr><tr><td colspan="14"><b>Objective 1: Timeliness to provide immediate assistance within three (3) hours upon receipt of request or within agreed timeline</b></td></tr><tr><td>A Total number of ICT Technical Assistance responded within three (3) hours upon receipt of request or within agreed timeline</td><td>45</td><td>21</td><td>7</td><td>13</td><td>20</td><td>18</td><td>40</td><td>23</td><td>26</td><td>41</td><td>24</td><td>-</td><td>278</td></tr><tr><td>B Total number of request for ICT Technical Assistance</td><td>45</td><td>21</td><td>7</td><td>13</td><td>20</td><td>18</td><td>40</td><td>23</td><td>26</td><td>41</td><td>24</td><td>-</td><td>278</td></tr><tr><td>C Formula: (A/B) x 100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>-</td><td>100%</td></tr><tr><td>D Gap Analysis: In case the objective is not met, put your analysis why it is not met.</td><td colspan="13" rowspan="2"></td></tr><tr><td colspan="14"><b>Objective 2: Satisfactory service rendered.</b></td></tr><tr><td>A Total number of received rating with average rating of satisfactory and above</td><td>39</td><td>18</td><td>7</td><td>13</td><td>19</td><td>18</td><td>40</td><td>23</td><td>26</td><td>41</td><td>24</td><td>-</td><td>268</td></tr><tr><td>B Total number of rating received</td><td>39</td><td>18</td><td>7</td><td>13</td><td>19</td><td>18</td><td>40</td><td>23</td><td>26</td><td>41</td><td>24</td><td>-</td><td>268</td></tr><tr><td>C Formula: (A/B) x 100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td><td>-</td><td>100%</td></tr><tr><td>D Gap Analysis: In case the objective is not met, put your analysis why it is not met.</td><td colspan="13"></td></tr></table>		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	<b>Objective 1: Timeliness to provide immediate assistance within three (3) hours upon receipt of request or within agreed timeline</b>														A Total number of ICT Technical Assistance responded within three (3) hours upon receipt of request or within agreed timeline	45	21	7	13	20	18	40	23	26	41	24	-	278	B Total number of request for ICT Technical Assistance	45	21	7	13	20	18	40	23	26	41	24	-	278	C Formula: (A/B) x 100%	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.														<b>Objective 2: Satisfactory service rendered.</b>														A Total number of received rating with average rating of satisfactory and above	39	18	7	13	19	18	40	23	26	41	24	-	268	B Total number of rating received	39	18	7	13	19	18	40	23	26	41	24	-	268	C Formula: (A/B) x 100%	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.													
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Note: For unmet targets, the QMS Secretariat will issue Corrective Action Report (CAR) duly signed by the QMR.

Prepared By:	Reviewed By:	Noted By:
 MAYBELAINE M. MONTEIRO IT Officer I	 ELIAS F. FERNANDEZ, JR., CSEE Assistant Regional Director	 MANUEL Q. GOTTIS, CSO III Regional Director
Process Owner	Quality Management Representative	Top Management

