

AY 2023 - 2024



Saint Louis University

Local Stakeholders



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



QUALITY MANUAL 2023

JANUARY 01, 2023
REV. 02

2.6 RELEVANT INTERESTED PARTIES

A list of interested parties and their requirements that are relevant to the QMS is established. Feedback from these parties provides information on how the University determines what needs to be improved and how. To ensure that the services and processes continue to meet all relevant requirements, SLU identifies and assesses the potential impact of any relevant needs and expectations that may be elicited from the interested parties. To ensure that processes are aligned to deliver the requirements of the interested parties, the institution monitors and reviews information about these interested parties and converts relevant needs and expectations into requirements which become inputs to the QMS.

NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

Interested Parties	Internal/ External	Needs and Expectations
Accrediting, Certifying and Regulating Bodies:	External	adherence of the University to standards and regulations, and other compliance and reportorial requirements
• Department of Education (DepEd)		compliance with DepEd Orders and advisories
• Commission on Higher Education (CHED)		compliance with CHED Memorandum Orders and advisories
• Legal Education Board (LEB)		compliance with LEB Memorandum Orders and advisories
• Philippine Accrediting Association of Schools, Colleges, and Universities (PAASCU)		attainment of required standards in program accreditation, implementation of relevant recommendations for the improvement of programs and services
• ASEAN University Network-Quality Assurance (AUN-QA)		
• Department of Social Welfare and Development (DSWD)		compliance with SWD requirements to operate (for SLU Sunflower Child and Youth Wellness Center and Halfway Home for Boys)
• Department of Health (DOH)		compliance with health and safety standards
• Professional Regulation Commission (PRC)		compliance with licensure requirements

Philippines Technological Council (PTC)	compliance with Engineering Programs International Standards		
ISO Certification Body	compliance with ISO Standards		
Organizations on International Rankings and Ratings (i.e. THE, WUOL, QS)	compliance with international standards for educational institutions and/or programs intended for alumni		
Alumni	External	continued involvement in the mission of the University, active participation in activities intended for alumni	
Board of Trustees	Internal	consistent with the CCM educational mission, financial viability, strategic directions and plans, legal compliance, and avoidance of fines	
Academic Consortia and Organizations	External	partnerships for common goals in institutional and program-based functions of research and innovation, instruction, and extension	
Community and Interest Groups/Agencies	External	partnerships in the planning, implementation and evaluation of outreach and extension programs (community service involvement), competent graduates for employment, and employment opportunities	
Employees	Internal	competitive salary and benefits, good and safe work environment, job security, recognition and awards, training, effective communication, shared values and security	
External Auditors	External	adherence to standards and regulations; filing of application for permits and licenses on time; and, payment of fees on time	
Government Agencies:	External	timely and complete filing/payment of permits, licenses, fees and other dues; submission of reports; and, compliance to all regulatory requirements	
• Securities and Exchange Commission (SEC)			
• Bureau of Internal Revenue (BIR)			
• Social Security System (SSS)			
• Philippine Health Insurance Corporation (PhilHealth)			
• Home Development Mutual Fund (HDMF)/PAC-ABC			
• Philippine Health Insurance Corporation (PHIC)			
Bureau of Immigration (BI)			
PRC			
Civil Service Commission			
Local Government (City Mayor's Office and Office of the Sangguniang Barangay)			
Philippine Statistics Authority (PSA)			
Department of Labor and Employment (DOLE)			
DepEd, CHED and LEB			
Department of Environment and Natural Resources (DENR)			
Housing and Land Use Regulatory Board (HLURB)			
National Water Resources Board (NWRRB)			
Land Transportation Office (LTO)			
National Privacy Commission (NPC)			
DOH			
LEB			
Industry Partners	External	transparency and effective communication	
Host Training Establishments (HTEs)/Employers/Organizations such as DSWD, DepEd, DOH, DOLE, Affiliated Hospitals, Community Catchment Areas, Law Firms, Corporations, Micro, Small, Medium & Large (MSME) enterprises, accredited professional organizations (APO), and other private and public companies/agencies		compliance with internship/practicum activities, competent and employable graduates, and help build and maintain the innovation and entrepreneurship ecosystem for MSME enterprises	
Department of Science and Technology (DOST) and Department of Trade and Industry (DTI)		delivery of objectives based on grants given, and custody of donated equipment and machines, and timely submission of reports	

Parents	Internal	quality Catholic Education; informed of the welfare or performance of students (academically or well-being like results of guidance or any assessment); integral academic; character and spiritual formation; relevant curricular and extra-curricular activities; and, holistic growth of learners/students
Students/Customers	Internal	high quality services and equipment/ facilities, expectations for design innovation, on time delivery, cost-effective communication, technical support, supply continuity, defined lead times, defined points of contact
Suppliers/ Service Providers	External	sustainable business opportunities that develops a mutually beneficial relationship evidenced by mutual compliance with the contractual agreements while they provide the goods and services' needs of the university.

