LEVEL 2 PROCEDURE to address: ISO 9001: 2000 Element 5.5.1 – Communication of Responsibility and Authority

APPROVAL:

______________________________
DR. JUANITO M. ACANTO
President

CHANGE RECORD

<table>
<thead>
<tr>
<th>REV. NO.</th>
<th>DATE</th>
<th>APPROVED BY</th>
<th>DESCRIPTION OF CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>May 31, 2004</td>
<td>Dr. Juanito M. Acanto</td>
<td>Initial release of document.</td>
</tr>
<tr>
<td>A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DISTRIBUTION LIST

<table>
<thead>
<tr>
<th>COPY NO.</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Master Copy in Computer (Document Controller)</td>
</tr>
<tr>
<td>1</td>
<td>Master Copy (Hard Copy with Document Controller)</td>
</tr>
<tr>
<td>2</td>
<td>Quality Management Representative</td>
</tr>
<tr>
<td>4</td>
<td>Vice-President for Academic Affairs</td>
</tr>
<tr>
<td>5</td>
<td>Vice-President for Administration</td>
</tr>
<tr>
<td>6</td>
<td>Vice-President for Finance and Enterprise</td>
</tr>
<tr>
<td>7</td>
<td>Dean, School of Graduate Studies</td>
</tr>
<tr>
<td>8</td>
<td>HRD Director</td>
</tr>
<tr>
<td>9</td>
<td>OSA Director</td>
</tr>
<tr>
<td>10</td>
<td>OIC, Information Center</td>
</tr>
<tr>
<td>11</td>
<td>Lead Quality Auditor</td>
</tr>
</tbody>
</table>
1.0 PURPOSE

This document defines the guidelines that can be used as reference for those who will write procedures for ISO Documentation.

2.0 RESPONSIBILITIES

2.1 Procedures in the ISO Procedures Manual are written by the process owners or their authorized representative.
2.2 CPU President shall have final approval for all procedures.
2.3 Review prior to final approval shall be done by review body as specified in Control of Documents (Procedure DC-4.2.2-PR-01)

3.0 DEFINITION OF TERMS

There are four levels of documentation-

3.1 Quality Manual – statement of CPU’s stand with regards to quality. The manual shall be written by the QMR, ISO Project Team, and Steering Committee
3.2 Procedures – these define activities at the departmental/unit level and written by process owners who are either department or unit heads and their representatives
3.3 Work/job instructions – these define how jobs are accomplished and are written by supervisor and their team.
3.4 Other documentation – these include forms (hard copy and electronic), tags and labels that are accomplished at the department or unit level and become quality record.

4.0 PROCEDURE

4.1 Every procedure shall be guide by the cycle PLAN-DO-CHECK-ACT (PCDA) and shall answer the questions listed in 4.2 onwards of this procedure. For consistency, The Procedures on Orientation of Students is used as an illustration.

4.2 PLAN-SAY WHAT YOU DO

4.2.1 What is the aim of this procedure? How is this expected to meet the expectations of the internal and external customers? The answer should provide the Objective section of the procedure.

4.2.2 What does this procedure cover? What does it not cover? The answer should provide the Scope portion of the procedure.

4.2.3 What are our references? Usually, references are other procedures as all procedures are expected to be consistent with each other.
4.2.4 What terms or acronyms need to be defined?

4.2.5 Who (by job function) is responsible for the specific tasks or actions?  
Ex. The University President is responsible for approving the request for funds for the program.

4.2.6 When will the step or procedure be made? 
Ex. The orientation is to be conducted within the first two weeks of each summer or regular semester.

4.2.7 How often should we measure effectiveness of this procedure in meeting its objective? 
Ex. The OSA Director conducts an Orientation Effectiveness Survey at the end of each orientation. Further, each end of the school year, graduating student are surveyed as to how their orientation prepared them for college life, and what topics should have been added for then to have better prepared.

4.2.8 What inputs go to the plan? The inputs can be survey and audit results, legal requirements, a CPU policy, etc. These inputs can be cited as part of the procedure and are to be included in the Reference section for easy reference.

Ex. The OSA Director considers the Schedule from the Schedule Coordinator.  
(Note to the writer: In which case, a procedure for preparation of the schedule by the schedule Coordinator should also be in the manual or any other approved document)

4.2.9 What outputs are generated in each step, if any? 
Ex. After the meeting of the Orientation Committee, a proposal...  
(Note to Writer: In this case, the output of this step is the proposal.)

4.2.10 What are the actions or tasks to be carried out, by whom (refer to 4.2.5 above), and in what sequence?  
This description of actions or tasks can be done through a flowchart.

4.2.11 How much time shall this take? The setting of time target can be done for the total procedure or for each step.  
Ex. The student orientation is scheduled for one whole day.

4.2.12 Is the procedure complete? If it is a new one, is it workable? Check against what is actually done. Were these steps missed out? If those steps were missed out towards improvement, is the new procedure workable? A test run of any new procedure is recommended.
4.3  **DO – DO WHAT YOU SAY**

The documentation should be sufficiently done so as to stand even thirty-party audit.

4.4  **CHECK – PROVE IT**

4.4.1 What records can provide evidence that the procedure is indeed being carried out?
Ex. An attendance sheet is filled up by students to record their attendance in Orientation.

4.4.2 What measure can be used to gauge the effectiveness of the procedure?
Ex. A check of understanding of the students is made during each half day session of the orientation.

4.4.3 What standards were supposed to be addressed by this procedure and were they really addressed?

4.5  **ACT – IMPROVE IT**

4.5.1 What can be improved in this procedure?
4.5.2 Then go back to 4.2.1 when establishing any change.

5.0  **Whenever applicable, Level 2 Procedures and Level 3 Work Instructions should be combined.**

6.0  **REFERENCE**

DC-4.2.2-PR-01 Control of Documents (for format on header of procedure, change record, distribution list, and approval matrix of procedures)