1.0 GENERAL

This Quality Management System Manual (Quality Manual) defines and documents the quality management system (QMS) established, implemented, maintained and continually improved by Central Philippine University (CPU) in providing Exemplary Christian Education for Life (EXCEL). The QMS described in this Quality Manual starts from determination of stakeholder requirements, goes through the other processes defined in the University educational system, up to job placement of graduates, getting feedback from them and from other stakeholders, and improving on these processes.

1.1 Objectives

This Quality Manual serves to ensure CPU’s capability to provide consistent educational services that meet stakeholder requirements and achieve stakeholders’ satisfaction. Its QMS seeks to comply with the ISO 9001:2000 Standard.

1.2 Scope

CPU’s QMS for certification to ISO 9001:2000 Standard includes the educational and support services (as described in section 3.1) that take place in the Jaro, Iloilo City campus. Facilities outside the Jaro campus are not included.

1.3 Structure of the Quality Manual

This manual is divided into nine main sections, namely:

01 General
02 Vision, Mission and Quality Policy Statements
03 Educational Service Process, Organization, Responsibility and Authority
04 Quality Management System
05 Management Responsibility
06 Resource Management
07 Educational Service Realization
08 Measurement, Analysis and Improvement
09 Appendices

1.4 Controlling the Quality Manual

The Quality Management Representative (QMR) is responsible for the issuance, updating and control of the Quality Manual. The Quality Manual is issued as a controlled document for internal University use and as an uncontrolled document for external
reference use. Controlled copies are maintained in accordance with CPU’s document control procedure.

2.0 STATEMENTS OF CPU VISION, MISSION, QUALITY POLICY AND CORE VALUES

The vision, mission, quality policy and core values of CPU are in Appendices A, B, C, and D.

The ISO Steering Committee of CPU of 2004 developed and established the quality policy. This is subject for review at least once a year during the Management Review.

3.0 EDUCATIONAL SERVICE PROCESS, ORGANIZATION, RESPONSIBILITY AND AUTHORITY

3.1 Educational Service Process

The educational service process is shown in Appendix F. The processes of instruction, research, outreach and enterprise interact with each other towards stakeholders’ satisfaction.

3.2 Organization

The CPU Organizational Chart is shown in Appendix G. The Human Resource Development Office updates the chart as positions are created, merged, renamed, repositioned, and/or dissolved.

3.3 Responsibility, Authority and Accountability

3.3.1 The Board of Trustees has charged the President with the responsibility, authority and freedom to act with accountability for management and administration of the total operations of the University. The authority includes the exercise of the primary responsibilities of planning, controlling, staffing, coordinating, motivating, and operating an academic institution with quality-oriented culture. This includes the management of the basic resources of personnel and infrastructure.

3.3.2 The President has charged the Vice President for Academic Affairs (VPAA), with the assistance of the Academic Council, with the responsibility, authority and freedom to act with accountability to ensure procedural compliance with all instructional requirements and the continual improvement of teaching-learning processes.
3.3.3 The President has charged the Vice President for Administration (VPA), with the assistance of the Administrative Council, with the responsibility, authority and freedom to act with accountability to ensure procedural compliance and continual improvement of service and maintenance of buildings, workspace and utilities. This includes implementation of safety and security measures for the University.

3.3.4 The President has charged the Vice President for Finance and Enterprises (VPFE), with the assistance of the Administrative Council, with the responsibility, authority and freedom to act with accountability to ensure procedural compliance with all finance-related services and material requirements and the continual improvement of the processes related to filling these requirements.

3.3.5 In the absence of any of the Vice-Presidents, the President designates who will take over his/her functions.

3.3.6 Each Vice-President, acting through their designated personnel, is responsible for determining and disseminating statutory and regulatory requirements specific to their areas.

4.0 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

CPU has established, implemented, and maintained and continually improved a QMS that conforms to the requirements of the ISO 9001:2000 Standard. Relevant criteria for effective operation, control, measurement and analysis of the processes have been identified.

The core processes needed for the QMS and the sequence and interaction of these processes are shown in CPU’s educational service process in Appendix F. Sub-processes in the various functional levels of the organization are identified and managed.

4.2 Documentation Requirements

CPU has documented procedures that meet the requirements of ISO 9001:2000 Standard for effective operations and control. These procedures and their supporting documents follow this structure-

<table>
<thead>
<tr>
<th>Level</th>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Quality Manual</td>
<td>Describes the QMS established, implemented and maintained by CPU</td>
</tr>
<tr>
<td>2</td>
<td>University-wide</td>
<td>Describe the over-all operations of CPU and, where</td>
</tr>
<tr>
<td>Level</td>
<td>Category</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td></td>
<td>Procedures</td>
<td>applicable, assign document numbers corresponding to the clauses of the ISO 9001:2000 Standard. Reference for Procedure Writers: QM-5.5.1-PR-05 Procedure Writers’ Guide. The QMS procedures of CPU are in a Procedures Manual. Other manuals are used as references whenever applicable.</td>
</tr>
<tr>
<td>3</td>
<td>Forms, Work Instructions and Job Descriptions</td>
<td>Support the implementation of a standard operating procedure in a particular area of operation</td>
</tr>
<tr>
<td>4</td>
<td>Record</td>
<td>Any tangible evidence that the quality policy, quality objectives and procedures have been implemented as documented.</td>
</tr>
</tbody>
</table>

4.2.1 Control of Documents

Procedure No. DC-4.2.3-PR-01 Control of Documents defines how documents are controlled by the QMS. Appendix H shows the Masterlist of Manuals.

4.2.2 Control of Records

Procedure No. DC-4.2.4-PR-02 Control of Records defines the identification, storage, retrieval, protection, retention time and disposition of quality records.

5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

CPU is committed to the development and improvement of its QMS by establishing the quality policy and quality objectives and ensures the availability of required resources. The importance of meeting stakeholder as well as statutory and regulatory requirements is communicated regularly to the organization. Management reviews are conducted regularly. (Refer to Procedure QM-5.1-PR-02 Management Review.)

5.2 Customer Focus

CPU has determined that its primary customers are its students. Other customers include personnel, parents, alumni, partner institutions and the community in general.

CPU determines customer requirements through the implementation of a feedback system and customer satisfaction measurement. Refer to following Procedures-

ES-7.1-PR-02 Recruitment of Students
ES-7.2.1-PR-09 Placement of Graduates
5.3 **Quality Policy and Objectives**

The quality policy and objectives are in Appendices C and E.

The University observes a 5-year (medium term) strategic planning horizon. Faculty, staff, administration and students, participate in the planning process. Quality objectives are set and reviewed annually based on the strategic plan. These are made to promote commitment to quality at all levels of the organization and to address continual improvement and commitment to stakeholders’ satisfaction. These are communicated and understood by the organization, are controlled, and are reviewed for continuing suitability.

In the development and review of quality policy and objectives, statutory and regulatory requirements are likewise considered.

Refer to Procedure QM-5.1-PR-06 Establishment, Cascading and Review of Quality Policy and Objectives

**5.4 Planning**

There are regular planning and discussion sessions within the University. The schedules are as follows-

<table>
<thead>
<tr>
<th>Title</th>
<th>Frequency</th>
<th>Presided by</th>
<th>Minimum Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board of Trustees Meeting</td>
<td>At least four times a year</td>
<td>Chair, Board of Trustees</td>
<td>Members, Board of Trustees</td>
</tr>
<tr>
<td>Strategic Planning</td>
<td>Annual</td>
<td>President</td>
<td>Unit heads, faculty and staff representatives, CPUR representative</td>
</tr>
<tr>
<td>Management Review</td>
<td>At least once a year</td>
<td>President</td>
<td>Management Review Board</td>
</tr>
<tr>
<td>Academic Council Meeting</td>
<td>Monthly</td>
<td>VPAA</td>
<td>Academic Heads &amp; Other Unit Heads</td>
</tr>
<tr>
<td>Administrative Council Meeting</td>
<td>Monthly</td>
<td>VPA</td>
<td>Non-Academic Heads</td>
</tr>
<tr>
<td>College Meetings</td>
<td>Monthly</td>
<td>Respective dean</td>
<td>College faculty &amp; staff</td>
</tr>
<tr>
<td>Departmental/Unit Meeting</td>
<td>Monthly</td>
<td>Dept. Head</td>
<td>Non-Academic heads</td>
</tr>
<tr>
<td>Committee Meetings</td>
<td>As needed</td>
<td>Chair</td>
<td>Committee members</td>
</tr>
</tbody>
</table>
CPU's top management plans the QMS to ensure that ISO 9001:2000 Standard and related quality objectives are met. CPU identifies resources needed and documents the output of planning. Human Resource Development Department maintains a list of Committees and their membership.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

The functions and their interrelations, including responsibilities and authorities, are defined in job descriptions and work instructions. Responsibility and authority are communicated not only through job descriptions and work instructions but likewise-

During orientation of new hires
In appointment papers (for appointed positions)
During management meetings, as needed (see 5.4 above)

Refer to Procedures-

QM-5.5.1-PR-03 Definition and Communication of Responsibility and Authority
HR-6.1-PR-02 Policies and Procedures for Recruitment and Hiring of Academic Personnel
HR-6.1-PR-02A Policies and Procedures for Recruitment and Hiring of Non-Academic Personnel
HR-6.1-PR-02B Policies and Procedures for Recruitment and Hiring of University Church Personnel

5.5.2 Management Representative

The President has appointed a Quality Management Representative (QMR) to ensure that the processes of the QMS are established, implemented and maintained. The QMR, in coordination with other functions particularly the Director of the Office of External Affairs and Public Relations (OEAPR) and the Director of Human Resource Development, promotes awareness of customer requirements throughout the organization and ensures regular management reviews of the performance of the QMS including needs for improvement.

5.5.3 Internal Communication

The processes of the QMS and their effectiveness are regularly discussed in management reviews. Improvements needed are likewise discussed in other meetings. (Refer to Procedure QM-5.5.3-PR-01 Internal Communication)
5.6 **Management Review**

5.6.1 **General**

CPU’s top management has established a procedure (Procedure QM-5.1-PR-02 – Management Review) for the review of the QMS, its continuing suitability, adequacy and effectiveness.

5.6.2 **Inputs to the Management Review** include the following:

5.6.2.1 Results of audits - from Lead Internal Quality Auditor
5.6.2.2 Feedback of personnel, students, partner institutions and general public - from reports of the HRDO, Office for Student Affairs (OSA) and OEAPR
5.6.2.3 Educational service performance (VPAA)
5.6.2.4 Status of preventive and corrective action (Lead Quality Auditor)
5.6.2.5 Follow up action from previous Management Reviews (QMR)
5.6.2.6 Changes that could affect the QMS and recommendations for improvement (inputs from Mgt Review Board based on above and other reports), including the quality policy and objectives

5.6.3 **Outputs of the Management Review** include the following:

5.6.3.1 Improvement of the QMS and its processes
5.6.3.2 Improvement of educational service related to requirements of stakeholders
5.6.3.3 Resource needs

### 6.0 RESOURCE MANAGEMENT

6.1 **Provision of Resources**

CPU determines and provides resources needed to implement and maintain the QMS, continually improve its effectiveness and enhances customer satisfaction by meeting customer requirements.

6.2 **Human Resources**

6.2.1 **General**

CPU has established job descriptions for personnel who are assigned responsibilities defined in the QMS. Personnel are selected based on their education, training, skills, and experience. Personnel feedback is likewise monitored. It becomes an input for the improvement of the educational service of CPU.
6.2.2 Competence, awareness and training

CPU identifies competency needs for personnel performing activities affecting quality and provides training to satisfy these needs. The relevance and importance of their activities and how they contribute to the quality objectives are impressed on personnel as part of their training and the training effectiveness is evaluated.

Appropriate records of education, experience, skills and training are maintained.


6.3 Infrastructure

6.3.1 Physical Resources

CPU provides and maintains buildings, workspace and utilities needed for its operations. Refer to the Administrative Services Manual.

6.3.1.1 Work Environment

CPU determines and manages the work environment needed to achieve conformity to educational service requirements. Refer to the Administrative Services Manual.

6.4 Financial Resources

The financial resources of CPU, which are generated mostly from the tuition and fees, are appropriated based on the prioritized needs of the college or unit, which are subjected to a budget hearing every school year. Refer to Procedures in the Financial Management Manual.

7.0 EDUCATIONAL SERVICE REALIZATION

7.1 Planning of educational service

CPU identifies and documents the sequences of processes required to achieve quality educational service. Each of these processes involves some kind of planning that is usually done in group meetings and discussions. Plans involve direction of CPU (quality objectives) and the processes needed to achieve these. Refer to Procedures in the Academic Manual.
7.2 Customer-related processes

7.2.1 Determination and review of requirements related to educational service

CPU determines requirements related to educational service as part of its various planning sessions. Inputs from feedback systems and satisfaction surveys become part of this determination. There is also a determination of statutory and regulatory requirements. During management reviews and planning meetings, there is a review of requirements related to educational service.

7.2.2 Customer communication

Status of QMS is communicated to customers or stakeholders using various forms of media. Refer to the following Procedures:

QM-5.5.3-PR-01 Internal Communication
QM-5.1-PR-02 Management Review
ES-7.1-PR-04 Orientation of Students

7.3 Curriculum and syllabus design and development

The curriculum and syllabus are given due attention at CPU. These are prepared in consideration of the process that a student goes through from kindergarten to college, and the interaction of instruction with research, outreach and enterprise.

Refer to Procedures-

ES-7.1-PR-10 Research Procedure
ES-7.1-PR-12 Outreach Procedure

7.3.1 Curriculum Design and Development

The Curriculum Committee undertakes design and development of curriculum. The inputs and outputs of the design and development process are shown in Procedure ES-7.3-PR-06 Design and Development of Curriculum

The Curriculum Committee meets regularly to review the suitability, adequacy and effectiveness of curriculum and to approve new curriculum proposals from the academic units. Necessary approvals are enforced. Verification and validation are done using checklists.

7.3.2 Syllabi Design and Development

The minimum content of syllabi has also been determined. Refer to Procedure ES-7.3-PR-06A Syllabi Preparation and Implementation
The respective academic unit heads review and approve syllabi. Approved copies of the syllabi are kept at the deans’ offices.

7.4 Purchasing

CPU evaluates and selects suppliers based on their ability to supply product in accordance with CPU’s requirements. It controls its purchasing processes to ensure that the purchased product conforms to requirements and conducts periodic evaluation of suppliers. Refer to Purchasing Procedure in Financial Management Manual.

7.4.1 Purchasing information

CPU ensures that specified requirements contained in purchasing documents are adequate prior to their release.

7.4.2 Verification of purchased product

CPU also conducts necessary verification prior to acceptance of purchased product.

7.5 Educational service provision

7.5.1 Control of service provision

Various measures from educational service provision serve as inputs to the management reviews and Academic Council meetings. As control, these measures are reviewed during these sessions.

7.5.2 Validation of processes for service provision

An internal quality audit is conducted at least once a year to validate the processes for service provision.

7.5.3 Identification and traceability

CPU identifies its courses offered through the use of a course coding system. Curriculum and syllabi are likewise properly identified. Refer to Procedure ES-7.1-PR-05A Prospectus/ Checklist Preparation.

7.5.4 Customer property

CPU identifies, verifies and safeguards students’ and personnel property provided for incorporation into the records/reports. When property is lost, damaged or found unsuitable for use, it is reported to the student or personnel.
Students’ and personnel property include intellectual property (researches and theses). The Intellectual Property or IP Code governs use of these. Refer to Procedure ES-7.5.4-PR-11 Protection of Intellectual Property.

7.5.5 Preservation of books and other materials

CPU promotes responsible use of resources including those in the library. Students and personnel are oriented on the proper use of library resources. Refer to Library Manual.

7.6 Control of monitoring and measuring devices

7.6.1 Rating of faculty and staff

Evaluation tools are used for rating faculty and staff. This is called Teacher Rating Sheet (TRS) for teachers and Staff Evaluation Form for staff. Regular review of these tools are undertaken by the VPAA and the VPA respectively through their designated committees or unit heads.

7.6.2 Grading of students

CPU has identified the measurement to be made and the grading systems required to assure conformity of students to specified course requirements.

Refer to Procedures-

ES-7.1-PR-02A Placement Exam for Students
ES-7.1-PR-05 Procedure for Instruction
ES-7.1-PR-05B Examinations for Students
ES-7.1-PR-05C Grading System
ES-7.1-PR-08 Evaluation/Graduation
ES-7.1-PR-08A Student Retention Policy

Original copies of transmutation tables, teacher rating sheet and staff evaluation forms are controlled.

7.6.3 Weighing Scales and Other Measuring Devices

Weighing scales and other measuring devices used in laboratory and field experiments are calibrated annually.

Refer to Procedure SE-7.5-PR-11 Control and Calibration of Monitoring and Measuring Devices.
8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 Monitoring and Measurement

CPU measures certain parameters critical to meeting customer satisfaction and other quality objectives.

8.1.1 Customer Satisfaction

Personnel and student satisfaction are measured at least once every two years. Parents' satisfaction is measured at least once every five years.

Refer to Procedures-

CC-8.2.1-PR-02 Measurement of Student Satisfaction
HR-8.2.1-PR-06 Measurement of Personnel Satisfaction

8.1.2 Internal quality audit

CPU conducts periodic internal quality audit to determine conformance to ISO 9001:2000 Standard. (Refer to Procedure CI-8.2.2-PR-01 Internal Quality Audit.)

8.1.3 Monitoring and measurement of processes

The monitoring and measurement of processes are reflected in the quality objectives at various levels and functions.

8.1.4 Monitoring and measurement of educational service

The monitoring and measurement of educational services are reflected in quality objectives that pertain to educational services.

8.2 Control of non-conforming educational service

Non-conforming educational service is identified in instructional organization, instruction specification, instructor and student performance, materials and services purchased for instruction.

Refer to Procedure ES-8.3-PR-13 Control of Non-conforming Educational Service.

8.3 Analysis of data

CPU collects appropriate data with regards to customer satisfaction, status of quality objectives, status of preventive and corrective action, and other inputs required for management review and other planning processes. These are analyzed to identify improvements that can be made.
8.4 Improvement

8.4.1 Continual improvement

CPU plans and manages the processes necessary for continued improvement of the QMS through the use of the quality policy, the quality objectives, audit results, analysis of data, corrective and preventive actions and management review. Refer to Procedure CI-8.5.3-PR-02 Preventive Action and Continual Improvement.

8.4.2 Corrective action

CPU takes corrective action to eliminate causes of non-conformities to prevent recurrence. Refer to Procedure CI-8.5.2-PR-03 Corrective Action.

8.4.3 Preventive action

CPU identifies preventive action to be taken to eliminate causes of potential nonconformities. Refer to Procedure CI-8.5.3-PR-02 Preventive Action and Continual Improvement.