



QUALITY
PROCEDURE (QP)

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PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICES		
SCOPE	The procedure starts from receipt of Request for Vehicular Support by divisions/units until the completion of the trip.		
PURPOSE	To provide guideline for the availment of transport assistance to DILG Region XII Personnel / Employee(s), Guest/s and Visitor/s and ensure efficient dispatch of DILG Region XII's fleet of vehicles.		
PROCESS DESCRIPTION			
INPUT		PROCESS	OUTPUT
<div>REQUESTING UNIT</div> <div>Request Form (RVSS)</div> <div>→</div>		<div>PROVISION OF VEHICULAR SUPPORT SERVICES</div>	<div>Trip Ticket</div> <div>→</div> <div>GSS Chief</div>
DESCRIPTIVE STATEMENT:			
The Requesting Operating Unit will fill out the Request form. Upon approval thereof, vehicle is dispatched and accomplished Trip ticket is submitted upon return.			

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Division Chief	Requests for Vehicular support service	• Fill up and sign request form and submit to Chief, General Services Section	• Request Form with supporting documents
2	Chief, General services Section	Receive and Evaluate the request for approval	• Receives and record in the logbook	• Vehicle Request form with supporting documents
3	Assigned Driver	Prepare required documents for the trip	• Cause the preparation of trip ticket and withdrawal slip	• Withdrawal Slip • Trip Ticket
4	Chief, General Service Section	Review and Recommend Approve VSS,(if within Koronadal)	• Cause the initial in Vehicle Request Form • Sign Trip ticket and Forwards to Chief, Finance And Administrative Division	•
5	Chief, Finance And Administrative Division	Recommend approval of the vehicle request	• Review and approve Trip Ticket • Affixe initial on the • Affix signature on Vehicle Request form and forward to Regional Director for approval	• Vehicle Request Form with supporting documents • Withdrawal Slip Trip Ticket
6	Regional Director	Approve/ Disapprove request for vehicle	• Affixes signature and forward to Chief, General Services section	

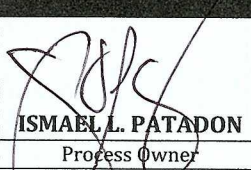
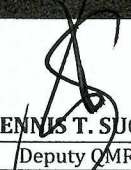






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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
7	Chief, General Services Section	Dispatch of Vehicle	<ul style="list-style-type: none">Notify Security Guard on duty	
8	Assigned driver	Transportation the passenger	<ul style="list-style-type: none">Accomplish and sign the Trip Ticket and submits to Chief, General Services Section upon return for liquidation	
9	Passenger/s		<ul style="list-style-type: none">Sign Trip Ticket	
10	Process Owner	Maintain Records	<ul style="list-style-type: none">Updates the Vehicle Request form Log SheetMaintain Records in accordance with the Control of Records Procedure and the Masterlist of Records	<ul style="list-style-type: none">Vehicle Request Form Log SheetSP-02- Control of Records proceduresMaster List of Records

Prepared by:		Reviewed by:	Approved by:
 ISMAEL L. PATADON Process Owner	 DENNIS T. SUCOL Deputy QMR	 LAILYN A. ORTIZ, CESE Regional QMR	 REYNALDO M. BUNGUBUNG, CESO IV Top Management

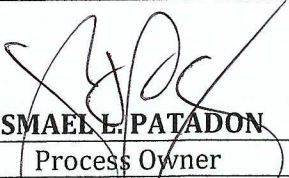
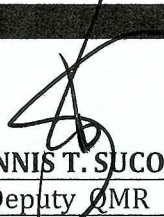

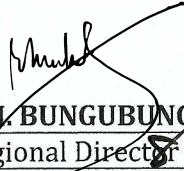


Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)
**QUALITY
OBJECTIVE (QO)**

Document Code		
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OFFICE	FINANCE & ADMINISTRATIVE DIVISION – GENERAL SERVICES SECTION
QUALITY PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICES

Function	Key Performance Indicators (KPIs)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
• PROVISION OF VEHICULAR SUPPORT SERVICES	• Request processed (with Trip Ticket) and forwarded to FAD within the day upon receipt of vehicle request	90%	Total No. of requests processed (with Trip Ticket) & forwarded to CFAD within the day upon receipt -----X100 Total No. of requests	• Monthly	• GSS chief	• Approved Vehicle Request Form • Accomplished Trip Ticket
	• Vehicle dispatched 30 minutes before departure	90%	Total No. of vehicle dispatched 30 minutes before departure -----X100 Total No. of vehicle requests	• Monthly	• GSS chief	

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Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)
**PROCESS QUALITY MONITORING AND
EVALUATION (QME)**

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OFFICE	FINANCE & ADMINISTRATIVE DIVISION – GENERAL SERVICES SECTION
PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICES
OBJECTIVE STATEMENT	1. 90% of requests processed (with trip ticket) and forwarded to CFAD within the day upon receipt of Vehicle Request 2. 90% of vehicles dispatched 30 minutes before departure
CURRENT PERIOD	


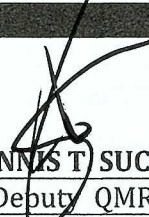
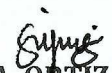
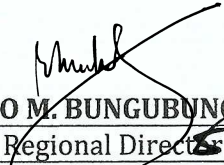
INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Objective 1: 90% of requests processed (with trip ticket) and forwarded to CFAD within the day upon receipt of Vehicle Request														
A	Total No. of requests processed (with trip ticket) and forwarded to CFAD within the day upon receipt of Vehicle Request													
B	Total No. of vehicle request													
C	Formula: $\frac{A}{B} \times 100$ B	Target Result : 90%												
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)													
Objective 2: 90% of vehicles dispatched 30 minutes before departure														
A	Total No. of vehicle dispatched 30 minutes before departure													
B	Total No. of requests													
C	Formula: $\frac{A}{B} \times 100$ B	Target Result : 90%												
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)													
Note: For unmet targets, concerned QMS Secretariat shall initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.														



Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)
**PROCESS QUALITY MONITORING AND
EVALUATION (QME)**

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Process Owner	Division Chief / Deputy Q,MR

Prepared by:		Reviewed by:	Approved by:
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Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)
PROVISION OF VEHICULAR SUPPORT SERVICES
Process Summary Logsheets (PSL)

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QUALITY OBJECTIVE: 1. 90% of requests processed (with trip ticket) and forwarded to CFAD within the day upon receipt of Vehicle Request
2. 90% of vehicles dispatched 30 minutes before departure

FREQUENCY OF MONITORING: **Monthly**
COVERED PERIOD:
Due Date of Submission:





No.	Control No.	Requesting Unit/ Particulars	OBJECTIVE NO.1 RESULTS						OBJECTIVE NO. 2 RESULTS					
			Date and Time received	Date and Time processed	No. of minutes (Target=1 WD upon receipt)	Met	Unmet	REMARKS, IF UNMET	Actual Time of Dispatch	Target Time for Dispatch	No. of minutes (Target=30 minutes before departure)	Met	Unmet	REMARKS, IF UNMET
1														

Prepared by:	Noted by:
Process Owner	Deputy Q,MR



Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)
PROVISION OF VEHICULAR SUPPORT SERVICES
Process Summary Logsheet (PSL)

Document Code		
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Prepared by:		Reviewed by:	Approved by:
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Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XII

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Document Code		
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Division: **FINANCE AND ADMINISTRATIVE DIVISION (GENERAL SERVICES SECTION)**

MASTER LIST OF INTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROVISION OF VEHICULAR SUPPORT SERVICES							
QP-RO12-FAD-16	Quality Procedure: Provision of Vehicular Support Services	10.01.17					
QO-QP-R12-FAD-16	Quality Objective: Provision of Vehicular Support Services	10.01.17					
QME-QP-R12-FAD-16	Quality Monitoring and Evaluation: Provision of Vehicular Support Services	10.01.17					
FM-QP-R12-FAD-16-01	Process Summary Logsheet: Provision of Vehicular Support Services	10.01.17					
FM-SP-R12-03A-01	Master List of Internal Documents: Provision of Vehicular Support Services	10.01.17					
FM-SP-R12-03B-01	Master List of External Documents: Provision of Vehicular Support Services	10.01.17					
FM-SP-R12-03C-01	Master List of Retained Documented Information: Provision of Vehicular Support Services	10.01.17					
FM-SP-R12-02-01A	Risk Registry (Objective): Provision of Vehicular Support Services	10.01.17					
FM-SP-R12-02-01B	Risk Registry (Process): Provision of Vehicular Support Services	10.01.17					
FM-QP-R12-FAD-16-GSS-01	Trip Ticket	10.01.17					
FM-QP-R12-FAD-16-GSS-02	Withdrawal Slip of Fuel	10.01.17					
FM-QP-R12-FAD-16-GSS-03	Vehicle Request	10.01.17					







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 CATHERINE A. MACION Regional Document Controller	 DENNIS T. SUCOL Deputy QMR



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REGION XII

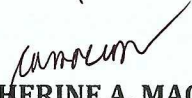

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Division: **FINANCE AND ADMINISTRATIVE DIVISION (GENERAL SERVICES SECTION)**

MASTER LIST OF EXTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
PROVISION OF VEHICULAR SUPPORT SERVICES							

Prepared by:	Noted by:
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Division: **FINANCE AND ADMINISTRATIVE DIVISION (GENERAL SERVICES SECTION)**

MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
PROVISION OF VEHICULAR SUPPORT SERVICES									
QME-QP-R12-FAD-16	Quality Monitoring and Evaluation: Provision of Vehicular Support Services	ISMAEL L. PATADON	CABINET	PROVISION OF VEHICULAR SUPPORT SERVICES	MONTHLY				
FM-QP-R12-FAD-16-01	Process Summary Logsheet: Provision of Vehicular Support Services								
FM-QP-R12-FAD-16-GSS-01	Trip Ticket								
FM-QP-R12-FAD-16-GSS-02	Withdrawal Slip of Fuel								
FM-QP-R12-FAD-16-GSS-03	Vehicle Request								

Prepared by:

Noted by:

ISMAEL L. PATADON
Process Owner

DENNIS T. SUCOL
Deputy QMR



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RISK REGISTRY
(A) OBJECTIVE RISK ASSESSMENT

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION - GENERAL SERVICES SECTION**
PROCEDURE: **PROVISION OF VEHICULAR SUPPORT SERVICES**

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT								RISK CONTROL PLAN			
							IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RISK CONTROL ACTION	RPN (Risk Priority No.)	ACTION PLAN (if risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE
90% of Vehicle Request processed within a day upon receipt of vehicle request	no available vehicle to accommodate the request	DILG XII personnel	conduct of activities is hampered	Overlapping of activities	Delayed processing of Vehicle Request, support to operations is hampered	Policy in scheduling of requests	4	3	1	12	L	NS	NA	3	NA	NA	NA	NA
90 % of vehicle requests timely dispatched (30 minutes before departure)	no authorized person to dispatch	DILG XII personnel	Delayed dispatching of vehicles	Focal person/process owner is on travel or on sick leave	Delayed provision of Vehicle support	Designation of alternate person to dispatch the vehicle	4	2	1	8	L	NS	NA	3	NA	NA	NA	NA
		DILG XII personnel	Delayed dispatching of vehicles	Damaged Vehicle	Provision of vehicle not delivered causing delays in DILG PPA implementation	Policy on vehicle use (1 standby vehicle at the Regional Office)	5	2	4	40	H	S	C	1				
							4	2	1	8	L	NS	NA	3	NA	NA	NA	NA

RISK ASSESSMENT:			RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED	RPN
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme			1 - 25	LOW	Not Significant	No further action required (Retain risk by In	3
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain			26-40	MODERATE	Not Significant	Alert level but no further action required for ne	2
DETECTION 1 - Very likely; 2 - Likely; 3 - Low; 4 - R			>40	HIGH	Significant	Control (e.g. Treat/Mitigate Transfer, Termina	1
Risk Rating = Impact X Likelihood X Detection							

Prepared by:		Reviewed by:		Recommending Approval:		Approved by:	
ISMAEL L. PATADON Process Owner		DENNIS T. SUCOL Deputy QMR		IAN JON S. CLEMENTE Risk Review Committee Head		LAILYN A. QUINTIZ, CESE Regional QMR	
						REYNALDO M. BUNGUBUNG, CESO IV Regional Director	





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RISK REGISTRY
(B) PROCESS RISK ASSESSMENT

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION – GENERAL SERVICES SECTION**
PROCEDURE: **PROVISION OF VEHICULAR SUPPORT SERVICES**

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT								RISK CONTROL PLAN			
					IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RPN (Risk Priority No.)	RISK CONTROL ACTION	ACTION PLAN (if risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE
Prepares required documents for the trip	Delayed preparation of required	Overlapping of activities	Delayed processing of Vehicle Request	Scheduling of the use of the Motor vehicle (first come per serve)	4	4	1	16	L	NS	NA	3	NA	NA	NA	NA
Recommends approval of the vehicle request	Delayed procesing of Vehicle request	Focal person/process owner is on travel or on sick leave	Delayed approval of the vehicle request	Designation of OIC	4	4	1	16	L	NS	NA	3	NA	NA	NA	NA
Approves request for vehicle	Delayed approval of vehicle request	Authorized signatory is on-travel	delayed provision of approved vehicle request	Designation of OIC	5	4	1	20	L	NS	NA	3	NA	NA	NA	NA
provision/dispatching of vehicle request	Delayed dispatching of	no authorized person to dispatch	conduct of DILG XII activities hampered	Designation of OIC	5	4	1	20	L	NS	NA	3	NA	NA	NA	NA
RISK ASSESSMENT:		RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED							RPN				
IMPACT:		1-Insignificant; 2-Minor;	1 - 25	LOW	No further action required (Retain risk by informed decision)							3				
LIKELIHOOD:		1-Rare; 2-Unlikely; 3-	26-40	MODERATE	Alert level but no further action required for now							2				
DETECTION		1 - Very likely; 2 - likely;	>40	HIGH	Control (e.g.. Treat/Mitigate Transfer, Terminate)							1				
Risk Rating = Impact X Likelihood X Detection																

Prepared by:	Reviewed by:	Recommending Approval:	Approved by:
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 REYNALDO M. BUNGBUNG, CESO IV Regional Director			



I. TO BE FILLED-UP BY THE DISPATCHING PERSONNEL OF THE VEHICLE

- ISMAEL L. PATADON

APPROVED:

Chief, Finance and Administrative Division

II. TO BE FILLED-UP BY THE DRIVER AFTER END OF TRIP

- ### III. VEHICLE TRIP LOG

[illegible]

ATTESTED BY:

Admin Aide IV/OIC Chief, MPS Unit RO# 2008-26 dtd 3/13/08
OIC-Chief, Gen Services Section RO# 2013-131 dtd 10/3/13

Driver

Prepared by:		Reviewed by:	Approved by:
ISMAEL L. PATADON	DENNIS T. SUCOL	LAILYN R. ORTIZ, CESE	REYNALDO M. BUNGUBUNG, CESO IV
Process Owner	Deputy OMR	Regional OMR	Regional Director



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Republic of the Philippines	
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT	
Region XII, Koronadal City	
WITHDRAWAL SLIP	
DATE: _____	
Series#: _____	
The Manager	
VJ PUMP N' GAS STATION	
Koronadal City	
Sir:	
Please issue to _____	
Driver of _____ Plate No. _____	
_____ ltrs. DIESEL	

Thank You.	
REYNALDO M. BUNGUBUNG, CESO IV	
Regional Director	
Received by:	

Driver	
NOTE:	
GALLON ARE NOT ALLOWED FOR MOTORVEHICLE	

Prepared by:		Reviewed by:	Approved by:
ISMAEL L. PATADON	DENNIS T. SUCOL	LAILYN A. ORTIZ, CESE	REYNALDO M. BUNGUBUNG, CESO IV
Process Owner	Deputy QMR	Regional QMR	Regional Director