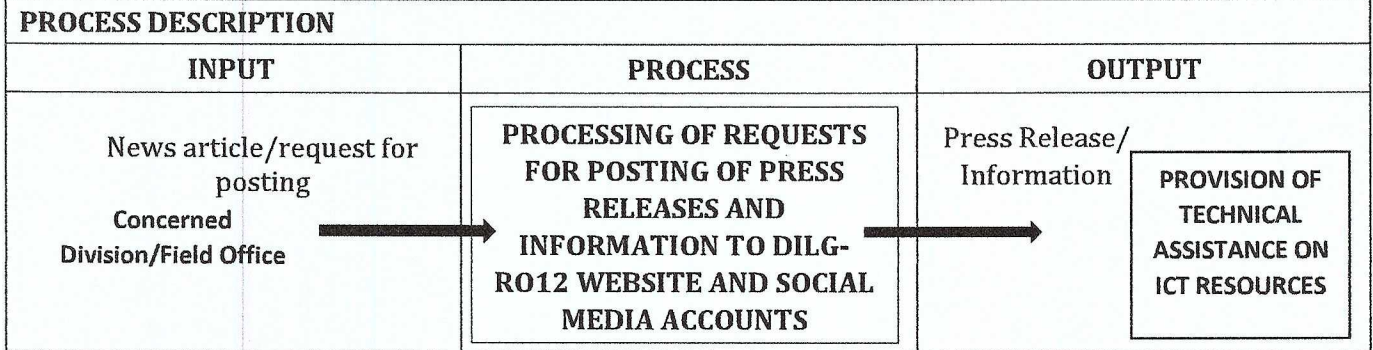




**QUALITY  
PROCEDURE (QP)**

Document Code		
<b>QP-R12-ORD-31</b>		
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<b>PROCEDURE TITLE</b>	<b>PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-RO12 WEBSITE AND SOCIAL MEDIA ACCOUNTS</b>
<b>SCOPE</b>	The process shall commence from receipt of news articles on DILG XII PPAs conducted and other information up to the processing of requests office.
<b>PURPOSE</b>	To provide guidelines for the posting of the press releases and other information in the DILG XII website and social media accounts.



**DESCRIPTIVE STATEMENT:**

The Operating Units and/or Field Offices shall submit news articles or request for posting of information to the RIO by accomplishing request form. The latter shall review said articles and forwards to RD for approval.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Concerned Division Chiefs/Unit Heads	Submission of News articles and request for posting	<ul style="list-style-type: none"> <li>▪ Accomplish request for posting and forwards to RIO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Request Form</li> <li>▪ Draft news article</li> </ul>
2	RIO	REVIEW OF ARTICLES	<ul style="list-style-type: none"> <li>▪ Receive accomplished form</li> <li>▪ Check completeness of news article/s or request for posting requirements</li> <li>▪ If found complete, review material for posting then forward to RD for approval</li> <li>▪ If found incomplete return to requestor</li> <li>▪ If the RIO is absent, the designated Chief-Of-Staff shall perform the work</li> <li>▪ Only requests received by 4:30 PM shall be processed. Requests submitted onwards shall be processed on the following work day.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Request Form</li> <li>▪ Check list of Posting Requirements</li> <li>▪ Approved Request Form</li> </ul>





**QUALITY  
PROCEDURE (QP)**

Document Code		
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	RD	APPROVAL OF REQUEST	<ul style="list-style-type: none"> <li>▪ Review the article/request</li> <li>▪ If found in order, approve the request and forward to ICTU. Otherwise, return the request to RIO with instructions</li> <li>▪ In the absence of the RD, the ARD shall perform the function, save sensitive or crucial information requiring the RD's approval</li> </ul>	
5	Process Owner	Retain records	<ul style="list-style-type: none"> <li>▪ Update the Process Summary Log Sheet</li> <li>▪ Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Records</li> </ul>	<ul style="list-style-type: none"> <li>▪ Process Summary Log Sheet</li> <li>▪ Control of Documented Information Procedure</li> <li>▪ Masterlist of Records</li> </ul>

**Definition of Terms:**

- **Content Materials** (n). Any tools, visual or written presentation such as press releases and information, education and communication (IEC) materials produced by the DILG-RO12 meant to transfer knowledge to target audience to assist promoting the Department's plans, programs and activities as well as other government-related information.

**Legal References:**

- DILG MC 2016-05 – Formal adoption and guidelines for the strategic communications plan, brand identity manual, and the enhanced functions of the public affairs and communications service.

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Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

# QUALITY OBJECTIVE (QO)

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<b>OFFICE</b>	ORD - LGRRRC
<b>QUALITY PROCEDURE TITLE</b>	<b>PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-RO12 WEBSITE AND SOCIAL MEDIA ACCOUNTS</b>

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)			
<ul style="list-style-type: none"> <li>PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-RO12 WEBSITE AND SOCIAL MEDIA ACCOUNTS</li> </ul>	<ul style="list-style-type: none"> <li>Requests for posting received processed within the day</li> </ul>	90%	Total no. of processed requests submitted within daily cut-off time for the month -----X100% Total no. of requests received within daily cut-off time for the month	<ul style="list-style-type: none"> <li>Monthly</li> </ul>	<ul style="list-style-type: none"> <li>RIO</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring Log Sheet</li> <li>QME</li> </ul>

Prepared by:		Reviewed by:		Approved by:	
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Republic of the Philippines  
 DILG - REGION 12 (SOCCSKSARGEN)  
**PROCESS QUALITY MONITORING AND  
 EVALUATION (QME)**

Document Code		
<b>QME-QP-R12-ORD-31</b>		
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<b>OFFICE</b>	ORD - LGRRRC
<b>PROCEDURE TITLE</b>	<b>PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-RO12 WEBSITE AND SOCIAL MEDIA ACCOUNTS</b>
<b>OBJECTIVE STATEMENT</b>	90% of processed requests submitted within daily cut-off time
<b>CURRENT PERIOD</b>	

INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Objective 1: 1.90% of processed requests submitted within daily cut-off time														
A	Total no. of processed requests submitted within daily cut-off time													
B	Total no. of requests received within daily cut-off time													
C	Formula: $\frac{A}{B} \times 100$ 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 Secretariat initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.														

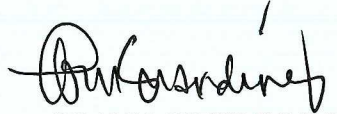


<b>Prepared by:</b>	<b>Noted by:</b>
Process Owner	Division Chief / Deputy Q,MR



Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

# PROCESS QUALITY MONITORING AND EVALUATION (QME)

Document Code		
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Process Owner		Division Chief / Deputy QMR		Regional Quality Management Representative <u>Top Management</u>	





Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

**PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-RO12 WEBSITE AND SOCIAL MEDIA ACCOUNTS Process Summary Logsheet (PSL)**

Document Code		
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QUALITY OBJECTIVE: 1. 90% of processed requests submitted within daily cut-off time

FREQUENCY OF MONITORING: **Monthly**

COVERED PERIOD:

Due Date of Submission:

No.	Control No.	Particulars	OBJECTIVE NO. 1 RESULTS						REMARKS, IF UNMET
			Date Received	Date Submitted	Date Due	Met	Unmet	Total No. of days elapsed	





Prepared by:	Noted by:
Process Owner	Deputy QMR



Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

# PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-R012 WEBSITE AND SOCIAL MEDIA ACCOUNTS Process Summary Logsheets (PSL)

Document Code		
<b>FM-QP-R12-ORD-31-01</b>		
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**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

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 ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
<b>FM-SP-R12-03A-01</b>		
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Division: **OFFICE OF THE REGIONAL DIRECTOR - LGRRC**

**MASTER LIST OF INTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-RO12 WEBSITE AND SOCAIL MEDIA ACCOUNTS</b>							
QP-RO12-ORD-31	Quality Procedure: Processing of Requests for Posting of Press Releases and Information to DILG-RO12 Website and Social Media Accounts	10.01.17					
QO-QP-R12-ORD-31	Quality Objective: Processing of Requests for Posting of Press Releases and Information to DILG-RO12 Website and Social Media Accounts	10.01.17					
QME-QP-R12-ORD-31	Quality Monitoring and Evaluation (QME): Processing of Requests for Posting of Press Releases and Information to DILG-RO12 Website and Social Media Accounts	10.01.17					
FM-QP-R12-ORD-31-01	Processing of Requests for Posting of Press Releases and Information to DILG-RO12 Website and Social Media Accounts (PSL) Process Summary Logsheet	10.01.17					
FM-SP-R12-03A-01	Master List of Internal Documents	10.01.17					
FM-SP-R12-03B-01	Master List of External Documents	10.01.17					
FM-SP-R12-03C-01	Master List of Retained Documented Information	10.01.17					
FM-SP-R12-02-01A	Risk Register - Objective	10.01.17					
FM-SP-R12-02-01B	Risk register - Process/Steps	10.01.17					

Prepared by:	Noted by:
 <b>CATHERINE A. MACION</b> Regional Document Controller	 <b>MARIA THERESA BAUTISTA</b> Deputy QMR





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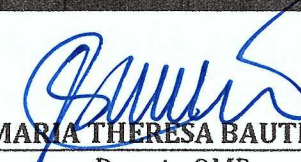
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Division: **OFFICE OF THE REGIONAL DIRECTOR – LGRRC**

**MASTER LIST OF EXTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-RO12 WEBSITE AND SOCIAL MEDIA ACCOUNTS</b>							
	Formal adoption and guidelines for the strategic communications plan, brand identity manual, and the enhanced functions of the public affairs and communications service						

Prepared by:	Noted by:
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Division: **OFFICE OF THE REGIONAL DIRECTOR – LGRRC**

**MASTER LIST OF RETAINED DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL	
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL		
<b>PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-12 WEBSITE AND SOCIAL MEDIA ACCOUNTS</b>										
QP-R12-ORD-31	Posting of Information to DILG-RO12 Website and Social Media Accounts	RIO	Filer Box	RIO - QP and QO	Sequential by Month (Latest on Top)	3 years	3 years	6 years	Shredding / Re-use	
QO-QP-R12-ORD-31-01	Posting of Information to DILG-RO12 Website and Social Media Accounts Quality Objective									
QME-QO-QP-R12-ORD-31-01	Posting of Information to DILG-RO12 Website and Social Media Accounts Quality Monitoring and Evaluation									
FM-QP-R12-ORD-31-01	Posting of Information to DILG-RO12 Website and Social Media Accounts Process Summary Logsheet									
FM-SP-R12-02-01A	Risk Register Objectives					RIO-RR	1 year	1 year		2 years
FM-SP-R12-02-01B	Risk Register Process									
	Website/Social Media/Press Release Posting Request Form									

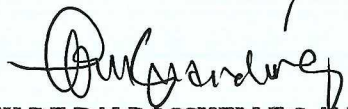





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**RISK REGISTRY**  
**(A) OBJECTIVE RISK ASSESSMENT**

**DIVISION: OFFICE OF THE REGIONAL DIRECTOR – LGRRC**

**PROCEDURE: PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-12 WEBSITE AND SOCIAL MEDIA ACCOUNTS**

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
90% of requests received and posted within the day	Overlapping of Regional office activities	Regional Focal Persons, Division Chiefs	Operating Divisions fail to submit requests for posting	Focal Person did not write a news article regarding the activity conducted	No information to post at website and/or social media accounts	None	5	3	1	15	L	NS	NA	3	NA	NA	NA
		Process Owner	Process owner fails to process requests for posting	Process owner is on leave or on official travel	Request remains pending/Delay in posting of information in website and/or social media accounts	None	5	3	1	15	L	NS	NA	3	NA	NA	NA
<b>RISK ASSESSMENT:</b>			<b>RISK RATING</b>	<b>RISK LEVEL</b>	<b>RISK DESCRIPTION</b>	<b>ACTION REQUIRED</b>				<b>RPN</b>							
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme			1 - 25	LOW	Not Significant	No further action required (Retain risk by informed decision)				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 now				2							
DETECTION: 1-Very likely; 2-Likely; 3-Low; 4-Remote 5-Very remote			>40	HIGH	Significant	Control (e.g., Treat/Mitigate Transfer, Terminate)				1							
Risk Rating = Impact X Likelihood X Detection																	

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**RISK REGISTRY**  
**(B) PROCESS RISK ASSESSMENT**

DIVISION: **OFFICE OF THE REGIONAL DIRECTOR – LGRRC**

PROCEDURE: **PROCESSING OF REQUESTS FOR POSTING OF PRESS RELEASES AND INFORMATION TO DILG-12 WEBSITE AND SOCIAL MEDIA ACCOUNTS**

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	
PROCESSING OF REQUESTS FOR POSTING	DELAYED POSTING	FOCAL PERSON DID NOT WRITE NEWS ARTICLE REGARDING ACTIVITY CONDUCTED DUE TO OFFICIAL BUSINESS	NO INFORMATION TO POST AT THE WEBSITE AND SOCIAL MEDIA ACCOUNTS	NONE	5	3	1	15	L	NS	3	NA	NA	NA	NA		
	FAILURE OF PAST ACTIVITIES	PROCESS OWNER IS ON LEAVE OR ON OFFICIAL TRAVEL	REQUEST REMAINS PENDING; DELAY IN POSTING	NONE	4	3	1	12	L	NS	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 informed decision)							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 now							2				
DETECTION		1 - Very likely; 2 - Likely; 3 - Low; 4 - Remote; 5 - Very remote	>40	HIGH	Significant	Control (e.g., Treat/Mitigate/Transfer, Terminate)							1				
Risk Rating = Impact X Likelihood X Detection																	

Prepared by:	Reviewed by:	Recommending Approval:	Approved by:
 CLOTILDE BAI ROSSHELLE S. NANDING Process Owner	 MARIA THERESA BAUTISTA Deputy QMR	 IAN JON S. CLEMENTE Risk Review Committee Head	 LAILYN A. ORTIZ, CESE Regional QMR
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