



# QUALITY PROCEDURE (QP)

Document Code		
<b>QP-R12-FAD-18</b>		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

<b>PROCEDURE TITLE</b>	<b>MAINTENANCE OF VEHICLES</b>	
<b>SCOPE</b>	The procedures shall include Repair and Maintenance of all DILG 12 vehicles.	
<b>PURPOSE</b>	To ensure the roadworthiness and serviceability of all vehicles.	
<b>PROCESS DESCRIPTION</b>		
<b>INPUT</b>	<b>PROCESS</b>	<b>OUTPUT</b>
END USER Motor Vehicle Job Order Form 	<b>MAINTENANCE OF VEHICLES</b>	Post Repair Inspection GSS
<b>DESCRIPTIVE STATEMENT:</b> Maintenance of vehicles commences from the time the motor vehicle job order form is accomplished up to the time that Post Repair Inspection Report has been made.		

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
<b>Repair and Maintenance</b>				
1	End User	Prepare and sign request for Repair and Maintenance of vehicle	<ul style="list-style-type: none"> <li>Identify the scope of work to be done and parts to be supplied/replaced in the Motor Vehicle Job Order Form</li> <li>Signs the request and forward to the Accountable Officer</li> </ul>	<ul style="list-style-type: none"> <li>Motor Vehicle Job Order Form</li> </ul>
2	Accountable Officer	Certify the necessity of the repair and replacement of parts	<ul style="list-style-type: none"> <li>Affix signature on the Motor Vehicle Job Order Form then forwards to the GSS Chief</li> </ul>	<ul style="list-style-type: none"> <li>Motor Vehicle Job Order Form</li> </ul>
3	GSS Chief	Receive Accomplished Motor Vehicle Job Form	<ul style="list-style-type: none"> <li>Record in the logbook</li> </ul>	<ul style="list-style-type: none"> <li>Signed Motor Vehicle Job Order Form</li> <li>Logbook</li> </ul>
4	GSS Chief	Diagnose defects and/or worn out parts	<ul style="list-style-type: none"> <li>Prepare Pre-Repair Inspection Report</li> </ul>	<ul style="list-style-type: none"> <li>Signed Motor Vehicle Job Order Form</li> <li>Pre-Repair Inspection Report Form</li> </ul>
5	GSS Chief	Render Findings and recommendation	<ul style="list-style-type: none"> <li>Sign Pre-Repair Inspection Report</li> <li>Pre quotation to qualified dealers/auto- repair shops for cost estimates in the</li> </ul>	<ul style="list-style-type: none"> <li>Signed Motor Vehicle Job Order Form</li> <li>Pre-Repair Inspection Report Form</li> </ul>

DILG XII QMS





**QUALITY  
PROCEDURE (QP)**

Document Code		
<b>QP-R12-FAD-18</b>		
Rev. No.	Eff. Date	Page
00	10.01.17	2 of 2

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
				Order Form
6	Chief FAD	Review and Sign Request	<ul style="list-style-type: none"> <li>Recommend for Approval and forward to Budget Section</li> </ul>	
7	Chief Budget Officer	Sign and evaluate Request	<ul style="list-style-type: none"> <li>Allocation of funds and forward to RD</li> </ul>	
8	Regional Director	Sign and review Request	<ul style="list-style-type: none"> <li>Approve/disapprove and forward to BAC</li> </ul>	
9	BAC Secretariat	Procurement	<ul style="list-style-type: none"> <li>Forward to Supply Section refer to the Procedure procurement of Goods and Services</li> </ul>	<ul style="list-style-type: none"> <li>QP-R12-FAD-04</li> </ul>
10	Supply Section	See QP of preparation of Canvass, Purchase Request and Inspection and Acceptance Report	<ul style="list-style-type: none"> <li>Refer to the procedure Preparation of canvass, Purchase order and IAR</li> </ul>	<ul style="list-style-type: none"> <li>QP-R12-FAD-19</li> </ul>
11	GSS Chief	Conduct findings/work done in accordance to Purchase Order and Invoice and certify the correctness of Waste Materials	<ul style="list-style-type: none"> <li>Sign Post-Repair Inspection Report and WMR and forward to Supply Section</li> <li>Check if work done is in accordance with the PO and Invoice</li> <li>Certify as to correction of waste materials</li> </ul>	<ul style="list-style-type: none"> <li>Pre and Post Repair Inspection Report Form</li> <li>Purchase Request</li> <li>Purchase Order</li> <li>WMR (Appendix 65)</li> </ul>
12	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 Retained Documents Information</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>

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

DILG XII QMS







**QUALITY  
OBJECTIVE (QO)**

Document Code		
<b>QO-QP-R12-FAD-18</b>		
Rev. No.	Eff. Date	Page
01	03.01.20	1 of 2

<b>OFFICE</b>	FINANCE & ADMINISTRATIVE DIVISION – GENERAL SERVICES SECTION
<b>QUALITY PROCEDURE TITLE</b>	MAINTENANCE OF VEHICLES

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><b>Maintenance of Vehicle</b></li> </ul>	<ul style="list-style-type: none"> <li>Request for Maintenance of Vehicle processed and forwarded to CFAD for Recommending Approval within 5WD upon receipt</li> </ul>	100%	Total No. of request processed and forwarded to CFAD for Recommending Approval within 5WD upon receipt -----X100 Total No. of request received for Maintenance of vehicle	ANNUALLY	<ul style="list-style-type: none"> <li>GSS chief</li> </ul>	<ul style="list-style-type: none"> <li>Accomplished Motor Vehicle Job Order Form</li> <li>Pre-Repair Inspection Report</li> <li>Process Summary Logsheet</li> <li>Masterlist of Records</li> <li>Purchase Request</li> </ul>

Prepared by:		Reviewed by:		Approved by:	
 <b>ISMAEL L. PATADON</b> Process Owner		 <b>DENNIS T. SUCOL</b> Deputy QMR		 <b>LAILYN A. ORTIZ, CESO V</b> Regional QMR	
				 <b>JOSEPHINE CABRIDO-LEYSA, CESO III</b> Top Management	

DILG XII QMS





# PROCESS QUALITY MONITORING AND EVALUATION (QME)

Document Code		
<b>QME-QP-R12-FAD-18</b>		
Rev. No.	Eff. Date	Page
01	03.01.20	1 of 2

<b>OFFICE</b>	FINANCE & ADMINISTRATIVE DIVISION – GENERAL SERVICES SECTION
<b>PROCEDURE TITLE</b>	<b>MAINTENANCE OF VEHICLE</b>
<b>OBJECTIVE STATEMENT</b>	1. 100% of requests processed & forwarded to CFAD for Recommending Approval within 5 Working Days upon receipt
<b>CURRENT PERIOD</b>	

INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>Objective 1: 100% of requests processed &amp; forwarded to CFAD for Recommending Approval within 5 Working Days upon receipt</b>														
A	Total No. of requests processed & forwarded to CFAD for recommending Approval within 5 Working Days upon receipt													
B	Total No. of request received for Maintenance of vehicle													
C	Formula: $\frac{A}{B} \times 100$ Target Result : 100%													
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.

<b>Prepared by:</b>	<b>Noted by:</b>
<b>ISMAEL L. PATADON</b> Process Owner	<b>DENNIS T. SUCOL</b> Division Chief / Deputy Q,MR

DILG XII QMS





Republic of the Philippines  
DILG - REGION 12 (SOCCSKSARGEN)

# PROCESS QUALITY MONITORING AND EVALUATION (QME)

Document Code		
<b>QME-QP-R12-FAD-18</b>		
Rev. No.	Eff. Date	Page
01	03.01.20	2 of 2

Prepared by:		Reviewed by:		Approved by:	
<b>ISMAEL L. PATADON</b> Process Owner		<b>DENNIS T. SUCOL</b> Deputy QMR		<b>LAILYN A. ORTIZ, CESO V</b> Regional QMR	
				<b>JOSEPHINE CABRIDO-LEYSA, CESO III</b> Top Management	

DILG XII QMS



CONTROLLED COPY





Republic of the Philippines  
 DILG - REGION 12 (SOCCSKSARGEN)  
**MAINTENANCE OF VEHICLES**  
**Process Summary Logsheet (PSL)**

Document Code		
<b>FM-QP-R12-FAD-18-01</b>		
Rev. No.	Eff. Date	Page
01	03.01.20	1 of 2

QUALITY OBJECTIVE: 1. 100% of requests processed & forwarded to CFAD for Recommending Approval within 5 Working Days upon receipt

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

No.	Control No.	OBJECTIVE NO. 1 RESULTS					
		Date Prepared	Date Submitted/ Approved	No. of days (Target=On or Before 5th day)	Met	Unmet	REMARKS, IF UNMET
1							
TOTAL							

Prepared by:	Noted by:
<b>ISMAEL L. PATADON</b> Process Owner	<b>DENNIS T. SUCOL</b> Deputy Q,MR

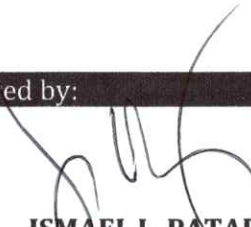
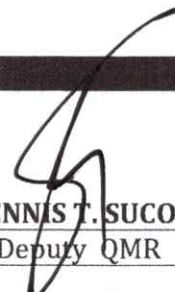


DILG XII QMS





Republic of the Philippines  
 DILG - REGION 12 (SOCCSKSARGEN)  
**MAINTENANCE OF VEHICLES**  
**Process Summary Logsheet (PSL)**

Document Code		
<b>FM-QP-R12-FAD-18-01</b>		
Rev. No.	Eff. Date	Page
01	03.01.20	2 of 2

Prepared by:		Reviewed by:		Approved by:	
 <b>ISMAEL L. PATADON</b> Process Owner		 <b>DENNIS T. SUCOL</b> Deputy QMR		 <b>LAILYN A. ORTIZ, CESO V</b> Regional QMR	
				 <b>JOSEPHINE CABRIDO-LEYSA, CESO III</b> Top Management	

DILG XII QMS





Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
 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>		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

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

**MASTER LIST OF INTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>MAINTENANCE OF VEHICLES</b>							
QP-RO12-FAD-18	Quality Procedure: Maintenance of Vehicles	10.01.17					
QO-QP-R12-FAD-18	Quality Objective: Maintenance of Vehicles	10.01.17	03012020				
QME-QP-R12-FAD-18	Quality Monitoring and Evaluation: Maintenance of Vehicles	10.01.17	03012020				
FM-QP-R12-FAD-18-01	Process Summary Logsheets: Maintenance of Vehicles	10.01.17	03012020				
FM-SP-R12-03A-01	Master List of Internal Documents: Maintenance of Vehicles	10.01.17					
FM-SP-R12-03B-01	Master List of External Documents: Maintenance of Vehicles	10.01.17					
FM-SP-R12-03C-01	Master List of Retained Documented Information: Maintenance of Vehicles	10.01.17					
FM-SP-R12-02-01A	Risk Registry (Objective): Maintenance of Vehicles	10.01.17					
FM-SP-R12-02-01B	Risk Registry (Process): Maintenance of Vehicles	10.01.17					
FM-QP-R12-FAD-18-GSS-01	Motor Vehicle Job Form	10.01.17					
FM-QP-R12-FAD-18-GSS-01(A)	Pre repair inspection	10.01.17					

Prepared by:	Noted by:
<b>CATHERINE A. MACION</b> Regional Document Controller	<b>DENNIS T. SUCOL</b> Deputy OMR

DILG XII QMS







Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
 ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
<b>FM-SP-R12-03B-01</b>		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

Division: **FINANCE AND ADMINISTRATIVE DIVISION (PERSONNEL SECTION)**

**MASTER LIST OF EXTERNAL DOCUMENTS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>MAINTENANCE OF VEHICLES</b>							
Appendix 60 GAAM	Purchase Request						

Prepared by:	Noted by:
<i>Catherine A. Macion</i> <b>CATHERINE A. MACION</b> Regional Document Controller	<i>Dennis T. Suzol</i> <b>DENNIS T. SUZOL</b> Deputy QMR

DILG XII QMS





Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
 ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
<b>FM-SP-R12-03C-01</b>		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

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	
<b>MAINTENANCE OF VEHICLES</b>									
QME-QP-R12-FAD-18	Quality Monitoring Evaluation: Maintenance of vehicle	Chief, General Services Section	QMS Cabinet	MAINTENANCE OF SERVICE VEHICLES	SEMI ANNUALLY				
FM-QP-R12-FAD-18-01	Process Summary Logsheet: Maintenance of vehicle								
FM-QP-R12-FAD-1-GSS-01	Motor Vehicle Job Order Form								
FM-QP-R12-FAD-1-GSS-01(A)	Pre-Repair Inspection Report								
GAAM	Purchase Request (Appendix 60)								

Prepared by:	Noted by:
 <b>ISMAELL L. PATADON</b> Process Owner	 <b>DENNIS T. SUCOL</b> Deputy QMR

DILG XII QMS





Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ru12@yahoo.com • Website: region12.dilg.gov.ph  
 ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
<b>FM-SP-R12-02-01A</b>		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

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

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION - GENERAL SERVICES SECTION**  
 PROCEDURE: **MAINTENANCE OF VEHICLES**

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 Preventive Care & Maintenance Plan due for the Month processed	delayed procurement of parts and services for the maintenance of vehicle; no available credit facility for the	DILG XII personnel	Conduct of activities hampered	Delayed processing of PRs	Implementation of DILG PPAs jeopardized	none	4	4	1	16	L	NS	NA	3	NA	NA	NA	NA
90% PCM due for the Month processed within 5 WD						none	4	4	1	16	L	NS	NA	3	NA	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>								
<b>IMPACT:</b> 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme			1 - 25	LOW	Not Significant	No further action required (Retain risk by in				3								
<b>LIKELIHOOD:</b> 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain			26-40	MODERATE	Not Significant	Alert level but no further action required for n				2								
<b>DETECTION:</b> 1 - Very likely, 2 - Likely, 3 - Low, 4 - R			>40	HIGH	Significant	Control (e.g. Treat/Mitigate/Transfer, Termin				1								
<b>Risk Rating = Impact X Likelihood X Detection</b>																		

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

DILG XII QMS







Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XII**

Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506  
 Tel/Fax Nos.: (083)228-6660 • (083)228-1421 • Email: dilg\_ro12@yahoo.com • Website: region12.dilg.gov.ph  
 ADMIN (083) 228-7960 • FINANCE (083) 228-7959 • LGMED (083) 877-2969 • LGCDD (083)877 2971

Document Code		
<b>FM-SP-R12-02-01B</b>		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

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

DIVISION: **FINANCE AND ADMINISTRATIVE DIVISION – GENERAL SERVICES SECTION**  
 PROCEDURE: **MAINTENANCE OF VEHICLES**

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
Evaluates and recommends the request	Delayed conduct of evaluation for Maintenance of Vehicle request	Focal person/process owner is on travel or on sick leave	Delayed issuance of Certificate of the necessity of the job order	Designation of OIC	4	4	1	16	L	NS	NA	3	NA	NA	NA	NA
Certifies the Property accountability	Delayed certification of the Property Accountability	Focal person/process owner is on travel or on sick leave	Delayed implementation of the Maintenance of Vehicle	Designation of OIC	4	4	1	16	L	NS	NA	3	NA	NA	NA	NA
Acceptance of Motor Vehicle	Delayed issuance of Acceptance of the	Authorized signatory is on-travel	delayed provision of road worthy vehicle	Designation of OIC	5	4	1	20	L	NS	NA	3	NA	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>				
<b>IMPACT:</b>		1-Insignificant; 2-Minor;	1 - 25	LOW	No further action required (Retain risk by Informed decision)							3				
<b>LIKELIHOOD:</b>		1-Rare; 2-Unlikely; 3-	26-40	MODERATE	Alert level but no further action required for now							2				
<b>DETECTION</b>		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:
 ISMAEL L. PATADON Process Owner	 DENNIS T. SUCOL Deputy QMR	 IAN JON S. CLEMENTE Risk Review Committee Head	 REYNALDO M. BUNGUBUNG, CESO IV Regional Director

DILG XII QMS





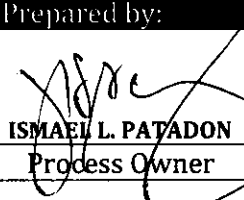
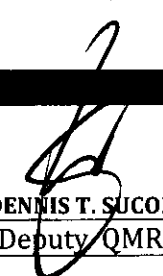

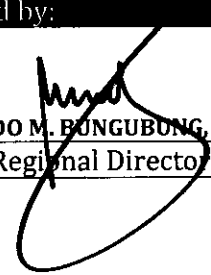
**PRE-REPAIR INSPECTION REPORT**

TYPE/MAKE : \_\_\_\_\_ DATE : \_\_\_\_\_  
 Year/Model/Engine : \_\_\_\_\_ Plate No. : \_\_\_\_\_  
 Office/Station : \_\_\_\_\_

**FINDINGS** : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**RECOMMENDATIONS** : \_\_\_\_\_  
**OR REPAIR/S NEEDED** : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Inspected by: \_\_\_\_\_  
 Chief, General Services Section

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

DILO XII QMS



DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED OR DISSEMINATED WITHOUT AUTHORIZATION