



Executive Committee

University System

MINUTES OF THE EXECUTIVE COMMITTEE MEETING EC-014

3:00 PM | December 29, 2017 | Board Room, USTP-CDO

Attendance:

Table listing attendees: Dr. Rosalito A. Quirino, Dr. Ma. Elena L. Paulma, Dr. Ambrosio B. Cultura II, Prof. Vima Socorro J. Tandog, Dr. Ruth G. Cabahug, Ms. Vanessa V. Ascaño, Dr. Consorcio S. Namoco, Jr., Mr. Mark Dave J. Cerbito, Prof. Colbert G. Rabaya, Atty. Jonathan S. Oche, Dr. Elizar M. Elmundo, Ms. Gemma Amor A. Salaug.

Others Present:

Dr. Nueva D. Salaan
Dean, College of Arts & Sciences, USTP-Claveria

- 1 I. PRELIMINARIES
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3 1. Call to Order
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5 • The OIC-President, Dr. Rosalito A. Quirino, as the presiding officer called the
6 meeting to order at 3:57 PM.
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8 2. Approval of the Agenda of the Meeting
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10 • Resolution No. 11. s. 2017: Upon motion duly made and seconded, the body agreed
11 to adopt the agendum for the meeting with the addition of some items under
12 Other Matters, as follows:
13 o Management Review (ISO Aligned QMS)
14 • Quality Performance and Effectiveness of QMS
15 • Opportunities for Improvement
16 • Adequacy of Resources Required for Maintaining Effective QMS
17 • Changes in External and Internal Issues Relevant to the QMS
18 • Other matters:
19 • Effectiveness of Actions taken to Address Risks and
20 Opportunities
21 • 2017 Projects funded through STF
22 • Concerns of the TBI Personnel (CDO BITES)
23 • Equipment to be used for the Techno Park video
24 presentation
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26 3. Minutes of the Previous Meeting
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28 • The reading of the minutes of the ExeCom Meeting, on December 1, 2017, was
29 dispensed and referred to the Executive Committee members for their comments
30 and revisions within five days.
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#### 4. Matters Arising from the Previous Meeting

- The OIC-President recapped the previous concerns particularly on the status/updates on some of the passed resolutions by the ExeCom during its meeting on December 1, 2017, as follows:
  - **EC Res. No. 1, s. 2017:** Approving the Agenda with the addition of matters regarding the USTP-CDO General Assembly and Innovation Summit
    - Chancellor Cabahug reported to the OIC-President, who was not able to attend the General Assembly due to a conflict of schedule, how the General Assembly proceeded citing some shortcomings of the organizing office/committee.
    - Dr. Cultura informed the body that the Innovation Summit is rescheduled in March 2018.
  - **EC Res. No. 2, s. 2017:** Approving for endorsement to the Administrative Council the proposed 2.5% increase of wage and hourly rate of teaching and non-teaching personnel under Job Order and Contract-of-Service
  - **EC Res. No. 3, s. 2017:** Approving the revised Quality Manual and PAWIM for indorsement to the Administrative Council and Board of Regents
  - **EC Res. No. 4, s. 2017:** Approving the Guidelines for the Policy on the Visiting Professor subject to the revisions discussed and agreed upon by the Executive Committee
    - The President clarified if there is a need for the Board of Regents (BOR) to approve the guidelines for the above-captioned policy. VP Ascaño explained that the guidelines do not necessarily have to be endorsed for the BOR's action since the policy has already been approved by the Board in the previous meeting.
  - **EC Res. No. 5, s. 2017:** Approving the proposed revisions for the disciplinary/due process for USTP students to be included in the Student Handbook
  - **EC Res. No. 6, s. 2017:** Approving the proposed policy on President Ricardo E. Rotoras Research Grant for graduates Theses and Dissertation

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## 5. President's Time

- (Deferred/incorporated in the Matters Arising from the Previous Meeting)

## II. AGENDA

### A. MANAGEMENT REVIEW (ISO ALIGNED QMS)

#### A.1. QUALITY PERFORMANCE AND EFFECTIVENESS OF QMS

##### USTP-Claveria Internal Quality Audit

- Dr. Namoco, as the Audit Team Leader, presented the results of the internal audit for USTP-Claveria. The audit was made on the core process of Admission. He highlighted in the report the audit observations, areas of non-conformance, and some recommendations for the following offices:
  - Office of the University Registrar
  - Guidance Office
  - Cashier's Office
  - College of Agriculture
  - College of Engineering and Technology
  - College of Arts and Sciences
- *Concern:* VP Ascaño asked if the auditees accepted the recommendations made by the audit team to improve certain processes.

Dr. Namoco with Dr. Salaan cited that there were certain instances of discussion over the acceptance of recommended actions but ultimately, the team and the auditees settled on the recommendation to improve practices.

##### USTP-CDO Internal Quality Audit

- Dr. Salaan, as the Audit Team Leader, presented the results of the internal audit for USTP-CDO on the core process of Admission. She highlighted in their report the audit observations, areas of non-conformance, and some commendable/noteworthy findings for the following offices in USTP-CDO:
  - Admission and Scholarship Office
  - Office of the University Registrar
  - College of Technology
  - College of Engineering and Architecture
  - College of Information Technology and Computing
  - Department of Technology Teacher Education, CSTE
  - Department of Chemistry, CSM
  - Office of the Vice Chancellor for Academic and Student Affairs
  - Assessment Office
  - Cashiering
  - Supreme Student Council
  - ICT, Printing Press In-charge
  - IEP
- *Concern:* VC Cultura asked the presenter if there is an agreed template for the report of the internal audit findings as he observed that the Audit Teams of the two major campuses have different template on presenting their report. The OIC-President emphasized the significance of communication among personnel within the system and suggested for a uniform template to be used.

VP Ascaño informed the body that there is no prescribed template for the internal audit report, hence the University can agree on a common template for the System. She also suggested to include in the template an area for the "Noteworthy Findings/Observations" to capture the commendable practices of the organization. Executive Dean Rabaya further suggested for the inclusion of the "Recommendation" in the common template. It was however clarified that the "Recommendation" or the "Opportunities for Improvement" section of the report should be worded on a manner that is not too prescriptive.

## Customer satisfaction and feedback from interested parties

- Dr. Namoco presented in one of its observations that the office of the University Registrar of USTP-Claveria manifested efficiency of service as indicated in their customer satisfaction results.
- Dr. Salaan also reported that the audited offices in USTP-CDO implemented customer satisfaction survey as the offices had accordingly documented information on client feedbacks.

## Non-conformities and Corrective Actions

- *Concern:* The OIC-President asked for the basis for citing processes/procedures under non-conformance. In relation to this and specifically pertaining to the recommendations for the Office of University Registrar, VC Cultura queried on how to harmonize various operational references like the PAWIM, Student Handbook, and Academic Policies.

VP Ascaño clarified that procedures should always be in accordance with the University's current policies. She added that if there is a need to change/revise policies, corresponding changes/revisions should also take effect in the respective procedures.

The OIC-President, being the concurrent Chancellor of USTP-Claveria, also reported that the campus has already facilitated hiring of a psychometrician to address concerns on required personnel to administer personality examination as part of the functions of the office of the Guidance Counselor. This was in response to one of the cited audit findings.

## Process Performance and Conformity

- *Concern:* VC Cultura asked if ISO specifies logbook as a means for validating flow of documents in an office. Under Non-conformance section, the audit team cited that the logbook of the College of Technology (CoT) for document tracking is not updated.

Dr. Salaan responded that ISO does not necessarily specify any means but it does emphasize that the office should opt for a systematic measure to manage documents/records. In the case of CoT, the office can opt for at least an updated logbook as part of its document management system. Dr. Namoco added that what is important for the office to comply is to utilize a recording mechanism and not necessarily specific to use a logbook.

*Concern:* Chancellor Cabahug raised a concern on the implementation of the Document Tracking System (DTS) and how the University personnel use the technology in the daily office operations. It was suggested that a new committee be created to make a review and thorough study on the issues attached to the DTS implementation.

- *Resolution No. 13, s. 2017:* Upon motion duly seconded, the body agreed to create the DTS Committee to be composed of five members, three of which should be end-users plus the proponent, Engr. Alex Maureal, and his supervisor.
- *Discussion:* It was brought out that Engr. Maureal is better not assigned as the project leader since he is the developer of the software, which may affect the impartiality of the review. Hence, the supervisor of Engr. Maureal should lead the committee on DTS.

## Performance of External Providers

- *Concern:* The discussion on document management lead to the query of the OIC-President if the use of a document management system (software program) can be implemented throughout the University System.

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VP Ascaño responded that the PRISM, as one of the management systems used by USTP-CDO, is not yet recommended for replication in other campuses since there are existing software concerns that need to be addressed. The body agreed to create a committee that will take charge of the task to look into the feasibility of PRISM for a system-wide use of the program.

- *Resolution No. 12, s. 2017*: Upon motion duly seconded, the body agreed to create such PRISM Committee to be headed by VP Oche who is also authorized to identify the members for the said committee.

### Meeting Quality Objectives in the Admission Process

- *Concern*: VC Cultura suggested to review the admission policies of the University in the context of the K-to-12 program and the Universal Access to Quality Higher Education Act before reviewing the Procedures and Work Instruction Manual (PAWIM).

VP Paulma commented that the PAWIM is already a product of the review of processes and procedures. The PAWIM shall undergo review with the audit findings to be incorporated in the Manual.

To facilitate deeper discussion on the urgent concerns, VP Paulma suggested to schedule a separate meeting for addressing matters pertaining to the Curriculum Review and the Admission Policies. Hence, the ExeCom agreed to conduct a meeting on January 5, 2018 at 1:00 PM with the college deans, program chairpersons and admission directors of the campuses.

### Monitoring and Measurement Results

- *Concern*: The VPFPD also reported that the College of Science and Mathematics of the USTP-CDO has documented performed calibration for all its equipment that require this. However, the College of Engineering still needs to improve on measuring its laboratory equipment as not all have been calibrated yet.

The OIC-President emphasized the importance of preventive maintenance and calibration of equipment to identify those that are still serviceable.

### A.2. Opportunities for Improvement

- *Concern*: VP Paulma requested, through the Chancellors and Vice Chancellors, to check the Academic Policies which was sent to the Deans and Directors in May 2017.

VP Ascaño proposed that the VPAA be given an authority to lead a committee which will review the Academic Policies.

- *Resolution No. 14, s. 2017*: Upon motion duly seconded, the body agreed to assign the Vice President for Academic Affairs, Dr. Ma. Elena L. Paulma, to chair the Academic Policies Review Committee. The body also agreed that the VPAA is authorized to identify members such as the Vice Chancellors for Academic Affairs of the major campuses, deans, and other personnel deemed necessary to expedite the deliberation of the said policies.
- *Discussion*: Dr. Cabahug asked for clarification on how should the Academic Review Committee function considering that there is an established Academic Committee constituted in each major campus. Hence, there is a need to define the process of the review.

The OIC-President clarified that the established Academic Committee in each campus shall carry out its usual functions pertaining to any academic concerns. The Academic Policies Review Committee shall function as an ad hoc committee dedicated to the deliberation of the academic policies.

### A.3. Adequacy of Resources Required for Maintaining Effective QMS

- *Concern:* VC Namoco wanted to be clarified if the same (internal) audit will be conducted in the succeeding year. He wanted to learn the University's plan so as to give enough time for the necessary preparations.

VP Ascaño reported that the University is expected to pursue ISO certification in the following year. As such, the University should undergo the same process of the quality audit. VP Ascaño added that she will be presenting the plan with timeline for the ISO certification on the next ExeCom Meeting.

- In relation to the foregoing discussion, the VPFPD affirmed that the University has allocated resources with the amount of Php 2M to support activities for the ISO certification.

### A.4. Changes in External and Internal Issues Relevant to the QMS

- VP Ascaño presented and recapped the SWOT analysis that was carefully processed in one of the strategic planning sessions of the University. VPFPD discussed that the rationale for citing "government subsidy" as one of the identified threats was in the context of the low appropriations for the University coming from the national government. However, this context has now changed with the inclusion of the free higher education to take effect in the SUCs. VPFPD added that the SWOT analysis and the identified entries for each quadrant are still relevant to the delivery of quality services as these still may affect how the University provides services to its clients/customers. Generally, the SWOT analysis has its relevance on how the University would pursue and achieve its goals.

*Concern:* The OIC-President suggested to formulate a more up-to-date situational analysis to cover the changes in the external and internal issues that affect the quality of management of the University underscoring also that there have been drastic changes in the landscape of the Philippine higher education system, among others.

The VPFPD agreed to have a more updated analysis of the current state of the University for a better perspective on how it can improve quality management.

- *Concern:* Chancellor Cabahug raised a concern that the University may have difficulties in pursuing ISO certification if it will apply for all its processes.

VP Ascaño explained that the University may opt to submit for certification only the specific core processes for specific departments. She added that this will be included in the plan to be presented to the ExeCom.

## B. OTHER MATTERS

### Effectiveness of Actions Taken to Address Risks and Opportunities

#### 1. 2017 Projects funded through STF: ICT Computing and a portion of the repairs for the gymnasium

- Chancellor Cabahug justified the need to continue the funding of the 2017 projects (ICT computing and gymnasium repairs) through the STF for 2018 as there were constraints in completing these projects in 2017.

VPFPD informed the body that project for STF funding would require the approval of the BOR. With regard the concern of the USTP-CDO Chancellor, this will need submission of a supplemental program of expenditures for the BOR's action.

#### 2. Concerns of the TBI Personnel (CDO BITES)

- Chancellor Cabahug and VC Cultura explained the peculiarity of the TBI project especially in its WFP as an externally funded project (through DOST-PCIEERD).

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VPPFD informed the body that they already made necessary measures to expedite the processing of related concerns.

**3. Equipment to be used for the Techno Park video presentation**

- Chancellor Cabahug raised a concern on the funding source for the equipment to be used for the production of the video presentation for the Techno Park. VP Ascaño clarified that there will be no diversion of fund since an amount has already been allocated through the approved supplemental procurement plan.

**C. ADJOURNMENT**

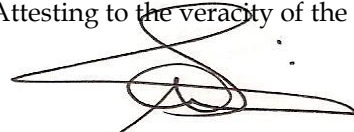
- The OIC-President adjourned the meeting at 7:06 PM.

Prepared by:



**MARK DAVE J. CERBITO**  
Head, ExeCom Secretariat

Attesting to the veracity of the proceedings:



**ROSALITO A. QUIRINO, Ph.D.**  
OIC-President, USTP System