

Department of Environment and Natural Resources MANAGEMENT REVIEW MEETING

MINUTES

Document ID	CO.QMS.F.2020.0001
Revision No.	0
Date Issued	
Page No.	1
Approved by:	Overell OMP

Originator:

Reviewed by: **QMS Secretariat** Central Office QMR

Control Number:2020-001	Date: January 14, 2020	
Management Review Inputs:	Time Started: 12:30 PM	Time Ended: 1:30 PM
☐1. Strategic and annual planning	☐ 16. Results of audits	
□ 2. Policy issuance and standards development	☐ 17. Stakeholders fee	edback/satisfaction
☐3. Conservation and development	☐ 18. Evaluation of per	rformance commitment
☐4. Regulation and permitting		ive actions
☐5. Monitoring and enforcement	☐20. Changes in inter	nal and external issues
☐6. HR Management	that could affect	the QMS
☐7. Financial Management	☐21. Performance of example of example 2.1. Performance 2.1. Performa	
☐8. Supplies Management	22. Effectiveness of	actions to address risks
☐9. Outsource Services Management	and opportunities	S
□10. Infrastructure Management		Improvement
☐ 11. Knowledge and Information Management	☐ 24. Adequacy of res	ources
☐ 12. Information and Documentation	☐ 25. Others: (Please s)	pecify below):
☐13. Legal Services		
□14. IEC		
15 Conoral services		

Agenda:	Management Review	Relevant MRI:
==	= :	Policy issuance and standards development
		Opportunities for Improvement
Highlights	*	

- USEC Adobo asked whether the quality policy is still relevant or not. Based on the Department's strategic direction, the quality policy is still relevant and does not need revision
- The way forward presented by the Core Team was agreed upon by the Executive Committee:
 - o Conduct of Internal Audit and Management Review at scheduled intervals, at least twice a vear
 - Conduct training of personnel in conformance with QMS
 - o EMS and QMS teams to explore the requirements for integration of the two management systems by 2020
 - Establish Controls to ensure that each output is measured in accordance with the requirements, preferences and satisfaction of Customers
- The current scope of the DENR QMS include pilot regions (Region II, Region VII and Region XI). It was proposed by the QMS Core Team, represented by ASEC Salazar, to expand the scope to cover 1 additional region per island region. The proposal was accepted and the QMS Core Team will identify the regions to be included in the expansion.

	Improvement Actions	Responsibilities and Time Frame	Verification of results (To be accomplished on the next review period)
1.	Conduct of Internal Audit and Management Review at scheduled intervals	QMS Core Team, QMS Internal Quality Audit Teams, schedule based on audit program	1.
2.	Conduct training of personnel on conformance with QMS	2. QMS Core Team, 1 st semester 2020	2.



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☐4. Regulation and permitting		□19. Sta	atus of correct	ive actions
5. Monitoring and enforcement		□20. Ch	anges in inter	nal and external issues
☐6. HR Management			it could affect	
☐7. Financial Management				external providers
■8. Supplies Management				actions to address risks
9. Outsource Services Manageme	ent		d opportunities	
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11. Knowledge and Information N			equacy of res	
12. Information and Documentation	on	<u> </u>	thers: (Please s _i	pecify below):
☐13. Legal Services				
☐15. General services				
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Highlights:		Stakent	nders reedbac	NSalisiaclion
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CSS instrument for 2019.	20 00001 700 10	be too lengti	ly. It was sugg	gested to revise the
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harmonize and mainstream t	he CSS instrun	nent for 2020).	was suggested to
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	2020			
Mainstream revise survey	2. Streamlini		2.	
instrument for use of all offices	CSS Tear			-
of DENR	Team, Jar			
	2020, Jan	uary 31,		
9	2020			

Prepared by:

EVELYN G. NILLOSAN Chair, QMS Secretariat Noted by:

MARIA ELENA A. MORALLOS MANILA

Central Office QMR

Approved by:

ATTY. EXNESTO D. ADOBO JR.



Department of Environment and Natural Resources MANAGEMENT REVIEW MEETING **MINUTES**

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1.	EMS and QMS teams to explore the requirements for integration of the two management systems	3.	QMS Core Team, 4 th quarter 2020	3.
3.	Establish Controls to ensure that each output is measured in accordance with the requirements, preferences and satisfaction of Customers	4.	QMS Core Team, 4 th quarter 2020	4.
4.	QMS Core Team will identify the regions to be included in the expansion of DENR QMS	5.	QMS Core Team, 1st semester 2020	5.

Compliance Status on Corrective Action Agenda:

Relevant MRI:

Requests Issued by AJA Registrars Inc.

Status of corrective actions

Highlights:

- ASEC Salazar presented the summary of compliance to CARs issued by AJA Registrars Inc.
- It was agreed that QMS Core Team and relevant offices shall take actions to comply with the CARs issued by AJA Registrars Inc. and the result will be presented in the next Management Review meeting.

Improvement Actions	Responsibilities and Time Frame	Verification of results (To be accomplished on the next review period)
 Take actions to comply with the CARs issued by AJA Registrars Inc. 	QMS Core Team and relevant offices, next Management Review meeting	1.

Prepared by:

Chair, QMS Secretariat

Noted by:

MARIA ELENA A. MORALLOS MANILA

Central Office QMR

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3. Conservation and development			formance commitment	
☐4. Regulation and permitting			atus of correct	
☐5. Monitoring and enforcement				nal and external issues
6. HR Management			t could affect	
☐7. Financial Management☐8. Supplies Management				external providers actions to address risks
9. Outsource Services Management	ent		d opportunities	
10. Infrastructure Management				Improvement
☐11. Knowledge and Information N	/lanagement		equacy of res	
12. Information and Documentation	n	☐25. Of	thers: (Please s	pecify below):
13. Legal Services				
☐ 14. IEC☐ 15. General services				
10. General services				
Agenda: Management Review		Relevar	nt MRI:	
		Policy is	ssuance and s	tandards development
		Opportu	unities for Impr	ovement
Highlights:				
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yet.	ion, the quality	policy is still	relevant and t	Joes not need revision
The way forward presented by the Core Team was agreed upon by the Executive Committee				
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twice a year				
o Conduct training of pe				on of the hue
 EMS and QMS teams management systems 		requirement	is for integration	on of the two
o Establish Controls to		ch output is r	measured in a	ccordance with the
requirements, prefere				
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XI). It was proposed by the C				
scope to cover 1 additional re				
QMS Core Team will identify	the regions to	be included i	in the expansi	on.
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scheduled intervals Audit Teams, schedule based				
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2. Conduct training of personnel	2. QMS Cor	e Team, 1 st	2.	
on conformance with QMS	semester	2020		



QMS Secretariat

the regions to be included in

the expansion of DENR QMS

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1. EMS and QMS teams to 3. QMS Core Team, 4th 3. explore the requirements for quarter 2020 integration of the two management systems Establish Controls to ensure QMS Core Team, 4th 4. that each output is measured in quarter 2020 accordance with the requirements, preferences and satisfaction of Customers QMS Core Team will identify QMS Core Team, 1st 5.

semester 2020

Reviewed by: Central Office QMR

Agenda: Compliance Status on Corrective Action Requests Issued by AJA Registrars Inc
Highlights: Relevant MRI: Status of corrective actions

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Prepared by:

EVELYN G. NILLOSAN Chair, QMS Secretariat Noted by:

MARIA ELENA A. MORALLOS MANILA

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1. Strategic and annual planning	Management Review Inputs:		Time Started:	12:30 PM	Time Ended: 1:30 PM	
3. Conservation and development 4. Regulation and permitting 19. Status of corrective actions 19. Status of corr			☐16. Results of audits			
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□ 13. Legal Services □ 14. IEC □ 15. General services Agenda: Client Satisfaction Survey Relevant MRI: Stakeholders feedback/satisfaction Highlights: Presented the result of the 2018 client satisfaction survey. The 2018 CSS instrument was observed to be too lengthy. It was suggested to revise the CSS instrument for 2019. Different offices under DENR made use of different feedback forms. It was suggested to harmonize and mainstream the CSS instrument for 2020. Improvement Actions Responsibilities and Time Frame Time Frame 1. Streamlining Team, CSS Team, ARTA Team, January 31, 2020 2. Mainstream revise survey instrument for use of all offices of DENR Relevant MRI: Stakeholders feedback/satisfaction survey. (To be accomplished on the next review period) 1. Streamlining Team, CSS Team, ARTA Team, January 31, 2020 2. Streamlining Team, CSS Team, ARTA Team, January	11. Knowledge and Information Management					
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Prepared by:

EVELYN G. NILLOSAN Chair, QMS Secretariat Noted by:

MARJA ELENA A. MORALLOS MANILA

Central Office QMR

Approved by:

ATTY. EXNESTO D. ADOBO JR.

DENR MANAGEMENT REVIEW

Quality Management System

WHO SHOULD TAKE PART IN MANAGEMENT REVIEW?

- Top Management shall review the organization's Quality Management System to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization
- The Success of the organization may be dependent on how well the system is being utilized
- · Senior Management should be actively involved
- It is recommended that management review should be conducted at planned intervals from January to December – quarterly if possible.

9-PERFORMANCE EVALUATION

- 9.3 Management Review
- 9.1.1 General
- 9.3.2 Management Review Inputs
- 9.3.3 Management Review Outputs

SUMMARY OF REQUIREMENTS

All planned intervals of the Organization's QMS shall be reviewed by top management so that its ongoing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organization may be ensured

Management Review may be carried out at not greater than three monthly intervals and addresses, in addition to general matters, the following:

- Non-conformance Records (CARs)
- Status of Corrective Actions (CAR Log)
- Management Information and Analysis (Management Review)
- Follow-up Actions from earlier Management Reviews (Report of Management Review/s)
- The extent in which Quality Objectives have been met Monitoring and measurement results, including audits (Customer Satisfaction and Alignment to Statutory, Regulatory and Organizational Requirements

Management Review may be carried out at not greater than three monthly intervals and addresses, in addition to general matters, the following:

- The effectiveness of actions taken to address risks and opportunities (ROA)
- Changes in external and internal issues that could affect the Quality Management System, including requirements of customer and management (Policy Changes and Strategic Direction)
- The overall operation of the Organization's Quality Management System in order to determine its continuing suitability and effectiveness (Continual Improvement – (relevance and suitability)
- Opportunities for improvement

Management Review may be carried out at not greater than three monthly intervals and addresses, in addition to general matters, the following:

- The performance of external providers, including any required actions resulting from unsatisfactory performance (Procurement, Third Party Service Providers, Consultants)
- Staff Training and competency requirements (HR Interventions)
- Customer Satisfaction and feedback from relevant interested parties (CSS)

HOW IS MANAGEMENT REVIEW CONDUCTED? Document Review Review all Management System Documentation e.g. Is the Quality Management Manual still up-to-date? Audit Review and Analysis Review and analyze any internal audits which have taken place since the last management review. Quality Objective Performance and Analysis Obtain feedback on the extent to which Quality Objectives have been achieved and analyze the feedback Corrective Actions Have corrective actions been successfully implemented? If not, why not?

HOW IS MANAGEMENT REVIEW CONDUCTED? Risk and Opportunities Have risks and opportunities been taken into account during decision-making? What is the evidence of this, and what are the outcomes? Review if Customer feedback Review customer feedback and analyze it. Obtain copies of policies relevant to the operation of the QMS system Review all the management system documentation Is the Quality Manual still up-to-date?

HOW IS MANAGEMENT REVIEW CONDUCTED? Review and analyze any internal and external audits which have taken place since the last Management Review Obtain feedback on the extent to which Quality Objectives have been achieved and analyze the feedback Register of legal and other obligations Analysis of complaints Records of corrective actions

HOW IS MANAGEMENT REVIEW CONDUCTED? Review of relevant policies Minutes of previous meetings All relevant ISO 9001 system documentation (e.g. the quality granual) Internal and External Audit Reports Relevant Quality Record Files Car Registry Customer Feedback

Way Forward Strengthen the QMS Core Team in terms of capacity, commitment and communication Cascading of QMS to other offices and units of the DENR and expansion of the Pilot Regions for inclusion to QMS re-Certification by 2022 Training of Top Management including Directors on QMS implementation

Way Forward Conduct of Internal Audit and Management Review at scheduled intervals, at least twice a year Conduct training of personnel on conformance with QMS EMS and QMS teams to explore the requirements for integration of the two management systems by 2022

