
	<b>Department of Environment and Natural Resources</b> <b>MANAGEMENT REVIEW MEETING</b> <b>MINUTES</b>	Document ID	CO.QMS.F.2020.0001
		Revision No.	0
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		Page No.	1
Originator:	QMS Secretariat	Reviewed by:	Central Office QMR
		Approved by:	Overall QMR

Control Number:2020-001	Date: January 14, 2020	
Management Review Inputs:	Time Started: 12:30 PM	Time Ended: 1:30 PM
<input type="checkbox"/> 1. Strategic and annual planning <input checked="" type="checkbox"/> 2. Policy issuance and standards development <input type="checkbox"/> 3. Conservation and development <input type="checkbox"/> 4. Regulation and permitting <input type="checkbox"/> 5. Monitoring and enforcement <input type="checkbox"/> 6. HR Management <input type="checkbox"/> 7. Financial Management <input type="checkbox"/> 8. Supplies Management <input type="checkbox"/> 9. Outsource Services Management <input type="checkbox"/> 10. Infrastructure Management <input type="checkbox"/> 11. Knowledge and Information Management <input type="checkbox"/> 12. Information and Documentation <input type="checkbox"/> 13. Legal Services <input type="checkbox"/> 14. IEC <input type="checkbox"/> 15. General services	<input type="checkbox"/> 16. Results of audits <input type="checkbox"/> 17. Stakeholders feedback/satisfaction <input type="checkbox"/> 18. Evaluation of performance commitment <input checked="" type="checkbox"/> 19. Status of corrective actions <input type="checkbox"/> 20. Changes in internal and external issues that could affect the QMS <input type="checkbox"/> 21. Performance of external providers <input type="checkbox"/> 22. Effectiveness of actions to address risks and opportunities <input checked="" type="checkbox"/> 23. Opportunities for Improvement <input type="checkbox"/> 24. Adequacy of resources <input type="checkbox"/> 25. Others: (Please specify below):	

Agenda: Management Review		Relevant MRI: Policy issuance and standards development Opportunities for Improvement
Highlights: <ul style="list-style-type: none"> <li>• 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 yet.</li> <li>• The way forward presented by the Core Team was agreed upon by the Executive Committee:             <ul style="list-style-type: none"> <li>○ Conduct of Internal Audit and Management Review at scheduled intervals, at least twice a year</li> <li>○ Conduct training of personnel in conformance with QMS</li> <li>○ EMS and QMS teams to explore the requirements for integration of the two management systems by 2020</li> <li>○ Establish Controls to ensure that each output is measured in accordance with the requirements, preferences and satisfaction of Customers</li> </ul> </li> <li>• 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.</li> </ul>		
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	1. 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 <sup>st</sup> semester 2020	2.

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Agenda: Client Satisfaction Survey		Relevant MRI: Stakeholders feedback/satisfaction
Highlights: <ul style="list-style-type: none"> <li>Presented the result of the 2018 client satisfaction survey.</li> <li>The 2018 CSS instrument was observed to be too lengthy. It was suggested to revise the CSS instrument for 2019.</li> <li>Different offices under DENR made use of different feedback forms. It was suggested to harmonize and mainstream the CSS instrument for 2020.</li> </ul>		
Improvement Actions	Responsibilities and Time Frame	Verification of results (To be accomplished on the next review period)
1. Revise client satisfaction survey instrument based on RA 11032, EODB/ARTA	1. Streamlining Team, CSS Team, ARTA Team, January 31, 2020	1.
2. Mainstream revise survey instrument for use of all offices of DENR	2. Streamlining Team, CSS Team, ARTA Team, January 2020, January 31, 2020	2.


Prepared by:

  
**EVELYN G. NILLOSAN**  
 Chair, QMS Secretariat


Noted by:

  
**MARIA ELENA A. MORILLOS MANILA**  
 Central Office QMR

Approved by:

  
**ATTY. ERNESTO D. ADOBO JR.**  
 Undersecretary for Administration, Finance,  
 Human Resources and Information Systems and  
 Over-all Quality Management Representative



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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 <sup>th</sup> 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 <sup>th</sup> quarter 2020	4.
4. QMS Core Team will identify the regions to be included in the expansion of DENR QMS	5. QMS Core Team, 1 <sup>st</sup> semester 2020	5.

Agenda: Compliance Status on Corrective Action Requests Issued by AJA Registrars Inc		Relevant MRI: Status of corrective actions
Highlights: <ul style="list-style-type: none"> <li>• ASEC Salazar presented the summary of compliance to CARs issued by AJA Registrars Inc.</li> <li>• 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.</li> </ul>		
Improvement Actions	Responsibilities and Time Frame	Verification of results (To be accomplished on the next review period)
1. Take actions to comply with the CARs issued by AJA Registrars Inc.	1. QMS Core Team and relevant offices, next Management Review meeting	1.


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2. Conduct training of personnel on conformance with QMS	2. QMS Core Team, 1 <sup>st</sup> semester 2020	2.




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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 <sup>th</sup> 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 <sup>th</sup> quarter 2020	4.
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<b>Highlights:</b> <ul style="list-style-type: none"> <li>• ASEC Salazar presented the summary of compliance to CARs issued by AJA Registrars Inc.</li> <li>• 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.</li> </ul>		
<b>Improvement Actions</b>	<b>Responsibilities and Time Frame</b>	<b>Verification of results</b> (To be accomplished on the next review period)
1. Take actions to comply with the CARs issued by AJA Registrars Inc.	1. QMS Core Team and relevant offices, next Management Review meeting	1.


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**EVELYN G. NILLOSAN**  
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# 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 manual)
- ☐ Internal and External Audit Reports
- ☐ Relevant Quality Record Files
  - Car Registry
  - Customer Feedback

Note: The agenda and minutes of Management Review are retained in accordance with Section 7.5.3

## 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







**THANK YOU!**