



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region V(Bicol)
SCHOOLS DIVISION OF CATANDUANES
Virac, Catanduanes

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Website: www.depedrovcatanduanes.com Tel No.: (052)811-40-63



RELEASED

Schools Division Office, Division of Catanduanes

RECORDS SECTION

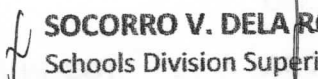
Date NOV 28 2018

Time: 9:40 P.M.

Initial/Signature: [Signature]

MEMORANDUM

TO: Chiefs, CID and SGOD
Education Program Supervisors
Public Schools District Supervisors
Section Chiefs

FROM:  **SOCORRO V. DELA ROSA, CESO VI**
Schools Division Superintendent

SUBJECT: **ACCOMPLISHMENT AND SUBMISSION OF EXTERNAL CUSTOMER SATISFACTION MEASUREMENT SURVEY (ECSMS) FORM FOR THE MONTHS OF OCTOBER – DECEMBER (4th Quarter of the Year)**

DATE: November 28, 2018

Please find attached ECSMS form covering the last quarter of the year (October – December 2018). Only one (1) consolidated rating sheet per section/unit shall be submitted to the SDO – SGOD Office, Attention: School Governance and Operations Division – School Management Monitoring and Evaluation (SGOD – SMME) or shall be e-mailed at sarah.chiong@deped.gov.ph on or before December 11, 2018.

Said Client Feedback Form (ECSM Survey) must be accomplished by any person/s who transacted with DepEd ROV for the months of October, November and December.

For information, guidance and compliance.



REPUBLIC OF THE PHILIPPINES
Department of Education


REGION V
REGIONAL CENTER SITE, RAWIS, LEGAZPI CITY 4500
0917 178 1288 (052) 225 4668
0917 178 1550 (052) 225 4669

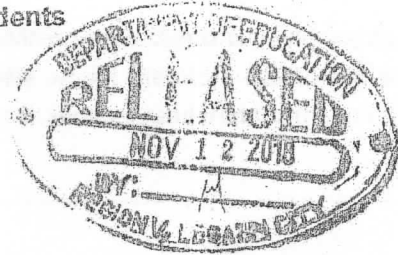
<http://deped.gov.ph/regions/region-v/main> deped.rov@deped.gov.ph



MEMORANDUM

TO : Schools Division Superintendents

FROM : 
GILBERT T. SADSAD
Director III
Officer-In-Charge
Office of the Regional Director



SUBJECT : ACCOMPLISHMENT AND SUBMISSION OF EXTERNAL CUSTOMER MEASUREMENT SURVEY (ECSMS) FORM FOR THE LAST QUARTER OF THE YEAR

DATE : November 9, 2018

Please accomplish attached ECSMS form covering the last quarter of the year (October-December 2018). Only one (1) consolidated rating sheet per SDO shall be submitted to this Office (Attention: Quality Assurance Division (QAD) or shall be emailed at gad.rov@deped.gov.ph on or before **December 15, 2018**.

Further, this Office commends the following SDOs that submitted their accomplished ECSMS for the 3rd quarter, to wit:

- | | |
|----------------------|--------------------------|
| ✓ 1. SDO Catanduanes | 4. SDO Naga City |
| 2. SDO Legazpi City | 5. SDO Sorsogon City |
| 3. SDO Ligao City | 6. SDO Sorsogon Province |

On the other hand, the following SDOs are requested to submit the ECSMS for July-September 2018 on or before **November 16, 2018**:

- | | |
|----------------------|-------------------------|
| 1. SDO Albay | 5. SDO Masbate City |
| 2. SDO Cam Norte | 6. SDO Masbate Province |
| 3. SDO Camarines Sur | 7. SDO Tabaco City |
| 4. SDO Iriga City | |

For information, guidance and compliance.

16630

Reference No.: _____

QAD/jody/mitch

11/09/18
11:00 AM





REPUBLIC OF THE PHILIPPINES
Department of Education
 REGION V

REGIONAL CENTER SITE, RAWIS, LEGAZPI CITY 4500

(052) 482-0046 (052) 482-0373
 www.depedregion5.ph deped.rov@deped.gov.ph



Quality Management System – ISO 9001:2015
External Customer Satisfaction Measurement (ECSM) Survey

CLIENT FEEDBACK FORM

Our Organization in its thrust to continually improve its services to the clients is implementing the Quality Management System (QMS) aligned to ISO 9001:2015. We would therefore like to ask you to contribute to our efforts by stating your comments or remarks on our services rendered for the months of October to December 2018.

Schools Division Office (SDO)	
Completed by	
Name / Position/ Signature	
Noted by ASDS/ SDS	
Functional Area/s of DepEd ROV visited	

Note:

This must be accomplished by any person/s who transacted with DepEd ROV in the two-month duration of evaluation.

Please select the degree of satisfaction for each of the following.

Levels 1 to 3 denote Dissatisfaction while Levels 4 to 6 denote Satisfaction.

(1 Very Poor 2 Poor 3 Fair | 4 Good 5 Very Good 6 Excellent)

No.	Parameters	Your rating
1	The Office/s visited has/ have clear procedures or process/es.	
2	The employee/s provided prompt and accurate service.	
3	The employees are helpful and provided client-focused service.	
4	The Office/s is/ are clean and orderly.	
5	The SDO needs and expectations were met.	
In general how would you rate the over-all services of DepEd ROV?		
What are your suggestions for continual improvement of our services? Please state.		

Thank you very much for your contribution in our Quality Management System (QMS).