

## DepEd Bicol undergoes Inter-Region Internal Quality Audit for QMS

Legazpi City, June 29, 2023 - The Department of Education (DepEd) Bicol has successfully undergone an inter-region internal quality audit, demonstrating its commitment to maintaining the Quality Management System (QMS) in the office.

The audit was conducted on June 26-27, 2023 by internal auditors from DepEd Region 10 led by Ms. Edith Ortega, the lead auditor and Chief of the Field Technical Assistance Division (FTAD) of DepEd Region 10. Also part of the auditing team were Human Resource Development Division (HRDD) Chief Enerio Ebisa, Education Program Supervisor (EPS) Reinante Noel Pelagio, and Education Program Supervisor Lita Base.

Quality Assurance Division Chief and designated Quality Management Representative (QMR) Jocelyn Dy explained that the purpose of the audit was to monitor the Region's adherence to the quality management system and assess the conformity of various offices in the region to established standards and processes. The auditors looked into the QMS compliance of the Region in terms of management processes, core processes and support processes including stated procedures, declared processes, planning documents and other matters relative to the standard requirements.

During the closing meeting, the internal auditors declared 31 conformities and only 14 Opportunities for Improvement (OFIs) for DepEd Bicol with no minor and major non-conformities reported.

DepEd Bicol Director Gilbert Sadsad expressed his gratitude to the auditors for their thorough assessment of the department's operations. He emphasized the importance of having Internal Quality Auditors (IQA) within the department to ensure the delivery of high-quality services.

"We welcome the feedback from the auditors on the various areas and processes that need improvement. The audit serves as a valuable tool to enhance our performance and achieve excellence in our operations." Director Sadsad noted.

Meanwhile, the Assistant Director Bebiano Sentillas lauded the collaborative efforts of the different functional divisions and sections in the Region in achieving compliance with the standards. He emphasized the importance of unity within the office to deliver quality services to clients.

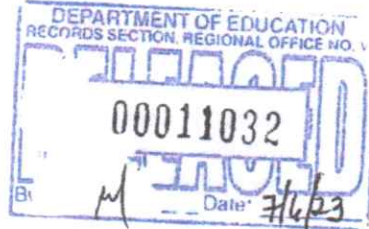
"Working together as one office ensures that we provide exceptional service," said ARD Sentillas.

Ms. Ortega, the lead auditor from Region 10, congratulated Region 5 for its commitment to implementing and upholding the processes required by the Quality Management System (QMS). Her message acknowledged the dedication and determination demonstrated by DepEd Bicol in maintaining quality standards.

In response to the audit findings, Quality Assurance Division Chief and designated Quality Management Representative (QMR) Jocelyn Dy discussed the necessary steps to address the concerns raised by the auditors. She emphasized that the feedback provided by the auditors will guide DepEd Bicol in improving their processes and ensuring continuous quality enhancement.



DepEd Bicol has been preparing for the Inter-Region Internal Quality Audit since March 2023, as part of its ongoing efforts to ensure integration of QMS in all of its services. The audit findings and recommendations will contribute to the department's continuous improvement and the realization of its goal to establish a unified quality management system under the initiative "One DepEd, One QMS."



Approved for release and publication:

  
**GILBERT T. SADSAD**  
Regional Director



Republic of the Philippines  
**Department of Education**  
REGION V - BICOL  
**SCHOOLS DIVISION OFFICE OF CATANDUANES**



July 12, 2023

- TO: Assistant Schools Division Superintendent  
Chief Education Supervisors  
Education Program Supervisors  
Public Schools District Supervisors/In-Charge of Districts  
Elementary and Secondary School Heads  
All Other Concerned

For widest dissemination to all concerned.

  
**SOCORRO V. DELA ROSA, CESO V**  
Schools Division Superintendent