

Minutes of the BPSU Management Review
Held on the 24th of November 2017 at the Conference Room 1 Administration Building,
BPSU Main Campus, City of Balanga, Bataan

I. Call to Order

In compliance with University Memorandum No. 1261 series of 2017, members of the Administrative Council, Main Campus Chairpersons and QMS IQA Team Members convened on 24 November 2017 at the Conference Room 1 Administration Building, BPSU Main Campus, City of Balanga, Bataan. Ms. Fatima Bacala led the group in an opening prayer. Dr. Gregorio J. Rodis called the meeting to order by at 10:35 a.m.

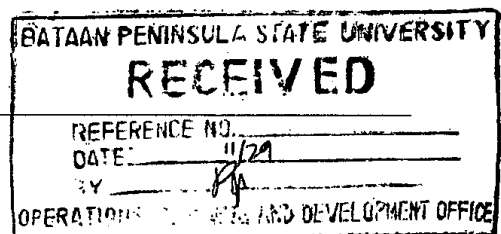
II. Attendance and Declaration of Quorum

A quorum was declared. The following were present:

Dr. Gregorio J. Rodis,	University President
Dr. Edmundo Tungol,	Vice-President for Finance and Administration
Dr. Emmanuel C. Macaraeg,	Vice-President for Academic Affairs
Dr. Maria Fe V. Roman,	Campus, Director
Dr. Hermogenes Paguia	Director, Research and Development
Dr. Flora D. Canare,	Head, Public Affairs
Dr. Jesselyn C. Mortejo,	Head, Quality Assurance Office
Dr. Romeo Nisay Jr.	Head Sports and Physical Development Office
Engr. Alfredo Valentos,	Director, Physical Plant and Engineering Services
Ms. Erlita Lacson,	Director, Finance Services
Ms. Candida Punla, Director,	Administrative Services
Dr. Bernadeth B. Gabor,	Dean CT
Dr. Thelma DG. Manansala,	Dean CAS
Ms. Cristina G. Rivera,	Dean CICT
Engr. Nelson Andres,	Dean CEA
Mr. Ferdinand Santos	University Registrar
Mr. Rowell De Guia	Head, International Affairs

Others Present

Ms. Mylen Hualda,	Chairperson OSA
Ms. Lorena Zapanta,	Chairperson OSA
Ms. Khristina Anne Dimarucut	Chairperson OSA
Ms. Desiree M. Gruela,	Chairperson Procurement
Mr. Eduardo Tinao	Chairperson, RET
Ms. Gigi Pascual,	Chairperson Finance
Ms. Maricris Garcia	IQA Team Member
Mr. Leonardo Agoyaoy,	IQA Team Leader
Ms. Rochelle Tiongson,	IQA Team Leader
Ms. Joyzel de leon,	IQA Member
Mr. Ralph Escartin	IQA Member
Ms. Mary Jane Hermoso	College Librarian
Mr. Jake Sampang	Instructor I



Not in Attendance	
Dr. Rudy Flores	-Vice-President for Research and Extension
Dr. Mel Abas	-Director, Extension Services
Jose Paulo B. Tuazon	-Director, PBE
Ms. Arlene Ibanez	-Head, ITSO

III. Adoption of the Agenda

The agenda of the meeting was read by the secretary as noted in the University Memorandum No. 1261 series of 2017.

- Changes in the external and internal issues that are relevant to the QMS
- Customer Feedback/Satisfaction Data Results and Analysis
- Feedback from relevant interested parties
- Status of Performance vis-à-vis Quality Objectives
- OPCR results/status – cross reference to ...
- Nonconformities and corrective actions via RFAs and RFA Registry
- Relevant trends related to Operational processes
- Internal Audit results
- Performance of external providers
- Resource issues/needs and status
- Effectiveness of actions to identified risks via Risk Registry
- Risks and Opportunities
- Suitability of the Quality Policy
- Changes Affecting the QMS (if any)
- Recommendations for Improvement

IV. New Business

External and Internal issues that are relevant to the QMS

Presider explained that in understanding the organization and its context, the organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of it QMS. Dr. Rodis asked the group to identify such issues. Mr. Tinao mentioned funding grants and initiatives as very important factors especially in addressing the challenges of free tuition fee bill. He also identified technology factors such as technology access, licensing patents, intellectual property issues and licensing laws as pertinent issues relevant particularly to research and production process. Dr. Macaraeg cited ASEAN Integration and its impact on BPSU Strategic Plan. Dr. Thelma Manansala cited current legislation such as free tuition fee bill, new curriculum and CHED policies and guidelines for different curricular programs. Engr. Alfredo Valentos gave his insights on the effect of weather issues on the physical development of the university to consider mitigation for climate change. Lastly, Dr. Tungol shared that national economies and trends, taxation policies and employment laws are some of the external and internal issues affecting our financial and administrative processes.

Customer Feedback/Satisfaction Data Results and Analysis

Dr. Mortejo presented the Customer Feedback Result based on the summary of NBC Faculty Evaluation on Teaching Effectiveness, OSA Evaluation for student Services, and Clientele Satisfaction for Extension Services. Other Customer Feedback from other sources presented are for Finance Services and Research and Development Office.

OSA Evaluation

Out of the eleven (11) student services evaluated, nine (9) got an agreeable or satisfying rating from students while two (2) services got a disagreeable rating-school cafeteria and maintenance. It was concluded that the food services and maintenance of the university need further improvement. Ms. Lorena Zapanta, OSA Chairperson stated that the results of the evaluation were properly discussed to the concerned unit. The summary of comments and suggestions and the plan of action agreed upon are as follows:

Customer Feedback	Plan of Action/ To Do's/Agreements
➤ Staff not approachable	include as agenda in meetings, on-going leadership seminar for non-teaching
➤ Standing in long lines for hours during enrolment	plan for online registration and payment
➤ Paying Computer fee but no functional computer units in the laboratory-asking for refund	Limit the number of enrollees per laboratory, CEA request for PC units on process
➤ Observing silence in the library, should also include library personnel	Library personnel were informed already and aware of this
➤ Request of tables for Architecture students	Engineering students are allowed to use engineering rooms to work on their plates and other projects
➤ Staff not approachable (include as agenda in meetings.	Personality development seminar will be included in the HR annual plan for 2018
➤ Standing in long lines for hours during enrolment.	Online registration and payment will be implemented by 2018
➤ Food, unreasonable prices	(coordinated with the canteen already, solution: will look for other products)
➤ Cleanliness of canteen	already coordinated with Ma'am Loyola, c/o of maintenance
➤ Employees given special attention	Will be included in the agenda in faculty and staff meetings before the end of 1 st semester
➤ Inconsistent implementation of security policies	OSA coordinated with security unit
➤ uncourteous personnel	Dr. Tungol will discuss this to staff meeting this November
➤ problems with comfort rooms	Engr. Valentos will discuss this to the maintenance group
➤ More sheds or waiting places	should be a priority project next year
➤ Chairs not enough	should be included in PPMP

Student Evaluation on Teaching Effectiveness

Result of the student evaluation on teaching effectiveness was presented by Dr. Thelma. In terms of commitment, knowledge of subject matter, teaching for independent learning and management of learning all the programs yielded very satisfactory rating in general.

Common Feedbacks for Improvement (Instruction) are as follows:

Customer Feedback	Plan of Action/ To Do's/Agreements
▶ Never using visuals	To include request of additional LCD projectors
▶ Monotonous in teaching	To be addressed in the Faculty Development 2018 c/o HR and VPAA
▶ Acquire more techniques to motivate students	To be addressed in the Faculty Development 2018 c/o HR and VPAA
▶ Improve class attendance	To be addressed in the Faculty Development 2018 c/o HR and VPAA
▶ Use active learning in class	To be addressed in the Faculty Development 2018 c/o HR and VPAA
▶ Be more consistent in classroom management	To be addressed in the Faculty Development 2018 c/o HR and VPAA
▶ Avoid hostile or inappropriate behavior toward the students	To be addressed in the Faculty Development 2018 c/o HR and VPAA

**Common Feedbacks for Improvement (Research and Extension)
presented by Mr. Eduardo Tinao**

Customer Feedback	Plan of Action/ To Do's/Agreements
• Problems about liquidation Process	Finance department- to issue checklist form
• Problems about purchase requests	Early submission of research proposal
• Dilemma about statisticians	To identify person in-charge of the SPSS purchased by the University
• Confusions regarding the start of implementation, it is upon signing of memorandum of agreement or upon university memo issuance that their researches have been approved	To be discussed in the next RDO meeting
• Problem about communication allowance, how it can be accounted	Minimum of 2 years duration of approved research can apply for postpaid plan

Common Feedbacks for Improvement (Finance and Administration)
presented by Ms. Erlita Lacson

Customer Feedback	Plan of Action/ To Do's/Agreements
<div> <div>> Approachability of frontline servers – cashier main</div> <div>> Non- issuance of pay slip – cashier</div> <div>> Inconsistent requirements for reimbursement</div> <div>> Tracking of Financial documents</div> <div>> In Absence of select key personnel/ processing of payroll is delayed</div> <div>> Some of the staff for payroll processed are not approachable</div> <div>> Pinpointing of duties and responsibilities which tend to prolong the processing of documents</div> <div>> Absence of key personnel tense to prolong the processing of documents</div> <div>> Processing of documents which should had been processed by finance personnel are instead redirected back to the reimbursing individual</div> <div>> Updates on employees loans and other salary deducted contributions</div> <div>> Over and under payment of tax</div> <div>> It seems they have more time to beautify themselves than having more time to do their actual work</div> <div>> It would be much better if there's no TV sets within the office to prevent actual distraction</div> </div>	<div>To be discussed in the next meeting of Finance and Admin department (Nov.28, 2017)</div>

Feedback from Stakeholders

The next agenda tackled were stakeholders’ feedback

For the Research and Extension, feedback from External Funding Agencies were the source of feedbacks, other stakeholders such as CHED and ACCUP were also the major sources of feedback for all processes.

For the research and extension feedbacks, Mr. Tinao stated that strict monitoring of projects are now being implemented by the RET department, for CHED feedbacks, Dr. Ruby Matibag mentioned that they will submit their compliance report this November. For AACCUP feedbacks, the university is given up to 4th quarter of 2018 to address the recommendations during the last survey visit

Status of Performance vis-à-vis Quality Objectives

OPCR results/status – cross reference to MFO Accountability Report Card

The MFO Accountability Report Card presented by Dr. Mortejo reflected the attainment of the University’s target and accomplishment as of September 2017.

Based on the data presented, MFO 1 have small variance ranging from -2%–10% in terms of target number of graduates, and percentage of accredited programs. The QA head presented her plan of action for the unattained target in accreditation which is submission of properly documented justification. For the unattained target in number of graduates, the deans submitted documented information to justify reasons for failure of students to graduate within the prescribed time frame.

MFO2 Advanced Education Services

All indicators have achieved the set targets except for the number of graduates.

MFO 3 Research Services

The targets for the completed research and projects and publication and patenting of research outputs were not yet achieved. According to Mr. Tinao, they are still expecting that the accomplishment will increase until December 2017. He also stated that they will might have problem achieving the target for publication and patenting because it will depend on the publisher and approving institution.

MFO 4 Extension Services

Mr. Tinao stated that the extension services have a high chance that the targets in all three (3) indicators will be achieved by December 2017.

MFO 5 Support to Opertions

Dr. Edmundo Tungol, VP for Administration and Finance stated that he was very positive that all the indicators for this MFO will be achieved by December 2017.

Status of Performance vis-à-vis Quality Objectives

Each Office presented their quality objectives aligned to the university’s MFOs to see the status of their performance. All Functional Areas have unattained targets as of October 2017, but increases in accomplishments are expected until December 2017. Those who have not presented their presentation will be notified through RFAs issuance.

Functional Area	Presentor
Research and Extension	Mr. Eduardo Tinao
PBE	Ms. Desiree Gruela
Procurement	Ms. Maricris Garcia
Quality Assurance	Dr. Jesselyn Mortejo
Cultural	Dr. Romeo Nisay
Sports	Dr. Romeo Nisay
Finance	Ms. Erlita Lacson
Administrative	Ms. Candie Punla
Student Services	Ms. Mylen Hualda
Registrar	Mr. Ferdinand Santos
Library	Ms. Mary Jane Hermoso

Academics -CEA, CNM, GS,CICT,CIT	Dr. Thelma Manansala
Physical Plant and Engineering Services	No presentation
GAD	No presentation
Security	No presentation
Public Affairs	No presentation

Nonconformities and corrective actions via RFAs and RFA Registry

Mr. Leonardo Agoyaoy presented samples of audit findings with corrective actions via RFAs and RFA Registry on the following offices:

- Registrar’s Office
- Colleges
- VP Admin and Finance
- Financial Management Service

Non-Audit Related RFA issued to Finance Office was also presented

Internal Audit results

Sample Audit findings on the following offices that are serious and with pending action were also presented by Mr. Agoyaoy:

- Financial Management Main
- Financial Management Central
- PPES Construction
- Administrative Services
- VP A/F
- Colleges

Relevant Trends related to Operational processes

Current trend and issues related to operational processes of the university were presented:

Research and Extension Trends presented by Mr. Eduardo Tinao:

- Use of Qualitative Method
- Collaborative Research
- CHED’s priority themes
- Online interviews and focus groups

Administration and Finance presented by Dr. Edmundo Tungol

- New leadership styles
- Succession planning
- Work ethics
- New guidelines in budget preparation
- Prime HR
- E-government and financial transactions

Instruction presented by Engr. Nelson Andres

- New teaching and learning aids
- Project oriented learning
- Mobile learning
- Use of technology in teaching

234 **Performance Review: External Providers**

235 Engr. Valentos presented a summary of the performance of the external providers
236 particularly the Contractors for Infrastructure projects. Based on the data presented, there
237 are providers who delivered the project within the agreed time frame while there are other
238 who did not, there are also providers who delivered the project but not within the standard
239 agreed upon.

240 Dr. Rodis asked about the penalties and plan of action to be taken to avoid
241 recurrence of such problems in the future. Engr. Valentos stated that there are regulatory
242 measures being undertaken in giving penalties to delayed contractors.

244 **Effectiveness of Actions Taken to Address Risk**

245 Dr. Jesselyn Mortejo presented the consolidated risk assessment per functional area
246 and the effectiveness of Actions to address the risks identified: Most of the mitigations and
247 action taken to address the risk are found to have significant influence on the decreased of
248 the assessed risks. There are also some identified risks that have not decreased yet in terms
249 of probability and impact such as the risk of improper monitoring of projects in extension
250 services, mismatching of student aptitude and program requirements and shortage of
251 critical skills within a company's workforce. The identified risks as agreed upon will be
252 addressed in the next student admission and personnel recruitment process.

254 **Matters Related to Resources**

256 The presider asked the body about the current status, needs and challenges of the university
257 in terms of physical, human resource, financial and information resource.

259 Dr. Pagua, mentioned shortage of supplies, internet connectivity and office space as their
260 needs in the RET department. The OSA have the same concerns. For the Academic group,
261 the need for qualified faculty and lack of faculty with specialization are the common
262 concerns as raised by Dr. Matibag and Engineer Andres. Pending reimbursements, and
263 delayed financial transactions were also mentioned in terms of financial resources.

265 Engr. Alfredo Valentos, presented the status of Physical Resource to address needs and
266 issues for buildings such as classrooms, equipment and materials, materials and
267 consumables, laboratories and safety and security.

269 The budget officer, Ms. Laila Estioco gives her insights as to the financial resources status.
270 She stated that at present all the necessary preparations, planning and budgeting are being
271 undertaken to address the challenges of free tuition fee bills.

273 In terms of Human Resource needs and status, the newly appointed director for
274 administrative services Ms. Candida Punla shared her plans for 2018 to address the human
275 resource needs of the university.

277 **Risks and Opportunities**

278 The presider asked the group to identify possible opportunities for improvement based on
279 the matters discussed. Based on the open discussion, the identified opportunities for
280 improvement are as follows:

Research	Publication of Research outputs to high quality research journals Increase number of faculty engage in research work Opportunities for external funding of research project
Extension	Opportunities for more socially relevant and effective extension programs
Production (research visibility and utilization and marketing)	Research outputs shall be patented / commercialized / Opportunities for research output s to be used by industry or by other beneficiaries adopted by industry / small and medium enterprise / LGU / community-based organization
Academic	Instruction Materials Syllabus Improved facilities Student Teacher Ratio Faculty development
OSA	Improved services Research Improved food services Utility and maintenance Security Comfort rooms
Finance Services	Separation of Main and Central Transactions on Finance Services Quality Workplace/ full implementation of 5S Improve Financial Transactions Pay Slip Issuances Database for employee loans Latest trends in Financial Management
Administrative Services	Training Needs Assessment Job Analysis Comprehensive HRDP -stress management/work life balance -personality development for frontline services
Physical plant and Facilities	-waiting sheds, study areas -CRs for students with special needs -improved and well documented supplier/

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251 **Changes Affecting the QMS**

252 Dr. Rodis asked the body on the possible changes affecting the QMS. Changes
253 identified were the following:

- 254 • Free Tuition Fee –memorandum circular on prioritization of who can avail the free
255 tuition fee
- 256 • Amended Guidelines for Preparation of Annual Budget Execution Plans
- 257 • New Curriculum
- 258 • New Research units/ centers
- 259 • Possible Reorganization of Research and Extension Unit
- 260 • Program Rationalization
- 261 ➤ Opening of new programs
- 262 ➤ Closure of Programs (duplicated/not within the mandate)
- 263 ➤ Zoning of Programs

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267 He asked the group how to address these changes so not to affect how the university
268 operates.

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270 In terms of free tuition fees, the budget officer stated that series of planning are now being
271 undertaken to come up with a more comprehensive and accurate budgeting for 2018.

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273 According to Dr. Macaraeg, new curriculum and policies of CHED will be part of the
274 curriculum review and revision by 1st quarter of 2018.

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276 Dr. Paguia stated that they have included in their 2018 annual plan, details of action to be
277 taken to make the new research units functional.

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281 **Suitability of the Quality Policy**

282 Dr. Mortejo presented to the group the quality policy statement and asked the body
283 about the suitability of the quality policy.

284 Deliberation as to whether the quality policy is still suitable to the organization was
285 done. On motion of Dr. Romeo Nisay duly seconded by Mr. Ferdinand Santos, the body
286 agreed on the suitability of the quality policy.

Recap on Agreements and Actions

After all the agenda were discussed Mr. Jake Sampang made a recapitulation of the agreements and actions.

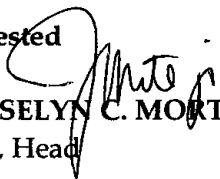
IV. Adjournment

With no other matters left to discuss, the meeting was adjourned at 3:35 pm.

I hereby certify to the correctness of the foregoing minutes.


MR. JAKE SAMPANG
Acting Secretary

Attested


JESSELYN C. MORTEJO, Ed.D.
QA, Head