

Minutes of Meeting of the First BPSU Management Review-Vice President Level
(Administration and Finance)
Held on the 21st of November 2017 at the 3rd Floor of the Tanghal Likha Building
BPSU Main Campus, Balanga City Bataan

I. Call to Order

Through the issuance of President Memorandum 2017 No. 1261, the Administration and Finance group assembled on November 21, 2017, 2:00pm at the 3rd Floor of the Tanghal Likha Building, BPSU Main Campus, Balanga City. The meeting started at 2:30 PM with a prayer led by Dr. Jesselyn C. Mortejo, followed by checking of attendance.

II. Attendance and Declaration of Quorum

The following members were present:

Dr. Jesselyn C. Mortejo	-	Head, Quality Assurance
Dr. Edmundo C. Tungol	-	Vice President for Administration and Finance
Ms. Erlita Z. Lacson	-	Director, Finance Management Services
Mr. Jose Paulo B. Tuazon	-	Director, Production and Business Enterprise
Ms. Marielle S. Tanega	-	University Cashier
Mr. Generoso B. Barata	-	Chairperson, OPPES
Ms. Haydee V. Vitao	-	Administrative Aide III
Ms. Jo-Ana Mari Tanega	-	Administrative Assistant VI
Ms. Sharon Villaruel	-	PATVEP Staff
Ms. Jannet Robles	-	Accounting Staff
Ms. Joycel D. Salenga	-	QA Staff
Ms. Rochelle Tiongson	-	Guidance Counselor III
Mr. Ralph H. Escartin	-	ISO Core Team Member
Mr. Rowell De Guia	-	Faculty
Mr. Leonardo A. Agoyaoy	-	ISO Core Team Member
Ms. Ma. Fatima B. Bacala	-	Faculty
Ms. Joyzel A. De Leon	-	Administrative Aide VI
Mr. Jethro Jake C. Sampang	-	Faculty

Not in Attendance:

Dr. Candida S. Punla	-	Director, Administrative Services
Engr. Alfredo Valentos	-	Director, OPPES

III. Objectives of the Session

Dr. Mortejo started the session with presentation of the objectives of the session:

- To determine the opportunities for improvement of our processes and services
- To determine if there is a need for changes to the QMS
- To identify the status of our physical, financial and information resources

IV. New Business

In reference to the President Memorandum 2017 No. 1261, Dr. Mortejo presented the following agenda:

- Changes in the external and internal issues that are relevant to the QMS

- Status of Performance vis-à-vis Quality Objectives
- OPCR results/status
- 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
- Recommendations for Improvement

A. Changes in the External and Internal Issues that are Relevant to the QMS

Dr. Mortejo discussed that the QMS covers the following operational process and all interacting management and support processes that will be subjected to audit:

- Academic
- Research and Production
- Extension

Dr. Mortejo stressed out that the key role of the Finance and Administrative Services is support group to the stated operational and interacting management process. The university will adopt and implement the latest version which is the ISO 9001:2015 for the audit of Central office and the Main Campus of the University to be followed by the different campuses in the near future.

The QMS Roadmap is presented by Dr. Mortejo as to give the group a clear view of the BPSU ISO Audit that we are now on the ladder of Management Review.

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 the QMS.

Dr. Mortejo presented the PESTLE, an instrument used to monitor the different external and internal issues affecting the organization. During the discussion, Dr. Tungol identified almost all the factors affecting the operations in the Finance and Administrative Services of the University.

All agreed on the factors presented

B. Customer Feedback/Satisfaction Data Results and Analysis

Dr. Mortejo asked the members about how we get the feedback from the customers.

Dr. Tungol answered that in order to get feedback we need to review and install suggestion boxes in the admin and finance dept on all areas concerned. Dr. Tungol asked if we have opened the suggestion boxes for review of the feedbacks. Dr. Mortejo suggested that we could have regular monitoring of our suggestion boxes and to use social media and website aside from frontline offices in getting comments, complaints and other feedbacks. She presented the student evaluation of student services.

Dr. Mortejo presented the summaries of evaluation for the different offices and service providers of the University. It was mentioned that the concern of the school cafeteria and our maintenance services as to how we could further improve them. Dr. Tungol asked about the disagreeable part of the evaluation in the school cafeteria as to which part of service.



- Sir Barata mentioned that the disagreeable part of the evaluation should not be all about the maintenance group.
- Dr. Tungol said that reorientation from the OSA and the PPES (utility) should be made.
- It is also mentioned about the employees cutting lines in the canteen. All agreed that the deans and heads of various colleges should address this problem.
- It is agreed that in the next department meeting, these problems should be addressed to the personnel.

C. Status of Performance vis-à-vis Quality Objectives

Dr. Mortejo discussed the implementer's/researcher's concerns/feedback:

- Problems about liquidation process
- Problems about purchase requests
- Dilemma about statisticians
- Confusions regarding the start of implementation, it is upon of memorandum of agreement signing or upon university memo issuance that their researches have been approved
- Problem about communication allowance, how it can be accounted
- Software for data analysis for qualitative research is needed because we only have such for quantitative research

Dr. Tungol mentioned that it is already addressed per campus starting January 2018 it should be fully implemented and up to date it should be earlier than the salary date. All agreed.

D. OPCR Results/Status

Dr. Mortejo discussed that the University shall primarily provide advanced instruction and professional training in education, engineering science and technology, arts and humanities, computer and forestry, and other relevant fields of study.

It shall undertake research, extension services and production activities in support of the socioeconomic development of Bataan and provide progressive leadership in its areas of specialization.

Dr. Mortejo, then, presented the Performance Review: Attainment of OPC as of September 2017

E. Nonconformities and Corrective Actions via RFAs and RFA Registry

Dr. Tungol mentioned that the nonconformities and corrective actions in the Finance and Administrative Services were already addressed per campus and that starting January 2018, it should be fully implemented and up to date. The pay slip should be given to employees earlier than the salary date. All members of the group agreed.

Approachability of the front line officers and employees should be addressed next meeting of the Administrative and Finance.

F. Relevant Trends Related to Operational Processes

Tracking forms should be made and implemented in January 2018

In the absence of key personnel, the problem is minimized; if there are substitute or board resolution should be made but according to Dr. Tungol it is somewhat impossible.



Processing of documents 2018 for HR

Plan for personality development and stress management seminars should be made in 2018 all agreed

Pinpointing of duties and responsibilities tend to prolong the processing of documents – the personnel should identify the limits of their job. If the job is for the campus or central level

Updates on employee's loans and other salary deducted contributions – every payday should be updated upon request by the employee. Individual ledger for the employee should be made. Dr. Tungol suggested that there should be a system for that. We can tap the CICT for a simple database for that so it can be accessed easily.

G. Internal Audit results

Mr. Agoyaoy discussed the results of the audit conducted by the Local Audit Team.

Dr. Tungol asked about the NC performance review of audit results. Likewise, Dir. Lacson commented that we cannot determine whether the personnel is for the campus level or for the central office.

Dr. Tungol suggested that we should review the concern on overcrowding of space personnel.

Non-compliance of other office/unit and department on the use of the new template for the issuances of memorandum, endorsement and correspondence.

The Director for Administrative Services should look into conducting of training needs analysis regarding BPSU SPMS.

H. Performance of external providers

According to Dr. Tungol, the performance of the external provider is documented.

I. Resource issues/needs and status

Dr. Tungol mentioned that they are conducting a survey on human resource development in which the result can be utilized to address the issues on resource and training needs.

The group agreed that the issues and needs of human resources including the personality development and stress management should be part of the annual plan of the Human Resource Development Office for 2018.

Dr. Mortejo reported that as per agreement made during the accreditation, those personnel who will handle the chairmanship of areas should be the personnel responsible for those offices. The college being subjected to accreditation, on the other hand, will give a faculty representative for areas concerned. Example is on the area of Physical Plant. The chairperson for this area in accreditation should also be the director for physical plant. All agreed.

J. Effectiveness of actions to identified risks via Risk Registry

Dr. Mortejo addressed that the Risk Registry is made to monitor the mitigation and actions taken to address the risk.

Risk Registry for Administrative Services is on the Recruitment/Hiring & Selection and Human Resource Development. Risk that arises is on the hiring of unqualified people and shortage of critical skills within a company's workforce. The action is to establish approved concrete Human Resource Development Plan and it should be prioritized by 2018.

Risk Registry for Accounting is on the processing of vouchers and payroll, preparation of financial statement and online remittance of Pag-ibig loans and contribution, Philhealth



contributions, GSIS loans & contributions & tax withheld. Risk that arises is on the absence of signatories, lack of supporting documents needed on the processing of documents, unbalanced financial statement and transposition of amount and no online transaction.

Dr. Tungol said that these issues will have a great impact on the budget.

Matters related to resources, as to human resources: majority of the faculty members holds a general major rather than having their field of specialization. As to financial resources: the short budget due to the free tuition fee, absence of signatories and pending reimbursement and delayed salaries for the part time and contract of service faculty member.

K. Risks and Opportunities

- Improved services of the university's front liners
- Improved food services
- Utility and maintenance
- Comfort rooms for PWDs

L. Suitability of the Quality Policy

On the part of admin and finance, it is suitable. We have a very clear and participatory policy making body according to Dr. Tungol.

Dr. Mortejo stressed out the battle cry of BPSU which is "Tugon sa tawag ninyo'y De-Kalidad na serbisyo: Ito ang tatak BPSU."

M. Changes Affecting the QMS

Some of the factors that may affects the university are:

- Implementation of the Free Tuition Fee –memorandum circular on prioritization of who can avail the free tuition fee
- Amended Guidelines for Preparation of Annual Budget Execution Plans
- New Curriculum
- New Research units/ centers
- Possible Reorganization of Research and Extension Unit
- Program Rationalization

The question is how do we address these changes so as not to affect our operation?

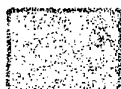
- Closure of DET Programs
- New Programs
- Series of planning and budget preparation - according to Dr. Tungol it should be well defined and well justified and should be consultative.
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N. Recommendations for Improvement

The following were the recommendations that arises:

Finance Services:

- Separation of Main and Central transactions on Finance Services
- Zoning of offices (central and main)
- Quality workplace
- Improved financial transactions
- Pay slip issuances



- 283 • Database for employees loan
284 • Latest trend in financial management
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286 Administrative Services:

- 287 • Reorientation of implementation of SPMS for newly designated officials
288 • Use of monitoring templates
289 • Review of performance of external providers (procurement and PBE)
290 • Human Resource Development Plan
291 • Records management office
292 • Customer feedback mechanism
293 • Waste management program
294 • Building insurance
295 • Comfort room for PWDs
296 • Waiting areas and sheds for students should be repaired
297 • Latest trends in Human Resource Development
298 • CPES for constructors' evaluation system
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300 V. **Adjournment**

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302 There being no other business, the meeting was adjourned at 5:08pm.
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305 Prepared by:

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308 **JETHRO JAKEN, MAED**
309 Designated Secretary
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312 Noted and Approved by:

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315 **JESSELYN C. MORTEJO, Ed.D.**
316 Head, Quality Assurance/ QMS Head