



MEMORANDUM

TO : Administrative Services (ADM)
Organic Agriculture Division (OAD)
Standards Development Division (SDD)
Technical Services Division (TSD)
Laboratory Services Division (LSD)
Quality Management Representative (QMR)

FROM : **OFFICE OF THE DIRECTOR**

SUBJECT : **11th BAFS MANAGEMENT REVIEW**

DATE : **NOVEMBER 9, 2020**

In line with the upcoming **ISO 9001:2015 Surveillance Audit** on **December 7, 2020**, all **Process Owners and Division/Unit Heads** are hereby requested to attend the **11th BAFS Management Review** on **November 20, 2020, 9:00 AM to 5:00 PM** at the **2nd floor BAFS Conference Room**. In order to comply with the health and safety protocols, employees may join the Management review online through this link: http://bit.ly/BAFSMR_Nov20.

Furthermore, all division heads are advised to use the prescribed template (<http://bit.ly/MRPPTTemplate>) for the reporting of their respective division's accomplishment.

For your guidance and strict compliance.


MYER G. MULA, PhD.
OIC-Director 




**11th MANAGEMENT REVIEW
NOVEMBER 20, 2020 | 9: 00 AM
BAFS CONFERENCE ROOM | GOOGLE MEET**

TIME	PRESENTATION DETAILS	PERSON RESPONSIBLE
9:00-9:10 AM	Opening Prayer	
9:10-9:30 AM	Welcome Remarks	Dir. Myer G. Mula, PhD. <i>OIC-Director</i>
9:30-9:45 AM	Presentation of the BAFS Draft Operations Manual	Alpha M. Lanuza <i>QMR</i>
9:45-10:30 AM	Updates on previous MR agreements Status of action lines of 9th and 10th MR <ol style="list-style-type: none"> 1. Accomplished Action Lines 2. Have yet to be accomplished action lines 3. Results of External Audit 	
10:30 - 10:45 AM	Updates on status of QMS <ol style="list-style-type: none"> 1. Summary of revised QPs and highlight the specific revision made and its rationale 2. Summary of new QPs approved 	Georlene P. Orbista <i>Document Controller</i>
10:45 - 12:00 NN	Status of Quality Objectives/2020 DPCR actual accomplishments Actual accomplishment of 1st Sem 2020 DPCR <ol style="list-style-type: none"> 1. Summary of targets vs actual accomplishments 2. Average rate per division Unmet targets <ol style="list-style-type: none"> 1. Root cause 2. Proposed action line to help ensure meeting of targets 	SDD TSD LSD OAD ADMIN
12:00 - 1:00 PM	Lunch Break	

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<p>1:00-1:30 PM 2020 Budget Utilization</p>	<ol style="list-style-type: none"> 1. Summary of budget utilization for 2020 2. Summary of 2021 budget 	<p>Atty. Marvin B. Apduhan, <i>Planning Officer III</i></p> <p>Frederick Crisol <i>Planning Officer</i></p>
<p>1:30- 1:45 PM</p>	<p>2020 Customer Satisfaction and Feedback Analysis</p> <ol style="list-style-type: none"> 1. For each division: <ol style="list-style-type: none"> a. Total number of activities requiring customer satisfaction b. Total number of customer satisfaction analyzed 2. Indicate the ff: <ol style="list-style-type: none"> a. Customer satisfaction indicator b. Total number of customers c. Breakdown of customer satisfaction rating d. Rating per division e. overall rating of office 3. For qualitative comments, please indicate actual number of participants as agreed upon during 6th MR 	<p>Chin Flores <i>Admin Assistant</i></p>
<p>1:45 - 2:00 PM</p>	<p>Internal Quality Audit Results</p> <ol style="list-style-type: none"> 1. summary of IQA conducted 2. summary of NCs and OFIs 	<p>Mark F. Matubang <i>IQA Chair</i></p>
<p>2:00-2:15 PM</p>	<p>Status of Non-conformities, opportunities for improvement and corrective actions</p> <ol style="list-style-type: none"> 1. Status of NCRs and OFIs 2. Total number of open NCs and for verification 3. Total number of closed NCs 3. Breakdown per division and brief description 	<p>Georlene P. Orbista <i>Document Controller</i></p>



<p>2:15 - 3:00 PM</p>	<p>Monitoring and Measurement</p> <ol style="list-style-type: none"> 1. <u>Building maintenance</u>: <ol style="list-style-type: none"> a. summary report of accomplished forms for building maintenance 2. <u>IT Services and Web</u>: <ol style="list-style-type: none"> a. summary report of IT repairs (indicate number of repairs and other requests received by IT as well as other issues) 3. <u>Vehicle maintenance</u>: <ol style="list-style-type: none"> a. summary report of number repairs for all BAFS vehicle and specific repair done. 4. <u>Passenger feedback form</u>: <ol style="list-style-type: none"> a. summary report of passenger feedback form and its analysis 5. <u>Performance of external provider</u> 4. Summary report of external provider performance & Action Lines 	<p>Jerson Raphael Bontogon Ryan Molato</p> <p>Jonathan Martinez</p> <p>Bryan Umali</p> <p>Kat Baes</p>
<p>3:00-3:30 PM</p>	<p>Review of Risk Management Plan Risk Mitigating Measures</p>	<p>Georlene P. Orbista <i>Document Controller</i></p>
<p>3:30 - 4:00 PM</p>	<p>Office Learning and Development Plan</p>	<p>Alpha M. Lanuza <i>QMR</i></p>
<p>4:00-4:15 PM</p>	<p>Other Matters</p> <ol style="list-style-type: none"> 1. TWG and other External Providers Nomination Process / Criteria 	
<p>4:15-4:30 PM</p>	<p>Closing Remarks</p>	<p>Mary Grace R. Mandigma <i>Chief, TSD</i></p>
<p>Adjournment</p>		

