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Reference Numbers		

12 October 2021

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)
Documented Information Controller (DC)

FROM : **OFFICE OF THE DIRECTOR**

SUBJECT : **13th BAFS MANAGEMENT REVIEW**

In the interest of service and to ensure the effective and efficient implementation of the BAFS Quality Management System (QMS), all **Division Chiefs and Project Overseers** are hereby requested to attend the **13th BAFS Management Review on November 3- 4 2021 at 2nd floor BAFS Conference Room**. Division Chiefs, Quality Management Representative (QMR) and Document Controllers must be present on both days. Other presenters must be physically present only during the day of their scheduled presentation in order to observe the health and safety protocols.

For your guidance and strict compliance.


MYER G. MULA, Ph.D.



13th MANAGEMENT REVIEW
NOVEMBER 3- 4, 2021 | 9 AM - 12NN
BAFS CONFERENCE ROOM |
GOOGLE MEET: <https://bit.ly/13thManagementReview>

TIME	PRESENTATION DETAILS	PERSON RESPONSIBLE
Day 1 November 3, 2021		
9:00-9:10 AM	Opening Prayer	
9:10-9:30 AM	Welcome Remarks	Dir. Myer G. Mula, PhD. <i>OIC-Director</i>
9:45-10:30 AM	Updates on previous MR agreements <u>Status of action lines 11th and 12th MR</u> <ol style="list-style-type: none"> 1. Accomplished Action Lines 2. Have yet to be accomplished action lines 3. Results of External Audit 	Alpha Lanuza <i>Quality management representative (QMR)</i>
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 3. Other initiatives done in relation to QMS 	Brooklyn Flores Chester Benavidez <i>Document Controller</i>
10:45 - 12:00 NN	Status of Quality Objectives/2021 DPCR actual accomplishments <u>Actual accomplishment of 1st Sem 2020 DPCR</u> <ol style="list-style-type: none"> 1. Summary of targets vs actual accomplishments 	Karen Kristine Roscom Standards Development Division (SDD) Mary Grace R. Mandigma

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	<p>2. Average rate per division</p> <p>Unmet targets</p> <ol style="list-style-type: none"> 1. Root cause 2. Proposed action line to help ensure meeting of targets 	<p>Technical Services Division (TSD)</p> <p>Edna Lynn Floresca Laboratory Services Division (LSD)</p> <p>Joeve S. Calleja Organic Agriculture Division (OAD)</p> <p>Daisy E. Melegrito Administrative and Support Services</p>
<p>Day 2 November 4, 2021</p>		
<p>9:00-9:15 AM</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>Bryan Umali</p>
<p>9:15 to 9:45 AM</p>	<p>Internal Quality Audit Results</p>	<p>Frederick Crisol</p>

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	<ol style="list-style-type: none"> 1. summary of IQA conducted 2. summary of NCs and OFIs 	<i>IQA Co-Chair</i>
9:45 to 10:15 AM	<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 	Brooklyn Flores Chester Benavidez <i>Document Controller</i>
10:15 - 10:45 AM	<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 	Jerson Raphael Bontogon Ryan Molato Jonathan Martinez Bryan Umali Bryan Umali Kat Baes
10:45-11:15 AM	Review of Risk Management Plan	Brooklyn Flores

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	Risk Mitigating Measures	Chester Benavidez <i>Document Controller</i>
11:15 - 11:30 AM	Office Learning and Development Plan	Daisy Melegrito L and D Team
11:30 - 11:45 AM	Other Matters 1. Details of external audit	Alpha Lanuza
11:45 - 12 NN	Closing Remarks	Dir. Myer G. Mula, PhD. <i>OIC-Director</i>
Adjournment		

**Discussion of adequacy of resources was excluded in this MR as it was already discussed during the Management Committee Meeting held last October 4, 2021*

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