The DAP conducted the Technical Guidance on Review and Enhancement of Operational Controls and Procedures in: (1) PhilFIDA Central Office at the Conference Room last July 23-24, 2018 that was attended by 30 participants led by Executive Director III Kennedy T. Costales; (2) **Regional Office IV** at the ATI Building, Elliptical Road, Quezon City last July 31-August 1, 2018 which was participated in by 28 regional staff including Acting Director Edel M. Dondonilla; and (3) **Regional Office XI** at Davao City last August 14-16, 2018 which was attended by 32 participants led by Director II Eduardo B. Holoyohoy. Mr. Jac Flaminiano and Ms. Mary Vivien T. Medidas facilitated the SIPOC Workshop.

SIPOC Matrix is a schematic representation of any process that shows the interaction of its elements. SIPOC stands for Sources of Inputs (S), Inputs (I), Process/Activity (P), Output (O) and Control Points (C). It is not part of QMS but it will serve as a guide for understanding the controls in place for the Agency's processes which are useful in QMS Audit. Hereunder are the findings and recommendations of the DAP Team.

**SIPOC MATRIX**

**Findings and Recommendations of DAP on Workshop Outputs:**

- Document filing system should be standardized (Records Management).
- Familiarize yourself with the purpose of the documents.
- Standardize the documents tracking sheet (CO concern).
- Indicate “Received by ___” for documents.
- For Log Books: sign “received by” for all documents and ensure that there is a person who will receive the documents.
- Ensure that documents (as well as electronic copies) are duly signed.
- Ensure consistency of records/documents especially if there are amendments.
- Innovation: listing of documents needed to show evidence of controls.
- Ensure that copies of requirements for internal reports are kept in the division (can be electronic or soft copies).
- Keep a copy of approved proposals (electronic/soft copy).
- Keep electronic copies of documented information on file (Note: Documenting starts after the Quality Manual is signed).
- Update "FIDA" labeled forms into "PhilFIDA".
- Ensure that there are copies of Inspection and Acceptance Report for items received.
- Copy of Inspection Report of Procured Items per Division/Unit.
- Evaluation of performance of supplier’s product.
- Monitoring sheet for all the licenses of professional staff.
- Spell out acronyms and refrain from using jargons.
- Ensure that there is proper documentation for calibration and maintenance plan of equipment for all laboratories.
- Set a regular meeting for issues, concerns, updates, etc.
- Create a record (Minutes) of meeting (e.g. Monday meetings) - the discussed items and salient points can be in the bullet form - there should be "prepared by ___" and "noted by ___".
- Record progress monitoring meetings.
- Standardize feedback form for externally provided services.
- Good practice: Internal Control Section (RO XI) - Mr. Flamimiano praised the RO-XI for having an ICS.
- Add administrative tasks in SIPOC Matrix.
- Continue finalizing the SIPOC Matrix.

**Let us adapt, apply, and practice this findings and recommendations to enhance the delivery of our highest quality of service and to the satisfaction of our clientele.**

**Next Activity:**

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<th>3 Sept 2018:</th>
<th>4-5 Sept 2018</th>
<th>6-7 Sept 2018</th>
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