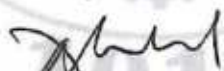


Republic of the Philippines
Benguet State University
La Trinidad, Benguet

ISO 9001: 2015 QUALITY MANUAL

Prepared by:



AUREA MARIE M. SANDOVAL
Quality Management Representative (QMR)

Approved by:



FELIPE SALANG COMILA
University President





Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 2 of 11	

QUALITY MANUAL

TABLE OF CONTENTS

SECTION	TITLE
Preliminary Section	Table of Contents Authorized Copy Holders List Amendment History Log
Section 1	QMS Overview System Overview
Section 2	Scope of the QMS Company Statement Vision and Mission Core Values Quality Policy BSU Organizational Structure ISO Quality Management Structure/ Organizational Chart
Section 3	Business Process Map Brief Description of BPM
Section 4	Strategic Planning Strategic Objectives
Section 5	Strategic Planning Planning and Development Office SIPOC FOTP Office of the University Board Secretary SIPOC FOTP Review and Improvement Management Review SIPOC FOTP Internal Audit Services SIPOC FOTP Office for Quality Assurance and Accreditation SIPOC FOTP Internal Quality Audit SIPOC FOTP Core Processes Admission SIPOC FOTP Enrollment SIPOC FOTP Instruction SIPOC FOTP Graduation SIPOC FOTP Design and Development SIPOC FOTP Student Services SIPOC FOTP Student Records Management SIPOC FOTP





Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 3 of 11	

QUALITY MANUAL

Support Processes

Information and Communication Technology

SIPOC

FOTP

University Public Affairs Office

SIPOC

FOTP

Legal Office

SIPOC

FOTP

International Relations Office

SIPOC

FOTP

Research and Extension Services

SIPOC

FOTP

Finance Services (Budget, Accounting, Cashiering)

SIPOC

FOTP

Human Resource Management Office

SIPOC

FOTP

Compensation, Benefits, and other Obligations Office

SIPOC

FOTP

Motorpool and Transportation Services

SIPOC

FOTP

General Services Office

SIPOC

FOTP

Human Resource Development Office

SIPOC

FOTP

Records Office and Archives

SIPOC

FOTP

Procurement Management Office

SIPOC

FOTP

Supply and Properties Management Office

SIPOC

FOTP

Security Services Office

SIPOC

FOTP

Controller of Documented Information

SIPOC

FOTP

SWOT

PESTLE

List of Interested Parties

Strategic ROM

Strategic Risk Treatment Plan

Strategic Planning

Planning and Development Office

FOTP Action Plan

ROM

Flowcharts

Forms

Office of the University Board Secretary

FOTP Action Plan

Annexes





Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 4 of 11	

QUALITY MANUAL

Annexes

ROM
Flowcharts
Forms
Review and Improvement
Management Review
FOTP Action Plan
ROM
Flowcharts
Guidelines
Internal Audit Services
FOTP Action Plan
ROM
Flowcharts
Forms
Office for Quality Assurance and Accreditation
FOTP Action Plan
ROM
Flowcharts
Guidelines
Forms
Internal Quality Audit
FOTP Action Plan
ROM
Flowcharts
Guidelines
Forms
Core Processes
Admission
FOTP Action Plan
ROM
Flowcharts
Forms
Enrollment
FOTP Action Plan
ROM
Flowcharts
Forms
Instruction
FOTP Action Plan
ROM
Flowcharts
Forms
Graduation
FOTP Action Plan
ROM
Flowcharts
Forms
Design and Development
FOTP Action Plan
ROM
Flowcharts
Forms
Student Services
FOTP Action Plan
ROM
Flowcharts
Guidelines
Forms
Student Records Management
FOTP Action Plan
ROM
Flowcharts
Guidelines
Forms





Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 5 of 11	

QUALITY MANUAL

Annexes

Support Processes

Information and Communication Technology

FOTP Action Plan
ROM
Flowcharts
Guidelines
Forms

University Public Affairs Office

FOTP Action Plan
ROM
Flowcharts
Forms

Legal Office

FOTP Action Plan
ROM
Flowcharts
Forms

International Relations Office

FOTP Action Plan
ROM
Flowcharts
Forms

Research and Extension Services

FOTP Action Plan
ROM
Flowcharts
Forms

Finance Services (Budget, Accounting, Cashiering)

FOTP Action Plan
ROM
Flowcharts
Forms

Human Resource Management Office

FOTP Action Plan
ROM
Flowcharts
Forms

Compensation, Benefits, and other Obligations Office

FOTP Action Plan
ROM
Flowcharts
Forms

Motorpool and Transportation Services

FOTP Action Plan
ROM
Flowcharts

General Services Office

FOTP Action Plan
ROM
Flowcharts
Forms

Human Resource Development Office

FOTP Action Plan
ROM
Flowcharts
Forms

Records Office and Archives

FOTP Action Plan





Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 6 of 11	

QUALITY MANUAL

Annexes

- ROM
- Flowcharts
- Forms
- Procurement Management Office
 - FOTP Action Plan
 - ROM
 - Flowcharts
- Supply and Properties Management Office
 - FOTP Action Plan
 - ROM
 - Flowcharts
 - Forms
- Security Services Office
 - FOTP Action Plan
 - ROM
 - Flowcharts
 - Forms
- Controller of Documented Information
 - FOTP Action Plan
 - ROM
 - Flowcharts
 - Guidelines
 - Forms





QUALITY MANUAL

Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 7 of 11	

LIST OF AUTHORIZED COPY HOLDERS AND CORRESPONDING COPY NUMBER

Series No.	COPY HOLDERS	COPY NO.
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5	Information Technology Officer, Information and Communication Technology	1-3
6	Director, University Public Affairs Office	1-4
7	Chief, Legal Office	1-5
8	Director, International Relations Office	1-6
9	Internal Auditor IV, Internal Audit Services	1-7
10	Director, Office for Quality Assurance and Accreditation	1-8
11	Quality Management Representative, Management Review	1-9
12	Vice President for Academic Affairs	2
13	Dean, College of Veterinary Medicine	2-1
14	Dean, College of Nursing	2-2
15	Dean, College of Arts and Sciences	2-3
16	Dean, College of Home Economics and Technology	2-4
17	Dean, College of Agriculture	2-5
18	Dean, College of Teacher Education	2-6
19	Dean, College of Engineering	2-7
20	Dean, College of Forestry	2-8
21	College of Public Administration and Governance	2-9
22	College of Human Kinetics	2-10
23	Director, Office of the University Registrar	2-11
24	Director, Office of Student Services	2-12
25	Director, University Library and Information Services	2-12-1
26	Director, University Health Services	2-12-2
27	College of Information Sciences	2-13
28	College of Social Sciences	2-14
29	College of Numeracy and Applied Sciences	2-15
30	College of Arts and Humanities	2-16
31	College of Natural Sciences	2-17
32	Vice President for Research and Extension	3
33	Director, Office of the Research Services	3-1
34	Director, Office of the Extension Services	3-2
35	Office of the Vice President for Administration and Finance	4
36	Chief Administrative Officer, Finance Services Division	4-1
37	Supervising Administrative Officer, Budget Office	4-1-1
38	Accountant IV, Accounting Office	4-1-2
39	Supervising Administrative Officer, Cashiering Office	4-1-3
40	Chief Administrative Officer, Administrative Services Division	4-2
41	Supervising Administrative Officer, Human Resource Management Office	4-2-1

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Master Copy



QUALITY MANUAL

Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 8 of 11	

42	Chief, Compensation, Benefits, and other Obligations Office	4-2-2
43	Chief, Motorpool and Transportation Services	4-2-3
44	Director, General Services Office	4-2-4
45	Chief, Human Resource Development Office	4-2-5
46	Supervising Administrative Officer, Records Office and Archives	4-2-6
47	Chief, Procurement Management Office	4-2-7
48	Supervising Administrative Officer, Supply and Properties Management Office	4-2-8
49	Chief, Security Services Office	4-2-9
50	Controller of Documented Information	5
51	Lead Auditor, Internal Quality Audit	6

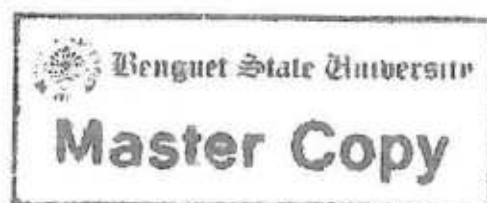


Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 9 of 11	

QUALITY MANUAL

AMENDMENT HISTORY LOG

Amendment Number	Date	Section	Amendment Details	Remarks
0		All	Initial Issue	-
1	August 24, 2018	Preliminary	Table of Contents	
1	August 24, 2018		Circulation List	
1	August 24, 2018		Amendment History Log	
1	August 24, 2018	Section 1	Updated System Overview	
1	August 24, 2018	Section 2	Updated Quality Policy	BOR Res. 2487, S. 2018
1	August 24, 2018	Section 3	Updated Business Map	Regulatory Bodies were specified
1	August 24, 2018	Section 5	Updated Flowchart (Core Process)	Revised sub-processes
		Annexes	Updated ISO outputs	Details are specified in the Controlled QMS Documents Issuance (QF-CDI-06)
2	September 11, 2018	Section 1	Updated Scope	
2	September 11, 2018	Section 3	Updated Business Map	From QMS Core Team to Management Review; Include one clause for HRDO; Include FOI as one of the regulatory bodies
2	September 11, 2018	Section 5	Updated Service Realization (Brief Description)	
2	September 11, 2018	Preliminary	Table of Contents	
2	September 11, 2018	Preliminary	List of Authorized Copy Holders and Corresponding Copy Number	From Circulation list to Authorized Copy Holders
2	September 11, 2018	Preliminary	Amendment History Log	
		Annexes	Updated ISO outputs	Details are specified in the Controlled QMS Documents Issuance (QF-CDI-06)
3	January 23, 2019	Preliminary	Table of Contents	Changed Internal Audit System to Internal Audit Services
			List of Authorized Copy Holders and Corresponding Copy Number	
			Amendment History Log	
3	January 23, 2019	Section 1	Scope of the QMS	Updated
4	October 1, 2019	Preliminary	List of Authorized Copy Holders and Corresponding Copy Number	Include Institute of Information Technology (IIT)

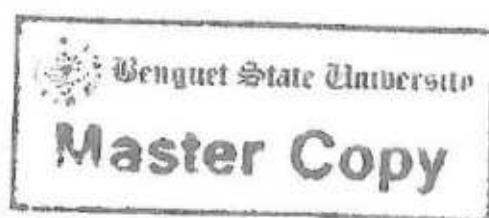




Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 10 of 11	

QUALITY MANUAL

			Amendment History Log	
4	October 1, 2019	Section 3	Business Process Map	Change Internal Control Audit (ICA) to Internal Quality Audit (IQA); include PCW, CHR and Congress as regulating bodies
	October 1, 2019	Section 5	Service Realization	Revised core process brief description to include some revision in the enrollment process
	Various dates since September 2019 (Separate DCF Log)	Annexes	ISO outputs of different process owners	Updates and revisions
04	October 15, 2020	Section 2	ISO Quality Management Structure/ Organization Chart	Updated members of QMS Team
05	October 15, 2020	Preliminary	Amendment History Log	
04	October 15, 2020	Section 1	QMS Overview	Updated information
03	October 15, 2020	Annexes	PESTLE, SWOT, List of Interested Parties	Updated data and incorporated suggestions and additional inputs from the different sectoral management reviews
04	October 15, 2020	Section 2	ISO Quality Management Structure/ Organization Chart	Updated members of QMS Team
05	October 20, 2021	Section 1	QMS Overview	Updated some of the contents
05	October 20, 2021	Section 2	ISO Quality Management Structure/ Organization Chart	Updated members of QMS Team
04	October 20, 2021	Section 3	Business Process Map	Updated agencies in the regulating bodies
04	October 20, 2021	Section 4	PESTLE, SWOT, List of Interested Parties	Updated data and incorporated suggestions and additional inputs from the different management reviews
06	October 18, 2022	Section 1	Scope of the QMS	Updated





QUALITY MANUAL

Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 11 of 11	

06	October 18, 2022	Section 2	ISO Quality Management Structure/ Organization Chart	Updated members of QMS Team
04	October 18, 2022	Section 3	Business Process Map	Included BIR as regulating bodies
05	October 18, 2022	Section 4	PESTLE, SWOT, List of Interested Parties	Updated data and incorporated suggestions and additional inputs from the different management reviews
03	October 18, 2022	Section 5	Flowchart	Changes in the flowchart and updated the name of office in the Support Process



Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 1 of 4	

QUALITY MANUAL

SECTION 1: QMS OVERVIEW

INTRODUCTION

This Quality Manual defines and clarifies policies, systems, and procedures adopted to implement and continuously improve the Benguet State University's Quality Management System (QMS).

This Quality Manual, together with associated documents mentioned hereto, aims to:

- describe the basic elements of the QMS of Benguet State University and serve as reference in its implementation and continuous improvement;
- inform all stakeholders so as to enable them to participate in the implementation of the QMS in the institution;
- serve as reference for newly hired personnel.

AGENCY PROFILE

As an institution of higher learning, Benguet State University was created by law to carry out programs along instruction, research, extension and agribusiness through dynamic and responsible governance.

Benguet State University (BSU) is now a little more than a century old. It started as the La Trinidad Farm School with 30 Grade V pupils in 1916. It became a University in 1986 by virtue of the Presidential Decree 2010 signed by former President Ferdinand E. Marcos in 1986. From these humble beginnings, BSU now averages an enrollment of 10,000 students every semester.

At present, the University maintains 14 colleges in the La Trinidad Campus: College of Agriculture (CA), College of Arts and Humanities (CAH), College of Engineering (CE), College of Forestry (CF), College of Home Economics and Technology (CHET), College of Human Kinetics (CHK), College of Information Sciences (CIS), College of Natural Sciences (CNS), College of Numeracy and Applied Sciences (CNAS), College of Nursing (CN), College of Public Administration and Governance (CPAG), College of Social Sciences (CSS), College of Teacher Education (CTE), and College of Veterinary Medicine (CVM). The Bokod Campus has 4 colleges while the Buguias Campus has 2 colleges. The School of Advanced Studies (SAS), previously the Graduate School, has the different Graduate offerings of the University lodged in the concerned colleges. At present, the University offers eight (8) Doctorate degree programs, thirty eight (38) Masters programs, 49 Undergraduate degree programs, seven (7) diploma/certificate special short courses, and an Open University. Research and extension programs are pursued to enhance the impact of these curricular offerings as well as to help improve the livelihood and health of the communities the University services. The production sector (University Business Affairs) serves as a lifeline that provides additional financial resources to carry out various operations of the University and a sound avenue as well to showcase that the technologies generated are economically feasible, socially acceptable and environment-friendly.

Its status as a CHED-SUC-Level IV University has been mainly attributed to the majority of its programs, projects and activities having attained Levels III(23 academic programs) and Level IV (6 academic programs) based on the standards set by the Accrediting Agency of Chartered Colleges and Universities of the Philippines, Inc. (AACCUP).

At present, the University consists of three campuses. The main campus is sprawled on a 605.7855 hectare-land grant at the heart of La Trinidad, the capital town of Benguet





Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 2 of 4	

QUALITY MANUAL

Province, about 255 kilometers north of Manila and 5 kilometers away from Baguio City. The Buguias Campus, formerly the Buguias-Loo Polytechnic College integrated to the University in 2001, is 81 km away from the La Trinidad Campus while Bokod Campus, formerly the Benguet School of Arts and Trades integrated in 2001, is 51 km. away.

The University is governed by a Board of Regents whose composition as the policy-making body is made up of CHED Chairperson/Representative as Chair, the University President as Vice Chair, and the following as members: Legislators both from the upper and lower houses of the Philippine government, Regional Directors of Government Line Agencies, prominent private citizens, federated Faculty Club representative, federated Supreme Student Government representative, and a BSU Alumni representative.

SYSTEM OVERVIEW

Benguet State University started its ISO initiatives after a team assigned by the then President Rogelio D. Colting attended a "Training Workshop on ISO 9001:2008/ GQMSS Requirements and Documentation conducted by the Development Academy of the Philippines (DAP) in September 2009. After a series of meetings, it was decided that the University will have its Instruction Services certified. With technical guidance from the DAP, the BSU ISO Team then proceeded with the documentation of the Quality Management System (QMS) and the conduct of various trainings and cascading sessions to prepare the Process Owners and other University personnel for the certification. Third party auditing was not able to push through though.

In 2017, the University was bent on having its various processes ISO certified through ISO 9001:2015. With Instruction Services as the Core Process, and Administration and Finance, and Research and Extension as Support Processes, the designated BSU QMS Team had undertaken a series of trainings and workshops in preparation for the crafting of required QMS documents. It was in 2018 that Benguet State University became ISO 9001:2015 certified and after garnering successful surveillance audit results, was re-certified in 2021.

Scope

The scope of Benguet State University's Quality Management System encompasses Instruction Services as the Core Process and Administration and Finance, and Research and Extension Services as the Support processes.

The **provision of Tertiary Education** is thus the scope of the University's ISO 9001:2015 certification specifically referring to undergraduate programs offered by its different colleges and encompassed in the core process - Instruction Services. This includes the processes being implemented by the 14 colleges under tertiary higher education, the Office of the University Registrar (OUR) and Office of Student Services (OSS). All of them play a significant part in addressing customer requirements while at the University starting from admission, enrollment, instruction, until graduation.

The following colleges compose the **core process**: College of Agriculture (CA), College of Natural Sciences (CNS), College of Numeracy and Applied Sciences (CNAS), College of Arts and Humanities (CAH) College of Engineering (CE), College of Forestry (CF), College of Home Economics and Technology (CHET), College of Nursing (CN), College of Teacher Education (CTE), College of Veterinary Medicine (CVM), College of Human Kinetics (CHK), College of Public Administration and Governance (CPAG), College of Social Sciences (CSS), and College of Information Sciences (CIS), all located at the La Trinidad Campus.

The BSU School of Advanced Studies (previously BSU Graduate School), Open University, basic Elementary and Secondary Education, the International Language

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Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 3 of 4	

QUALITY MANUAL

Center and other short/diploma courses are not included in the scope of the QMS instruction services. The Business Affairs Sector, the two other campuses of the University

(Bokod Campus and Buguias Campus) and other programs of tertiary education based on RA 10931 such as those under TESDA, TVET (Technical-Vocational Education and Training and TVIs (Technical-Vocational Institutions) are likewise not included. The Gender and Development Office, Center for Culture and Arts, Sports Development Office, National Service Training Program (NSTP) and the BSU Alumni Office are likewise not part of the BSU QMS.

Upon admission to the University, each student goes to the College offering the Program of his choice where screening of applicants is conducted. He is then given a Notice of Admission by the Office of the University Registrar upon acceptance. The student then enrolls after being given his class schedule and is considered officially registered upon payment of required fees.

Under Instruction Services, faculty members prepare their syllabi for the courses to be taught for the semester/term, teach the students for the entire term using different modes of instruction as applicable, and after a student is evaluated through examinations and other evaluation modes, is given his final grades at the end of the term. Curriculum development and revision, including Instruction Materials (IM) preparation are likewise done by faculty members as part of enhancement of teaching competencies. While in the University, the student is able to avail of student services facilitated by the Office of Student Services (OSS) such as the provision of student development and wellness services, health services and library resources. Academic records of students are managed by the Office of the University Registrar (OUR). When a student finally finishes all the academic requirements in his Program, and after these are duly evaluated, the University Academic Council recommends the student for graduation and approved by the University Board of Regents.

The Support Services – Administration and Finance, including Office of the President (OP) offices and Research and Extension, though having indirect links to the students, have significant roles to play in the students' life in the campus. Instruction Services are thus complemented by these Support Services in the University. The following offices are included in the QMS: Human Resource Management Office (HRMO), Human Resource Development Office (HRDO), General Services Office (GSO), Procurement Management Office (PMO), Supply and Property Management Office (SPMO), Compensation, Benefits and Other Obligations Office (CBOO), Information and Communication Technology (ICT), Finance which includes the Budget, Accounting and Cashiering Offices, University Public Affairs Office (UPAO), Legal Office, Security Office, Motor Pool, Records Office & Archives, and International Relations Office. Document Controllers take charge of QMS record management and the control of documented information. Document custodians are designated per office to facilitate records management while at the same time coordinating with the University Document Controllers. The operation of all these different offices and performance of their respective functions are supported and enhanced by the presence of relevant interested parties.

Research and extension play pivotal roles in education. Both faculty and students engage in these activities, thus, the research and extension sector functions to facilitate the conduct of research and extension activities that enhance both teaching and learning, develop new knowledge and contribute to the community. The following are the Centers under the BSU Research and Extension Sector: Office of the Vice President for Research and Extension (OVPRE); Office of Research Services (ORS); Office of Extension Services (OES); Intellectual Property Rights Office (IPRO); Horticultural Research and Training Institute (HORTI); Northern Philippines Root Crops Research and Training Institute (NPRCRTC); Institute of Highland Farming System and Agroforestry (IHFS); Institute of Social Research and Development (ISRD); Cordillera Organic Agriculture Research and Development Center (COARDC); Agri-based Technology Business Incubator/Innovation





Document Code:	QM-01	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 4 of 4	

QUALITY MANUAL

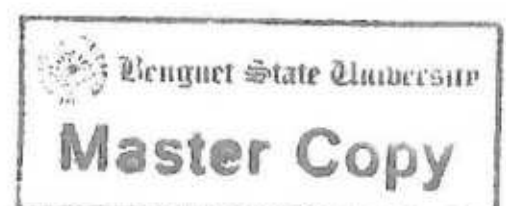
Center (ATBI/IC); Climate- Smart Agriculture Center (CSAC); Cordillera Regional Apiculture Center (CRAC); Food Science Research and Innovation Center (FSRIC); Research and Extension Publication Office (REPO); Higher Education Regional Research Center (HERRC).

External and internal issues in the University are addressed by regular and proper strategic planning spearheaded by the Planning and Development Office (PDO). The Office of the University Board Secretary takes charge of informing and updating the University Board of Regents (BOR) of transactions taking place in the institution, including relevant issues and concerns within the University needing its decision and approval.

The Internal Audit Services (IAS) Office takes charge of reviewing and monitoring the soundness of internal control system of the university while the Office for Quality Assurance and Accreditation is responsible in regularly reviewing and monitoring the different processes and procedures of the core and support offices so that corrective actions are done, improvement of processes is assured and best practices are developed and sustained.

Many services provided by both the core and support processes in the University consider applicable statutory and regulatory requirements such as those of the Commission on Higher Education (CHED) for Certificate of Program Compliance (COPC), scholarships, enrollment and graduation data and student organizations. Concerns on University budget proposals, budget and financial accountabilities and agency procurement requests are through the Department of Budget & Management. Also included as interested parties are the Philippine Regulatory Commission (PRC), the Commission on Audit (COA), Civil Service Commission (CSC), Bureau

of Internal Revenue (BIR), PHILGEPS, Philippine Association of State Universities and Colleges (PASUC), Department of Education (DepEd) and the Accrediting Agency of Chartered Colleges and Universities of the Philippines (AACCUP). Other regulatory bodies include the Environmental Management Bureau – CAR, PAG-IBIG, GSIS, Philhealth, SSS, DOH, DOLE, NEDA, LTO, DFA, PDEA, NAP, FOI, Utility Services and Scholarship Sponsors.





Republic of the Philippines
Benguet State University
2601 La Trinidad, Benguet
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Office of the University President

Benguet State University

QUALITY POLICY

Benguet State University is continuously committed to improve its Quality Management System, satisfy requirements of relevant interested parties and Provide excellent service for quality education and innovative research aligned With sustainable development and client satisfaction.

BOR Res. # 2847 s. 2018

Signed:

FELIPE SALAING COMILA
University President





Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 1 of 13	

QUALITY MANUAL

SECTION 2: COMPANY STATEMENTS

VISION AND MISSION

VISION:

BSU as an International Smart University engendering graduates to walk the intergenerational highways.

MISSION:

BSU cares to: Challenge Innovation, Advance Technology and Facilities, Revitalize Administration, Engender Partnership, and Serve Intergenerational Role.

CORE VALUES

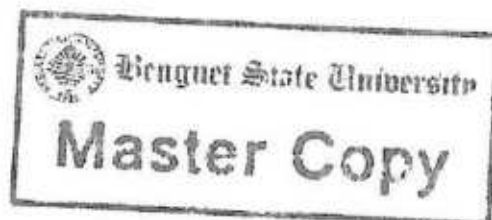
- C** Competence
- A** Altruism
- R** Resilience
- I** Inclusivity
- N** Network
- G** Godliness

- T** Transparency
- E** Effectiveness and Efficiency
- A** Accountability
- M** Mentoring

QUALITY POLICY

"Benguet State University is committed to provide quality service for excellent education and innovative research aligned towards sustainable development and client satisfaction"

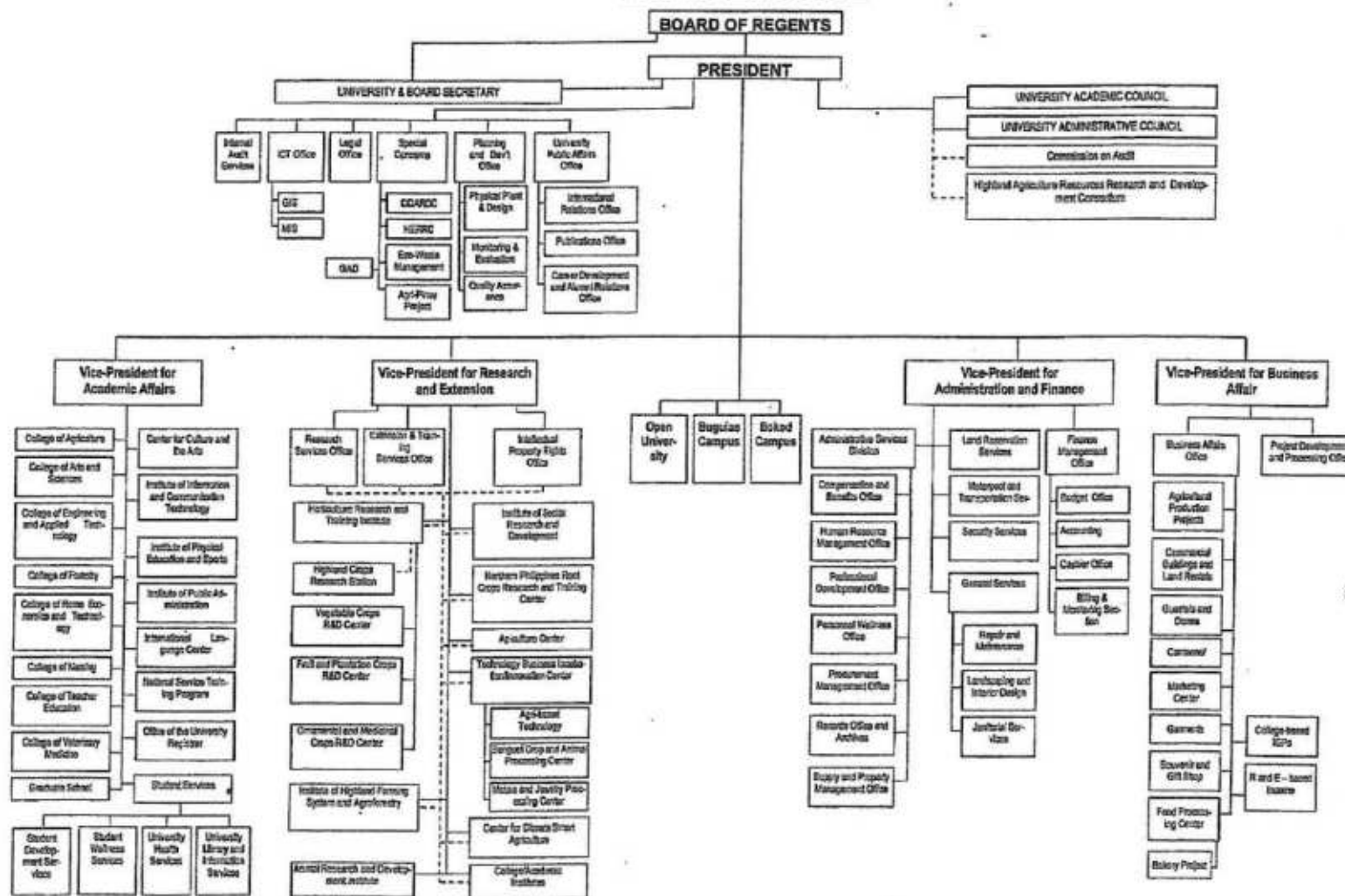
The Quality Policy was developed in alignment to the organization's Vision and Mission in its provision of quality education. Its framework is in consonance to the University's strategic objectives aimed toward a commitment to the continual improvement of its quality management system.





Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 2 of 13	

QUALITY MANUAL



BSU Organization chart was approved by the University Board of Regents on its 161st Regular Board meeting on the 12th day of March 2013 at Banaue Hotel, Ifugao with Board Resolution No. 2158, s. 2013.

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Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 3 of 13	

QUALITY MANUAL

Functional Description

The Offices Under the University President

(Lifted from BSU Code 1990, R-es. No. 365, s. 1990)

The University President shall be the Chief Executive Officer of the University. He shall be appointed by the President of the Philippines upon recommendation of the Secretary of Education, Culture and Sports after consultation with the Board of Regents as provided for under P.D. No. 1437 and 2010. His compensation and term of office shall be fixed in accordance with laws. In case of vacancy, by reason of death, resignation, retirement, incapacity or removal, the Secretary of Education, Culture and Sports shall designate an officer-in-charge of the University pending appointment of a University President by the President of the Republic of the Philippines.

The Vice President for Administration and Finance

(Lifted from BSU Code 1990, R-es. No. 365, s. 1990)

The University shall have a Vice President appointed by the Board of Regents on recommendation of the University President. He shall assist the University President in the general administration of the University towards the promotion of effectiveness, efficiency, and economy in the delivery of educational services. He shall assist the University President in the establishment of better management control systems within administrative matters.

The Vice President for Academics (Lifted from BSU Code 2010 Draft)

There shall be Vice-President for Academic Affairs (VPAA). He/she must have a doctorate degree and at least a professor rank with five years of administrative experience. The Office of the VPAA shall oversee, supervise, develop, plan, and facilitate the implementation of existing and new academic programs.

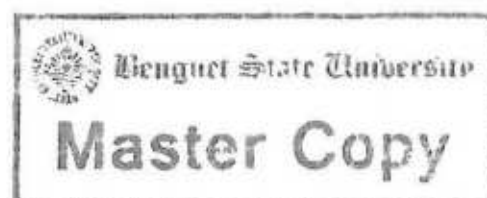
The Vice President for Research and Extension

(Lifted from BSU Code 1990, R-es. No. 365, s. 1990)

The Office of the Vice President for Research and Extension is a mutual consultative, supportive and service arm to promote the interests of the offices/centers/institutes under the research and extension organization.

The Vice President for Business Affairs (Lifted from BSU Code 2014 Draft)

There shall be a Vice President for Business Affairs to be appointed by the Board of Regents upon recommendation of the University President in accordance with existing Civil Service laws and rules. The Vice President for Business Affairs must have a basic knowledge and experience in business management, preferably with doctorate degree in a related field, and should have at least five years of administrative experience.

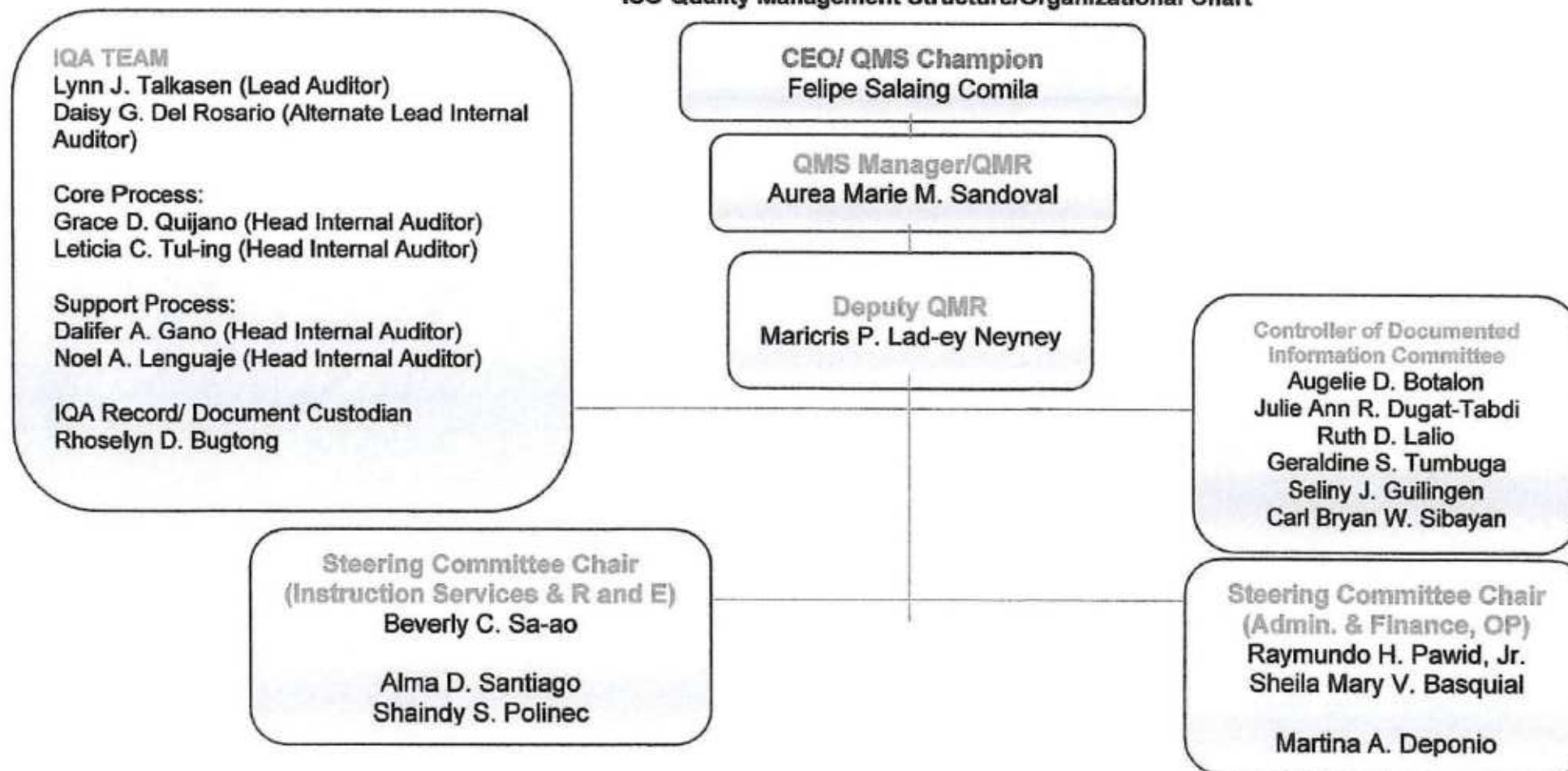




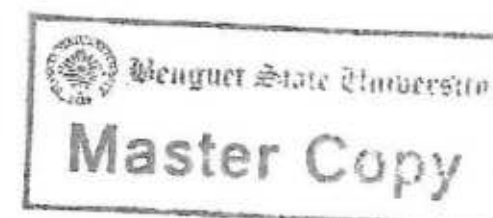
Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 4 of 13	

QUALITY MANUAL

ISO Quality Management Structure/Organizational Chart



Continued on next page...





Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 5 of 13	

QUALITY MANUAL

Deputy QMRs

Documentation Committee Members

Astrid Dennise S. Buhangin	OVPAA	Dalifer A. Gano	CHET	Ann Heather B. Kiwang	CSS
Rodel B. Bandos	OVPAA	Melchor S. Lumiked	CHET	Percyveranda A. Lubrica	CTE
David Joseph L. Bognadon	CA	Jenny V. Esiong	CHK	Leticia C. Tul-ing	CTE
Mary Amel D. Garcia	CA	Ryan B. Batlinay	CHK	Dona Claire L. Colinang	CTE
Esther Josephine D. Sagalla	CA	Cesar L. Balacwid	CHK	Jingle P. Cuevas	CTE
Marites D. Wakat	CA	Anna Liza B. Wakat	CIS	Dolores E. Alawas	CTE
Gemma S. Das-Ilen	CA	Maria Teresa T. Cachero	CIS	Evelyn S. Angiwan	CTE
Judith G. Lawilao	CA	Elizabeth A. Lascano	CIS	Alexandra S. Sad-Ang	CTE
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Mildred L. Takinan	CAH	Jonalyn S. Esco	CN	Karen B. Gaerlan	CVM
Julienne C. Cariño	CAH	Glenn Ryan I. Palao-ay	CN	Deo Anthony C. Darit	OSS
Evangelina Rachel D. Leario	CAH	Freda Kate D. Samuel	CNAS	Hylene S. Tayaban	OSS
Cynthia T. Lubiton	CAH	Jovalsen T. Abiasen	CNAS	Editha A. Grande	OSS
Penelope F. Tica-a	CAH	Carmelo W. Madinno	CNAS	Bernadette M. Bao-Idang	OUR
Milagros B. Onalan	CE	Jhornee Fa F. Sapitan	CNS	Bernadette C. Bagto	OUR
Almon B. Bokilis	CE	Rhea S. Contada	CNS	Daisy C. Del Rosario	OUR
Marlon Charles V. Villafuerte	CE	Crislyn A. Bayawa	CNS	Jeric Amor D. Mabale	OUR
Josef M. Florentin	CF	Glorina C. Damong	CPAG	Arlene C. Agyao	OUR
Gerry M. Alfonso	CF	Beverly C. Sa-Ao	CSS	Melody P. Marchewka	UHS
Sano L. Ngiwas	CF	Analyn A. Lamigo	CSS	Freddie L. Sayucop	UHS
				Carl Bryan W. Sibayan	ULIS

Documentation Committee Members

Imelda B. Galinato	ACCOUNTING	Jeanne H. Balacay	OLA
Sheila Mary V. Basquial	BUDGET	Beverly C. Sa-ao	OQAA
Joan Ann B. Decina	CASHIERING	Grace D. Quijano	OQAA
Ruth D. Lallo	CBOO	Reyzalyn T. Boado	OQAA
Donato R. Wanawan, Jr.	GSO	Augelie D. Botalon	OQAA
Christina M. Moresto	GSO	Rhoselyn D. Bugtong	OQAA
Margie S. Epie	HORTI	Eden K. Laoyan	ORS
Martina A. Deponio	HRDO	Grace T. Bengwayan	OUBS
Patselyn A. Botiwey	HRMO	Christian Jane C. Garcia	OUBS
Gerry Anne W. Calabis	HRMO	Seliny J. Guilingen	OVPRE
Bella Liza W. Lampacan	HRMO	Alma D. Santiago	OVPRE
Angeline D. Alicda	IAS	Evelyn D. Rosario	PDO
Elvie P. Altatis	IAS	Thea Mae G. De Los Santos	PDO
Julie Ann R. Dugat-Tabdi	ICT	Jocelyn L. Mauting	PMO
Von Y. Amado	IHFSA	Sonia T. Pasian	PMO
Maricel A. Guron	IRO	Geraldine S. Tumbaga	ROA
Anatolio T. Garcia, Jr.	MOTORPOOL	Philip T. Atulba	SPMO
Shaindy S. Polinec	NPRCRTC	Elmar Jun K. Walsi-en	SPMO
Casmir S. Ligat	OES	Freddie L. Acwadey	SPMO
Jennelyn B. Licang-Fermin	OES	Marlyn C. Suanding	SSO
Maricel V. Dacnes	OES	Elsie M. Bawayan	UPAO

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Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 6 of 13	

QUALITY MANUAL

July 29, 2022

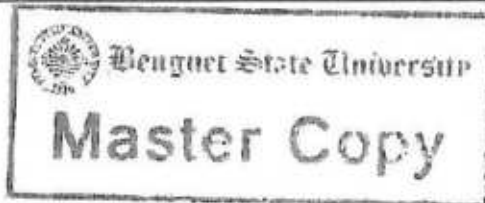
OFFICE ORDER
No. 0495 s. 2022

TO : ALL CONCERNED FACULTY AND STAFF

SUBJECT : UPDATED DESIGNATION AND COMPOSITION OF THE BSU ISO-QMS ORGANIZATIONAL STRUCTURE/TEAM

1. The following faculty and staff are hereby designated to compose the BSU ISO-QMS Organizational Structure including their respective functions and shall be effective **August 1, 2022** until further revoked by this Office, to wit:

DESIGNATION	NAME	FUNCTION
Quality Management System (QMS) Champion	FELIPE SALAING COMILA	<ol style="list-style-type: none">1. Establishes, reviews and maintains the Quality Policy of the Institution;2. Ensures that quality objectives and relevant functions are established at different levels with the University;3. Ensures allocation of available resources to support the implementation of the institution's QMS;4. Defines the responsibilities and authorities of each unit in the organization;5. Reviews the effectiveness of the institution's QMS and monitors the implementation and improvement of action plans;6. Ensures that communication mechanisms are effective and established.
Quality Management Representative (QMR)	AUREA MARIE M. SANDOVAL	<ol style="list-style-type: none">1. Oversees the implementation of the Quality Management System;2. Ensures the effective implementation and maintenance of the established QMS;3. Reports to the CEO/QMS Champion the performance of the quality management systems and areas for further improvement;4. Ensures the promotion of awareness in meeting or exceeding customer requirements within the relevant scope of the institution's QMS;5. Liaises with external parties on matters relating to the institution's QMS.
Deputy QMR	MARICRIS P. LAD-EY-NEYNEY	<ol style="list-style-type: none">1. Ensures the effective planning, implementation, maintenance and continuous improvement of the established QMS for the sector;2. Assists the QMR in performing assigned duties and responsibilities;3. Assumes the responsibilities of the QMR in his/her absence.





QUALITY MANUAL

Heds, Steering Committee for Academic Sector	BEVERLY C. SA-AO	<ol style="list-style-type: none">1. Be in-charge of the close guidance of the documentation and implementation of the QMS processes within their committee;2. Meets the documentation committee members regularly to discuss issues, concerns and action to be taken to improve the QMS; and3. Consolidates the outputs of the documentation committee members for either Instruction Services or Administration or R & E or Offices under the OP.
Heds, Steering Committee for Research & Extension	ALMA D. SANTIAGO SHAINDY S. POLINEC	
Heds, Steering Committee for Administration and Finance	Administration: RAYMUNDO H. PAWID, JR. Finance: SHEILA MARY V. BASQUIAL Offices under OP: MARTINA A. DEPONIO	
INTERNAL QUALITY AUDIT TEAM		
Lead Internal Auditor	LYNN J. TALKASEN	<ol style="list-style-type: none">1. Prepares the audit plan, coordinates and implements the agency's Audit Program;2. Identifies the necessary resources needed to manage the agency's Audit Program;3. Provides inputs on audit findings during management review;4. Monitors and maintains records of implementation of corrective and preventive actions for non-conformances found during audits
Alternate Lead Internal Auditor	DAISY G. DEL ROSARIO	
Core Process – Head Internal Auditors	GRACE D. QUIJANO LETICIA C. TUL-ING	
Support Process – Head Internal Auditor	DALIFER A. GANO NOEL A. LENGUAJE	
Document Custodians for IQA	RHOSELYN D. BUGTONG	<ol style="list-style-type: none">1. File correctly and appropriately all pertinent IQA-QMS documents of the university;2. To be in custody of all pertinent IQA-QMS documents;3. To be able to easily locate in office files, needed IQA-QMS documents; and4. To be updated with new requirements / methods / guidelines in the upkeep of IQA-QMS documents.
CONTROL OF DOCUMENTED INFORMATION COMMITTEE(CDIC)		
Lead CDI	AUGELIE D. BOTALON	<ol style="list-style-type: none">1. Documents, implements, establishes and maintains a procedure for the control of documents;2. Maintains the master copies and master list of the Quality Manual, Quality Procedures and Standard Operational Procedures, as well as the master list of externally generated documents and references;3. Ensures that current versions of relevant documents are available for use;4. Prevents unintended use of obsolete documents as well as the unauthorized use of relevant documents;5. Ensures the traceability of documents;
Members:	JULIE ANN R. DUGAT-TABDI SELINY J. GUILINGEN CARL BRYAN W. SIBAYAN RUTH D. LALIO GERALDINE S. TUMBAGA	
CHANGE CONTROL MANAGEMENT COMMITTEE		
Change Control Management Committee Chair	RICHARD H. KINNUD	<ol style="list-style-type: none">1. Facilitates the crafting and approval of the change and Control Management Policy of the University; and2. Monitors the implementation of the University Change Control Management Policy in coordination with the QMS Champion/President and the QMR



QUALITY MANUAL

PROCESS OWNERS	
A. Academic Sector	
College of Agriculture (CA)	CONSTANTINO T. SUDAYPAN
College of Arts and Humanities (CAH)	MYRNA B. SISON-KUIPER
College of Engineering (CE)	LEONARDO D. DUMALHIN
College of Forestry (CF)	MARISSA R. PARAO
College of Home Economics and Technology (CHET)	JAO-JAO A. SOMYDEN
College of Information Sciences (CIS)	RUSSELL B. DOLEND
College of Numeracy and Applied Sciences (CNAS)	EDERSON G. BAWANG
College of Natural Sciences (CNS)	ELIZABETH T. DOM-OGEN
College of Nursing (CN)	VICENTE G. PANAGAN JR.
College of Social Sciences (CSS)	CHARLIE M. DAGWASI
College of Veterinary Medicine (CVM)	LORETTA C. ROMERO
College of Teacher Education (CTE)	DIVINA M. YANGO
College of Human Kinetics (CHK)	MARLON S. TABDI
College of Public Administration and Governance (CPAG)	RENEBETH G. DONGUIZ
Office of the University Registrar (OUR)	JULIE A. BUASEN
Office of Student Services (OSS)	RAMON C. FIANGAAN, JR.
B. Administration and Finance	
1. Administrative Division	
Compensation, Benefits, and Other Obligations Office (CBOO)	SUSAN P. BUASEN-OCASEN
Records Office and Archives (ROA)	WAGNER F. GRANDE
Human Resource and Development Office (HRDO)	MARICRIS P. LAD-EY-NEYNEY
Human Resource and Management Office (HRMO)	RAYMUNDO H. PAWID, JR.
Supply and Property Management Office (SPMO)	BRYAN C. BANGNAN
Procurement Management Office (PMO)	ARSENIA L. BAYAWA
Security Services Office (SSO)	ODELON C. DULAY
General Services Office (GSO)	HAZELINE N. TIBANGAY
Motor pool and Transportation Services (MTS)	CHRISANTO P. BASQUIAL
2. Finance Division	
Accounting Office	IMELDA B. GALINATO
Budget Office	ESTRELLITA M. DACLAN
Cashiering Office	RICHARD H. KINNUD
C. Offices Previously Under the Office of the President	
University Public Affairs Office (UPAO)	ADAMSON N. LABI
Planning and Development Office (PDO)	MELVIN JOHN M. AROMIN
Information and Communications Technology (ICT)	PAUL G. GARCIA JR.
Office for Quality Assurance and Accreditation (OQAA)	AUREA MARIE M. SANDOVAL
D. Office of the President	
Internal Audit Service (IAS)	MANDY K. CATALINO
Office of the University and Board Secretary (OUBS)	GRACE T. BENGWAYAN
International Relations Office (IRO)	MARIA LUZ A. FANG-ASAN
Office for Legal Affairs (OLA)	REYNANTE B. BASCO
University Health Services (UHS)	FLORENCE V. POLTIC
University Library and Information Services (ULIS)	LAUREN P. KIPAAN
E. Research and Extension	
Office of Extension Services (OES)	ANNA CRIS L. LANGAOAN
Office of Research Services (ORS)	GRETCHEN GAYE C. ABLAZA
Northern Philippines Root Crops Research and Training Center (NPRCRC)	CYNTHIA G. KISWA
Horticulture Research and Training Institute (HORTI)	LEILA MARY A. AYBAN
Institute of Highland Farming Systems and Agroforestry (IHFA)	VALENTINO L. MACANES
Climate-Smart Agriculture Center (CSAC)	GENEVIEVE R. TABON
Institute of Social Research and Development (ISRD)	GIGY G. BANES



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Agri-based Technology Business Incubator/Innovation Center (ATBI/IC)	RUTH C. DIEGO
Cordillera Organic Agriculture Research and Development Center (COARDC)	ALEXANDER W. FAGYAN
Intellectual Property Rights Office (IPRO)	CYNTHIA D. GARAMBAS
Cordillera Regional Apiculture Center (CRAC)	KENNETH A. LARUAN
Research and Extension Publication Office (REPO)	CHERYLL C. LAUNIO
Geo Informatics Center (GIS)	ROSCINTO IAN C. LUMBRES
Cordillera Center for Animal Research and Development (CCARD)	ANA B. MENDOZA
Higher Education Regional Research Center (HERRC)	JANET LYNN M. BALAGTEY
Food Science Research Innovation Center (FSRIC)	LESLEY DALE G. UMATAT

QMS Team Members

A. Academic Sector:		Be in-charge of the correct and complete documentation of the processes in their respective offices as per ISO requirements.
Office of the Vice President for Academic Affairs (OVPA)	ASTRID DENNISE S. BUHANGIN RODEL B. BANDOS	
College of Agriculture (CA)	DAVID JOSEPH L. BOGNADON MARY ARNEL D. GARCIA ESTHER JOSEPHINE D. SAGALLA MARITES D. WAKAT GEMMA S. DAS-ILEN JUDITH G. LAWILAO GENNIE B. SOYON SUELA C. WAKAT	
College of Arts and Humanities (CAH)	MILDRED L. TAKINAN JULIENNE C. CARIÑO EVANGELINE RACHEL D. LEAÑO CYNTHIA T. LUBITON PENELOPE F. TICA-A	
College of Engineering (CE)	MILAGROS B. ONALAN ALMON B. BOKILIS MARLON CHARLES V. VILLAFUERTE	
College of Forestry (CF)	JOSEL M. FLORENTIN GERRY M. ALFONSO SANO L. NGIWAS	
College of Home Economics and Technology (CHET)	DALIFER A. GANO MELCHOR S. LUMIKED	
College of Information Sciences (CIS)	ANNA LIZA B. WAKAT MARIA TERESA T. CACHERO ELIZABETH A. LASCANO	
College of Numeracy and Applied Sciences (CNAS)	FREDA KATE D. SAMUEL JOVALSEN T. ABIASEN CARMELO W. MADINNO	
College of Natural Sciences (CNS)	JHOMEE FE F. SAPITAN RHEA S. CONTADA CRISLYN A. BAYAWA	
College of Nursing (CN)	JUDE L. TAYABEN MARK U. GAY-AS JONALYN S. ESCO GLENN RYAN I. PALAO-AY	
College of Social Sciences (CSS)	BEVERLY C. SA-AO ANALYN A. LAMIGO ANN HEATHER B. KIWANG	
College of Veterinary Medicine (CVM)	MAUREEN THERESA P. DE VERA KAREN B. GAERLAN	
College of Teacher Education (CTE)	PERCYVERANDA A. LUBRICA LETICIA C. TUL-ING DONA CLAIRE L. COLINANG JINGLE P. CUEVAS DOLORES E. ALAWAS EVELYN S. ANGIWAN ALEXANDRA S. SAD-ANG EMELDA E. VILLA	
College of Human Kinetics (CHK)	JENNY V. ESIONG RYAN B. BATINAY CEASAR L. BALACWID	



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College of Public Administration and Governance (CPAG)	GLORINA C. DAMONG
Office of the University Registrar (OUR)	BERNADETTE M. BAO-IDANG BERNADETTE C. BAGTO DAISY C. DEL ROSARIO JERIC AMOR D. MABALE ARLEENE C. AGYAO
Office of Student Services (OSS)	DEO ANTHONY C. DARIT HYLENE S. TAYABAN EDITHA A. GRANDE
B. Administration & Finance:	
1. Administrative Division	
Compensation, Benefits, and Other Obligations Office (CBOO)	RUTH D. LALIO
Human Resource Development Office (HRDO)	MARTINA A. DEPONIO
Human Resource Management Office (HRMO)	PATSELYN A. BOTIWEY GERRY ANNE W. CALABIS BELLA LIZA W. LAMPACAN
Procurement Management Office (PMO)	JOCELYN L. MAUTING SONIA T. PASIAN
Records Office and Archives (ROA)	GERALDINE S. TUMBAGA
Supply and Property Management Office (SPMO)	PHILIP T. ATULBA ELMAR JUN K. WALSI-EN FREDDIE L. ACWADEY
Security Services Office (SSO)	MARLYN C. SUANDING
General Services Office (GSO)	DONATO R. WANAWAN, JR. CHRISTINA M. MORESTO
Motor pool and Transportation Services (MTS)	ANATOLIO T. GARCIA, JR.
2. Finance Division	
Accounting Office	IMELDA B. GALINATO
Budget Office	SHEILA MARY V. BASQUIAL
Cashiering Office	JOAN ANN B. DECINA
C. Offices Previously Under the Office of the President	
University Public Affairs Office (UPAO)	ELSIE M. BAWAYAN
Planning and Development Office (PDO)	EVELYN D. ROSARIO THEA MAE G. DE LOS SANTOS
Information & Communications Technology (ICT)	JULIE ANN R. DUGAT-TABDI
Office for Quality Assurance & Accreditation (OQAA)	BEVERLY C. SA-AO GRACE D. QUIJANO REYZALYN T. BOADO AUGELIE D. BOTALON RHOSELYN D. BUGTONG
D. Office of the President	
Internal Audit Services (IAS)	ANGELINE D. ALICDA ELVIE P. ALTATIS
Office of the University and Board Secretary (OUBS)	GRACE T. BENGWAYAN CHRISTIAN JANE C. GARCIA
International Relations Office (IRO)	MARICEL A. GURON
Office for Legal Affairs (OLA)	JEANNE H. BALACAY
University Health Services (UHS)	MELODY P. MARCHEWKA FREDDIE L. SAYUCOP
University Library and Information Services (ULIS)	CARL BRYAN W. SIBAYAN
D. Research and Extension	
Office of the Vice President for Research & Extension (OVRE)	SELINY J. GUILINGEN ALMA D. SANTIAGO
Office of Extension Services (OES)	CASMIR S. LIGAT JENNELYN B. LICANG- FERMIN MARICEL V. DACNES
Office of Research Services (ORS)	EDEN K. LAOYAN





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Northern Philippine Root Crops Research & Training Center (NPRCRTC)	SHAINDY S. POLINEC		
Horticulture Research & Training Institute (HORTI)	MARGIE S. EPIE		
Institute of Highland Farming Systems & Agroforestry (IHFA)	VON Y. AMADO		
BSU QMS Document Custodians			
A. Academic Sector			
Office of the Vice President for Academic Affairs (OVPA)	MEDINA B. NAVARRO	To correctly and appropriately file, maintain, sustain and update all QMS related documents of their respective	
College of Agriculture (CA)	SUELA C. WAKAT NARLYNE G. BAGUINGAY CLAIRE D. CONTIC-PULACAN DARLENE O. SONGUITAN JAMESON L. LOPEZ		
College of Arts and Humanities (CAH)	BEVERLY A AGUILAR		
College of Engineering (CE)	GERMELYN C. BUGTONG		
College of Forestry (CF)	MICHELLE D. GAMBOA BERNADETTE BANGSI-EL MILBRENE D. YABES		
College of Home Economics and Technology (CHET)	JANICE A. GADDO- GALIAN		
College of Information Sciences (CIS)	IGRELYN P. PINOS-AN JESSICA J. GASPAR		
College of Numeracy and Applied Sciences (CNAS)	FREDA KATE D. SAMUEL SAMANTHA M. SARMIENTO MARIBETH SIGUIDAN CHRISTIAN PONOC		
College of Natural Sciences (CNS)	JUDITH V. NABUS		
College of Nursing (CN)	RHEA ELENA S. CARBONELL		
College of Social Sciences (CSS)	RHEALETTE B. DAIZ MARIBELLE T. APNOYAN JEHJIREH GALE O. MANGANGOT PRINCESS SHELIMAR G. MASA		
College of Veterinary Medicine (CVM)	MA. RESURECCION B. COLLADO		
College of Teacher Education (CTE)	WINNIE W. LONGBOAN		
College of Human Kinetics (CHK)	CHARVET P. CAYTAP KALVIN JAKE P. AWAS VIRCHEL JOY D. GONZALES SAMMY N. SIBAYAN		
College of Information Sciences (CIS)	IGRELYN P. PINOS-AN JESSICA J. GASPAR		
College of Public Administration and Governance (CPAG)	CELIA D. LINIASAN		
Office of the University Registrar (OUR)	JUNAVY B. AGPAWA CRISTINA ANGELICA B. BELGICA FLEURE DE RUTH C. BONGSIW MARILOU S. BUGATAN RHODA T. DUPINGAY		
Office of Student Services (OSS)	RAMON C. FIANGAAN, JR. EDITHA A. GRANDE DEO ANTHONY C. DARIT JENNY D. AGADAN EDNA B. DELMAS MELODY S. WALSI-EN NELSON A. POLITCHAY		
B. Administration & Finance Sector:			
1. Administrative Division			
Office of the Vice President for Administration and Finance (OVPAF)	SHIENLEY B. BALACAY		
Compensation, Benefits, and Other Obligations Office (CBOO)	MARJORIE G. ALSAEN		
Records Office and Archives (ROA)	GERALDINE S. TUMBAGA JOENUEL A. LUMPIO		



Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 12 of 13	

QUALITY MANUAL

Human Resource Development Office (HRDO)	KAMAE P. ANACIOCO VINA JOY S. TOSAY
Human Resource Management Office (HRMO)	PATSELYN A. BOTIWEY GERRY ANNE W. CALABIS
Supply & Property Management Office (SPMO)	JOSEPHINE D. ALINGBAS EZRAEL S. SALMING
Procurement Management Office (PMO)	JOCELYN L. MAUTING SONIA T. PASIAN JESSICA S. NAGEN
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General Services Office (GSO)	CHRISTINA M. MORESTO
Motor pool and Transportation Services (MTS)	ANATOLIO T. GARCIA, JR.
2. Finance Division	
Accounting Office	JUNIA W. SONSON ANA MAIRIAM K. SANTOS
Budget Office	FEBIE M. LOZANO JUNIMER CHI B. SICMAT MARIELLE KAYZEE B. DACULOG
Cashiering Office	ARCELLI G. BELLO
C. Offices Previously Under the Office of the President	
University Public Affairs Office (UPAO)	ELSIE M. BAWAYAN
Planning & Development Office (PDO)	EDNA M. SUMINSIN THEA MAE G. DE LOS SANTOS
Information & Communication Technology (ICT)	JULIE ANN R. DUGAT-TABDI
Office for Quality Assurance & Accreditation (OQAA)	RHOSELYN D. BUGTONG REYZALYN T. BOADO
D. Office of the President	
Internal Audit Services (IAS)	ELVIE P. ALTATIS
Office of the University and Board Secretary (OUBS)	CHRISTIAN JANE C. GARCIA
Office for Legal Affairs (OLA)	JEANNE H. BALACAY
International Relations Office (IRO)	RACQUEL M. FATOG
University Health Services (UHS)	FREDDIE L. SAYUCOP JANE S. BALIAG
University Library and Information Services (ULIS)	PERLITA B. MANODON
E. Research & Extension	
Office of the Vice President for Research & Extension (OVPRE)	SELINY J. GUILINGEN
Office of Extension Services (OES)	MARICEL V. DACNES
Office of Research Services (ORS)	GARY B. CUYANGOAN
Intellectual Property Rights Office (IRPO)	APRIL P. ESTRADA
R & E Publications Office (REPO)	NOEL A. LENGUAJE
Northern Philippine Root Crops Research & Training Center (NPRCRTC)	ARLENE B. BAUTISTA
Horticulture Research & Training Institute (HORTI)	LETTY C. CALIXTO
Institute of Highland Farming Systems & Agroforestry (IHFA)	LOIDA B. MALUCAY
Institute of Social Research & Development (ISRD)	MERCEDES S. MATIAS
Agri-based Technology Business Incubator/Innovation Center (ATBI/IC)	JOSIE T. DANGATAN
Food Science Research & Innovation Center (FSRIC)	ZENITH M. MOTES
Cordillera Organic Agriculture Research Development Center (COARDC)	FREDA J. PICPICAN
Higher Education Regional Research Center (HERRC)	JOYCE D. MAURICIO
Cordillera Center for Animal Research and Development (CCARD)	ANA B. MENDOZA



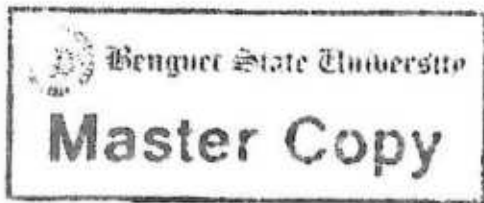
Document Code:	QM-02	Revision Number:	06
Effectivity Date:	October 18, 2022	Page 13 of 13	

QUALITY MANUAL

Climate Smart Agriculture Center (CSAC)	CRISTINE P. SARIO	
Cordillera Regional Apiculture Center (CRAC)	LEO E. KIMBUNGAN FRANCOIS A. BAYAS	

3. This shall supersede office order number: 0100 series 2022 issued on April 05, 2022.
4. This designation shall be given a corresponding credit, or as appropriate, however, subject to the existing academic/administrative policies of the University;
5. In the best interest of public service and in order to sustain quality and excellence in the University, they shall perform their duties and responsibilities in the said designation with utmost sincerity, honesty, dedication, and commitment;
6. Be guided accordingly.


FELIPE SALAS COMILA
President

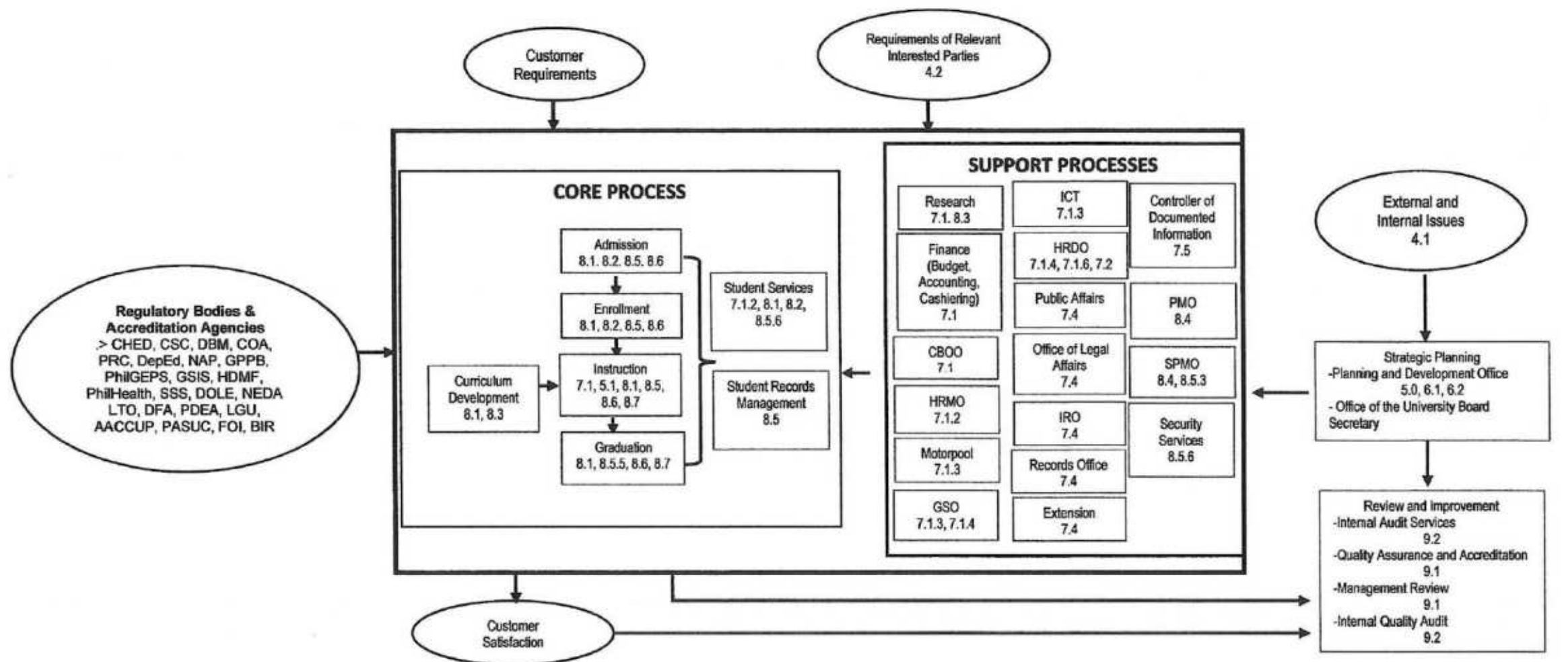




Document Code:	QM-03	Revision Number:	05
Effectivity Date:	October 18, 2022	Page 1 of 2	

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SECTION 3: BUSINESS PROCESS MAP



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Benguet State University
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Document Code:	QM-03	Revision Number:	04
Effectivity Date:	October 20, 2021	Page 2 of 2	

QUALITY MANUAL

BRIEF DESCRIPTION

The core process for business processing at Benguet State University is Instruction Services of the Academic Sector. In order for a student to transact and complete business within the university in terms of availing of the University's instruction services, there are requirements needed to be satisfied for Admission, Enrollment, Instruction (Mentoring) and Graduation. Currently, there are fourteen (14) colleges, the Office of the Vice President for Academic Affairs (OVPA), the Office of the University Registrar (OUR), and the Office of Student Services (OSS) that cater to this.

Provision of tertiary education is governed by the Commission on Higher Education (CHED), other regulatory bodies and enhanced by various accrediting agencies. The development of specific curricula for the different academic programs, approved by CHED and/or other regulatory bodies provide the faculty the needed and appropriate instruction services to its students. The presence of student auxiliary services by the OSS likewise gives the assurance that needs of the students are catered to, from Admission until Graduation.

Instruction Services are complemented by the Support Services in the University. These are the offices for Human Resource Management (HRMO), Human Resource Development (HRDO), General Services (GSO), Procurement Management (PMO), Supply and Procurement Management (SPMO), Compensation, Benefits and Other Obligations (CBOO), Information and Communication Technology (ICT), Finance which includes the Budget, Accounting and Cashiering Offices, University Public Affairs (UPAO), Legal Affairs (Legal), Security Services, Motorpool, Records and Archives (ROA), International Relations (IRO), Research and Extension Services and the processes covering Controller of Documented Information (CDI) including Internal Quality Audit. The operation of these different offices and performance of their respective functions are supported and enhanced by the presence of relevant interested parties and specific regulatory bodies.

External and internal issues in the University are addressed by regular and proper strategic planning spearheaded by the Planning and Development Office (PDO). The Office of the University Board Secretary (OUBS) takes charge of informing and updating the University Board of Regents (BOR) of transactions taking place, relevant issues and concerns within the University needing its decision and approval.

The Internal Audit Services (IAS) Office reviews and evaluates financial transactions in the University while the Office for Quality Assurance and Accreditation (OQAA) is responsible for regularly reviewing the different processes and procedures of the core and support offices so that corrective actions and improvement of processes are done to ensure customer satisfaction and quality service.





QUALITY MANUAL

SECTION 4: STRATEGIC PLANNING

STRATEGIC OBJECTIVES

Goals & Objectives

Goal I: Challenge Innovation in the four-fold function of the University

Objectives:

1. (Instruction) To provide quality education responsive to the needs of time
2. (Research) To enhance research productivity contributing to sustainable development
3. (Extension) To disseminate relevant research outputs and other scholarly activities consistent with BSU's mandated programs
4. (Production) To promote sustainable and appropriate resource generation strategies for the implementation of development plans
5. (Administration) To advocate for resource management and effective energy efficiency in addressing the demands of climate change.

Goal II: Advance Technology and Facility by shaping the University become responsive to modern needs.

Objectives:

1. (Instruction) To use information and communication technology learning resources to sustain and enhance quality of alternative teaching - learning continuity endeavors;
2. (Research & Extension) To upgrade facilities and enable researchers/extensionists to conduct activities using specialized facilities;
3. (Production) To acquire and upgrade state-of-the-art facilities in the projects;
4. (Administration) To upgrade facilities and establish modern physical infrastructures

Goal III: Revitalize Administration by harmonizing performance monitoring, information, and reporting systems.

Objectives:

1. To elevate the BSU PRIME-HRM to a level of excellence for good governance and efficient public service;
2. To reinforce transparency, integrity, and objectivity in the delivery of service;
3. To regenerate instruction, research, extension, production, linkages, governance, management, and policies;
4. To streamline operations to be efficient, effective, and responsive to challenges and changes

Goal IV: Engender Partnership by proactively strengthening linkages.

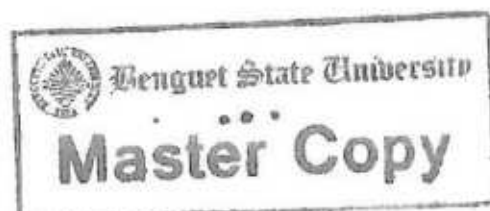
Objectives:

1. (Instruction) To establish academic partnerships with local, regional, national, and international institutions providing educational opportunities for faculty, staff, and students;
2. (Research) To increase and sustain university relations with academe, industries, GOs, NGOs, and LGUs for research funding;
3. (Extension) To increase and sustain partnership with academe, LGUs, NGOs, Industries, and others;
4. (Production) To comply with existing laws, policies and other requirements

Goal V: Serve Intergenerational Role by Revitalizing the Spiritual, Physical, Economical, Cultural, Intellectual, Emotional, and Social (S.P.E.C.I.E.S.) state

Objectives:

1. To offer programs that embody social, cultural, economic and developmental needs both for local and global markets;
2. To champion local culture and languages in the University context through research, extension, and academic programs.
3. To document best practices of the University





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STRENGTHS, WEAKNESSES, OPPORTUNITIES, AND THREATS (SWOT)

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> ● Increased number of programs that are COPC compliant ● Level of accreditation of the university and its colleges (SUC level IV, Center of Development Programs, Center of Excellence); more or less 95% of programs accredited by AACUP ● Consistent outstanding performance of students in board examinations (Top notchers (Nursing, Guidance Counselor, Agriculture, Veterinary Medicine, Teacher Education); Top performing programs (NURSING, BLIS); Above the national passing rate ● Quality education ● Recognition and awards of students and personnel and for the institution (e.g. Ten Outstanding Student of Philippines, Tanglaw awards, etc.) ● Enhanced Curricula aligned to OBE ● Increasing application of utility model copyrighted publications and patented technologies ● CHED accredited journal – Category B ● Availability of ICT facilities & services ● Majority of faculty members have Masters Degrees/PHDs in their fields of specialization ● Recognized Regional and National Centers for Research and Extension ● Availability of incentive programs, scholarships, benefits for both students and employees ● Implementation of FOI, DPL ● Implementation of HR Prime ● Multi-tasking capability of faculty/staff ● New systems and plans being developed (c/o HRDO) to make management more effective and efficient ● Better implementation of records management ● New laboratory equipment – soil, plant, water laboratory ● Expanded mobility of students, faculty and staff due to the purchase of university bus ● increased IT/Digital literacy ● cleaner environment ● reduced expenses ● Ability to adopt to the repercussions of the Covid-19 pandemic in terms of: <ul style="list-style-type: none"> - use of online and other modalities of teaching, learning and doing work 	<ul style="list-style-type: none"> ● Some degree programs still do not have COPC ● Lack of personnel (e.g. guidance counselor, lab technicians) ● Lack of facilities in some colleges and offices ● Slow internet connection in some offices /areas (e.g. Faculty rooms, classrooms) ● Lack of infrastructures (e.g. classrooms) ● Lack of equipment and some facilities in laboratories for college research and instruction purposes ● Inadequate implementation of policies, rules and regulations/guidelines ● Insufficient HRD Plan (Disparity of opportunities between teaching and non-teaching personnel eg. Trainings, scholarships, etc.) ● Lack of or inadequate budget allocation for some key processes ● BSU Code Revision not yet finalized ● BSU Organizational Structure is different from what is being implemented. ● Slow/insufficient university-wide internet connectivity ● Insufficient adherence to protocols ● Insufficient monitoring and evaluation of various processes/offices (Client Satisfaction and Feedback Form not finalized and not maximally used) ● Increase in the number of dropouts due to the repercussions of the Covid 19 pandemic ● Frequent/sudden turn-over of designations ● Lack of BSU owned Learning Management System ● Issues on adjustment to the new modalities ● No official online platform for information dissemination – need of coordination between ROA and ICT ● Lack of gadgets for use of students in their online classes
	ADDITIONS A. <i>From the Academic Sector Management Review 2022</i> <ul style="list-style-type: none"> <input type="checkbox"/> There are still some policies crafted needing approval. <input type="checkbox"/> There are policies but implementation is weak or lacking.



QUALITY MANUAL

- adherence to minimum health standards/protocols
- increased production of instructional materials (modules, etc.);
- enhanced entrepreneurial capacities
- Mindfulness of the needs of others especially of students and affected employees (Bayanihan spirit);
- Availability of online health consultation by UHS
- Increased prioritization of personal wellbeing
- Availability of Internet Connectivity
- Presence of a wide BSU physical space
- Presence of a journal publication of research articles (MJSIR)

ADDITIONS

A. From Academic Sector Management Review 2022

- ☐ conversion of academic institutes to Colleges
 - conversion of CAS into 3 colleges
- ☐ finalized version of the BSU logo
- ☐ use of various means of online teaching/ blended learning
- ☐ increased know-how of senior faculty in the use of gadgets
- ☐ presence of a Research Scientist (Balik- Scientist) with many innovative ideas
- ☐ very good R & E capability building for human resources specifically for faculty, such as the regular conduct of seminars, trainings
- ☐ Performance of BSU in regional and national sports and leadership competitions
- ☐ More academic awards garnered by the University
- ☐ The hiring of scientists as faculty members
- ☐ Increase in the number of colleges and number of degree programs
- ☐ Additional BSU campuses for Extension classes (Kabayan, Kapangan, Itogon)

B. Additions from Administration & Finance, OP Sectors:

- ☐ New systems and procedures in Administration and Finance
- ☐ BSU is already a registered data privacy agent (NTC)
- ☐ Purchase of more university vehicles (not just the bus and coaster)

- ☐ Absence of an approved Faculty Manual
- ☐ Continuous errors committed in the entry of final grades
- ☐ Lack of databases and recording systems in some sectors/offices
- ☐ Classrooms are not sufficient and are not big enough for courses with large number of students

B. Additions from Administration & Finance, OP Sectors:

- ☐ Issue on BSU Waste Segregation
- ☐ weak or lack of proper communication channels and mechanisms
- ☐ use of ICT technologies not maximized; lack of awareness of the availability of digital resources
- ☐ no change control management mechanisms in place
- ☐ lukewarm or negative attitude towards accreditation, ISO
- ☐ Limited zoom account
- ☐ specific policies that are not approved or are not implemented
- ☐ issue on equipment or facilities: lack of generators
- ☐ Additional plantilla positions still needed
- ☐ Insufficient local area network (LAN)
- ☐ Additional infrastructures still needed
- ☐ Problem on succession planning

C. Additions from Research and Extension Sector

- ☐ Limitation (non-inclusion of social and educational researches) in the coverage of the existing Ethics Review Board (ERB)
- ☐ Problem of electrical loading for some equipment/facilities
- ☐ Non-approval of researches due to unliquidated researches
- ☐ need for the revision of the REMO (under R & E) because of the need to integrate new processes
- ☐ Lack of impact assessments/studies
- ☐ Insufficient funds to procure advanced ICT Technologies



QUALITY MANUAL

<ul style="list-style-type: none"><input type="checkbox"/> Increased know-how of senior citizen employees on the use of ICT technologies<input type="checkbox"/> University land areas and facilities are utilized by the community particularly for wellness activities, area for vaccination roll-out, quarantine during this time of pandemic. <p>C. Additions from the Research and Extension Sector</p> <ul style="list-style-type: none"><input type="checkbox"/> Award given to Dr. Roscinto Ian C. Lumbres as 2022 Outstanding Young Scientist given by DOST-NAST<input type="checkbox"/> Open journal system of the Mountain Journal of Science and Interdisciplinary Research (MJSIR) of BSU<input type="checkbox"/> Inclusion of MJSIR to the Philippine e-journal and Agris Food and Agriculture Organization of the United Nations (Agris - FAO) databases	
OPPORTUNITIES	THREATS
<ul style="list-style-type: none">● COPC compliance given by CHED● Opportunities for various trainings and workshops provided by AACCUP● Semi-temperate climatic condition conducive to learning● Strong linkages, local and international● Availability of prospective national and international funding (e.g. for research, training)● High marketability of graduates● Availability of more linkages (local, national, international)● Increased digital literacy● Increased online transactions within the University● Increased adherence to health protocols● Cleaner environment● Availability of webinars and other online instructional materials/resources● Online accreditation system – lesser expenses for the university● Available Rewards and Recognition Systems (PRIME-HRM)● More opportunities from funding agencies for the conduct of researches aligned with Covid 19 responses	<ul style="list-style-type: none">● Loss of specialized expertise due to retirement and migration of employees● Migration of researchers to other countries● Plagiarism, ethical and IPO concerns● High cost of raw materials for production and restrictive government policies and regulations that affect the operations of the IGP● Increasing requirements of regulatory bodies (COA, CHED, DBM)- possibility of disallowances and austerity measure requirements● Increasing number of boundary disputes● Climate change● Cultural affiliation influences (e.g. decisions and provisions of opportunities are sometimes based on cultural affiliation)● Covid-19 pandemic● Effect of the pandemic to the educational system (skills development; number of graduates, employability, etc.)● Online accreditation specifically the problem of connectivity (online meetings)● Privacy / security of data particularly in online classes and other University transactions● Funding of researches not aligned with COVID 19 responses are not prioritized



QUALITY MANUAL

ADDITIONS

From Sectoral Management Reviews 2022

- ☐ increasing rollout of Covid 19 vaccines in the municipality
- ☐ stronger ties being forged between the LGUs and the university-academic, research, extension and production activities
- ☐ increasing internationalization initiatives with the assistance of CHED and other entities (e.g. Magic 7+)
- ☐ Implementation of NBC 589 (ROSS)

ADDITIONS

From Sectoral Management Reviews 2022

- ☐ Employees not keen on having additional Covid 19 vaccination (booster shots)
- ☐ Issue of La Trinidad LGU on BSU Waste Segregation/ Waste Management

Note: Frequency of updating= Annually

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QUALITY MANUAL

STRATEGIC RISK & OPPORTUNITY IDENTIFICATION TABLE

Source	Sub-category	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
PESTLE Analysis	Political	R	designation of a new chairman of the BOR	transition period causes delay in the action on university policies needing BOR approval;	change in protocols of new Commissioner designate
		R	BOR structure has more members outside BSU	No representative from the non-teaching; lesser representations from inside BSU	Disparity of opportunities between teaching and non-teaching personnel
		O	BOR structure has more members outside BSU	Check and Balance	
		R	Non-compliance to the Land use plan of the Municipality	Increasing number of boundary disputes	Intrusion of outsiders into the university land grants
	Economic	O	Recognized regional and national centers of research and extension	Availability of prospective national and international funding (e.g. for research, training)	
		O	Booming business around La Trinidad	More opportunity for business partnership, and possible employment of BSU graduates	
		O	Increase in income	Greater opportunity for Education	
	Socio-cultural	O	Increasing number of millennial workforce	Technological savvy workforce	



QUALITY MANUAL

Source	Sub-category	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
PESTLE Analysis	Socio-cultural	O	Multicultural nature of BSU	More knowledge & understanding of Multiculturalism	
		R	Multicultural nature of BSU	Cultural misunderstanding and discrimination	Free access to education among SUCs without regard to cultural affiliations and others
		R	Apathetic attitude of community towards research	Inaccuracy of findings (low turn-out of respondents); research outputs not disseminated	Not adaptive to new technologies
	Technology	O	Availability of cloud-based server	Improved and more secured back-up of data; improved delivery of web-based services (SIAS, NGAS)	
		O	Availability of Internet infrastructure and resources	Students and employees have more resources or references for their researches	
		R	Too much reliability on online resources	Integrity and accuracy of Information are compromised	Validity of information / content not filtered
		R	Poor and slow internet connection (PLDT and Globe)	Delayed online submission of reports resulting to penalties e.g. BIR	low budget allocation for additional internet connection
	Legal	O	Implementation of the CSC Memo 2012 s. PRIME-HRM Accreditation	Improved hiring process and other HRMO & HRDO processes; thus, improving personnel competency	



QUALITY MANUAL

Source	Sub-category	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
LIST OF INTERESTED PARTIES	Parents	R	Limited quota in programs of choice	Students not accommodated in program of choice	Limited infrastructures and human resources
	Regulatory bodies (CHED, CSC, DBM & COA, PRC, BIR, AACCUP)	O	Compliance to immediate requirements	Qualification for next higher level of Accreditation; timely release of Budget Allocation, Qualification of the university for PBB, Increased slot for scholarships / grants for BSU students;	
		R	Delayed submission of required documents	accreditation performance will be at risk; Disallowances of employees; delayed release of salary / benefits; disqualification to PBB; Slots of scholarship will be affected;	Wrong Interpretations on varied Rules and regulations/ policies, system error, unstable internet connection for online submission of required documents, Lack of personnel
	Employees	O	Conducive work environment	Better working relationships, greater work outputs & less stress; higher productivity	
		R	Disallowances Lack of incentives	Unsatisfied employees, lower productivity	Non-compliance or varied interpretation of rules / criteria / guidelines; Subjectivity Insufficient legal basis, no program for incentives



QUALITY MANUAL

	Suppliers	O	Strict Implementation of the Procurement Law	Assured delivery of procured goods, services, infra projects according to specifications	
Source	Sub-category	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
LIST OF INTERESTED PARTIES	Suppliers	R	Failure of Bidding	Re-bidding Prolonged or non-acquisition of needed supplies or equipment	No PhilGeps registration, limited suppliers are willing to participate in the bidding process because of the lengthy process Low absorptive capacity

Note: Frequency of updating = Annually

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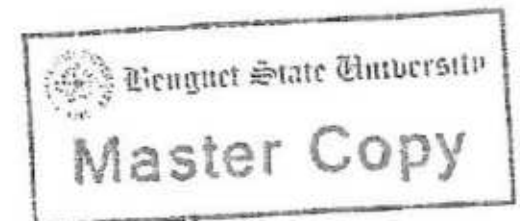
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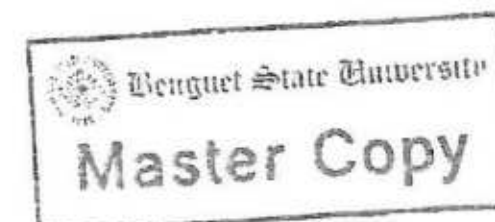




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STRATEGIC RISK TREATMENT TABLE

Sub-category	Risk	Risk Treatment Strategy (Avoidance / Risk Transfer / Risk Reduction / Risk Acceptance)	Action Plan	Person In-Charge	Resources Needed (Financial / Human)	Timeline	Action Taken	Residual Risk
Political activities	Designation of new BOR Chair	Acceptance						
	BOR structure has more members outside BSU	Acceptance						
	Non-compliance to the Land use plan of the Municipality	Reduction	Coordination of Land Use plans between University and the Municipality	PDO	Human/ Financial	2018-2019		
Socio-cultural activities	Multicultural nature of BSU	Acceptance	Orientations of students and employees	OSS/HRDO	Human/ Financial	start of every school year		
	Apathetic attitude of community towards research	Reduction	Forging of Linkages and partnerships with the community	Colleges/Institutes, R&E	Human/ Financial	As needed		
Technology	Too much reliability on online resources	Acceptance	Library orientation and instruction for students & faculty	ULIS, Colleges/Institutes, OSS, ICT	Financial/ Human	start of every school year		
	Poor and slow internet connection	Risk reduction	Upgrade bandwidth, Implement internet usage	ICT, Finance	Financial/ Human	2019-2020		
Legal services	Increased enrolment due to free tuition fee act of 2017	acceptance	Implementation of quota for programs	Colleges/Institutes, OVPA, OLA	Human	Admission period		





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Technology	Too much reliability on online resources	Acceptance	Library orientation and instruction for students & faculty	ULIS, Colleges/Institutes, OSS, ICT	Financial/ Human	start of every school year		
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Document Code:	QM-04	Revision Number:	04
Effectivity Date:	October 20, 2021	Page 7 of 7	

QUALITY MANUAL

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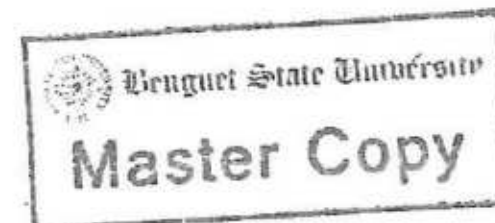
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QUALITY MANUAL

BSU PESTLE ANALYSIS

PESTLE FORCES	ISSUES	IMPACT TO BSU	
		Positive	Negative
POLITICAL	Change in line agency leadership - NEDA; new congressman and some BOR members	Continuous support to university endeavors <ul style="list-style-type: none">- academic- Research - more funding	Possible policy changes and/or new protocols that may take time for the University to adapt/ adjust to due to change in leadership
	Land use plan of the municipality	Approval of University Land Use Plan	Continuing occurrence of boundary disputes
	Local, Regional and National Politics	Support to the University's academic, research, extension and business endeavors	Incumbent municipal officials may have different priorities which may not include the University
	Repercussions of the Covid 19 Pandemic quarantine; restricted travel; liquor ban, other IATF issuances)	Reduced crime rate; Increased awareness on the observance of health protocols and good health	Physical and mental health issues; Absence from work; reduced work productivity
	New BSU Campuses for Extension classes (Kabayan, Kapangan, Itogon)	Expansion of the university; More opportunities for tertiary education for students from those areas	Adjustments in terms of funding and other resources of the University
ECONOMIC	Proximity of BSU to Baguio City	Students who are not able to enroll in Baguio City schools can opt to enroll in BSU	
	Booming business atmosphere around La Trinidad	More opportunities for business partnerships, thus higher income generation	Increasing traffic problems



Document Code:	QM-04	Revision Number:	05
Effectivity Date:	October 18, 2022	Page 2 of 9	

QUALITY MANUAL

	Increase in the number of research funding agencies/partners (DA, CHED, DOST, DENR, international partners, etc.	Increase in the number of research accomplishments; Hiring of more researchers/ research assistants; More benefits of research outputs to stakeholders Incentives being given to employees <ul style="list-style-type: none">- Incentives from University income- Research publication incentives	Impact of increased number of faculty researchers to actual teaching loads; Increased equivalent teaching loads (ETL)
	Faculty/Employee travels abroad sponsored by partners/ linkages	Increase in the number of BSU employees attending international seminars/workshops with minimal cost to the university	Possibility of employee not returning back to duty because of the discovery of "greener pastures" abroad
	Implementation of the Train Law	Tax exemption for employees in the lower salary grade scale; lower tax rates for all other employees	Increased prices of goods and materials
	Implementation of RA 10931 (Universal Access to Quality Tertiary Education)	Higher possibilities for more students availing of higher education; More graduates; additional workforce due to Return Service Agreement (RSA); Increase in enrollment and Internally Generated Income (IGI)	Unfilled plantilla positions of faculty; The need for more faculty positions, equipment and infrastructure; Increase in operational costs; Tedious preparation of required documents; Delayed cash availability; Delayed implementation of programs, activities and projects





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	PRC Continuing Professional Development	Increased competencies of employees	Non-renewal of Professional Licenses due to insufficient Continuing Professional Development (CPD) units
	Repercussions of the Covid 19 Pandemic in terms of: a. travel b. conduct of some activities c. delivery/availability of supplies and equipment d. energy consumption e. expenditures- Academic, R & E, Administration f. University Business Affairs	Lesser expenses due to cancellations or limitations in the conduct of activities and travel (IATF/ provincial/ LGU issuances/ restrictions); Some equipment/supplies not purchased; Individual entrepreneurial inclinations enhanced; (From Acad. Mgmt. Review): - hiring of more medical personnel due to increased health care needs Free webinars; Opportunities for retooling of the technology aspects/ IT skills	Low budget utilization rate Decreased economic activities; Lesser sales and decreased income for the year from IGPs of the University; Decreased/unsold agricultural produce; Some supplies and equipment not purchased or delayed delivery of essential supplies; Limited/cancelled essential travels; Delayed or cancelled implementation of programs; Additional expenses for faculty (electricity and internet bills) for new and various modalities of teaching & learning (modules, flexible distance learning, etc.); There are some faculty members who opt for retirement, even early retirement thus decreasing the pool of experts/ human resources. Additional expenses for both faculty and students: • purchase of technological devices (laptop, desktops, smartphones, tablets etc.) • payment charges for internet subscriptions and prepaid mobile data



QUALITY MANUAL

	Support for faculty in terms of online teaching	Provision of cell cards	
	Issuance of AOMs	Strengthened University processes and systems; Increased awareness in the compliance to policies or guidelines issued by oversight bodies	Weaknesses seen in processes/protocols; Salary deductions of affected faculty, staff
	Implementation of the ROSS (NBC 589)	Increase in the number of lower rank positions available for filling in	Decreased number of Plantilla positions for higher ranks
	Implementation of NBC 461, 8th cycle	Higher salary grades for faculty	
SOCIO-CULTURAL	Multiculturalism/diversity	Multicultural nature of BSU students and employees	Language, cultural barriers among students and employees
	Increasing number of millennial workforce	Technologically savvy workforce; More accomplishments; More progressive	Fast turn-over of millennial employees
	Proximity to establishments serving liquor, computer shops	Accessibility of computer shops for student requirements; Positive impact of municipal ordinances on the distance of bars to schools and churches and the observance of curfew hours; Ordinance in the operation of computer shops	Accessibility of these establishments to university students and employees





Document Code:	QM-04	Revision Number:	05
Effectivity Date:	October 18, 2022	Page 5 of 9	

QUALITY MANUAL

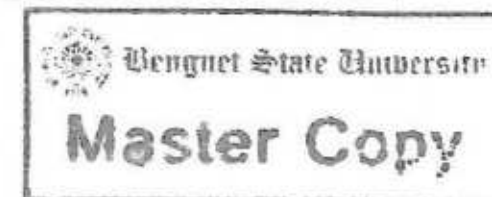
	Socio-cultural changes due to the Covid 19 Pandemic	Reduced crime rate	Decreased/restricted social and cultural activities due to repercussions of Covid 19 to the health and welfare of the community; Decreased mobility; Decreased human interactions; Limited/restricted socio-cultural activities of students, employees and other stakeholders Adverse effect on mental health
TECHNOLOGY	Internet connectivity	Upgrading of IT equipment; empowerment of personnel in the use of IT systems; Increased bandwidth from DICT; Improvement of network infrastructure in the university	Expensive annual dues for higher bandwidth and storage; Delay, limited or inability to do or finish work and other activities due to poor connectivity
	Internet connectivity	Upgrading of IT equipment; Empowerment of personnel in the use of IT systems; Increased bandwidth from DICT; Improvement of network infrastructure in the university	Expensive annual dues for higher bandwidth and storage; Delay, limited or inability to do or finish work and other activities due to poor connectivity
	Availability of online databases	Students and employees have more references for their researches;	"Copy and paste" attitude of students due the availability of online databases and search engines Fewer users of books in the library





QUALITY MANUAL

	Insufficient/ Unavailable University- wide internet access	Procurement of additional and increased internet access	Reduced work output; delay in the delivery of services; Delay/cancellation of online classes and other activities difficulty of faculty in contacting their students; reduced quality of work; Reduced quality of education
	Availability of online databases	Students and employees have more references for their researches	"Copy and paste" attitude of students in their academic and research works due to the availability of online databases and search engines; Fewer users of books in the University library
	Presence of Network Infrastructure	Upgrading of IT equipment; Enables employees and students to use information systems	
LEGAL	National Laws and Policies from CHED, DBM and other line agencies	More efficient delivery of services	Restrictive policies (eg. some policies stipulated in the Procurement Law)
			Some qualified faculty cannot be endorsed to go on scholarship because of the need for their services
	Implementation of the CSC Memo 2012 s. PRIME-HRM Accreditation	Improved hiring process and other HRMO & HRDO processes, thus improving personnel competency	More personnel needed for its full implementation
	Implementation of the "End of Contractualization" Policy by 2018 (COA, DBM & CSC JMC)	Regularization of contractual employees	Possibility of retrenchment of some employees





QUALITY MANUAL

	Meticulous process of the implementation of the Procurement Law IRR 9184 2016 (purchase only from PhilGePS registered suppliers)	The university procures only from accredited suppliers	Limited accredited suppliers; Suppliers (ex. farmers) have to enlist the assistance of middlemen with PhilGePS; Some necessary materials not procured.
	Strict implementation of the procurement law on lowest bidder	Transparency; Provision of equal opportunities to suppliers	Not all lowest bidders provide the best product or service, thus entailing more expenses for repairs/replacements
	National Budget Circulars (NBC) on honorarium; registration fees, etc.	Improved competencies and capacity of employees	Diverse interpretations of issuances on honoraria, training fees, etc.
	Existing policies and procedures on the payment of procured goods, services, and infra projects (after satisfying all the required supporting documents)	Ensured delivery of procured goods, services and infra projects according to specifications	Delayed turn-over of infrastructure; some suppliers do not have necessary supplies; delayed delivery of supplies
	Implementation of the Freedom of Information Law	Easier access to relevant information	Misinterpretation /abuse of the law
	Implementation of the Data Privacy Law	Well-protected information/data	Some necessary information not readily available; Misinterpretation of the law
	Implementation of Executive Order No. 75	Directs the identification of government owned lands (GOL) which are dedicated or suitable for agriculture	Decrease in land areas for research and academic purposes
	Implementation of curfew hours and quarantine due to the Covid-19 Pandemic (IATF issuances)	Safety of students, employees, citizens; Restriction of movement of senior citizens and those below 21 years old, ensuring their safety	Limited/no available transportation; Reduced/no economic and other activities; Reduced mobility; Mental health issues



QUALITY MANUAL

	CHED Memo on the required publication of researches in Graduate Programs	Increased capabilities and opportunities of BSU Graduate students for publication of their research outputs	Some Graduate students may not be able to finish their degrees on time.
ENVIRONMENT	Lower temperature in the area	More conducive working environment; Lower energy consumption	Students and employees are prone to cold-weather sickness such as Upper Respiratory Tract Infection (URTI) asthma, arthritis,) thus affecting academic and work performance
	Occurrence of landslides; landlocked area	"Bayanihan" spirit among students, employees and the community enhanced	Isolation in case of disasters resulting to inaccessibility of students to their allowance (from parents) and to other basic needs and commodities
	Climate change	Funded researches on Climate Change (i.e. Climate Smart, DOST, CHED)	Negative effect during the conduct of and/or completion of research endeavors; Difficulty in coping with sudden climatic changes
	Solid waste management municipal dinance or-	Reduction in the volume of wastes generated by BSU; waste recycling becomes a fund-raising activity for students and employees; practice of proper waste segregation	





Document Code:	QM-04	Revision Number:	05
Effectivity Date:	October 18, 2022	Page 9 of 9	

QUALITY MANUAL

	Environmental repercussions of the Covid-19 pandemic	Easte reduction; Lesser vehicular and other hazardous emissions; cleaner environment; adoption of healthier lifestyles; Adoption of alternative modes of transportation such as bicycles; Adoption of sustainable agriculture	Health of students, employees, the community compromised; reduced/restricted activities; Difficulties in coping with the pandemic (physical, mental, emotional health & well-being; Decreased production/productivity; Decreased livelihood & transportation; Increased waste generation in terms of face masks, PPEs
	Demographic Location of BSU	Possibility of the establishment of the National College for Highland Agriculture and Environment	

Note: Frequency of updating= Annually

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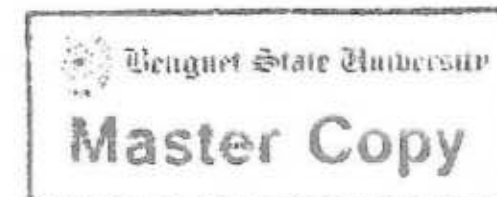
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Document Code:	QM-04	Revision Number:	05
Effectivity Date:	October 18, 2022	Page 1 of 9	

QUALITY MANUAL

INTERESTED PARTIES, THEIR NEEDS & EXPECTATIONS

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	Compliance to applicable requirement and timely submission of reports	
● AACCUP	• Accreditation of Programs	• Various interpretation by accreditors of benchmark statements in survey instruments
● ABOITIZ Corp	• Scholarships	
● ARTA	• Ease of doing business in government	
● BFP	• Fire hazard safety; regular seminars on fire prevention	
● BIR	• Certificate of Income Taxes Withheld • Alpha List of Income Taxes Withheld • Full compliance of withholding tax	❖ Already addressed
● Bureau of Immigration	• Admission of International Students • Student Visa	NONE
● Business Process Outsourcing Association	• OJT of students; future possible employment of IT graduates	
● CHED	• Certificate of Program Compliance (COPC) • Scholarship Requirements • List of Graduates • Reports on Data of Enrollment and Graduation • Reports on Students with Disabilities • Registered Student Organizations	• Delayed submission of required documents Submission of student billings





QUALITY MANUAL

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	Compliance to applicable requirement and timely submission of reports	
● COA	<ul style="list-style-type: none">Financial Statements and other Accountability ReportsCOA CircularsImplementation of eNGASGovernment Accounting ManualUnified Chart of Accounts	<ul style="list-style-type: none">System ErrorsDelayed submission of reportsInterpretation of Rules and Regulations/Policies leading to AOMs or NDs
● CSC (PSIOP)	<ul style="list-style-type: none">Citizen's CharterLevel 4 AccreditationReports on HiringSubmission of SPMS Requirements	<ul style="list-style-type: none">Compliance to Requirements - Approval of Appointments
● DAP	<ul style="list-style-type: none">PBB requirements	
● DAR	<ul style="list-style-type: none">Assistance in the settlement of BSU land issues	
● DBM	<ul style="list-style-type: none">Budget ProposalsBudget and Financial Accountability ReportAgency Procurement Request	<ul style="list-style-type: none">Unstable internet connectivity for online submission of reportsDelayed submission of reports
● DENR (EMB, MGB, PENRO, CENRO)	<ul style="list-style-type: none">Reports on Environmental Issues; procurement of Permits/Registration (transformers, hazardous wastes, e- wastes)	NONE
● Department of ICT	<ul style="list-style-type: none">Review and recommendation of ICT project proposals to DBM	
● DepEd	<ul style="list-style-type: none">Reports on Academic Concerns	NONE
● Dept. of Tourism	<ul style="list-style-type: none">OJT of BSHM students	





QUALITY MANUAL

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	Compliance to applicable requirement and timely submission of reports	
● DFA	• Processing of passports	
● DOE	• Energy management program	
● DOH	• Submission of Reportable Cases of AH1N1 & SARS • Health Advisories to address Covid 19 Pandemic concerns	NONE
● DOLE	• SPES • Job Fairs	NONE
● DOST	• Support in research undertakings	
● DPWH	• Certificates of road right of way and structural integrity of university buildings	
● FDA, BFAD	• OJT partnerships	
● GPPB	• Annual Procurement Plan • Agency Procurement Compliance Performance Indicator (APCPI)	• Lowest Bidder • Failure of Bidding
● GSIS	• Contributions • Remittances • Re-payment of Loans	• Surcharges on loans and other payments; transparency
● IATF	• Covid 19 health protocol issuances	



QUALITY MANUAL

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	Compliance to applicable requirement and timely submission of reports	
● Indigenous cultural communities	<ul style="list-style-type: none">Participation in university activities; integration of knowledge on various cultural communities in university activities and in identified syllabi	NONE
● LGUs	<ul style="list-style-type: none">Reports and Referrals of Suspected TB/Dengue CasesList of Grade 1 and Grade 7 Students for VaccinationCommunity Immersion Advisories/Memoranda to address Covid 19 pandemic concerns	<ul style="list-style-type: none">Noncompliance of submission of waivers
● LTO	<ul style="list-style-type: none">Registration of Motor Vehicles	NONE
● National Archives of the Philippines	<ul style="list-style-type: none">Outright destruction of records; preservation and transfer of records; approval of ARDS	
● National Privacy Commission	<ul style="list-style-type: none">Data privacy concerns	
● NCCA		
● NCIP		
● NEDA	<ul style="list-style-type: none">Strategic PlanInfra Projects	NONE
● NPC, DOT	<ul style="list-style-type: none">Permits; implementation of the Data Privacy Law; guidelines; memoranda; issuances – use of online resources	<ul style="list-style-type: none">Connectivity





Document Code:	QM-04	Revision Number:	05
Effectivity Date:	October 18, 2022	Page 5 of 9	

QUALITY MANUAL

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	Compliance to applicable requirement and timely submission of reports	
● NTC	• Permits of handheld and wireless radios	
● NTF ELCAC	• Promotion of Nationalism and Patriotism	
● PAG-IBIG	• Contributions • Remittances • Re-payment of Loans	• Surcharges on loans and other payments; transparency
● PASUC	• Reports on Academic Concerns	NONE
● PCOO		
● PDEA	• Permit in the use of restricted/regulated chemicals	• Noncompliance of requirements
● PhilGeps	• Transparency of Procurement Activities	• Difficulty of internet accessibility during office hours
● Philhealth	• Contributions • Remittances • Re-payment of Loans	• Surcharges on loans and other payments; transparency
● PHILIPPINE COMMISSION ON WOMEN (PCW)	• GAD concerns	
● Philippine Sports Commission	• Sports improvement and participation	
● PNP- FEU	• Registration of fire arms and explosive chemicals of the university	





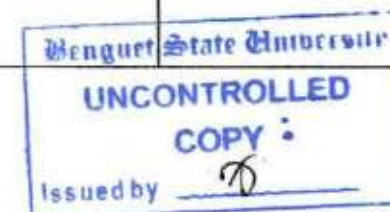
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Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	Compliance to applicable requirement and timely submission of reports	
● PNP SOSIA	• Licensing of firearms	
● PRC	• List of Graduates	• Change in Academic Calendar
● Scholarship Sponsors (PARRFI, Private Companies)	• Scholarship Requirements	NONE
● Services (electricity, Water, Telecommunications)	• On time Payment of Utility Services	• Delays in payment
● SSS	• Contributions • Remittances • Re-payment of Loans	• Surcharges on loans and other payments; transparency
2. Stakeholders:		
● Alumni	• Representation in BOR • MOUs, MOAs; OJTs with communities and industries	NONE
● Banks		
● College of Nursing – (ADCN) Association of Deans in the College of Nursing	• Compliance to applicable requirements; • Support to the College of Nursing	NONE
● Community	• Representation in BOR • MOUs, MOAs; OJTs with communities and industries	NONE



QUALITY MANUAL

Interested Party	Needs and Expectations	Current Issues
● DAR		
● Employees Associations		
● Hospitals (BeGH & BGH)		
● Industries		
● International Partners	● Linkages	● Safety of faculty, staff
● Local Partners		● MOA not finalized, not followed
● Mass Media		
● Other Stakeholders	● Linkages	
● Smart Communications		
● SUCs/other HEIs		NONE
3. Customers:		
● Industries	● Competent Graduates	NONE
● Parents	<ul style="list-style-type: none"> ● Quality Service ● Affordable Fees ● Customer satisfaction 	
● Students		





QUALITY MANUAL

Interested Party	Needs and Expectations	Current Issues
4. Employees:		
<ul style="list-style-type: none"> ● Casual employees ● Job-orders; COS ● Non-teaching 	<ul style="list-style-type: none"> • Good work environment • Job security • Higher pay • Health • Safety • Training • Promotion • Recognition and Reward 	<ul style="list-style-type: none"> • Disallowances • Dress Code • Stressful workplace • Systems on Awards • Culture of Distrust • Subjectivity
<ul style="list-style-type: none"> ● Teaching 		
5. Management:	<ul style="list-style-type: none"> • Efficiency and effectiveness of services and operations • Compliance to Policies • Competency 	<ul style="list-style-type: none"> • Noncompliance to policies
6. Community:	<ul style="list-style-type: none"> • IGP and Extension Services 	
7. Supplies:		
<ul style="list-style-type: none"> ● Farmers 	<ul style="list-style-type: none"> • On-time payment • Fair Bidding Process 	<ul style="list-style-type: none"> • Delays in payment • Transparency in evaluation of suppliers • PhilGeps Registration • Quality of goods
<ul style="list-style-type: none"> ● Line Agencies ● Private Companies ● Service Contractors 		

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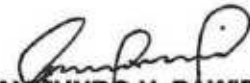
Document Code:	QM-04	Revision Number:	05
Effectivity Date:	October 18, 2022	Page 9 of 9	

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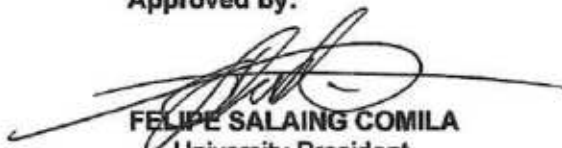

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Document Code:	QM-05	Revision Number:	03
Effectivity Date:	October 18, 2022	Page 1 of 5	

QUALITY MANUAL

SECTION 5: SERVICE REALIZATION

5.1. STRATEGIC PLANNING

BRIEF DESCRIPTION

- **Office of the University Board Secretary (OUBS).** The OUBS ensures completeness of signed referendum ensuring compliance with regulatory requirements; it functions to timely provide information on the approved Administrative Council actions. It likewise serves to facilitate University matters with the Board of Regents.
- **Planning and Development Office (PDO).** This office prepares and coordinates plans which need to be implemented on time or as scheduled. Also, it identifies and proposes infrastructure projects that are implementation-ready and are responsive to the needs of the university; and monitors on-going and finished projects in compliance to approved plans.

5.2. REVIEW AND IMPROVEMENT

BRIEF DESCRIPTION

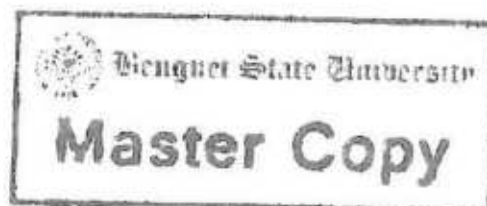
- **Internal Audit Services (IAS).** It provides quality and timely internal audit services to ascertain that controls are well designed and properly implemented and ensures compliance of the University to regulatory requirements.
- **Office for Quality Assurance and Accreditation (OQAA).** The OQAA collects and warehouses complete and updated pertinent documents in compliance with regulatory requirements before accreditation / certification scheduled visits. It likewise facilitates applications for AACCUP accreditation of different degree programs in the university within the validity period and facilitates the University's application/audits/accreditation by international bodies such as the ISO, QS Stars Rating System, Times Higher Education (THE), WURI, PQA and others.
- **Management Review.** This process ensures that Management systematically reviews the Quality Management System (QMS) of BSU for continued suitability, adequacy and effectiveness. The review assesses opportunities to improve the QMS and University performance.
- **Internal Quality Audit.** This process assesses the effectiveness, areas for improvement, and conformance of BSU processes to ISO 9001:2015 in the different University offices covered by the Quality Management System.

5.3. CORE PROCESSES

BRIEF DESCRIPTION

The core process on instruction services starts when a client applies for admission and ends when the student graduates from his chosen academic program in the University. Specifically, this involves the following processes:

- **Admission:** A prospective student seeks admission to the University. He then is directed to the department or college where his chosen academic program is lodged. The academic unit submits the list of qualified applicants to the Office of the University Registrar (OUR) which in turn prepares a Notice of Admission which will be released to the qualified applicant.
- **Enrollment:** The customer proceeds to the academic unit where he/she is admitted for pre-registration. The registration takes place at the Office of the University Registrar for the encoding of their personal information and course/s to be enrolled. After a registration form is given for filling out, the enrollee proceeds to the Cashiering Office for payment of his/her school fees, then goes to the OUR for ID processing for new students and, for continuing students, he proceeds to the University Library for ID validation

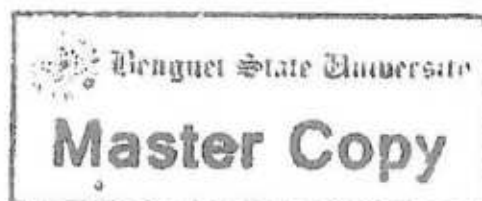




Document Code:	QM-05	Revision Number:	03
Effectivity Date:	October 18, 2022	Page 2 of 5	

QUALITY MANUAL

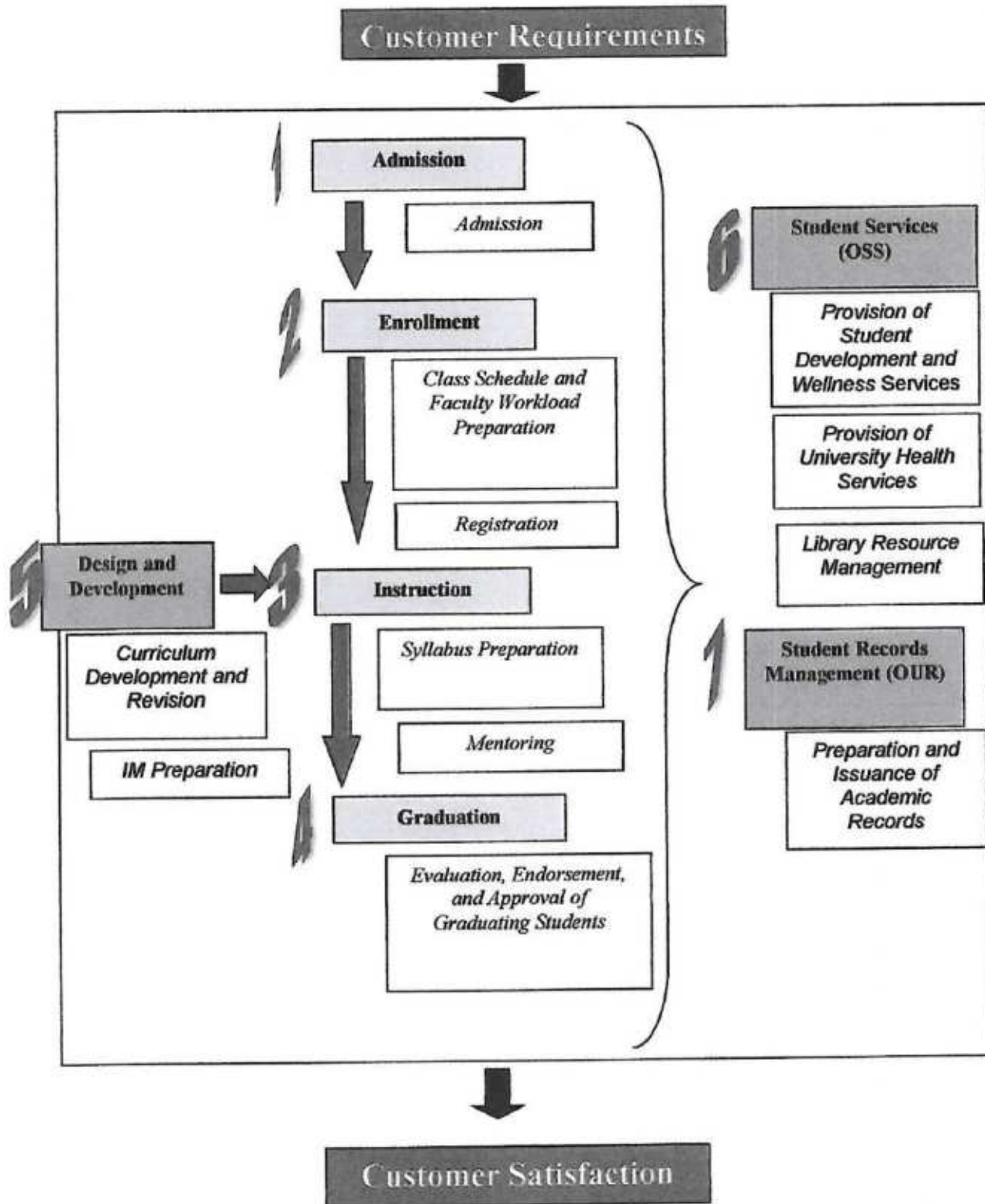
- **Instruction:** The enrolled student attends his/her classes for eighteen (18) weeks for the regular semester and seven (7) weeks during the summer/ midyear term as reflected in his/her class schedule. At the start of classes, students are oriented on course requirements. The student has to satisfy all the requirements of the course. The faculty-in-charge will issue a final grade within one (1) week after the final examination. There is likewise syllabus preparation and submission by the faculty member for each course handled. Faculty evaluation is administered after the midterm exams.
- **Graduation:** The Office of the University Registrar (OUR), in coordination with the academic unit where the student belongs, evaluates the graduating student's non-academic records for compliance and academic records for completion. After all the requirements are satisfied by the graduating student, the candidate is recommended for graduation initially to the College/Institute, Academic Council, then to the University Academic Council. The list of candidates for graduation is then endorsed for confirmation by the Board of Regents before graduation. Finally, the diploma and Official Transcript of Records are issued to the graduate.
- **Design and Development:** For the mentoring process, instructional materials prepared by faculty members and which have undergone evaluation and approval by the University Instructional Materials Committee are used for enhancement of the teaching and learning process. For the development of new curricula, the conduct of a feasibility study is done initially before approval. A Certificate of Program Compliance (COPD) will be issued by CHED for the approved curriculum. For existing curricula that need revisions or enhancements, the University Curriculum Committee evaluates these first then endorses these for approval.
- **Student Services:** The enrolled students can avail of the different student services such as library services, dormitory, health services, development and wellness services, scholarships and grants, and vocational and placement that will help them cope with the challenges of student life. Furthermore, these are intended to empower students to become locally and internationally competitive graduates and productive citizens.
- **Student Records Management:** The Office of the University Registrar (OUR), is the official repository of student records, and retains and maintains the academic and other records of students. It ensures the proper storage, maintenance, utilization and proper disposition of these records. In addition, the office takes charge of the release of academic records and other information as per request by the students, authorized representative, clients (previous students, graduates, and the like), and other government regulating bodies subject to the provisions of Data Privacy Act and Freedom of Information.





QUALITY MANUAL

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Document Code:	QM-05	Revision Number:	03
Effectivity Date:	October 18, 2022	Page 4 of 5	

QUALITY MANUAL

5.4. SUPPORT PROCESSES

BRIEF DESCRIPTION

- **Information and Communication Technology (ICT):** This office ensures that the Information Systems and their databases are secured and maintained. Furthermore, it ensures the presence of regular and efficient internet connectivity in the university and likewise provides services for repairs and maintenance of the ICT equipment of the University.
- **University Public Affairs Office (UPAO):** The UPAO takes charge of disseminating correct and timely information/ information materials pertaining to university affairs and activities and assists and facilitates the development of design and printing of materials for various University purposes. Furthermore, this office facilitates the dissemination of pertinent information to the University and to the public and orients and tours local and foreign visitors within the campus.
- **Legal Office:** This office provides basic legal services to the employees and students of the University as well as to the different members of the community seeking assistance. Also, it thoroughly studies and reviews the various contracts and agreements that the University enters into taking into consideration the rights and interests of the University, and provides proper representation to protect the interests of the University.
- **International Relations Office (IRO):** The IRO facilitates the visit of international visitors to Benguet State University (BSU) based on the purpose/s and duration of their visit. It likewise facilitates linkage, faculty and student exchanges with international partners to promote internationalization of the University.
- **Research & Extension Services:** The Office of the Research Services promotes the generation and utilization of technologies for the benefit of the society, to manage the university experiment farms and resources therein, and to coordinate monitoring and evaluation of research and development activities.

The Office of the Extension Services spearheads the promotion, transfer, adoption and utilization of knowledge and technology generated by the University.

- **Finance Services:** The Finance services cover the recording of various financial transactions up to the preparation or generation of financial statement/reports until the submission of these to oversight bodies or requesting parties.
 - ✓ The **Budget Office** operate starting with the preparation of budget proposal until its submission for approval, review accuracy of claims, identify sources of funds and register the transaction. The Chief of Budgeting Office signs Box B of ObR/ BUR to certify availability of allotment and obligations incurred in the ObR or budget utilization in the BUR.
 - ✓ The **Accounting Office** evaluates accuracy of transactions and completeness of supporting documents and records the transactions. The Chief of the Accounting Office signs Box A of Disbursement Voucher to certify: a. the availability of cash b. the completeness of supporting documents c. for contract or purchase order, certify the availability of funds based on the ObR or BUR duly certified by the Budget Officer.
 - ✓ The **Cashiering Office** prepares checks for the disbursement of funds. The Chief of Cashiering Office signs the check, issue checks to the authorize payees.
- **Human Resource Management Office (HRMO):** It covers all the processes required - Recruitment, Selection and Placement, Separation from Service (Retirement/ Resignation), Government Working Hours, Leave Management and Administration; Updating of existing or developing new policies to cope with the present needs of the University as well as to conform with requirements of regulatory bodies.
- **Compensation, Benefits, and Other Obligations Office (CBOO):** It covers the processing of compensation, benefits and remittances, and maintenance and monitoring of indices/ledgers, loan approval/ confirmation and issuance of certification and documents requested.





Document Code:	QM-05	Revision Number:	03
Effectivity Date:	October 18, 2022	Page 5 of 5	

QUALITY MANUAL

- **Motorpool.** This office is in charge of deploying drivers and dispatching vehicles for official travels of officials and personnel, including students. It also takes charge of the proper maintenance and repair of BSU vehicles.
- **General Services Office (GSO):** It implements the approved repair and maintenance plan based on identified priorities, including urgent, unforeseen infrastructure repair due to calamities or disasters. This office likewise functions to regularly assess conditions of buildings, structures, road networks, and grounds and recommend courses of actions and/or as basis of the annual repair and maintenance plan indicating designs and bill of quantifiers to support the Project Procurement Management Plan of GSO, in coordination with the Planning and Development Office and designated building in-charge.
- **Human Resource Development Office (HRDO):** It implements processes to enhance employee competencies (core, organizational, technical and leadership) through varied learning interventions, from the start of government service until separation/retirement.
- **Records Office and Archives (ROA):** The ROA implements effective and efficient management of records, from creation, maintenance, and disposal of documents. It controls and safeguards vital and permanent records of the University to provide continued reference and information necessary for management decision-making; keeps records of enduring value in the University Archives.
- **Procurement Management Office (PMO):** It serves as the main support unit of the Bids and Awards Committee to facilitate procurement-related tasks. Also, it coordinates with the different sectors of the University in the preparation of their respective procurement plans.
- **Supply and Properties Management Office (SPMO):** This office manages the different phases of supply and property management and oversees all activities after the procurement process pertaining to inspection, acceptance, custody and issuance of supplies, materials, and equipment to end-users.
- **Security Services Office (SSO):** It maintains peace and order in the campus and its premises at all times; works closely with outsourced security services in implementing University security plans and traffic rules. Further, it protects the personnel, students, and properties of the University; initiates safety drills for BSU family against fire, earthquake and other calamities; provide security services to the disaster team.
- **Control of Documented Information Committee (CDIC):** This committee is composed of members in charge of QMS documents; implements, establishes and maintains a procedure for the control of documents. Also, the committee maintains the master copies and master list of the Quality Manual, Quality Procedures and Standard Operational Procedures, as well as the master list of externally generated documents and references.

