Republic of the Philippines
𝕭enguet 𝕾tate 𝖀niversity
La Trinidad, Benguet

ISO 9001: 2015
QUALITY MANUAL

Prepared by:

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Quality Management Representative (QMR)

Approved by:

FELICIANO G. CALORA JR., PhD
University President

TABLE OF CONTENTS

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

Annexes   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
ROM
Flowcharts
Forms

Annexes

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
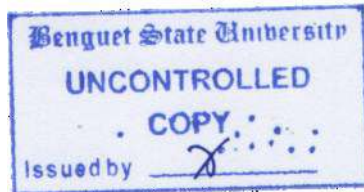   FOTP Action Plan
                                        ROM
                                        Flowcharts
                                        Forms
                                    Procurement Management Office
                                        FOTP Action Plan
                                        ROM
                                        Flowcharts

Annexes

    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
        Forms

LIST OF AUTHORIZED COPY HOLDERS AND CORRESPONDING COPY HUMBER

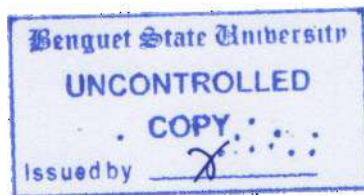| Series No.	COPY HOLDERS	COPY NO.
1	Master Copy	00
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3	Director, Planning and Development Office	1-1
4	University Board Secretary, Office of the University Board Secretary	1-2
5	Information Technology Officer, Information and Communication Technology	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 Service	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 and Applied Technology	2-7
20	Dean, College of Forestry	2-8
21	Institute Director, Institute of Public Administration	2-9
22	Institute Director, Institute 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	Vice President for Research and Extension	3
28	Director, Office of the Research Services	3-1
29	Director, Office of the Extension Services	3-2
30	Office of the Vice President for Administration and Finance	4
31	Chief Administrative Officer, Finance Services Division	4-1
32	Supervising Administrative Officer, Budget Office	4-1-1
33	Accountant IV, Accounting Office	4-1-2
34	Supervising Administrative Officer, Cashiering Office	4-1-3
35	Chief Administrative Officer, Administrative Services Division	4-2
36	Supervising Administrative Officer, Human Resource Management Office	4-2-1
37	Chief, Compensation, Benefits, and other Obligations Office	4-2-2
38	Chief, Motorpool and Transportation Services	4-2-3
39	Director, General Services Office	4-2-4
40	Chief, Human Resource Development Office	4-2-5
41	Supervising Administrative Officer, Records Office and Archives	4-2-6

42	Chief, Procurement Management Office	4-2-7
43	Supervising Administrative Officer, Supply and Properties Management Office	4-2-8
44	Chief, Security Services Office	4-2-9
45	Deputy Document Controller, Controller of Documented Information	5
46	Lead Auditor, Internal Quality Audit	6

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		Updated ISO Management Structure/ Organization	Addendum QMS Team
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 2	Updated Quality Policy	
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)

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:

a. describe the basic elements of the QMS of Benguet State University and serve as reference in its implementation and continuous improvement;

b. inform all stakeholders so as to enable them to participate in the implementation of the QMS in the institution;

c. serve as reference for newly hired personnel.

AGENCY PROFILE

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

Benguet State University is now 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 a Graduate School, the Open University, 8 colleges and 3 institutes offering seven doctorate degrees, 32 masters programs, 19 undergraduate degrees, and a number of diploma/certificate special short courses. The 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 it services. The production sector serves as a lifeline that provides additional 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 Level III based on the standard of 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 605.7855 hectare-land grant at the heart of la Trinidad, the capital town of Benguet 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 upper and lower houses, Regional Directors of Government Line Agencies, prominent private

citizens, federated faculty representative, federated supreme student government representative, and an alumni representative.

SYSTEM OVERVIEW

Benguet State University started its ISO initiatives after a team assigned by the then President 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.

This 2017, the University is 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.

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 core process - Instruction Services, includes the processes being implemented by eight (8) colleges and two (2) academic institutes under higher education, and also includes the Office of the University Registrar (OUR) and Office of Student Services (OSS). All of them play a significant part in addressing customer (student) requirements while at the University starting from admission, enrollment, instruction, until graduation.

The following colleges and academic institutes are part of the core process: College of Agriculture, College of Arts and Sciences, College of Engineering and Applied Technology, College of Forestry, College of Home Economics and Technology, College of Nursing, College of Teacher Education, College of Veterinary Medicine, Institute of Human Kinetics and Institute of Public Administration.

The BSU Graduate School, Open University, and basic Elementary and Secondary Education are not included in the scope of the QMS instruction services. The Business Affairs Sector, and the two other campuses of the University (Bokod Campus and Buguias Campus) are likewise not included.

Upon admission in the University, after having passed the College Qualifying Examination, the student goes to the College offering the Program of his choice where screening of applicants is conducted. He is 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, 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 through approval by the University Board of Regents.

The Support Services – Administration and Finance, and Research and Extension, though having indirect links to the student, 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: 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 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, Motor Pool, Records Office, 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 (IHFSA); Institute of Social Research and Development (ISRD); Cordillera Organic Agriculture Research and Development Center (COARDC); Agri-based Technology Business Incubator/Innovation 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 financial transactions 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 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, Utility Services and Scholarship Sponsors.
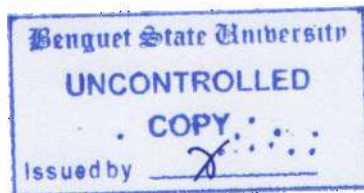
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Benguet State University
La Trinidad, 2601 Benguet
Tel. (074) 422-2127/2176   Fax (074) 422-2281

RECORDS OFFICE
FILE
Benguet State University

April 6, 2018

OFFICE ORDER
No. **264**, s. 2018

SUBJECT   :   **ADDITIONAL MEMBERS TO THE BSU QUALITY MANAGEMENT SYSTEMS (QMS) TEAM FOR ISO 2017**

The following are hereby designated as additional members of the BSU Quality Management Systems (QMS), to wit:

4.24 **MS ALMA A. AMADO** as replacement of Dr. Janet P. Pablo, designated as Dean of the College of Agriculture

MR. ELMAR JUN K. WALSIYEN – additional member of the SPMO

MS ELSIE M. BAWAYAN – UPAO staff vice Mr. Coleman Tiw-an

They shall be authorized to render overtime service from April 1, 2018 to December 31, 2018, subject to submission of supporting documents such as DTRs and accomplishment reports and computed in accordance to the provision of the CSC-DBM Joint Circular No. 1, s. 2015, dated November 25, 2015 and subject to accounting and auditing rules.

All concerned are enjoined to extend their cooperation.

FELICIANO G. CALORA, JR.
President

FGCJ/records
Copy furnished:
   Concerned VP's, Dean's & Directors
   Concerned Chiefs of Offices
   VP ADFIN
   VP UBA

09 July 2018

OFFICE ORDER
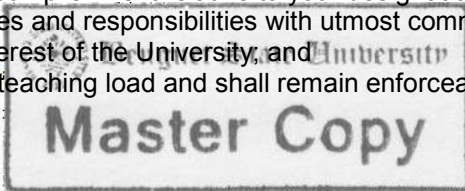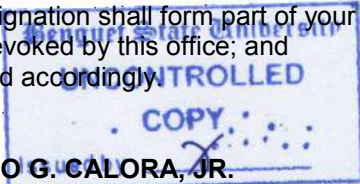**No. 322, s. 2018**

TO   **: CONCERNED EMPLOYEES (SEE MATRIX)**

Subject   **: DESIGNATION AS ADDITIONAL MEMBER OF THE QUALITY MANAGEMENT SYSTEM (QMS)**

1. Relative to the on-going ISO Certification activities of the University, you are hereby designated as an additional member of the Quality Management System (QMS), as specifically indicated below:

NAME OF EMPLOYEE	DESIGNATION
BEVERLY C. SA-AO College of Arts and Sciences	QMS Head of the Steering Committee for Academics
MICHELLE GATAB-LARUAN College of Agriculture	QMS Document Custodian for the College

2. You are further directed to coordinate with DR. AUREA MARIE M. SANDOVAL, Director, OQAA and BSU ISO QMR, all activities and accomplishment relative to your designation; and
3. It is desired that you discharge your duties and responsibilities with utmost commitment, dedication and sincerity for the beast interest of the University; and
4. Your designation shall form part of your teaching load and shall remain enforceable, unless sooner revoked by this office; and
5. BE guided accordingly.

(SGD) FELICIANO G. CALORA, JR.
President

Republic of the Philippines
BENGUET STATE UNIVERSITY
La Trinidad, Benguet, 2601

OFFICE OF THE PRESIDENT

18 September 2018

OFFICE ORDER
No. 352, s. 2018

Subject : **DESIGNATION AS ADDITIONAL MEMBER OF THE QUALITY MANAGEMENT SYSTEM (QMS)**

1. Relative to the on-going ISO Certification activities of the University, you are hereby designated as an additional member of the Quality Management System (QMS), and representing the College of Agriculture;

NAME OF EMPLOYEE	Remark
CLAIRE D. CONTIC-PULACAN	Replacement of Daisy G. Del Rosario
MADELINE S. KINGAN	Replacement of Alma A. Amado

2. You are further directed to coordinate with **DR. AUREA MARIE M. SANDOVAL**, Director, OQAA and BSU ISO QMR, all activities and accomplishment relative to your designation; and

3. It is desired that you discharge your duties and responsibilities with utmost commitment, dedication and sincerity for the best interest of the University; and

4. Your designation shall form part of your teaching/administrative load and shall remain enforceable, unless sooner revoked by this Office; and
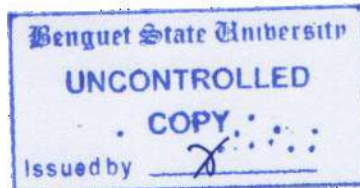
5. Be guided accordingly.

FELICIANO G. CALORA, JR.
President
cc: The OQAA
The VPAA
The HRMO
Records Office and Archive
/010281

Tel. No. (063) (074) 422-2009   Fax No. (063) (074) 422-2281
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SECTION 3: BUSINESS PROCESS MAP
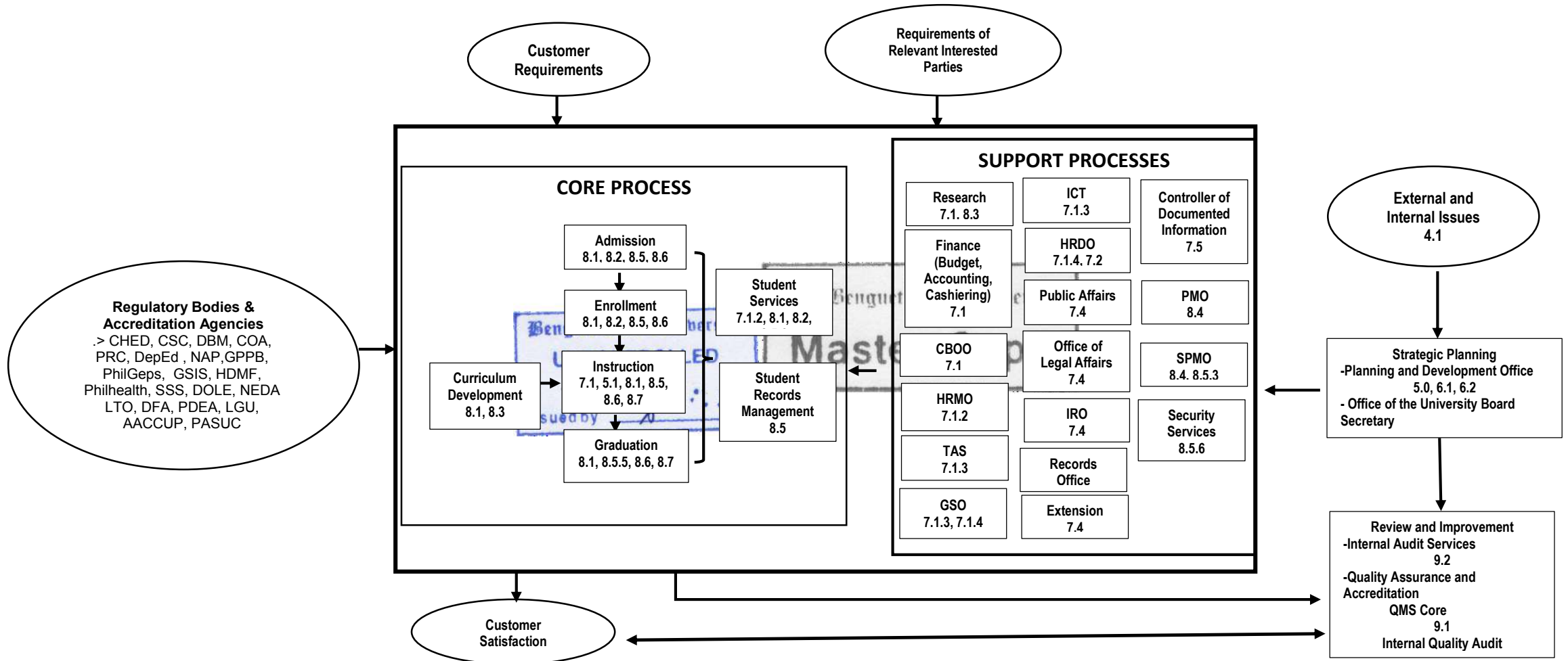
BRIEF DESCRIPTION

The core process for business processing at Benguet State University is Instruction Services. In order for a student or any other customer to transact and complete business within the university in terms of instruction services, there are requirements needed to be satisfied for Admission, Enrollment, Instruction (Mentoring) and Graduation. There are eight colleges, two academic institutes, the Office of the Vice President for Academic Affairs (OVPAA), the Office of the University Registrar (OUR), and the Office for Student Services (OSS) that cater to this core process.

The University's capability of providing appropriate instruction services is governed by the Commission on Higher Education (CHED), other regulatory bodies and 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 provision of Student Services likewise gives the assurance that needs of the students are catered 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 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, Transportation and Automotive Services (TAS), Records and Archives (RAO), International Relations (IRO) offices, Research and Extension Services including that of the Controller of Documented Information (CDI). The operation of these different offices and performance of their respective functions are supported and enhanced by the presence of relevant interested parties.

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, Internal Control Audit (ICA) and the Office for Quality Assurance and Accreditation (OQAA) are responsible for regularly reviewing the different processes and procedures of the core and support offices so that corrective actions may be done and improvement of processes is assured, all leading to customer satisfaction, and thereby, quality service.

SECTION 4: STRATEGIC PLANNING

STRATEGIC OBJECTIVES
(Source: BSU Strategic Plan 2017-2020)

Goal 1: To develop proactive programs to ensure relevant quality education.

Objectives:

1. To benchmark curricular and co-curricular programs with national and international standards.

2. To develop alternative learning experiences to enhance skill that match industry needs.

3. To develop innovative and relevant curricular and co-curricular programs.

4. To enhance proactive student welfare and development programs.

Goal 2: To develop proactive programs for quality service.

Objectives:

1. To enhance relevant human resource development programs.

2. To develop effective and efficient innovative platforms for cascading information.

3. To enhance and develop employee welfare programs.

Goal 3: To enhance responsive systems and procedures for transparent institutional development.

Objectives:

1. To enhance and develop innovative financial management system.

2. To ensure transparency in all transactions in the university.

3. To ensure inclusive and consultative decision making.

Goal 4: To develop relevant and gender sensitive research and extension programs for institutional development, sustainable communities, climate resilience, industry innovation, and partnership.

Objectives:

1. To develop relevant multimedia tools in disseminating technology, knowledge and information generated from RDE programs.

2. To develop relevant RDE activities that will address current problems and support cultural advocacy.

3. To partner with strategic local, regional, national and international entities.

.
Goal 5: To strengthen and expand public-private partnerships.

Objectives:

1. Sustain and pursue functional University relations with the alumni and other organizations both in the government and non-government entities.

2. To strengthen linkage among academe, industries, LGUs and the community.

SECTION 5: SERVICE REALIZATION

5.1. STRATEGIC PLANNING

BRIEF DESCRIPTION

- **Office of the University Board Secretary (OUBS).** It ensure completeness of signed referendum ensuring compliance with regulatory requirements. To timely provide information on the approved Administrative Council actions ensuring compliance with regulatory requirements.

- **Planning and Development Office (PDO).** It prepares and coordinates plans which can be implemented on time**.** 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 ensure compliance of the University to regulatory requirements.

- **Office of Quality Assurance and Accreditation (OQAA).** It collects and warehouses complete and updated pertinent documents in compliance with regulatory requirements before accreditation / certification scheduled visits. It facilitates also applications for accreditation (AACCUP, COPC, etc.) of different degree programs in the university within the validity period; to facilitate the University's application for ISO certification.

- **Management Review.** It ensures that Management systematically reviews the Quality Management System (QMS) of BSU for continued suitability, adequacy and effectiveness. The review should assess opportunities to improve the QMS and Company performance.

- **Internal Quality Audit.** It assesses the effectiveness, areas for improvement, and conformance of BSU processes to ISO 9001:2015

5.3. CORE PROCESSES

BRIEF DESCRIPTION

The core process on instruction services starts when a client applies for admission until graduation from the University. Specifically, this involves the following processes:

- **Admission**: A prospective student seeks admission to the University through application and taking a qualifying examination administered by the Office of Student Services. Results of the examination are sent to the respective academic units for screening. 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 by the Office of Student Services (OSS).

- **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 be given, 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/she will proceed to the University Library for ID validation

- **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. It involves also faculty evaluation and syllabus preparation.

- **Graduation**: The OUR, in coordination with the academic unit where he/she 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**: On mentoring, at times instructional materials are utilized of which faculty prepares that undergoes evaluation and approval by a committee. In the curriculum development and revision, it involves feasibility study, research and evaluation of existing curriculum that also approves curriculum committee then endorse to CHED. Certificate of Program Compliance (COPD) will be issued by CHED for approved curriculum.

- **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 up with the challenges of studying. Further, it will empower students to become locally and internationally competitive graduates and productive citizens.

- **Student Records Management:** The OUR, as the official repository of student records, retains and maintains the academic and other records of students. It ensures the proper storage, maintenance, utilization and proper disposition. Also, this involves 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.

FLOWCHART

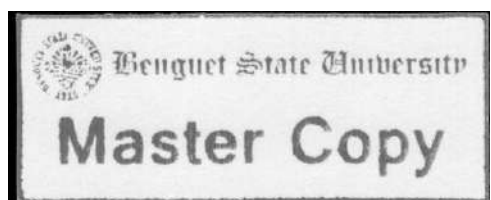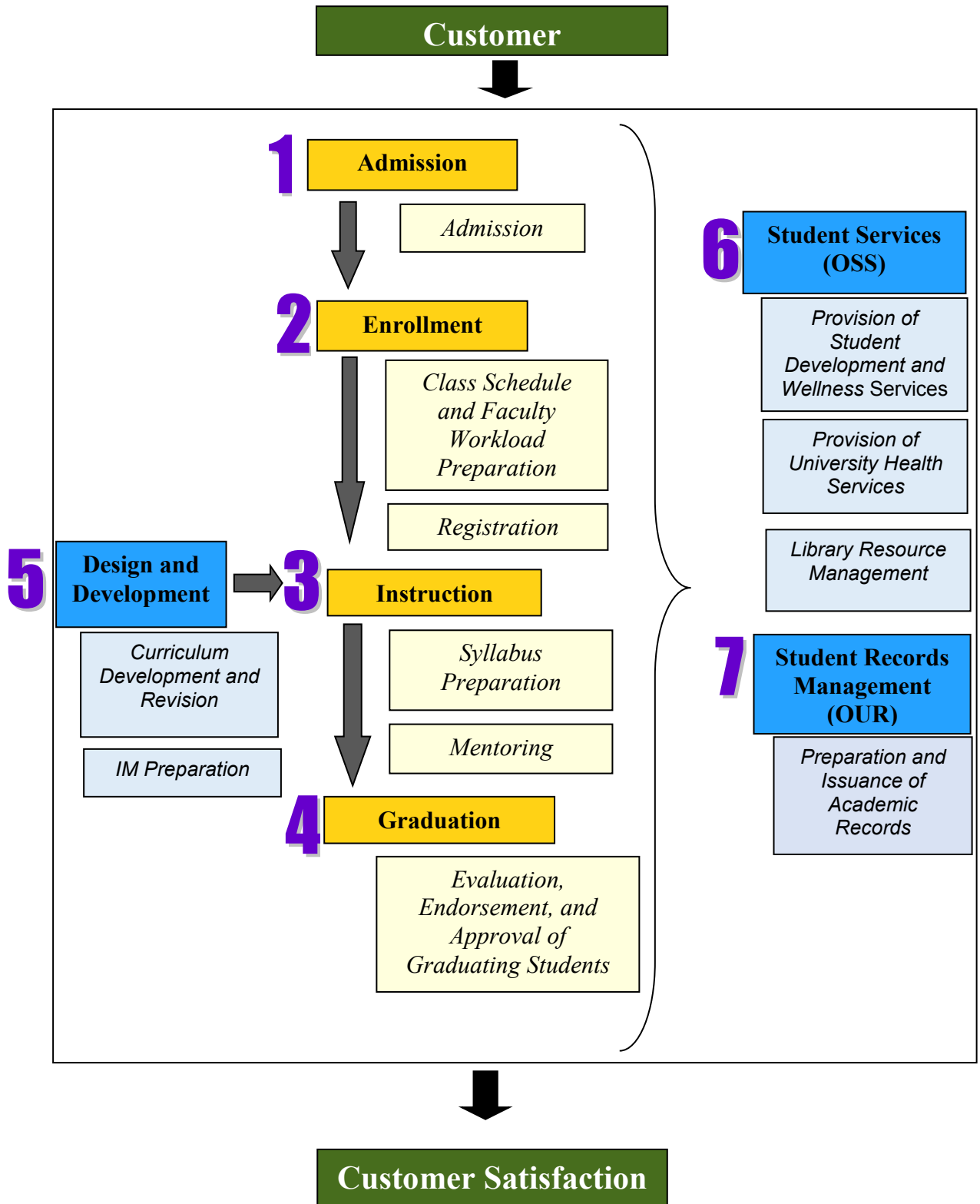**Customer**

1 **Admission**

Admission

6 **Student Services (OSS)**

Provision of Student Development and Wellness Services

2 **Enrollment**

Class Schedule and Faculty Workload Preparation

Registration

Provision of University Health Services

Library Resource Management

5 **Design and Development** → **3** **Instruction**

Curriculum Development and Revision

Syllabus Preparation

Mentoring

7 **Student Records Management (OUR)**

Preparation and Issuance of Academic Records

IM Preparation

4 **Graduation**

Evaluation, Endorsement, and Approval of Graduating Students

Customer Satisfaction

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5.4. SUPPORT PROCESSES

BRIEF DESCRIPTION

- **Information and Communication Technology (ICT):** It ensure that the Information Systems and their databases are secured and maintained. Further, it provides services for repairs and maintenance of the ICT equipment of the University.

- **University Public Affairs Office (UPAO):** It disseminate correct and timely information/ information materials, and efficiently assist and facilitate development of designs and printing of materials for various purposes. Also, it efficiently assists public in the dissemination of pertinent information to the University, and effectively orient and tour local visitors according to their purpose.

- **Legal Office:** It 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 and to protect the interest of the University.

- **International Relations Office (IRO):** It efficiently facilitates the visit of international visitors to Benguet State University (BSU) based on the purpose/s and duration of their visit.

- **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, adaptation and utilization of knowledge and technology generated, verified and adopted by the University.

- **Finance Services:** The Finance services covers the recording of various financial transactions to the preparation or generation of financial statement/report until its submission to the oversight bodies or requesting party.

  - ✓ The **Budget Office** and the different operating units starting from the preparation of budget proposal until its submission for approval. Review accuracy of claims, identify source of fund 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, record the transactions. The Chief of 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** prepare checks for the disbursement. The Chief of Cashiering Office signs the check, issue checks to the authorize payee.

- **Human Resource Management Office (HRMO):** It covers all the processes that is 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 present needs of the University as well as conform with requirements of regulatory bodies.

- **Compensation, Benefits, and Other Obligations Office (CBOOO):** 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.

- **Motorpool and Transportation Services:** It promptly deploys drivers and dispatch vehicles for official travels of officials and personnel, including students when vehicles are available.

- **General Services Office (GSO):** It implements approved repair and maintenance plan based on identified priorities, including urgent, unforeseen infrastructure repair due to calamities or disasters .Continuously 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 quantifies 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, and intended to impact peak performance.

- **Records Office and Archives (ROA):** It 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; keep 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 sectors in the preparation of their respective procurement plans.

- **Supply and Properties Management Office (SPMO):** It manages the different phases of supply and property management and oversee 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; work 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; compose security services to the disaster team;

- **Controller of Documented Information (CDI):** It documents, implements, establishes and maintains a procedure for the control of documents and records. Also, it 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.

STRENGTHS, WEAKNESSES, OPPORTUNITIES, AND THREATS (SWOT)

STRENGTHS	WEAKNESSES
⊙ Excellent student services (COPC compliant) ⊙ Level of accreditation of the university and its colleges (SUC level IV, Center of Development Programs, Center of Excellence); 92% of programs accredited by AACCUP ⊙ Consistent outstanding performance of students in board examinations (Topnotchers (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 ⊙ Enhanced Curricula aligned to OBE ⊙ Increasing application of utility models, 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 ⊙ Availability of FOI (internal policies) ⊙ Personnel are highly motivated ⊙ 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	⊙ Some degree programs have no COPC ⊙ Inadequate support and guidance in the preparation of accreditation documents ⊙ Lack of personnel (e.g. guidance counselor, lab technicians) ⊙ Lack of instrument to assess personnel competency ⊙ Lack of facilities in some colleges and offices ⊙ Slow internet connection in some offices /areas (eg. Faculty rooms, classrooms) ⊙ Lack of infrastructures (e.g. classrooms) ⊙ Lack of specialized laboratories and facilities ⊙ Inadequate approved policies/guidelines in some sectors/processes ⊙ Inadequate implementation of policies, rules and regulations/guidelines ⊙ Not adaptive in the use of new technologies ⊙ 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 (in progress) ⊙ Resistance to change of some employees (not a weakness since it is part of culture) – DELETE ⊙ Weak commitment of personnel ⊙ Limited mobility due to lack of transportation
OPPORTUNITIES	**THREATS**
⊙ COPC compliance given by CHED ⊙ Opportunities for various trainings and workshops provided by AACCUP ⊙ Semi-temperate climatic condition conducive to learning ⊙ Availability of advanced ICT technologies ⊙ 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)	⊙ 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 requirement of regulatory bodies (COA, CHED, DBM; disallowances, 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)

Note: Frequency of updating= Annually

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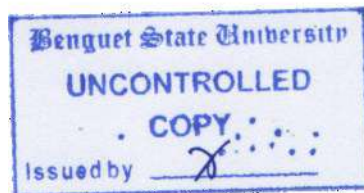
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BSU PESTLE ANALYSIS

PESTLE FORCES	ISSUES	IMPACT TO BSU	
		Positive	**Negative**
POLITICAL	Designation of a new chairman of the BOR	Obtaining needed action by BOR on pertinent matters	Transition period causes delay in the action on university policies needing BOR approval;
	BOR structure has more members outside BSU	"Check and balance"	No representative from the non-teaching; lesser representations from inside BSU
	Land use plan of the municipality	The University updated its comprehensive land use plan	Increasing number of boundary disputes
ECONOMIC	BSU is located in a first class municipality	More students will be enticed to study in BSU	
	booming business around La Trinidad	More opportunities for business partnerships, thus higher income generation	Increasing traffic problems
	Increase in the number of research funding agencies/partners	Increase in the number of research accomplishments; hiring of more researchers/ research assistants; more benefits of research outputs to stakeholders	
SOCIO-CULTURAL	Multiculturalism/diversity	Multicultural nature of BSU students and employees	Misunderstanding due to cultural diversity
	Increasing number of millennial workforce	Technologically savvy workforce; more accomplishments	Inaccuracy of findings (low turn-out of respondents)
	Apathetic Attitude Of Community Towards Research (Social)		Slow delivery/submission of server-based online reports (SIAS, NGAS)
TECHNOLOGY	Poor infrastructure and slow internet connection (PLDT and Globe)		Expensive annual due for higher bandwidth and storage
	Availability of cloud-based servers	Improved and more secured back-up of data; improved delivery of web-based reports and services (SIAS, NGAS)	Drain the budget of library for paid subscriptions; health issues related to too much exposure to technology (radiation)

PESTLE FORCES	ISSUES	IMPACT TO BSU	
		Positive	**Negative**
	Availability of online databases	Students and employees have more resources or references for their researches	
LEGAL	Policies from CHED, DBM and other line agencies are in place	More efficient delivery of services	Delayed payment of billings (subsidy from CHED)
	Approval and Implementation of the Free Tuition Act of 2017	Increase in number of enrollment	
	Implementation of the K to 12 Basic Education Curriculum	Faculty and staff are able to avail of the CHED K to 12 Transition Graduate School Scholarship	Decrease in the number of enrollees in the college during the transition period; insufficient classroom to accommodate senior high students, some faculty are deloaded/ underloaded
			Some qualified faculty are not endorsed to go on scholarship
	Implementation of the CSC Memo 2012 s. PRIME-HRM Accreditation	Improved hiring process and other HRMO & HRDO processes, thus improving personnel competency	
	Strict implementation of the "No to Contractualization" Policy by 2018 (COA, DBM & CSC JMC)	Regularization of contractual employees	Some employees might be retrenched
	"No Smoking Policy" Ordinance in La Trinidad	More 'healthy' working and academic environment	
	Strict implementation of the Procurement Law IRR 9184 2016 (purchase only from PhilGePS registered suppliers)	The university procures only from accredited suppliers	Limited accredited suppliers; s 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	Increase in savings (initially)	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	Disallowances of employees; limited participation of employees in trainings because of limited allocation (with ceiling-i.e. seminars, 2,000 per day)

PESTLE FORCES	ISSUES	IMPACT TO BSU	
		Positive	**Negative**
	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	Limited suppliers willing to participate in the bidding process because of the lengthy process (i.e. Christmas packs)
	Municipal ordinance on curfew for minors	Safety of students ensured	The university has to seek dispensation from the mayor's office when there are student activities held after the curfew
ENVIRONMENT	Cold temperature in the area	More conducive working environment; lower energy consumption	Students and employees are prone to cold-weather sickness such as URTI, asthma, arthritis, etc; thus affecting academic and work performance (high rate of absenteeism)
	Prone to landslides; landlocked area	"Bayanihan" spirit among students, employees and the community is intensified.	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…, ICRISAT, and the like)	Negative effect during the conduct of and/or completion of research endeavors
	Solid waste management municipal ordinance	Reduction of volume of waste products of BSU; waste recycling becomes a fund raising activity for students	

Note: Frequency of updating = Annually

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INTERESTED PARTIES, THEIR NEEDS & EXPECTATIONS

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	**Compliance to applicable requirement and timely submission of reports:**	
⊙ CHED	• Certificate of Program Compliance (COPC) • Scholarship Requirement • 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
⊙ DBM	• Budget Proposals (specify) • Budget and Financial Accountability Report • Agency Procurement Request	• Unstable internet connectivity for online submission of reports • Delayed submission of reports
⊙ PRC	• List of Graduates	• Change in Academic Calendar
⊙ COA	• Financial Statements and other Accountability Reports • COA Circulars • Implementation of eNGAS • Government Accounting Manual • Unified Chart of Accounts	• System Errors • Delayed submission of reports • Interpretation of Rules and Regulations/Policies leading to AOMs or NDs
⊙ CSC (**PSIOP**)	• Citizen's Charter • Level 4 Accreditation • Reports on Hiring • Submission of SPMS Requirements	• Compliance to Requirements - Approval of Appointments
⊙ BIR	• Certificate of Income Taxes Withheld • Alpha List of Income Taxes Withheld	•
⊙ AACCUP	• Accreditation of Programs	• Various interpretation by accreditors of benchmark statements in survey instruments
⊙ GPPB	• Annual Procurement Plan • Agency Procurement Compliance Performance Indicator (APCPI)	• Lowest Bidder • Failure of Bidding
⊙ PhilGeps	• Transparency of Procurement Activities	• Difficulty of internet accessibility during office hours
⊙ PASUC	• Reports on Academic Concerns	NONE
⊙ DEPED	• Reports on Academic Concerns	NONE

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	**Compliance to applicable requirement and timely submission of reports:**	
⊙ NAP	• Effective records management in all offices/ units/ colleges/ academic institutes	No Agency Retention and Disposal Schedule
⊙ EMB-DENR	• Reports on Environmental Issues; procurement of Permits/ Registration (transformers, hazardous wastes, e- wastes)	NONE
⊙ PAG-IBIG		
⊙ GSIS	• Contributions	Surcharges on loans and other payments; transparency
⊙ Philhealth	• Remittances • Re-payment of Loans	
⊙ SSS		
⊙ DOH	• Submission of Reportable Cases of AH1N1 & SARS	NONE
⊙ LGUs	• Reports and Referrals of Suspected TB Cases • List of Grade 1 and Grade 7 Students for Vaccination	• None • Noncompliance of submission of waivers
⊙ DOLE	• SPES • Job Fairs	NONE
⊙ NEDA	• Strategic Plan • Infra Projects	NONE
⊙ Services (electricity, Water, Telecommunications)	• On time Payment of Utility Services	• Delays in payment
⊙ LTO	• Registration of Motor Vehicles	NONE
⊙ Scholarship Sponsors (PARRFI, Private Companies)	• Scholarship Requirements	NONE
⊙ DFA	• Admission of International Students	NONE

QUALITY MANUAL

Benguet State University

Document Code:	**QM-04**	Revision Number:	**01**
Effectivity:	**August 24, 2018**	Page **3** of **4**	

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	**Compliance to applicable requirement and timely submission of reports:**	
⊙ PDEA	• Permit in the use of restricted/regulated chemicals	• Noncompliance of requirements
2. Stakeholders:		
⊙ Alumni	• Representation in BOR	NONE
⊙ Community	MOUs, MOAs; OJTs with communities and industries	
⊙ Industries		
⊙ Local Partners	• Linkages	• Peace and Order
⊙ International Partners		• Threats to Security
⊙ SUCs		NONE
⊙ Hospitals (BeGH & BGH)	• Clinical Practice	NONE
3. Customers:		
⊙ Students	• Quality Service	
	• Affordable Fees	
⊙ Parents		NONE
⊙ Industries	• Competent Graduates	
4. Employees:		
⊙ Teaching	• Good work environment	• Disallowances
	• Job security	• Dress Code
⊙ Non-teaching	• Higher pay	• Stressful workplace
⊙ Job-orders; COS	• Health	• Systems on Awards

Interested Party	Needs and Expectations	Current Issues
1. Regulatory Bodies:	**Compliance to applicable requirement and timely submission of reports:**	
5. Management:	• Efficiency and effectiveness of services and operations • Compliance to Policies	• Noncompliance to policies
6. Suppliers:		
⊙ Private Companies	• On-time payment	• Delays in payment • Transparency in evaluation of suppliers
⊙ Line Agencies	• Fair Bidding Process	• PhilGePS Registration
⊙ Service Contractors		
⊙ Farmers		• Quality of goods

Note: Frequency of updating = Annually

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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	
	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	

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
	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 connectivity	Delayed online submission of reports / requirements to regulatory bodies 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	

Source	Sub-category	O/R	Risk / Opportunity Details	Potential Consequence	Potential Cause/s
PESTLE Analysis	Legal	O	Approval and Implementation of the Free Tuition Act of 2017	Increase number of enrollees	
		R	Increase enrollment	Lack of personnel (Permanent position teaching and non-teaching); Lack of infrastructure (classrooms); Lack of facilities of some colleges	Implementation of free tuition fee act of 2017
	Environment	O	Semi-temperate climatic condition conducive for learning	More students will be enticed to study in BSU; more conducive working environment More opportunities for researches	
		O	Solid Waste Management Municipal Ordinance	Reduction of volume of waste products and waste recycling becomes a fund-raising activity for students	
		R	Non-compliance to Solid Waste Management Municipal Ordinance	Increased volume of and non-segregation of wastes	Lack of information dissemination and infrastructure for proper waste disposal
LIST OF INTERESTED PARTIES	Students	O	Excellent Student services (COPC compliant)	Customer satisfaction	
		R	Some Degree Programs are not COPC compliant	Decreased customer satisfaction	Lack of compliance to some COPC requirements
	Parents	O	Quality and affordable education for their children	Competent graduates and greater opportunities for employment	

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
	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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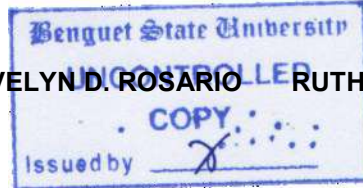
QUALITY MANUAL

Benguet State University

Document Code:	**QM-04**	Revision Number	01
Effectivity:	October 22, 2018	Page **6** of **10**	

STRATEGIC RISK ASSESSMENT TABLE

Sub-category	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
		C	O	F	I	L	Over all						
Political	Designation of new BOR Chair	1	10	1	5	5	10	3	No control	1	30	Moderate Risk	Significant
	BOR structure has more members outside BSU	1	5	1	10	1	10	5	No control	1	50	Moderate Risk	Significant
Socio-cultural	Multicultural nature of BSU	10	5	1	5	5	10	3	Seminars and Orientations of students and employees	.25	7.5	Acceptable Risk	NS
Technology	Too much reliability on online resources	10	10	5	10	5	10	5	Library orientation and instruction for students & faculty	.5	25	Moderate Risk	Significant
	Poor and slow internet connectivity	15	10	5	10	1	15	5	• Implement internet usage policy • Subscription to higher bandwidth	.25	18.75	Moderate Risk	Significant
Legal services	Increase enrollment due to free tuition fee act of 2017	15	15	15	15	5	15	5	Approval and implementation of the Free Tuition Act of 2017	.25	18.75	Acceptable Risk	NS
Environmental	Non-compliance to solid waste management municipal ordinance	10	5	1	10	1	10	5	• Information and Education Campaign • Compliance to RA 9003 • Waste recycling as fund-raising activity of students	.25	12.5	Acceptable Risk	NS

Sub-category	Risk Details (own or vicarious experience, research-based)	Severity						Occurrence	ECM Description	ECM Score	Risk Score	Risk Category	Significant / NS
		C	O	F	I	L	Over all						
List of Interested Parties													
Students	Some degree programs not COPC compliant	10	10	1	10	1	10	5	Application for COPC accreditation	.25	12.5	Acceptable Risk	NS
Parents	Limited quota in programs of choice	15	10	1	15	1	15	5	Information dissemination	.5	37.5	Moderate Risk	Significant
Regulatory bodies (CHED, CSC, DBM & COA, PRC, BIR, AACCUP)	Delayed submission of required documents	15	10	15	15	10	15	3	Trainings and re-echoing for concerned personnel Fast tracking and monitoring of deadlines	.25	11.25	Acceptable Risk	NS
Employees	Disallowances	15	10	5	15	10	15	3	Review and compliance to rules and regulations, legal basis	.5	22.5	Acceptable Risk	NS
	Lack of incentives												
Suppliers	Failure of Bidding	10	10	10	10	1	10	4	No control	1	40	Moderate Risk	Significant

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| | QUALITY MANUAL | Document Code: | **QM-04** | Revision Number | 01 |
| | | Effectivity: | October 22, 2018 | Page **9** of **10** | |

Benguet State University

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						
Socio-cultural activities	Multicultural nature of BSU	Acceptance	Orientations of students and employees	OSS/HRDO	Human/ Financial	start of every school year		
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 enrollment due to free tuition fee act of 2017	acceptance	Implementation of quota for programs	Colleges/Institutes, OVPAA, OLA	Human	Admission period		
Environmental processes	Non-compliance to Solid Waste Management Municipal Ordinance	reduction	Information and Education Campaign	GSO, Colleges/Institutes, UHS, OSS-SDO	Human/ Financial	As needed		

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Document Code:	**QM-04**	Revision Number	01
Effectivity:	October 22, 2018	Page **10** of **10**	

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
List of Interested Parties								
Students	Some degree programs not COPC compliant	Risk reduction	Compliance to COPC requirements by concerned colleges/institutes	VPAA; Deans; Academic Directors	Financial/ Human	As needed		
Parents	Limited quota in programs of choice	Acceptance	Information dissemination	OVPAA, Colleges/Institutes	Human/ Financial	Application period		
Regulatory bodies (CHED, CSC, DBM & COA, PRC, BIR, AACCUP)	Delayed submission of required documents	Reduction	Trainings and re-echoing for concerned personnel Fast tracking and monitoring of deadlines	OVPAA, OVPAF, OVPRE, OVPBA, OQAA	Human/ Financial	As needed		
Employees	Disallowances	Reduction	Review and compliance to rules and regulations, legal basis	OVPAA, OVPAF, OVPRE, OVPBA, IAS, OLA, HRMO/HRDO	Human/ Financial	As needed		
	Lack of incentives							
Suppliers	Failure of Bidding	Acceptance						

Note: Frequency of updating = Annually

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