**Quality Management System Unit**

**External/Internal Services**

**1. Issuance of QMS Registered Documents for Various Purposes**

The service allows employees, accrediting bodies and other interested parties to request and have copies of TSU’s documented information being controlled by the Document Control Officer. Documented information are documents implemented in the service provision of different units, offices and colleges of the university that are enrolled/ registered in the QMS Unit.

***Note:*** *For External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.*

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| **Office or Division:** | Quality Management System Unit: QMS-Document Control Officer | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | G2C - Government to Citizen  G2B – Government to Business Entity/ies  G2G - Government to Government | | | | |
| **Who may avail:** | Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer and job order, accrediting bodies, certifying bodies, local government unit, other universities and colleges | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| One (1) copy of properly filled up and approved Document Request Form  *(TSU-QMS-SF-10)* | | From the QMS Unit, TSU website *(www.tsu.edu.ph*) | | | |
| Or Approved letter | | From the requestor/ client | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. \*For Internal clients: Fill up the Document Request Form  *(TSU-QMS-SF-10), downloadable thru TSU website)* and have it signed and approved by the immediate supervisor.  \*For external  clients: Submit a request letter addressed to the President of the TSU  **Note:** All areas needed to be filled up by the client shall be complete. | 1.1. Review and  evaluate the submitted Document Request Form  \*Review and evaluate the submitted Endorsement Form *(TSU-OUP-SF-01*) from Office of the President together with the attached letter of request. | None.  None. | 1-5 minutes  1-5 minutes | *QMS Staff*  DCO  *QMS Staff*  DCO |
|  | 1.2. Reproduce the requested document  **Note:** Reproduction day is dependent on the number of on-going reproductionand printing job being carried out by the Business Center Office | None. | 1 day | *QMS Staff*  DCO |
|  | 1.3. Stamp the reproduce document with “uncontrolled copy” mark | None. | 1-2 minutes | *QMS Staff*  DCO |
| 2. Review the completeness of the requested documents and receive the requested document | 2.1. Log the document/s to be issued in Releasing Log – Other Copy Holders and Requested Documents. (TSU-QMS-SF-16).and have the client sign in the receiving column | None. | 1-5 minutes | *QMS Staff*  DCO |
|  | 2.2. Issue the requested document | None. | 1-3 minutes | *QMS Staff*  DCO |
| 3. Sign in the receiving column of the QMS Unit Logbook | 3.1. Fill out the “Action Taken” portion of the Document Request Form and file the form. | None. | 5 minutes | *QMS Staff*  DCO |
| **TOTAL:** | | None | 1 day, 0 hour/s, 20 minutes |  |

**Quality Management System Unit**

**Internal Services**

**1. Registration, Revision, and Abolition of QMS Documents**

The service allows units, offices, and colleges of the university to register documented information implemented in their various services and operations related to quality, environment, health, and safety.

***Note:*** *All documented information to be registered to IMS Office shall be forwarded at least three (3) working days prior to effectivity or implementation*

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| **Office or Division:** | Quality Management System Unit: QMS-Document Control Officer | | | | |
| **Classification:** | Complex | | | | |
| **Type of Transaction:** | G2G - Government to Government | | | | |
| **Who may avail:** | Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer and job order may go to the QMS Unit to submit approved Document Registration, Revision and Abolition (DRRA) Form and documented information of their unit, office and/ or college. | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| 1. One (1) copy of properly filled out and approved Document Registration, Revision and Abolition Form *(TSU-QMS-SF-01, downloadable thru TSU website)* | | From the QMS Unit, TSU website *(www.tsu.edu.ph*) | | | |
| 2. One (1) copy of duly signed and approved document following TSU’s standard template and document nomenclature | | From the office/unit requesting for registration/revision/abolition | | | |
| 3. One (1) copy of duly signed and updated Master list of Registered Document  *(TSU-QMS-SF-04 downloadable thru TSU website)* | | From the QMS Office, TSU website *(www.tsu.edu.ph)* | | | |
| * If the document for registration is a revised one, surrender the old version or superseded version (Controlled Copy) of the document. * For abolishing documents, surrender the current version (Controlled Copy) of the document.   **Note:** Only current versions of documented information are distributed to official copyholders | | From the office/unit requesting for registration/revision/abolition | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Prepare the documented information to be registered and the Document Registration and Revision, and Abolition (DRRA) Form. Have it reviewed and approved by the immediate supervisor and the next higher authority following the unit, office or college organizational structure |  | None. | - | Client |
| 2. Submit the approved DRRA, document to be registered, the updated and signed master list to QMS Unit  **Note:** Additional requirement for revised documents to be registered – superseded or old version of the document with controlled copy stamp | 2.1. Review and evaluate the submitted approved DRRA, Documented information, updated master list and superseded version *(for revised documents only)*  **Note:** If there is/are problem/s, the DCO will return the submitted documents for registration together with the attachment, the DCO will discuss the concerns to the client and will issue a Notification Slip | None. | 10-30 minutes | *QMS Staff*  DCO |
|  | 2.2. Receive and log the documented information to be registered in the Receiving, Retrieval and Releasing Log *(TSU-QMS-SF-02)* | None. | 10-30 minutes | *QMS Staff*  DCO |
|  | 2.3. Register the Documented Information in the Database of QMS Documents | None. | 10-30 minutes | *QMS Staff*  DCO |
|  | 2.4. Stamp the document with “master copy” mark | None. | 1-3 minutes | *QMS Staff*  DCO |
|  | 2.5. Reproduce the master copy of the document according to the number of official copyholders  **Note:** Reproduction day depends on the number of on-going reproduction and printing job being carried out by the Business Center Office | None. | 5 minutes | *QMS Staff*  DCO |
|  | 2.6. Obtain copies from Business Center and stamp the reproduced document with “controlled copy” mark. | None. | 1 day | *QMS Staff*  DCO |
|  | 2.7. Inform clients that documents were registered, and controlled copies are available for pick up in the QMS Unit. | None. | 1-2 minutes | *QMS Staff*  DCO |
| 3. Go to QMS Unit and review the completeness of the registered documents. | 3.1. Issue the registered documents. | None. | 5-10 minutes | *QMS Staff*  DCO |
| 4. Sign in the Receiving, Retrieval and Releasing Log *(TSU-QMS-SF-02)* |  | None. | 1-3 minutes | *QMS Staff*  DCO |
| **TOTAL:** | | None | 1 day, 1 hour/s, 53 minutes |  |