



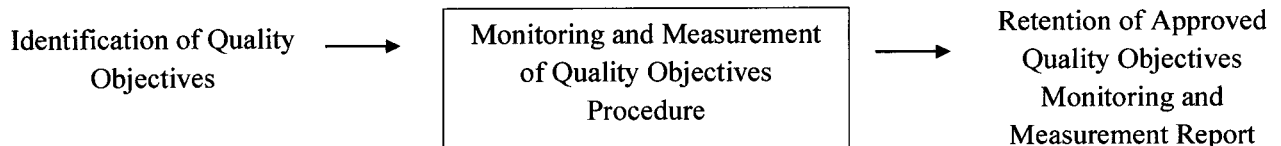
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QUALITY SYSTEM PROCEDURE

TITLE	Monitoring and Measurement of Quality Objectives Procedure
PURPOSE	This procedure defines and establishes the procedure for conducting process monitoring and measurement to provide necessary actions to further contribute to the improvement of the identified QMS processes.
SCOPE	This procedure covers the process from the identification of quality objectives per process to the filing of monitoring results.
DEFINITION OF TERMS	1) Process – set of interrelated or interacting activities which transforms inputs into outputs 2) Measurement – set of operations to determine the value of a quantity

PROCESS DESCRIPTION

The process describes the identification of quality objectives, its link to the OPCR, and explains the process of preparing the Quality Objectives Monitoring and Measurement Report.



PROCESS FLOW

STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
	START			
1.	Identification of Quality Objectives	<ul style="list-style-type: none"> Identify Approved Quality Objectives relevant to the process in line with the established targets stated in the Approved OPCR Quality Objectives of each process shall be documented using the approved Quality Objectives Monitoring and Measurement Report template [QF-QMS-10-03]. 	Concerned Process Owner	<ul style="list-style-type: none"> Approved OPCR Approved Quality Objectives Quality Objectives Monitoring and Measurement Reports
2.	Preparation of Quality Objectives Monitoring	<ul style="list-style-type: none"> Prepare the Quality Objectives Monitoring and Measurement Report monthly or quarterly. 	Concerned Process Owner	<ul style="list-style-type: none"> Quality Objectives Monitoring and



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	and Measurement Report			Measurement Reports
3.	Recording of Actual Performance	<ul style="list-style-type: none"> Record the result of Quality Objectives monitoring and measurement on the Quality Objectives Monitoring and Measurement Report. Submit report to the Division Chief for consolidation. 	Concerned Process Owner	<ul style="list-style-type: none"> Quality Objectives Monitoring and Measurement Reports
4.	Consolidation of Quality Objectives Monitoring and Measurement Reports	<ul style="list-style-type: none"> Review and validate entries in the Quality Objectives Monitoring and Measurement Report and submit to concerned Director. For unmet targets, prepare Corrective Action Report (CAR) and refer to Nonconformity and Corrective Action Procedure 	Division Chief of Concerned Process Owner	<ul style="list-style-type: none"> Quality Objectives Monitoring and Measurement Reports CARs Nonconformity and Corrective Action Procedure
5.	Review of Quality Objectives Monitoring and Measurement Reports	<ul style="list-style-type: none"> Review the draft Quality Objectives Monitoring and Measurement Report and submit to Quality Management Representative and/or Deputy Quality Management Representative 	Director of Concerned Process Owner	<ul style="list-style-type: none"> Quality Objectives Monitoring and Measurement Reports
6.	Approval of Quality Objectives Monitoring and Measurement Reports	<ul style="list-style-type: none"> Approve all the Quality Objectives Monitoring and Measurement Reports 	Quality Management Representative and/or Deputy Quality Management Representative	<ul style="list-style-type: none"> Approved Quality Objectives Monitoring and Measurement Reports
7.	Submission of Approved Quality Objectives Monitoring and Measurement Reports	<ul style="list-style-type: none"> Forward original copy of Approved Quality Objectives Monitoring and Measurement Report to FPMS 	EA of Quality Management Representative and/or EA of Deputy Quality Management Representative	<ul style="list-style-type: none"> Approved Quality Objectives Monitoring and Measurement Reports



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8.	Retention of Approved Quality Objectives and Measurement Reports	<ul style="list-style-type: none"> Retain all records generated in accordance with Control of Retained Documented Information Procedure 	Planning Officer	<ul style="list-style-type: none"> Approved Quality Objectives Monitoring and Measurement Reports
	END			
RECORDS GENERATED		1) Approved Quality Objectives Monitoring and Measurement Reports		

Prepared by	Reviewed by	Approved by
<i>J T Lalog</i> JOSEPH T. LALOG	<i>GP</i> GREG L. PINEDA	<i>JMR</i> JOSE MIGUEL R. DE LA ROSA
Planning Officer V	Director Financial, Planning and Management Staff	Undersecretary and Deputy Quality Management Representative

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