



**EXECUTIVE ORDER NO. 002, SERIES OF 2021**

**AN ORDER CONSTITUTING THE PERSONNELS RESPONSIBLE FOR THE IMPLEMENTATION OF ISO 9001:2015 QUALITY MANAGEMENT SYSTEM IN THE CITY GOVERNMENT OF SORSOGON, ORGANIZING ITS COMPOSITION, DEFINING ITS ROLES, FUNCTIONS AND AUTHORITIES AND FOR OTHER PURPOSES**

**WHEREAS**, the Provincial Government of Sorsogon thru Governor Francis Joseph “Chiz” Escudero” aims to have all the government agencies operating within the Province of Sorsogon be certified to ISO 9001:2015, Quality Management System;

**WHEREAS**, this ISO 9001 or QMS Standard is geared towards enhancing the processes of organizations and institutions so it can provide efficient services that is guaranteed to provide satisfaction to its clients;

**WHEREAS**, the City Government of Sorsogon, as a governing body operating within the Province of Sorsogon, is involved in this highly admirable vision of the Provincial Government;

**WHEREAS**, the City Government of Sorsogon, in its unyielding advocacy to provide quality service that will contribute to the improvement of the quality of life of every Sorsoganon, is adamant to become an ISO Certified Institution;

**WHEREAS**, to attain this dream of becoming an ISO Certified Institution, selected personnel that will implement the necessary requirements of the standard should be put in place to ensure the compliance of the City Government to ISO 9001:2015;

**WHEREAS**, these personnel will assist the City Government in complying with the requirements of ISO 9001 and will further improve the manner by which this institution operates and provides its services;

**NOW, THEREFORE, I, MA. ESTER E. HAMOR**, Mayor of the City of Sorsogon, by virtue of the powers vested in me by law, do hereby order the following:

**SECTION I: The TOP MANAGEMENT**

1. The Local Chief Executive shall be the over-all head of the ISO 9001:2015 implementation and shall be called as Top Management
2. **DUTIES, ROLES AND AUTHORITIES:** The Top Management shall demonstrate leadership and commitment with respect to the quality management system by:
  - a. Taking accountability for the effectiveness of the quality management system;
  - b. Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
  - c. Ensuring the integration of the quality management system requirements into the organization’s business processes;
  - d. Promoting the use of the process approach and risk-based thinking;

- e. Ensuring that the resources needed for the quality management system are available;
- f. Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g. Ensuring that the quality management system achieves its intended results;
- h. Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i. Promoting improvement;
- j. Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

## **SECTION 2: The QUALITY MANAGEMENT REPRESENTATIVE**

1. The role of being a **Quality Management Representative (QMR)** is hereby designated to the City Administrator, **Atty. Mark Gerald D. Guirindola**.
2. **DUTIES, ROLES AND AUTHORITIES:** The QMR as an alter-ego of the Top Management shall undertake the following roles:
  - 2.1. Directly reports to the Top Management (Mayor) in the overall mechanism and mobilization of quality management system (QMS) at all levels of the organization;
  - 2.2. Ensures that the QMS conforms to the requirements of the ISO 9001:2015;
  - 2.3. Reports on the performance of the QMS and on the opportunities for improvement, in particular to Top Management;
  - 2.4. Ensures the promotion of client focus throughout the organization;
  - 2.5. Ensures that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

## **SECTION 3: The LEAD AUDITOR**

1. The role of being the **Lead Auditor** is hereby designated to **Mr. John Erick N. Sipoy**.
2. **DUTIES, ROLES AND AUTHORITIES:** The Lead Auditor shall undertake the following roles:
  - a. Leads the internal quality audit team in the periodical conduct of internal audits at planned intervals to provide information on whether the QMS conforms to the organization's own requirements for its QMS and the requirements of ISO 9001:2015;
  - b. Gives feedback to the Top Management in the assessment whether the QMS is effectively implemented and maintained;
  - c. Consolidates the opportunities of improvement (OFIs) provided by the audit team members;
  - d. Leads in the creation of value-adding inputs to functional areas and the whole organization for their continual improvement.

## **SECTION 4: The MASTER DOCUMENTED INFORMATION CONTROL OFFICER**

1. The role of being the **Master Documented Information Control Officer (Master DICO)** is hereby designated to **Ms. Maria Estelita A. Basares – Ricerra**.
2. **DUTIES, ROLES AND AUTHORITIES:** The Master DICO shall undertake the following roles:
  - a. Manages the overall and organization's quality management documented information required by ISO 9001:2015;

- b. Manages the overall documented information determined by the organization as being necessary for the effectiveness of the QMS;
- c. Overall in charge of the creation, updating and control of documented information and consolidation of the functional area's documentation (distribution, access, retrieval and use, storage, preservation, control of changes, retention and disposition).
- d. Overall control of the documented information of external origin.

**SECTION 4: The FOCAL PERSON**

1. The **Focal Person** shall be the alter ego of each Department Heads. The following personnel shall be designated as FP's of their respective Departments:

City Administrator's Office	Maria Estelita A. Basares –Ricerra
City Tourism Office	Karen Mae D. Reyes
City Planning and Development Office	Reissa Larosa-Gamos
City Budget Office	Jonnah G. Alegre
City Accountant's Office	Jesse Jeremy G. Alindogan
City General Services Office	Daisy N. Anson
City Legal Office	Edna S. Nogales
City Human Resource Management Office	Victorino N. Daria IV
City Zoning Administration Office	Maria Victoria P. Palma
City Treasurer's Office	Marilyn L. Jarabo
City Assessor's Office	Aira Jamisola
City Civil Registrar's Office	Charleen D. Belmonte
City Health Office	Karen Faye Nava Garcia M.D.
City Social Welfare and Development Office	Uricar D. Diaz
City Engineer's Office	Engr. Portia D. Reuille
City Agriculture Services Office	Maria Julia C. Ramos
City Environment and Natural Resources Office	Franz Luigi Lugena
City Veterinary Office	Irma G. Discaya
City Disaster and Risk Reduction Management Office	Hagel Habla

2. The following heads of offices shall automatically be designated as the FP's of their respective functional area:

Permits and Licensing	Rodel E. Fereras
Public Information	Ramil A. Marianito
BAPAS	Lilibeth G. Alindogan
Traffic and Security	Arnel H. Anchinges

Market Operations	Christian D. Sanchez
BAC	Nancy Dioneda-Caballero

3. The City Vice Mayor shall also be requested to designate **Mr. Raul Jardin** as the FP of the Office of the Secretary to the Sangguniang Panlungsod
4. **DUTIES, ROLES AND AUTHORITIES:** The FP's shall undertake the following roles:
  - a. Directly reports to the Department Head in the overall mechanism and mobilization of quality management system (QMS) in their functional area;
  - b. Ensures their functional area conforms to the requirements of the established QMS and ISO 9001:2015;
  - c. Reports on the performance of the established QMS and on the opportunities for improvement, in particular to the QMR;
  - d. Ensures the promotion of client focus in their functional area;
  - e. Ensures that the integrity of the established QMS is maintained when changes to the QMS are planned and implemented.

#### **SECTION 5: The FUNCTIONAL AREA DICO**

1. The following personnels are hereby designated as **Documented Information Control Officer (DICO)** of their respective offices:

City Administrator's Office	Maria Estelita A. Basares – Ricerra
City Tourism Office	Karen Mae D. Reyes
City Planning and Development Office	Maria Michelle B. Cincua
City Budget Office	Jonnah G. Alegre
City Accountant's Office	Angela Sipoy
City General Services Office	Daisy N. Anson
City Legal Office	Rosemarie D. Dino
City Human Resource Management Office	Agnes J. Lanuza
City Zoning Administration Office	Ailyn Jalmasco
City Treasurer's Office	Artemia Bisco
City Assessor's Office	Edlen Miranda
City Civil Registrar's Office	Madeline Dreu
City Health Office	Anna Carmencita L. Dichoso
City Social Welfare and Development Office	Ma. Zyra D. Bermillo
City Engineer's Office	Engr. Portia D. Reuille
City Agriculture Services Office	Suzette Escanilla
City Environment and Natural Resources Office	Franz Luigi H. Lugena
City Veterinary Office	Fatima Herrera

City Disaster and Risk Reduction Management Office	Cecilia Mendoza
Public Information	Rey Lacra
Permits and Licensing	Ferdinand D. Marbella
Market Operations	Rowena Doloiras
Traffic and Security	Jenifer Dolot
BAPAS	Ma. Charo L. Dichoso-Logronio
BAC	Dina Dondonilla

2. The City Vice Mayor shall likewise be requested to designate **Ms. Jennifer Jesalva** as the DICO of the Office of the Secretary to the Sangguniang Panlungsod.
3. **DUTIES, ROLES AND AUTHORITIES:** The DICO's shall undertake the following roles:
  - a. Manages the functional area's quality management documented information required by ISO 9001:2015;
  - b. Manages the functional area's I documented information determined by the organization as being necessary for the effectiveness of the QMS;
  - c. In charge of the creation, updating and control of documented information and consolidation of the functional area's documentation (distribution, access, retrieval and use, storage, preservation, control of changes, retention and disposition).
  - d. Functional area's overall control of the documented information of external origin.

#### **SECTION 6: The FUNCTIONAL AREA IQA**

1. The following personnels are hereby designated as **Internal Quality Auditors (IQA)** of their respective offices:

City Administrator's Office	Edrhellyn D. Avila
City Tourism Office	Romariz T. Cruz
City Planning and Development Office	Michelle H. Lagadia
City Budget Office	Stephanie Jardin
City Accountant's Office	Jesse Jeremy G. Alindogan
City General Services Office	Terencio D. Advincula
City Legal Office	Luis Allan Balanoyos
City Human Resource Management Office	Donnabelle Peñalba
City Zoning Administration Office	Maria Victoria P. Palma
City Treasurer's Office	Marilyn Jarabo
City Assessor's Office	Aira Jamisola
City Civil Registrar's Office	Charleen D. Belmonte
City Health Office	Sophia Dematera

City Social Welfare and Development Office	Nicole Anne Duran
City Engineer's Office	Engr. Brando D. Jejillos
City Agriculture Services Office	Maria Julia C. Ramos
City Environment and Natural Resources Office	Engr. Eunice N. Bernal
City Veterinary Office	Irma Discaya
City Disaster and Risk Reduction Management Office	Hagel Habla
Permits and Licensing	Roma Lasay
Public Information	John Erick Sipoy
BAPAS	Ma. Charo L. Dichoso Logronio
Traffic and Security	Jenifer Dolot
Market Operations	Rowena Doloiras
BAC	Dina Dondonilla

2. The City Vice Mayor shall likewise be requested to designate **Mr. Raul Jardin** as the IOA of the Office of the Secretary to the Sangguniang Panlungsod
3. **DUTIES, ROLES AND AUTHORITIES:** The IOA's shall undertake the following roles:
  - a. Periodically conducts internal audits at planned intervals to provide information on whether the QMS conforms to the organization's own requirements for its QMS and the requirements of ISO 9001:2015
  - b. Assesses whether the QMS is effectively implemented and maintained;
  - c. Provide opportunities of improvement (OFIs) in the conduct of audit;
  - d. Creates value-adding inputs to functional areas for their continual improvement

#### **SECTION 7: SEPARABILITY CLAUSE.**

If for any reason or reasons, any part of this Executive Order shall be held to be unconstitutional or invalid, other parts hereof which are not affected thereby shall continue to be in full force and effect.

#### **SECTION 9: REPEALING CLAUSE.**

All relevant executive orders issued by the undersigned or any part(s) thereof which are inconsistent with any of the provisions stated in this Executive Order are hereby repealed or modified accordingly.

**SECTION 10:** This Executive Order shall take effect immediately.

**DONE** this 25<sup>th</sup> day of January, 2021 at Sorsogon City, Philippines.

  
**MA. ESTER E. HAMOR**  
 City Mayor