



MINUTES OF THE MEETING OF THE 2nd QUALITY MANAGEMENT REVIEW OF THE ABRA STATE INSTITUTE OF SCIENCES AND TECHNOLOGY HELD AT THE CONFERENCE ROOM OF THE ADMINISTRATION BUILDING, ASIST MAIN CAMPUS, LAGANGILANG, ABRA, ON SEPTEMBER 04, 2018

PRESENT:

DR. NOEL B. BEGNALEN	DR. MARIAN LOREN B. VALERA
DR. PABLO B. BOSE, JR.	PROF. ESTRELITA M. VASQUEZ
PROF. LEO T PASOS	DR. ANNALIZA DAYAG
MRS. PATRICIA A. BENEDITO	PROF. ELIZABETH FETALVERO
PROF. BERNIE DELA FUENTE	DR. MERCY G. PALANGDAO
DR. LETICIA M. BENABESE	MRS. MARIE GRACE A. REYES
PROF. MILANDRO B. EDWIN	PROF. MICHAEL VENE ABALOS
MR. ELIZIER B. LAZO	PROF. NERO M. PADERES
DR. NILDA A. BAUTISTA	PROF. MA. DIGNA T BOSE
DR. ALEXIS A. ENRIQUEZ	PROF. GEMMA P. GONZALO
DR. MARY JOAN T. GUZMAN	MRS. EVA FLOR B. VILLALON
DR. EUSEBIA R. PAGLUANAN	MRS. RAMELDA BEGNALEN
ENGR. ORLANDO A. LOMBOY	MS. CANDILYN ARE

I. CALL TO ORDER

The meeting was called to order by the VPAA Dr. Noel B. Begnalen, who acted as the presiding officer of the ASIST 2nd Quality Management Review at 9:09 AM.

II. PRELIMINARIES

A prayer was led by Dr. Mercy Palangdao, Chairperson of the Department of Agriculture.

III. READING OF THE AGENDA

The Quality Assurance Director, Prof. Milandro B. Edwin read the Agenda. He stated that one of the tools to keep us improving is thru ISO Certification. We are targeting December 2018 to be ISO Certified. If we could meet the ISO Certification, it could be used to add additional points for the SUC levelling. We will be talking about the status of the previous management review that was conducted last December, how far had we gone with the findings of the audit. And then changes in the external and internal issues that are relevant to the QMS. Information on the performance of the effectiveness of the QMS including trends in the customer satisfaction feedback and the extent to which targets have been met. This will be the concerns in the conduct of management review. The management review is a requirement for the ISO certification. We are targeting for the month of October to be the stage 1 visit by the AJA Registrars Incorporated and December to be the stage 2.

IV. BUSINESS ORDER

The VPAA, Dr. Noel B. Begnalen was requested to report how far the management had gone in answering the issues raised in the previous quality management review. The VPAA stated that the improvement is monitored. Some of the suggestions were already acted by the Office of the VPAA and by the Office of the College President. The most notable development is being concentrated at the Library right now. Requests from the Registrar and from the Guidance Office are being awaited. But no written requests where receive yet so that the management would assist

1 them to improve their systems as well as their offices. The initiative should come from these two
2 offices. Physical setup is the priority but of course the improvement of processes and system should
3 be looked into. If it is indicated in the Manual of Operations, it should be followed. We have
4 manuals of operations, it is up to the staff to abide by these manuals. Physical setup, documentation
5 of the Guidance Office and the Registrar needs to be improved further. They need to level-up. The
6 employees and staff were asked to stay in their offices and do their work religiously. The VPAA
7 urged the heads to make their people work along with them so that we can catch up with the
8 schedule. The forms that we shall be using are already improved. The documentation of the
9 processes is our weakness. Hence, the VPAA encouraged the heads to improve on their own
10 systems and procedures as indicated in the manuals. They should look into their manuals so that
11 the heads and their staff are properly guided.

12
13 a) Status of actions from previous management reviews

14 To determine what were the actions done to respond to the issues raised during the first
15 QMR, Mr. Elizier B. Lazo read part of the Minutes of QMR 1, specifically on the non-
16 conformities. Suggestions were acted upon by VPAA and President. Actions were taken for the
17 Library for implementation of the Online Public Access (OPAC). Physical set-up for the Guidance
18 and the Registrar Offices need improvement. For the non-conformity for late submission of
19 grades, ASIST will impose the policy on instructors not following the timely submission of grades.

20 b) Changes in external and internal issues that are relevant to the quality management system

21 To identify the steps being adhered to by the management on issues arising from external
22 and internal changes, the VPAA, Dr. Noel Bernalen was asked to react on the increase of
23 enrollment.

24 Lagangilang Campus is not so much affected with the increase of students. There is
25 probably a 25 % increase in the student population due to the free tuition. We are trying to put up
26 an office that would look into the billing systems: scholarships and so forth so that it will not clog
27 the Guidance Office. The President and the VPAA plans to devolve the financial billing,
28 scholarship, safe loans from the Guidance Office so that it can focus on the 6 major functions of
29 the Guidance.

30 The office of the Registrar will be expanded. The transactions will already be made outside.

31 The Guidance office will have a departmentalization of all the services. Ms. Leila Alagao
32 will be asked to report to Lagangilang even for just twice a week. The Guidance Counsellor at the
33 Laboratory School will be given a task at the College Guidance Office also.

34 The Library had been reorganized to have an open-shelve system. So that it will be the
35 students who will get the books and not anymore the librarian. The Online Public Access (OPAC)
36 was already purchased and functional but the only problem now is the slow internet connectivity.

37 Televisions will be put up at the Guidance Office and at the Library. The guidance was
38 given 100,000 for the improvement of facilities and the library was given 300,000 for the second
39 phase. The registrar was told to speak with the VPAA regarding the needs of the Registrar's Office.

40 In general, ASIST can cope up with the increase in the student population.

41 b) Information on the performance and effectiveness of the quality management system

42 Mr. Michael Vene Abalos reported on this matter. The report was as follows:

43 1) Customer satisfaction and feedback from relevant interested parties – Registrar, Library
44 and Guidance Offices had Absolutely Satisfactory ratings per customer satisfaction surveys
45 conducted by the Document Controller for 2018.

1 2) The extent to which quality objectives have been met :

2 With regards to the Library, only the purchase of professional books was not done yet.

3 With the Registrar, the release of OTR was not met as per procedure. Hence, the VPAA
4 suggested that OTRs must be released the next day.

5 3) Process performance and conformity of services – Due to the increase of student
6 population there was also a commensurate bulk of work but the Guidance and the Registrar were
7 able to cope up with it by modifications in the enrollment process.

8 c) Non-conformities and corrective actions

9 The IQA Team Leader, Dr. Alexis Enriquez reported on the NCs and the Corrective Actions
10 will be submitted 30 days after the audit.

11 1) Monitoring and measurement results – For Library, borrowing books by instructors will
12 be monitored. Facilities and equipment used in the 3 units need to have preventive maintenance
13 to be conducted by Acting Chief Administrative Officer.

14 2) The performance of external providers - For internet, improvements are already being
15 undertaken to improve an effective connectivity.

16 3) The adequacy of resources – Library, Guidance and Registrar needs one (1) more
17 permanent staff. For facilities, there is an allocation for one photocopier and laptop.

18 4) The effectiveness of actions taken to address risks and opportunities – Already discussed
19 in other topics.

20 5) Opportunities for improvement – Implementation of the Online Public Access in
21 Library, Standardized Entrance Exams and change of the manual system of enrollment to a
22 computerized process.

23 The outputs of the management review include the following decisions and actions related
24 to:

25 a) Opportunities for improvement - Improvement of physical set-up for the 3 units

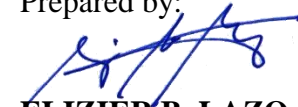
26 b) Need for changes to the quality management system – Auditees to correct the non-
27 conformities 30 days after the audit.

28 c) Resource needs - Allocation of funds for improvement of systems and processes.

29
30 **V. ADJOURNMENT**

31 The meeting was adjourned at 11:38 AM.

32
33 Prepared by:

34 
35
36 **ELIZIER B. LAZO**
37 Acting Secretary

38
39
40 Attested by:

41
42
43 **DR. NOEL B. BEGNALEN**
44 VPAA/ Presiding Officer