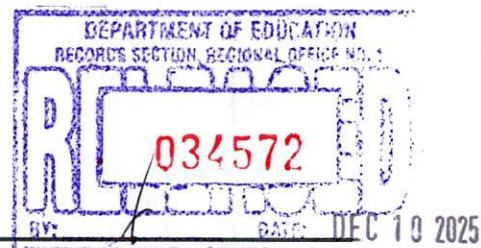




Republic of the Philippines
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OFFICE MEMORANDUM

No. 389 s. 2025

**DISSEMINATION OF THE MINUTES OF THE FOURTH QUARTER
MANAGEMENT REVIEW FOR FISCAL YEAR 2025**

To: Assistant Regional Director
Chiefs of Functional Divisions
Heads of Units/Sections
All Others Concerned

1. This Office, through the Quality Management System (QMS) Secretariat, in collaboration with the Top Management and Quality Management Representative (QMR), disseminates the Minutes of Meeting from the Fourth Quarter Management Review for Fiscal Year 2025.
2. For clarifications, please contact the Quality Assurance Division (QAD)/Quality Management System (QMS) Secretariat through telephone number (072) 682-2324 loc. 117 or email at qad.region1@deped.gov.ph.
3. Immediate dissemination of this Memorandum is desired.

TOLENTINO G. AQUINO
Director IV

QAD/mmtj/OM_DisseminationMinutesOfMeeting4thQtrMR
December 5, 2025



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MINUTES OF THE 4th QUARTER MANAGEMENT REVIEW/MEETING

November 28, 2025

DepEd Regional Office I, Executive Conference Hall

A. ATTENDANCE (Please see the Attendance Sheet)

	NAME	POSITION		NAME	POSITION
1.	Rhoda T. Razon	ARD/QMR	15.	Joanna D. Sabado	PDO II/Member, KMT
2.	Oscar P. Flores	CES, QAD/Lead, QMS Secretariat	16.	Abigail A. Cablin	EPS II, HRDD/Deputy, QMS Secretariat
3.	Ma. Teresa M. Bautista	CES, FTAD/Lead, KMT	17.	Cesar S. Bucsit	AO V, ORD-PAU
4.	Juner Windel M. Valdez	EPS, HRDD/Member, IQAT	18.	Nhyke Bryan R. Bactat	AO V, AD-Records Section/Deputy, KMT
5.	Arnold I. Vino	CAO, FD/Deputy, RMT	19.	Leah Olua	EPS, PPRD
6.	Arlene A. Niro	CES, CLMD/Deputy, TAT	20.	Elvira Bueno	AO IV, AD-Procurement
7.	Oliver F. Gutierrez	EPS, QAD/Lead, IQAT	21.	Iris Ione M. Ignacio	CMT-I, ORD-ICTU/Member, QWT
8.	Melisa G. Del Prado	EPS, QAD/Deputy, QMS Secretariat	22.	Glaiza S. Leonen	Legal Assistant, ORD-Legal Unit, Member, QWT
9.	Liezl P. Mique	EPS, QAD/Member, QMS Secretariat	23.	German Junio	Computer Programmer, ICTU
10.	Francis A. Domingo	EPS, QAD/Member, QMS Secretariat	24.	Vivien de Guzman	EPS, HRDD
11.	Manuel M. Tanguilig, Jr.	ADAS I/Member, QMS Secretariat	25.	Rowie Red N. Balanon	AO V/Secretariat, QWT
12.	Darius C. Nieto	PDO IV, ESSD	26.	Gina Amoyen	EPS, CLMD
13.	Roderick Castillo	EPS, FTAD	27.		
14.	Stephanie Montemayor	EPS II, PPRD, Member, IQAT	28.		

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B. MINUTES

Meeting Started: 9:05 AM

- I. Introduction
(Preliminaries c/o QMS Secretariat)
 - Prayer
 - Recitation of Quality Policy Statement
 - Roll Call and Declaration of Quorum – Melisa del Prado, Deputy QMS Secretariat
 - Call to Order and Opening Statement – ARD Rhoda T. Razon, QMR
 - Presentation and Approval of the Proposed Agenda – CES Oscar P. Flores, Lead, QMS Secretariat
- II. Review and approval of the previous minutes
No review and approval of the previous minutes of meeting was conducted.
- III. Discussion Proper

AGENDA	DISCUSSION	AGREEMENTS
Status of actions from previous management committee meeting (9.3.2 a)	Discussion In-charge: CES Oscar P. Flores, Lead QMS Secretariat The Lead QMS Secretariat provided updates on the agreements and action items discussed during the 3rd Management Review. All agreements from the 3rd Management Review were successfully complied with, except for one item that is scheduled this January 2026 (Validation of OPCRFs) ➤ Preparation of Plan of Support to SDOs for the 2027 QMS Certification – Complied	



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AGENDA	DISCUSSION	AGREEMENTS
Status of Planning Documents SWOT Risk Registry Opportunity Registry (9.3.2 b)	Discussion In-charge: Leah M. Olua, EPS-PPRD All planning documents have been thoroughly reviewed and updated to ensure accuracy, alignment with current requirements and full compliance with applicable standards and guidelines. ➤ Validation of OPCRF – as scheduled – January, 2026 ➤ Orientation on Suppliers Performance Evaluation System (SPES) – Complied ➤ Submission of Catch-Up Plan – Complied ➤ Consolidated QAME Report – Complied	
Customer satisfaction and feedback (9.3.2 c1)	Discussion In-charge: Joanna D. Sabado, PDO II, PAU The overall client satisfaction for the quarter remains exceptionally strong at 99.85%. Four key dimensions - Reliability, Costs, Integrity and Outcome-achieved a perfect 100% rating, demonstrating consistently excellent service delivery. Responsiveness and Communications also performed at near-perfect levels. Minor gaps were observed only in Access and Facilities (99.55%) and Assurance (99.48%), though both still reflect outstanding performance. Overall, the results indicate a highly positive client experience	

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AGENDA	DISCUSSION	AGREEMENTS
	ARD Razon commended and expressed gratitude to all DepEd RO 1 personnel for earning an outstanding client satisfaction rating, recognizing their dedication and commitment to delivering high quality services.	
Status of OPCR (9.3.2 c2)	Discussion In-charge: Juner Valdez, member, IQAT The OPCRs from both the Regional Office and Schools Division Offices (SDOs) were reviewed and calibrated to ensure alignment with current performance targets and standards. ARD Razon requested the RPMT Secretariat to look for another schedule for the 4 th Quarter RPMT Meeting scheduled on December 4, 2025.	RPMT to look for another schedule for the 4 th Quarter RMT Meeting
Status of Programs, Activities, and Projects (PAPs) (9.3.2 c3)	Discussion In-charge: Liezl P. Mique, Member, RMT The overall accomplishment rating for the 4 th quarter (as of November 28, 2025) was 55.77%, reflecting a notable decrease from the previous quarter's performance of 82.22%. This decline was primarily attributed to overlapping Central Office and Regional Office engagements as well as the suspension of government operations caused by natural calamities, particularly Typhoon Uwan. ARD Razon emphasized that all regional activities should be	Ensure optimal use of the Master Calendar for effective management of programs, projects and activities



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AGENDA	DISCUSSION	AGREEMENTS
	scheduled and completed by the 3rd quarter so that the 4th quarter can be dedicated exclusively to activities downloaded by the Central Office. The ARD reiterated the importance of thorough and proactive planning. Furthermore, the ARD reminded the Head of the Legal Unit to modify/revise the planned activities to allow for the possible conduct of a Program Implementation Review (PIR) for the Office of the Regional Director. The PIR will assess the programs, projects and activities of the ORD - Legal Unit, Public Affairs Unit, and Information and Communications Technology Unit using the unutilized funds.	Possible conduct of PIR of the Office of the Regional Director (ORD) c/o AOV Cesar Bucsit-PAU)
Status of nonconformities and Request for Actions (9.3.2 c4)	No nonconformities and Request for Actions reported	
Monitoring and measurement results - Updates on the improvement on Operations Manuals; MEA-PIR (9.3.2 c3 & 5)	Discussion In-charge: Maria Teresa M. Bautista, Lead, KMT A total of two (2) DRAFs submitted applications for the creation of new forms/templates as follows: 1. RO-ESSD-F021 - Quarterly Report on ESSD PPAs 2. RO-ASD-F042 - Supplier's Performance Evaluation System \ (SPES) Form	
Internal Quality Audit results and COA Findings (if applicable)	Per report, no DRAFs submitted applications for the for revision of Operations Manual and QCP, as well as Requests for Action Discussion In-charge: Oliver F. Gutierrez, Lead, IQAT	



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AGENDA	DISCUSSION	AGREEMENTS
(9.3.2 c6)	Of the four OFIs from the 1st Surveillance Audit, three were closed out (October 23, 2025), and one (ESSD DRRM) remains pending document submission. ESSD DRRM - <i>An inventory of equipment and supplies (safety) is available. For improvement, may consider including the expiration and refill dates for better control.</i> Regarding support for SDOs in Region 1 on their NQMS Journey, a two - year plan was presented. The ARD requested that the two-year plan for SDOs NQMS Journey be included in the agenda for the MANCOM Meeting on December 9, 2025. A key highlight of the MANCOM Meeting will be the awarding of a Certificate of Recognition to SDO Candon City as "Certainly Certifiable" for successfully completing the Readiness Assessment Audit of its Management System and demonstrating compliance with the ISO 9001:2015 Quality Management System (QMS) standard. Additionally, a Regional Memorandum for the dissemination of the two-year support plan to SDOs shall be issued through the QMS Secretariat. Discussion on COA findings shall be cross-referenced in the minutes of the REXECOM Meeting. Discussion In-charge: Elvira Bueno, Head, Procurement Unit	ESSD to submit the documents for the closure of the OFI not later than December 5, 2025. Awarding of Certificate of Recognition to SDO Candon City as "Certainly Certifiable" during the MANCOM Meeting on December 9, 2025. QMS Secretariat to issue a Regional Memorandum for the dissemination of support plan to SDOs on their NQMS Journey.
Performance of external providers		

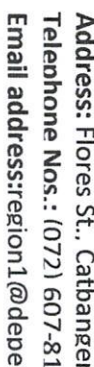


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AGENDA	DISCUSSION	AGREEMENTS
(9.3.2 c7)	The performance of external providers for the last quarter of FY 2025 are as follows: Security Services (Ranniag Security Agency, Inc.) ➤ The service provider adhered to the contract agreement as to the attendance, proper uniform and complete equipment. ➤ Regular supervision and monitoring was conducted by GSU. Airconditioning Unit (Wag's Ref/Aircon and Rewinding Shop) ➤ Complied with all the KPIs, TORs and delivery schedule. ➤ Satisfactorily delivered on time the services indicated in the Purchase Orders/Contracts (Cabinet type -11, Split type - 44 and Window type-18) Vehicles (Toyota La Union, Magma Autocare Enterprise) ➤ Complied with TORs and all other requirements Supplies and Materials (Kanon General Merchandise, LU Morning Star Enterprise, MSN Consumer Goods Trading, Elyu Supply Enterprise, New Malayan Commercial, GAKKEN Phipines Inc., J4INKD Office and School Supplies Trading) All delivered products were found to be fully compliant with the technical specifications set by the end-users. However, one supplier delivered items that did not meet the required specifications but has committed to replace them accordingly.	

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AGENDA	DISCUSSION	AGREEMENTS
	Catering Services (NIK NID Twins Enterprise) The service provider generally complied with the menu prescribed by the program owner; however, some menu items were found to be non-compliant with the required technical specifications. The other service providers, namely LU Overload Kitchenette and Raton Resto Grill, complied with the menu prescribed by the end-users, and all meals were delivered on time. To address the issues and concerns related to the service providers, EPS Oliver F. Gutierrez mentioned that QAME monitors conduct daily debriefing so that program owners could promptly act and resolve these matters.	
Adequacy of resources (9.3.2 d)	Discussion In-charge: AOV Rowie Red N. Balanon, Head, Asset Management Section The inventory of supplies and materials in the Regional Office was projected to last until December, 2025. The inventory indicated that other supplies-including paper materials and products, office equipment and accessories, common office and seminar supplies, as well as medical and dental supplies-were projected to remain available until January 2026.	
Risk Monitoring & Review results (9.3.2 e)	Discussion In-charge: EPS Leah Olua, RMT	



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AGENDA	DISCUSSION	AGREEMENTS
Opportunities for Improvement/Other Matters (9.3.2 f)	The risk management system continues to function effectively in preventing new risks and mitigating existing ones. However, recurring risks remain the primary challenge. The increase in recurring risks in Q2 and Q3 indicates that several issues are systemic and require long-term, structural solutions. By Q4, the implementation of catch-up plans and strengthened mitigation measures contributed to a noticeable decline in these recurring risks, though sustained attention is still necessary to fully resolve them. On the opportunity side, the overall number of opportunities increased steadily throughout the year. However, the level of innovation declined as most opportunities were recurring rather than newly identified. To achieve stronger results moving forward, the organization should sustain ongoing initiatives while deliberately investing in fresh, innovative opportunities. Additionally, it may be beneficial to reassess recurring opportunities to determine which should be enhanced and which may need to be phased out. No other matters were discussed.	

IV.

Management Review Outputs / Agreements

Opportunities for improvement (9.3.3 a)	Any need for changes to DepEd QMS (9.3.3 b)	Resource needs (9.3.3 c)
ESSD to submit the documents for the closure of the OFI not later than December 5, 2025.	Ensure optimal use of the Master Calendar for effective management of programs, projects and	



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	activities (ALL)	
	Awarding of a Certificate of Recognition to SDO Candon City as "Certainly Certifiable" of its QMS (c/o QMS Secretariat)	
	Issuance of a Regional Memorandum to disseminate the two-year support plan SDOs Quality Management System (QMS) journey (c/o QMS Secretariat)	
	Conduct of PIR of the Units under the Office of the Regional Director (ORD) c/o AOV Cesar Bucsit-PAU)	

V. Other matters

C. CLOSING:

ARD Razon commended everyone - particularly the presenters as well as the QMS Secretariat - for the successful conduct of the 4th Quarter Management Review.



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The meeting was formally adjourned at 12:03 PM

Prepared by:

OSCAR P. FLORES
Lead, QMS Secretariat

Approved:

TOLENTINO G. AQUINO
Regional Director

Recommending Approval:

RHODA T. RAZON
Quality Management Representative

Note: For Office Meetings, signatories shall be the assigned Secretary (Prepared), Office Head (Approved). Refer to Attendance Sheet if needed.



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