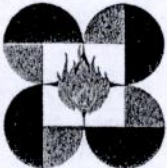


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## 8.0 Operation

### 8.1 Operation Planning and Control

8.1.1 PSHSS shall plan, implement and control the processes needed to meet the requirements for the provision of its curriculum and services and quality management system requirements by:

- 8.1.1.1 determining the requirements for the curriculum and services;
- 8.1.1.2 establishing criteria for the processes and for the acceptance of curriculum and services;
- 8.1.1.3 determining the resources needed to achieve conformity to the curriculum and service requirements; and
- 8.1.1.4 implementing the control of the processes in accordance with the criteria.

8.1.2 Such planning considers the information related to the Context of the Organization (see QM 4.0), current resources and capabilities, as well as curriculum and service requirements.

8.1.3 PSHSS shall also implement plans to achieve the quality objectives through the Key Performance Indicators (KPIs).


8.1.4 PSHSS shall determine, maintain and retain documented information to the extent necessary to have confidence that the processes have been carried out as planned, and to demonstrate the conformity of products and services to the requirements.

8.1.5 PSHSS shall control planned changes and review the consequences of unintended changes, taking actions to mitigate any adverse effects, as necessary.

8.1.6 PSHSS outsources consultants, affiliated institutions, concessionaires, transportation, security, technician, housekeeping and general services. These outsourced processes are being





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monitored and evaluated by the Head concerned, as necessary, to ensure provision of quality services.

## 8.2 Requirements for products and services

### 8.2.1 Customer communication

8.2.1.1 PSHSS has implemented effective arrangements for communicating with customers in relation to:

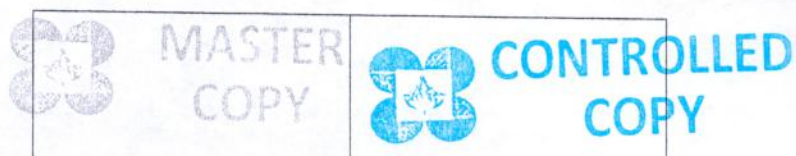
- curriculum/service information;
- inquiries, contracts, including amendments;
- customer's feedback, including complaints;
- handling or controlling customer property; and
- establishing specific requirements for contingency actions, when relevant.

### 8.2.2 Determining the requirements for products and services


8.2.2.1 In the offering of classes, PSHSS shall ensure that it has the capability to meet the teaching and facilities requirements.

8.2.2.2 PSHSS shall determine:

- requirements specified by the customers, including requirements for delivery and post-delivery activities (e.g., inputs from curriculum development and review, parents/students feedback or concerns, etc.);
- requirements not stated by the customers but necessary for specified or intended, where known;
- obligations related to the services, including statutory and regulatory requirements; and
- any additional requirements determined by PSHSS.





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### 8.2.3 Review of the requirements for implementation of curriculum and services to be rendered

#### 8.2.3.1 Curricular offerings or classes shall be thoroughly reviewed, to ensure that:

- contractual obligations are well defined, documented, clear and understandable in the Scholarship Agreement;
- resources are available and adequate for meeting the specified requirements of stipulated agreements in the Scholarship Agreement;
- possible risks and contingencies are identified;
- any ambiguous items stated in the Scholarship Agreement are easily clarified;
- any requirements differing from those in the tender are specified;
- criteria for the acceptance of the Scholarship Agreement for the customers and the results, if any, are clear and understandable;
- the services to be provided to the customers are well specified; and
- PSHSS has the capability to meet the contractual requirements.

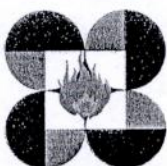
#### 8.2.3.2 PSHSS shall retain documented information, as applicable:

- on the results of the review;
- on any new requirements for the products and services.

#### 8.2.3.3 Scholarship Agreement shall include a clear description of the type of product and/or service that would be provided to avoid any unexpected demands or consequences.





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8.2.3.4 All agreements negotiated verbally shall be reduced in writing or shall be evidenced by a written memorandum prepared by the office personnel concerned.

#### 8.2.4 Changes to requirements for products and services

8.2.4.1 Any amendments to the Scholarship Agreement shall be mutually acceptable to PSHSS and its customers and shall be properly documented and made part of PSHSS' commitment to the customers. These amendments shall be transferred/coordinated to the functions concerned within the institution.

### 8.3 Design and development of products and services

#### 8.3.1 General

8.3.1.1 For new designs and for significant design changes, PSHS ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, maintainability, testability, and safety issues, as well as regulatory and statutory requirements.

8.3.1.2 The Office of the Executive Director, through the Research, Policy Formulation and Academics Division (RPAD), shall be responsible for spearheading the development and review and curriculum.

#### 8.3.2 Design and development planning

8.3.2.1 PSHSS, through the Committee on Curriculum, shall plan and control the design and development of special science secondary education program to ensure determination of:

- the design and development stages;




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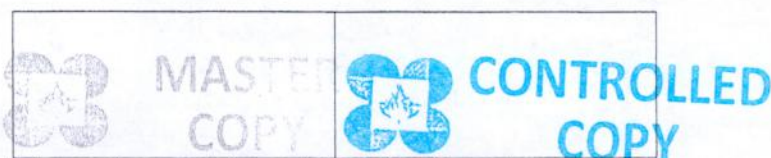
- the review, verification and validation that are appropriate to each design and development stage;
- the responsibilities and authorities for design and development;
- the internal and external resource needs for the design and development of special science secondary education program and services;
- the need to control interfaces between persons involved in the design and development process;
- the need for involvement of customers and the academic community in the design and development process;
- the requirements for subsequent provision of special science secondary education program and services;
- the level of control expected for the design and development process by customer and other relevant interested parties; and
- the documented information needed to demonstrate that design and development requirements have been met.

8.3.2.2 Planning output shall be updated, as appropriate, as the design and development progresses.


### 8.3.3 Design and development inputs

8.3.3.1 Inputs relating to the design and development of the special science secondary education program shall be determined and documented information maintained. These inputs shall include:

- purpose or objective of the curriculum;
- applicable statutory and regulatory requirement;
- where applicable, information derived from previous similar curriculum;





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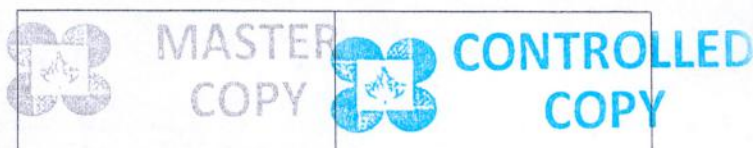
- inputs from stakeholders (e.g., parents, alumni, students, industry, colleges, universities, etc.) as appropriate;
- potential consequences of failure due to the nature of the products and services; and
- other requirements essential for design and development.

8.3.3.2 These inputs shall be reviewed for adequacy and requirements shall be complete, unambiguous and not in conflict with each other.


#### 8.3.4 Design and development controls

8.3.4.1 PSHSS, through the Committee on Curriculum, shall apply controls to the design and development process to ensure that:

- the results to be achieved are defined;
- reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- verification activities are conducted to ensure that the design and development outputs meet input requirements;
- validation activities are conducted to ensure that the resulting special science secondary education program meets requirements for the specified application or intended use;
- where applicable, validation shall be completed prior to the implementation of the special science secondary education program;
- any necessary actions are taken on problems determined during the reviews, or verification and validation activities; and
- documented information of these activities is retained.





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8.3.4.2 Responsible persons in the review shall include representatives of functions concerned with the design and development stage/s being reviewed.

### 8.3.5 Design and development outputs

8.3.5.1 The outputs of the design and development shall enable verification against the design and development input and shall be approved for release.

8.3.5.2 The design and development output shall:

- meet the input requirements for design and development;
- provide adequate information for purchasing, program implementation, support service provision, and production as appropriate;
- include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria; and
- specify the characteristics of the program that are essential for its intended purpose and their safe and proper use.

### 8.3.6 Design and development changes

8.3.6.1 Design and development changes made during, or subsequent to, the design and development of special science secondary education program, to the extent necessary, shall be identified and reviewed to ensure that there is no adverse impact on conformity to requirements.

8.3.6.2 Documented information on the following shall be retained:

- design and development changes;
- the results of reviews;




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- the authorization of the changes; and
- the actions taken to prevent adverse impacts.

#### 8.4 Control of externally provided processes, products and services

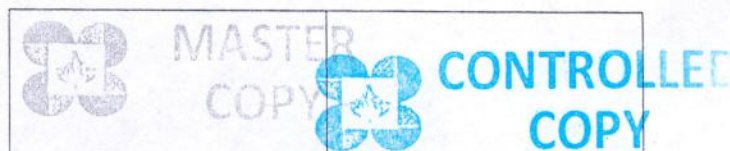
##### 8.4.1 General

8.4.1.1 PSHSS shall ensure that externally provided processes, products and services conform to requirements.


8.4.1.2 The Bids and Awards Committee (BAC) shall be established by PSHS to undertake the functions specified in Section 12 of R.A. 9184 and its IRR or the Government Procurement Reform Act of Government Procurement Policy Board (GPPB). The BAC shall be responsible for the selection of external providers on the basis of their ability to meet the criteria and following documented procedures. Records of results of selection are maintained.

8.4.1.3 PSHSS, through the Procurement Unit (PU), shall monitor, evaluate and re-evaluate the performance of external providers, based on their ability to provide processes or products and services in accordance with requirements. Records of results of evaluation and re-evaluation, and necessary actions arising from these are maintained.

8.4.1.4 The PU shall be responsible for assuring that fixed assets and supplies purchased are within the institution's specifications and requirements. It shall be responsible for receiving and issuing the delivered items to the respective end-users. Together with the representative of the requisitioning offices, it shall carry out the inspection of the items. It shall monitor the proper implementation of construction projects.

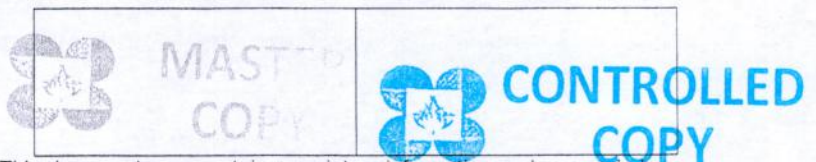




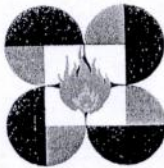
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#### 8.4.2 Type and extent of control

- 8.4.2.1 A list of accredited contractors and suppliers shall be maintained.
- 8.4.2.2 Quality performance evaluation documents and records of external providers shall be maintained.
- 8.4.2.3 All transactions shall be monitored as basis for the annual performance evaluation of external providers.
- 8.4.2.4 All external providers shall be evaluated on their quality performance, cost effectiveness, timeliness of delivery and ability to meet PSHSS' specified requirements.
- 8.4.2.5 Evaluation of contractors and suppliers may include the following:
- assessment of the external provider's quality management system;
  - incoming or in-process inspection;
  - records of previously demonstrated capability;
  - performance of external providers; and
  - accomplishment of Supplier's Performance Evaluation Form.
- 8.4.2.6 Each PSHSS office shall verify that the products and services received conform to the Purchase Request/Purchase Order/Contract and other specified requirements.
- 8.4.2.7 The control of receipts, verification and maintenance of ordered products and services shall be executed according to documented procedures.
- 8.4.2.8 The external provider's stated ability to meet all specifications, including quality requirements, shall be





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verified either through service inspection or product evaluation.

8.4.2.9 All ordered supplies and services which fail to meet performance criteria, quality requirements, and/or specifications at the point of verification shall be returned to the external provider.

#### 8.4.3 Information for external providers

8.4.3.1 The offices shall be responsible for all requisitions by accomplishing the Purchase Request.

8.4.3.2 The final authority in the approval of external providers before rendering services or providing fixed assets and supplies to PSHSS shall be properly documented.

8.4.3.3 All purchasing documents from Purchase Request to Purchase Order/Contract shall be completely filled out to ensure that they comply with the set procedures.

8.4.3.4 Purchasing documents shall be thoroughly reviewed and approved prior to release to external providers.

#### 8.5 Special science secondary education program implementation and support service provision


##### 8.5.1 Control of curriculum implementation and support service provision

8.5.1.1 PSHSS plans and carries out the special science secondary education program and service provision under controlled conditions. Controlled conditions include:

- availability of documented information defining the manner of operations, manpower and servicing;
- availability of work instructions, as necessary;
- compliance with national and international regulations;





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- use of suitable equipment and proper maintenance;
- use of suitable infrastructure and environment for the operation of processes;
- appointment of competent persons, including any required qualifications;
- implementation of monitoring and measurement of suitable processes and parameters;
- implementation of actions to prevent human error;
- implementation of curriculum delivery and post-delivery activities.

8.5.1.2 The monitoring and control of PSHSS over the various processes shall assure its customers that quality standards are met.

#### 8.5.2 Identification and traceability

8.5.2.1 All students shall be assigned a student identification number to identify and trace their respective student record.

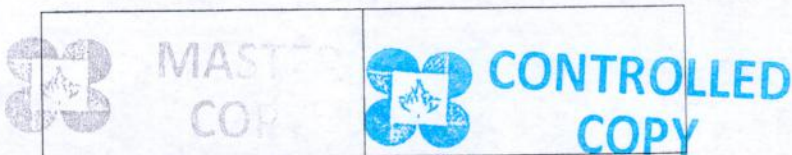
8.5.2.2 PSHSS shall maintain a database system to monitor and keep track of the student record.

8.5.2.3 The services or subjects being offered by the institution shall likewise be coded in line with the database system (e.g. course code).


8.5.2.4 The institution's facilities should also be properly identified.

8.5.2.5 Any nonconforming outputs and damaged facilities or equipment shall also be properly identified.

#### 8.5.3 Property belonging to customers or external providers





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- 8.5.3.1 PSHSS exercises care with customer or external provider's property while it is under the institution's control or being used by the organization.
- 8.5.3.2 All materials/properties of customers or external providers shall be properly controlled and verified from their arrival at the institution, to the processing/operation and delivery of service to customers, as applicable.
- 8.5.3.3 For "hard" property (physical items), these are identified with the customer name and any applicable identifiers. Where deemed appropriate, such property may be physically secured in locked, limited-access areas.
- 8.5.3.4 If the amount of third party property stored in-house becomes significant, Supply and Property Management Unit (SPMU) will develop and maintain a log of customer property to maintain an accurate inventory.
- 8.5.3.5 For "soft" property (intellectual property, documentation, software, etc.), these are maintained to ensure ongoing legibility and good condition.
- 8.5.3.6 Such intellectual property is stored on the server and identified by the customer name, and protected from accidental deletion or alteration, as well as protected from unauthorized access.
- 8.5.3.7 Electronic versions of customer-provided intellectual property are maintained on secure, backed-up servers.
- 8.5.3.8 Documented information of customers shall be kept confidential and shall be accessed only by authorized bodies.
- 8.5.3.9 Any materials/properties of the customers or external providers that is lost, damaged or otherwise unsuitable for




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use shall be recorded and reported by PSHSS to its customers or external providers for proper disposition or instructions.

8.5.3.10 Lost and found items shall also be properly handled.

#### 8.5.4 Preservation

8.5.4.1 PSHSS preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection.

8.5.4.2 Procedures shall be followed to ensure that services and customers' records are handled and stored properly to protect them from damage and deterioration. Office supplies and equipment shall also be properly identified, handled, stored, and controlled.

8.5.4.3 PSHSS shall allocate storage space for the customers' records, as well as equipment, instruments, and supplies to prevent damage and deterioration.

8.5.4.4 Customers' records being sent to them shall be properly packaged to prevent damage and deterioration.

8.5.4.5 Preservation and maintenance of customers' records shall conform to the storage requirement.

#### 8.5.5 Post-delivery activities

8.5.5.1 PSHSS shall provide services to its customers after they have graduated.

8.5.5.2 The institution shall attend to its customers' needs such as requests for transcripts of records, certifications, diplomas, etc.




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8.5.5.3 Records of services rendered shall be maintained by the area concerned.

8.5.5.4 PSHSS shall also serve its customers through responses to their queries regarding their records.

#### 8.5.6 Control of changes

8.5.6.1 PSHSS shall review and control changes for program and service provision, to the extent necessary to ensure continuing conformity with requirements.

8.5.6.2 PSHSS shall retain documented information, such as minutes of the meeting, describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

#### 8.6 Release of product and services

8.6.1 The verification of PSHSS services shall be performed according to documented procedures.

8.6.2 PSHSS shall perform various levels of verification of services depending on the requirements of the customers.

8.6.3 All ordered products from external providers shall be inspected and verified.


8.6.4 The incoming quality management system inspection shall use one or more of the following methods:

- Receiving inspection and/or verification
- External provider's warrants or certificates

8.6.5 Where applicable (generally as requested on purchasing documents) certificates of conformance for material or testing shall






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be provided by the external provider prior to the receipt of the material. Material will not be issued until certification is received.

- 8.6.6 Inspection and verification shall be performed strictly along the guidelines laid out in the relevant procedures.
- 8.6.7 All services offered shall be identified with suitable means, which indicates the conformity or nonconformity with verification activities performed.
- 8.6.8 PSHSS shall continuously identify the verification status of services being provided and performed by offices.
- 8.6.9 Final verification of services shall be conducted before providing the services to the customers.
- 8.6.10 PSHSS shall maintain documented information of services during the process of inspection and verification. These documented information shall indicate the verification status of services being offered according to set criteria and traceability to the person/s authorizing the release.
- 8.6.11 PSHSS shall maintain procedures to appropriately rectify any nonconforming services inadvertently offered to its customers.
- 8.6.12 The services of PSHSS shall not be given to the customers until all the required verification activities are performed, documented, and authorized according to specified procedures.
- 8.7 Control of nonconforming outputs
  - 8.7.1 PSHSS shall ensure that outputs that do not conform to set requirements are identified and controlled to prevent unintended use of delivery.
  - 8.7.2 PSHSS shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and





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services. This shall also apply to nonconforming products and services detected after delivery of products and services to customers.

8.7.3 Nonconforming outputs may include but not limited to the following:

- 8.7.3.1 Error in grades
- 8.7.3.2 Non-completion of topics for the course
- 8.7.3.3 Expired items
- 8.7.3.4 Damaged facilities/equipment
- 8.7.3.5 Customer Complaints
- 8.7.3.6 Inaccurate information in the documents

8.7.4 PSHS shall deal with these nonconforming outputs in one or more of the following ways as appropriate:

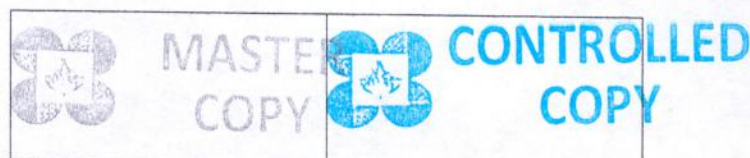
- 8.7.4.1 Correction;
- 8.7.4.2 Segregation, containment, return or suspension of provision of products and services;
- 8.7.4.3 Informing the customer/stakeholder;
- 8.7.4.4 Obtaining authorization for acceptance under concession.

8.7.5 Error in grades shall follow the procedure for the correction of grades.


8.7.6 Measures shall be taken if topics for the course are not completely covered, such as make-up classes.

8.7.7 Error in documented information prior to the provision of services shall be properly identified/marked and segregated to prevent unintended delivery.

8.7.8 Damaged equipment or facility and expired items shall also be properly identified to prevent unintended use.





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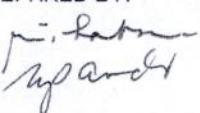
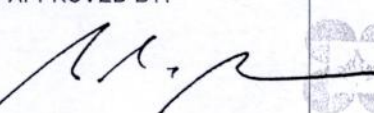


8.7.9 The office concerned shall also identify correction and corrective actions to be taken when nonconforming products/services are detected after the delivery or use has started.

8.7.10 The office concerned shall investigate and evaluate the cause of nonconformity of services and shall seek assistance, if necessary, from the QMSO.

8.7.11 Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.12 PSHSS shall retain documented information, through the Corrective Action Request (CAR) form, that:

- 8.7.12.1 Describes the nonconformity;
- 8.7.12.2 Describes the actions taken;
- 8.7.12.3 Describes any concessions obtained;
- 8.7.12.4 Identifies the authority deciding the action in respect of the nonconformity.

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