**Quality Management System Unit**

**External/Internal Services**

1. **Processing of requests for QMS Registered Documents for Various Purposes (Walk In)**

The service allows employees, accrediting bodies and other interested parties to request and have copies of TSU’s documented information being controlled by the Document Control Officer. Documented information are documents implemented in the service provision of different units, offices and colleges of the university that are enrolled/ registered in the QMS Unit.

***Note:*** *For External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.*

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| **Office or Division:** | Quality Management System Unit | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | G2C - Government to Citizen  G2B - Government to Business Entity/ies  G2G - Government to Government | | | | |
| **Who may avail:** | All | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Accomplished hard copy of Document Request Form (1 Original Copy) with the following information:   * Full Name of the Client/Requestor * Office/Unit/College/Visitor * Email Address (for soft copy) * Type of Document(s) Requested * Specific Document Requested * Purpose(s) * Signature of the Requestor and Immediate Supervisor | | QMS Unit or  TSU website *(www.tsu.edu.ph*) | | | |
| Or approved request letter (1 Original Copy) | | From the requestor/ client | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. **\*For Internal clients:** Submit 1 hard copy of the accomplished Document Request Form (DRF) at the QMS Unit.  1. **\*For external**  **clients:** Submit 1 copy of the approved request letter addressed to the TSU President and submit it to the Office of the University President. | 1. **\*For Internal clients:** Receive the DRF and assign its unique reference number  1. **\*For external clients:** Receive the Endorsement Form from the Office of the President together with the attached letter of request. | None  None | 5 minutes  5 minutes | *QMS Staff*  QMSU  *QMS Staff*  QMSU |
| 2. Get the receiving copy of the said form from the QMS Staff | 2. Return the receiving copy of the said form to the client and forward the DRF to the officer in charge |  | 5 minutes |  |
|  | 2.1 Review and evaluate the submitted Document Request Form | None | 20 minutes | *Document Control Officer*  QMSU |
|  | 2.2 Reproduce the requested document  **Note:** Reproduction day is dependent on the number of on-going reproductionand printing job being carried out by the Business Center Office. | None | 1 day | *Document Control Officer*  QMSU |
|  | 2.3 Stamp the reproduced document with “uncontrolled copy” mark | None | 30 minutes | *Document Control Officer*  QMSU |
| 3. Review the completeness of the requested documents and receive the requested document | 3. Log the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents and have the client sign in the receiving column | None | 10 minutes | *Document Control Officer*  QMSU |
| 4. Sign in the receiving column of the Logbook | 4.1 Issue the requested document | None | 5 minutes | *Document Control Officer*  QMSU |
|  | 4.2 Fill out the “Action Taken” portion of the Document Request Form and file the form | None | 5 minutes | *Document Control Officer*  QMSU |
| **TOTAL:** | | None | 1 day, 1 hour &  20 minutes |  |

**Quality Management System Unit**

**Internal Services**

1. **Processing of Requests for Citizen/Client Satisfaction Survey (CCSS) Reports for Various Purposes (Walk-In)**

For those concerned employees, units, offices, and colleges of the university requesting copies of CCSS reports who prefer face-to-face transactions, walk-in requests will also be accommodated in the QMS Unit.

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| **Office or Division:** | Quality Management System Unit | | | | |
| **Classification:** | Simple | | | | |
| **Type of Transaction:** | G2G - Government to Government | | | | |
| **Who may avail:** | Employees, Units, Offices, and Colleges | | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| 1. Accomplished hard copy of Document Request Form (1 Original Copy) with the following information:   * Full Name of the Client/Requestor * Office/Unit/College/Visitor * Email Address (for soft copy) * Type of Document(s) Requested * Specific Document Requested * Purpose(s) * Signature of the Requestor and Immediate Supervisor | | QMS Unit or  TSU website *(www.tsu.edu.ph*) | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit 1 hard copy of the Document Request Form at the QMS Unit | 1. Receive the DRF and assign its unique reference number | None | 5 minutes | *Staff*  QMSU |
| 2. Get the receiving copy of the said form from the QMS Staff | 2.1. Return the receiving copy of the said form to the client and forward the DRF to the officer in charge | None | 5 minutes | *Staff*  QMSU |
| 2.3 Review and evaluate the DRF and search for the requested document | None | 20 minutes | *Data Controller*  QMSU |
| 2.4 Prepare the needed report and  consult with the QMS Head for the review and release of the pertinent document | None | 1 day | *Data Controller*  *Unit Head*  QMS |
| 3. Receive the requested document | 3. Issue the requested document | None | 5 minutes | *Data Controller*  QMSU |
| **TOTAL:** | | None | 1 day, & 36 minutes |  |

*For strict compliance with the Data Privacy Act, only the CCSS Reports of the requestor’s office and its concerned personnel are allowed to be given.*