RIZAL TECHNOLOGICAL UNIVERSITY

This Quality Manual shall establish a quality management system of Rizal Technological University that would ensure that education services conform to customer and applicable statutory and regulatory requirements and international standards, including continual improvement that would enhance customer satisfaction. The quality management system shall be compliant to ISO 9001:2008.

QUALITY MANUAL

Effective September 1, 2015
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This Quality Manual is subject to review and change from time to time. The Manual is continuously revised and updated as necessary and policies may change in the course of any given academic year. We therefore suggest that you may check this Manual to confirm policies and requirements in effect at any given time. Manual updates are typically done annually but there may be instances where updates are required sooner.
FORWORD

It is with deepest pride that we present to our clients the Rizal Technological University’s Citizen Charter, a guidebook of the essential services that we provide. RTU believes that adopting this employ will steer every Filipino towards effective and transparent governance at the same time helps the University to realize its Philosophy, Vision and Mission as it strive to its quest for Center of Excellence and an ISO Certified School.

This guidebook is RTU’s way to support the Republic Act 9485, known as the Anti Red Tape Act (ARTA) of 2007. An act that aims at promoting accountability, the proper management of the public affairs and public property as well as establish effective practices aimed at the prevention of graft and corruption in the government.

With RTU’s love, concern and prioritizing its clients, RTU creates and adopts this Citizen’s Charter in order that the transacting public will be given a guide to the different services offered by its different offices. Likewise, this charter serves as an operation manual of all the employees of RTU on the expected kind of service they need to impart to the public.

Similarly, it is the tool developed by RTU to support the Philippine Administration in empowering its citizenry in promoting transparency and accountability in all of its service delivery in its pursuit for good governance as we hold up in “Kung walang corrupt, walangmahirap”. Hence, we would like to offer this to all the University’s stakeholders and future generations, may this charter lead us to a better RTU, better citizenry and better Philippines.

To God be the glory!

JESUS RODRIGO F. TORRES
University President
We, the officials and employees of the Rizal Technological University oath to carry-out honesty, efficiency, promptness and with utmost dedication in all its front line services. Likewise, we pledge to listen to the needs and respond to the complaints of the clients about our services. Similarly, we vow to follow and perform to the best of our capabilities the guidelines, principles and practices presented in the Rizal Technological University Citizen’s Charter Manual. With the help of Our Almighty God, the public will be assured of the highest standards of government service.

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1.2 SCOPE

This Quality Manual shall establish a quality management system of Rizal Technological University that would ensure that education services conform to customer and applicable statutory and regulatory requirements and international standards, including continual improvement that would enhance customer satisfaction. The quality management system shall be compliant to ISO 9001:2008.

The Scope for ISO 9001:2008 International Certification for RTU’s Quality Management System includes Provision of Tertiary Education, Research and Extension Services, Support Services and covers the Main Campus, located at Boni Avenue, Mandaluyong City, Philippines.

This Quality Manual describes the fundamental roles, responsibilities, necessary procedures and processes for ensuring that quality requirements are determined and met with the aim of enhancing customer satisfaction.

The Quality Manual shall be reviewed, revised and approved at least annually or as needed. The University President is responsible for establishing, maintaining and implementing the Quality Manual. Personnel authorized to initiate changes to the Quality Manual are the Quality Management Representative, the Internal Quality Auditor, and the Document Control Officer with approval of the University President. The responsibility of implementing and continuously improving the quality management system into the RTU organizational structure lies with the University President and the management staff.

The maintenance of effective control through formal reporting structures and written procedures are also covered in this Quality Manual.
1.3 UNIVERSITY PROFILE

Historically, the Rizal Technological University (RTU) has been in existence since July 11, 1969, as the College of Rizal. The institution became the Rizal Technological University (RTU) on October 11, 1997, by virtue of Republic Act No. 8365. RTU will reach its Golden Year Anniversary in 2019.

RTU is determined to achieve its mission by setting out a direction that will prepare its students for the creation of their own future in a knowledge-driven and culturally diverse society.

RTU plans to adhere to the highest standards of excellence, academic freedom, and commitment to service as it extends its contribution of knowledge to its students and the communities it intends to touch. It thus lays its plan in this document aiming to capture the cornerstones of a common vision and understanding of its role and identity in the context of multiple and changing demands nationally, regionally, and globally.

1.4 PHILOSOPHY STATEMENT

The Rizal Technological University believes in nurturing the creative potentials of Filipinos to excel in a dynamic world order and advocates commitment to global peace and sustainable development along with a sense of moral responsibility and cultural patronage.

1.5 VISION STATEMENT

A prominent University recognized for its commitment to innovative programs in addressing society’s challenges.

1.6 MISSION STATEMENT

Prepare students to create their future in a knowledge-driven and culturally diverse society.
1.8 QUALITY POLICY

The Rizal Technological University is committed to quality instruction, research, extension and administrative services attuned to Quality Management Systems in order to achieve the highest level of stakeholders' satisfaction and mutually beneficial partnership. The institution shall be responsive to the needs of continual improvement and standards.

1.9 QUALITY OBJECTIVES

1. To implement an effective quality management system by establishing procedures to enhance access to quality tertiary education and support undertaking of research and development;

2. To strengthen linkages for extension services by offering timely service through reaching out to the community using well thought out research and outreach programs;

3. To maintain efficient and effective communication between members of staff and university customers to improve performance of internal administrative and institutional support structures;

4. To continuously monitor and review performance of university structures and systems to ensure continual improvement of our services to our customers.
1.11 ORGANIZATION STRUCTURE

Please see appendix A

2.0 REFERENCES

a. Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc.
d. RTU University Code,
e. RTU Strategic Plan 2012 – 2022
f. RTU Citizen’s Charter
g. RTU Research Manual
h. RTU Extension Manual
i. RTU Student’s Manual
j. CHED Memoranda

3.0 DEFINITION AND ABBREVIATIONS

For the purpose of this document, the terms and definitions given in ISO 9000:2005 shall apply.

AACCUP: Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc.
CHED: Commission on Higher Education
ISO: International Organization for Standardization
RTU: Rizal Technological University
4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General

The Rizal Technological University shall establish and maintain the following hierarchy of documented quality management system:

- Level 1: Quality Manual
- Level 2: Guide Manual (e.g. Student Manual)
- Level 3: Procedures Manual
- Level 4: Work Instructions
- Level 5: Records

4.2.2 Quality Manual

This quality manual has been developed and distributed among the VPs, Deans, Directors and all relevant staff members. It is maintained, reviewed and continually improved by the Quality Management Representative, in liaison with the ISO Core Team.

It details the following:

a. The scope of the QMS, including details of and justification for any exclusion.

b. The documented procedures required by this International Standard, namely:
   1. Control of Documents
   2. Control of Records
   3. Internal Audits
   4. Control of Non-Conforming Products
   5. Corrective Actions
   6. Preventive Actions

c. A description of interactions between processes of the QMS (Work Instructions).

4.2.3 Control of Documents

Documents required for the quality management system are continuously updated and are available for use in their current version. Documented procedure for this has been established:

a. To approve documents for acceptability prior to issue or approval
b. To review, update as necessary and re-approve documents.

c. To ensure that changes and the current revision status of documents are identified
5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

The administration headed by the University President provides to the development and implementation of the quality management system.

The University Management is committed to implement and develop the Quality Management System to continually improve its effectiveness by:

a. communicating to the organization the importance of meeting customer (i.e. customer requirements are determined and are met with the aim of enhancing customer satisfaction) as well as statutory and regulatory requirements
b. establishing the quality policy (including its development, review, and sustainability)
c. ensuring that quality objectives are established
d. conducting management reviews
e. ensuring the availability of necessary resources

5.2 CUSTOMER FOCUS

The Management of RTU ensures that the customer requirements are determined and met with the aim of achieving customer satisfaction. This is achieved by operating an effective, documented QMS based on ISO 9001:2008 Standard.

The University Management's primary concern is the provision of quality products to its customers. In accomplishing this goal, the Management is dedicated to satisfying and exceeding the customer's expectation and requirements through:

a. Setting up processes to determine customer requirements and monitoring customer satisfaction through customer satisfaction surveys, establishing and reviewing service delivery charters.
b. Reviewing of products offered by RTU with a view of improving their quality service.
c. Ensuring that customer satisfaction is systematically monitored as a measure of performance in determining and meeting customers' requirements through the QMS standard operating procedures and Instructions.
Participatory management shall be practiced and the principle of transparency shall be upheld and performance standards shall be strictly followed.

5.5 RESPONSIBILITY, AUTHORITY & COMMUNICATION

5.5.1 Responsibility and Authority

RTU organizational structure is shown in section 1.11 of this document. The responsibilities and authorities are defined in Book One: The Governance and Officers of the University of the University Code pp 3 – 57.

5.5.2 Management Representative

RTU has appointed a Quality Management Representative (QMR) whose main responsibilities and authorities are: (Special Order 27, series 2015)

- Coordinate the development of the quality system and, once the system has been certified, assumes responsibility for on-going system maintenance and effectiveness of operation. Rather than developing the QMS themselves, the management representative acts as a Project Manager for the ISO 9001 certification.
- Report on how well the QMS is working and where it is not. The kind of information to be reported will include things listed under Management Review.
- Ensure that the focus of the organization remains on the customer. The above three (3) duties are likely to be on top of other responsibilities.
- Ensure that company third party accreditation are obtained and maintained.
- Ensure that all organization policies, procedures and work instructions are documented in a clear, simple and concise manner.
- Assist in the preparation of tenders/proposals by providing management system related documents.
- Orient and train all personnel in the University in line with organization policies.
- Identify relevant legislative requirements.
- Control and maintain the company audit and risk assessment schedule.
THE RTU QUALITY MANAGEMENT SYSTEM

- Status of preventive and corrective actions
- Follow-up actions from previous Management Review Meetings
- Changes that could affect the Quality Management System
- Recommendations for improvement

5.6.3 Review Output

The QMR documents and maintains the Management Review Meetings outputs, which include deliberations and actions on the issues related to resource requirements, improvements of the effectiveness of the Quality Management System and its processes and improvements of products related to customer requirements.

6.0 RESOURCE MANAGEMENT

6.1 PROVISION RESOURCES

To enhance customer satisfaction and ensure that Quality Management System is implemented, maintained and improved, an annual planning and budgeting is held by top management for determination and provision of necessary resources to support these objectives.

6.2 HUMAN RESOURCES

6.2.1 General

RTU ensures that its workforce is competent to perform its functions and duties on the basis education, training, skills and experience.

Refer to the Hiring Process

6.2.2 Competence, Training and Awareness

RTU determines the necessary competence for personnel through experience, skills, training and education.

Training is provided as a result of the training needs analysis conducted annually.

Training effectiveness is evaluated through training effectiveness evaluation questionnaire.

- Ensures that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
• Requirements not stated by the customer but necessary for specified or intended use, where known.
• Requirements specified by the customer, including the requirements necessary for delivery and post-delivery activities.
• Statutory and regulatory requirements applicable to the product, which include:
  ▪ CHED Memorandum Orders
  ▪ RTU University Code
  ▪ Work Instructions
  ▪ R.A. 9184
  ▪ Other relevant Government Agency Circulars and Republic Acts

7.2.2 Review of Requirements Related to the Product

RTU reviews the requirements related to the product and ensures that customer requirements are adequately determined, understood and that RTU understands what is expected and can judge the ability to meet requirements.

Where applicable, amendments to the existing syllabi, contracts, agreements and orders are acceptable, provided that the changes are agreed upon with the customer before supply of the service in question. Such changes are only implemented if they are in line with RTU, customer and applicable statutory and regulatory requirements. Records of the result of the review and actions arising from the review are maintained.

Where the customer provides no documented statement of requirements, the customer requirements are confirmed by RTU before acceptance. Where product requirements are changed, RTU ensures that the relevant documents are amended and that the relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

RTU recognizes effective customer communication as an essential element of customer satisfaction.

Public information is available at the RTU website and the RTU Citizen’s Charter that is posted at the entrance of the University.
7.3.4 Design and development review

RTU ensures that appropriate people are assigned to manage and conduct reviews to determine that designs and development objectives are achieved.

The academic department conducts curriculum review and syllabi enhancements to continuously respond to the CHED and Industry requirements.

7.3.5 Design and development verification

The University verifies products in accordance with planned arrangements. This is to ensure that the design and development of these products have met the input requirements.

Appropriate records of the results of the verification and any necessary actions are maintained.

7.3.6 Design and development validation

Design and development validation is performed in accordance with planned arrangement. This ensures that the resulting outputs are capable of meeting the requirements for the specified application or intended use, where known. Wherever applicable, validation is completed prior to the delivery or implementation of the product(s). Records of the results of validation and any necessary actions are maintained.

7.3.7 Control of design and development

Design and development validation is performed to ensure that planned product characteristics are met by the resulting curriculum or syllabi design. When practical, validation is completed prior to the delivery or implementation of the design. Records of the results of the validation such as piloting and certification and any necessary actions are maintained.

7.3.8 Control of design and development changes
Production and service provision are planned and carried-out through the work instructions, documented procedures, service contracts, guidelines maintenance plans and inspection plans.

7.5.2 Validation of processes for production and service provision

RTU validates any processes for service provision such as design and development validation, results of curricula or syllabi review, equipment approval and teachers’ qualifications, course notes and examination papers.

7.5.3 Identification and traceability

The University ensures that supplies/materials/equipment, property and services are identified and traceable as per account code, property number, students name, student number and/or course code as applicable.

The status of monitoring and measurement for supplies/materials are identified and traceable through inspection and acceptance reports while for property, this can be traced through the inventory reports and asset stickers for equipment.

For students, this can be traceable through delinquency reports and report of grades.

7.5.4 Customer property

RTU exercises care of customer property in its custody to prevent it from damage or loss or unauthorized access. In case of loss/damage or unsuitability for use, this is noted, recorded and reported to the customer. Customers’ property that includes form 137 and 138, birth certificates, diplomas, transcript of records, honorable dismissal, and thesis are identified and proper protection is implemented accordingly. Other confidential customer property such as customer information is kept safely by, but not limited to, locked areas, fireproof safes, or password-protected areas if it is in soft form.

7.5.5 Preservation of product

Through specific responsibilities as defined in relevant procedures, products are handled with care by the various employees to ensure prevention of damage and maintenance of quality of the products. Preservation includes:
maintained in accordance to planned arrangements and to the requirements of the standard.

Refer to Internal Quality Audit Procedures

8.2.3 Monitoring and measurement of processes

The University’s monitoring and measurement of processes is undertaken through department meetings and task teams where performances on the various objectives are reviewed and set new ones if necessary.

Where planned results are not achieved, correction and preventive actions are undertaken. The necessary records generated by this undertaking are maintained.

Refer to Corrective and Preventive Procedures.

8.2.4 Monitoring and measurement of product

Monitoring and measurement of product being offered is undertaken through monitoring of information related to the performance of the product.

RTU ensures that product and service delivery to the customer does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise authorized by a relevant authority and, where applicable, by the customer. Records are maintained to show evidence of conformity with the acceptance and authority for release of the products.

8.3 Control of Non Conforming Products

RTU has established a documented procedure to deal with non-conforming products such as: non-conforming course delivery; curriculum design; student pass rate performance; or examinations setting and conduct. The procedure elaborates corrective action for non-conforming products such as: taking action to eliminate the detected non-conformity, controlling the use of the non-conforming product, and segregating the product so that it is not used inadvertently. The ways include: make-ups, curriculum revision, cancellation, moderation, compensation, re-making, blending, re-grading, re-setting or re-taking.

In case any non-conforming products/service is released under concession such authorization is given by the Vice President for Academic Affairs, Academic Deans and where applicable in consultation with the customer. Records are
Refer to Control of Corrective Action Procedure

8.5.3 Preventive action

The University determines appropriate action to eliminate the causes of potential non-conformities to prevent their occurrence. The documented procedure established by RTU covers:

a. Identification and recording of potential non-conformities
b. Investigation of the causes of potential non-conformity
c. Registration and processing of a preventive action request
d. Verification and follow-up of preventive action
e. Summary report of outstanding preventive action

Refer to Control of Preventive Action Procedure
A. LIST OF DOCUMENTS REQUIRED BY THIS INTERNAL STANDARD WITHIN RTU

<table>
<thead>
<tr>
<th>No</th>
<th>DOCUMENTS</th>
<th>REFERENCE CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Quality Manual</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Quality Policy</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Quality Objectives</td>
<td></td>
</tr>
</tbody>
</table>

B. LIST OF RECORDS REQUIRED BY THESE INTERNAL STANDARDS WITHIN RTU

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>CLAUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Control of documents, records</td>
<td>Clause 4.2.3</td>
</tr>
<tr>
<td>2. Management Reviews Meetings, related records</td>
<td>Clause 5.6.1</td>
</tr>
<tr>
<td>3. Human resource, records of education, training, skill and competence</td>
<td>Clause 6.2.2</td>
</tr>
<tr>
<td>4. Planning of product realization, records that realization processes and</td>
<td>Clause 7.1</td>
</tr>
<tr>
<td>resulting products meet requirements</td>
<td></td>
</tr>
<tr>
<td>5. Review of requirements related to product, records of results of review</td>
<td>Clause 7.2.2</td>
</tr>
<tr>
<td>and arising actions</td>
<td></td>
</tr>
<tr>
<td>6. Design and development inputs, records of inputs</td>
<td>Clause 7.3.2</td>
</tr>
<tr>
<td>7. Design and development review, records of results of reviews</td>
<td>Clause 7.3.4</td>
</tr>
<tr>
<td>Required Documents and Records</td>
<td>Quality Manual</td>
</tr>
<tr>
<td>--------------------------------</td>
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</tr>
<tr>
<td>8. Design and development verification, records of results and verification</td>
<td>Clause 7.3.5</td>
</tr>
<tr>
<td>9. Design and development validation, records of results of validation</td>
<td>Clause 7.3.6</td>
</tr>
<tr>
<td>10. Control of design and development changes</td>
<td>Clause 7.3.7</td>
</tr>
<tr>
<td>11. Purchasing process, records of results of selection, evaluation, re-evaluation</td>
<td>Clause 7.4.1</td>
</tr>
<tr>
<td>12. Validation of processes for production and service provision, accompanying records</td>
<td>Clause 7.5.2</td>
</tr>
<tr>
<td>13. Identification and traceability, records of product unique identification</td>
<td>Clause 7.5.3</td>
</tr>
<tr>
<td>14. Customer property: Loss, damage, unfit records</td>
<td>Clause 7.5.4</td>
</tr>
<tr>
<td>15. Control of monitoring and measuring equipment, records of calibration and verification basis</td>
<td>Clause 7.6</td>
</tr>
<tr>
<td>16. Internal Audit, records of audits, their results, program, schedule, work plans</td>
<td>Clause 8.2.2</td>
</tr>
<tr>
<td>17. Monitoring and measurement of process, records generated by this undertaking</td>
<td>Clause 8.2.3</td>
</tr>
<tr>
<td>18. Monitoring and measurement of product, records to indicate person(s) authorizing release of product</td>
<td>Clause 8.2.4</td>
</tr>
<tr>
<td>19. Control of non-conforming product, records to indicate nature of NC and subsequent action taken</td>
<td>Clause 8.3</td>
</tr>
<tr>
<td>20. Corrective action, records of results of action taken</td>
<td>Clause 8.5.2</td>
</tr>
<tr>
<td>21. Preventive action, records of results of action taken</td>
<td>Clause 8.5.3</td>
</tr>
</tbody>
</table>
APENDIX A: ORGANIZATION STRUCTURE