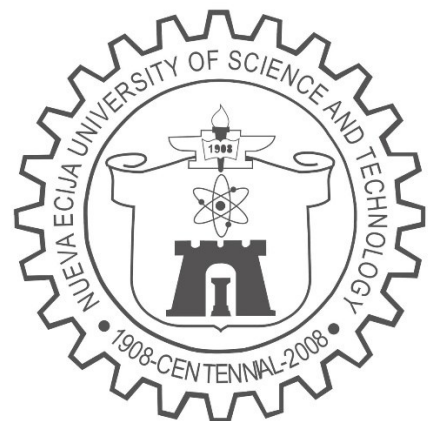# QUALITY
MANAGEMENT
SYSTEM MANUAL

NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY
ISO 9001: 2015 CERTIFIED

NEUST ISO 9001:2015 Quality Management System Manual
Board Resolution No. 16, s. 2023

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PREFACE

Education remains a cornerstone of societal progress and national advancement. It presents opportunities for individuals to thrive as active citizens and provide for their families. Demonstrating a commitment to ensuring Filipinos have access to quality and equitable education, the government has introduced policies such as free tuition in state universities and colleges (SUCs). With NEUST being among these esteemed institutions, it plays a pivotal role in the nation's educational landscape.

NEUST, like other institutions of higher learning, is entrusted with the task of preparing upcoming generations with the requisite tools for meaningful lives and an aptitude for lifelong learning. Such institutions become the driving force behind nation-building, offering education that fosters innovation, spurs investment, and bolsters global competitiveness. Embracing insights from the United Nations Educational, Scientific and Cultural Organization (UNESCO), it's essential for institutions to continually innovate in content and methodologies, ensuring that education remains qualitative, accessible, and synchronizes with societal imperatives.

Given this context, NEUST recognizes the profound significance of cultivating a culture underpinned by quality education. To achieve this ambition, the institution sees the value in harmonizing its academic and administrative operations. This vision is realized through the establishment of a Quality Management System (QMS) tailored specifically for NEUST. The ISO 9001:2015 QMS provides a framework that NEUST aims to adhere to, ensuring the institution consistently meets the aspirations and needs of its students and stakeholders. Adopting a QMS is a stride towards operational excellence, enabling a setting where both management and staff are in a constant cycle of refining and enhancing processes.

By integrating the Quality Management System (QMS) into its core operations, NEUST has unlocked a suite of significant benefits. One of the foremost advantages is the development of standardized processes. These not only make student engagements smoother and quicker but also set a consistent bar for quality in both curriculum development and the entire teaching-learning continuum. Moreover, the in-depth documentation accompanying the QMS is meticulously aligned with accreditation benchmarks, both at local and international levels. Such dedication to upholding rigorous quality controls and assurance protocols, in line with global standards, allows NEUST to deliver education, training, and assessments with a mark of excellence, ensuring optimal outcomes for its students.

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PURPOSE OF THIS QMS MANUAL

This NEUST QMS Manual is crafted with the intent of interpreting the ISO 9001:2015 Standards for establishing, implementing, and maintaining the Quality Management System (QMS) specifically for NEUST. The manual serves as a foundational guide to streamline the documentation of essential information pertinent to the institution's QMS. While it is tailored for NEUST's unique framework and needs, institutions with similar structures and objectives might find its guidelines adaptable and beneficial.

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SECTION 1. INTRODUCTION

This NEUST QMS Manual has been formulated in alignment with the university's esteemed mandate to offer educational programs that adhere to both national and international quality standards. The manual resonates with NEUST's vision, mission, and goals, aiming to showcase exceptional learning outcomes and foster a robust culture of quality.
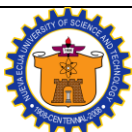
It meticulously documents NEUST's established mechanisms, procedures, and processes to ensure the delivery of unparalleled quality to its students and the broader community. Through this manual, the intricate structure and design of NEUST's Quality Management System (QMS) are detailed, showcasing the interconnected processes and the foundational structures that bolster our quality assurance measures and uphold academic standards.

The manual provides a comprehensive view of the institution's approach to managing quality across its diverse operations. Moreover, it stands as a testament to NEUST's unwavering commitment to quality and its dedication to continuous improvement.

Designed as a pivotal reference for every unit within NEUST, the manual illuminates the policies, systems, and procedures set in place for the QMS's implementation and ongoing enhancement. It not only acquaints university personnel with the QMS but also equips them with insights for informed decision-making and strategic actions.

As a controlled document, this QMS Manual undergoes systematic reviews, revisions, and updates, reflecting any changes in the QMS's scope, managerial or organizational shifts, and the introduction of new procedures or policies.

Controlled versions of this manual are entrusted to designated copyholders, identified by the appropriate unit, ensuring its safekeeping and timely updates.

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SECTION 2. NEUST PROFILE
THE NUEVA ECIJA UNIVERISTY OF SCIENCE AND TECHNOLOGY

2.1 Brief History

The Nueva Ecija University of Science and Technology (NEUST) started in June, 1908 as a vocational course at the Wright Institute in San Isidro, Nueva Ecija where young Filipinos were trained in woodworking and basic telegraphy. Said vocational course lasted until SY 1927-1928 when the general secondary school was transferred to Cabanatuan City.

However, on June 9, 1929, the school continued its operation in San Isidro, under a new name, Nueva Ecija Trade School (NETS) with woodworking as the vocational course offered in addition to the existing secondary curriculum inherited from the Wright Institute.

To meet the increasing demand for vocational education in the whole province, the trade school was transferred on June 7, 1931, to Cabanatuan City. Enrolment increased; however, the program was interrupted in December 1941 by the outbreak of the Second World War in the Pacific.

Immediately after the war, the trade school was reopened on September 6, 1945. Rehabilitation program took place. The trade school continued with its mission of meeting the vocational and manpower needs of students coming from both Nueva Ecija and the nearby provinces. On June 8, 1948, a course in dressmaking was opened and female students were admitted in the School. A few years later, food trades and cosmetology courses were also offered.

On May 8, 1953, the NETS was converted into the Central Luzon School of Arts and Trades (CLSAT) by virtue of Republic Act No. 845. CLSAT was recognized as a center of manpower/vocational training for both youths and adults not only in the province but also in the whole Region III.
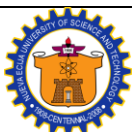
Series of developments continued until the CLSAT was converted into the Central Luzon Polytechnic College (CLPC) by virtue of Republic Act No. 3998 which was signed on June 18, 1964 by then President Diosdado Macapagal.

Thirty-four years later, the CLPC, under the leadership of President Gemiliano C. Calling, was converted into a specialized university, the Nueva Ecija University of Science and Technology by virtue of Republic Act. No 8612.

The Bill converting CLPC into NEUST was signed on February 19, 1998 by Speaker Jose de Venecia. It was forwarded to President Fidel V. Ramos on February 24, 1998 and lapsed into law on March 27, 1998.

The University therefore, ensures that the requirements of business, industry, services and other sectors as well as the needs of the local, regional and national development for high quality professionals and highly skilled middle-level manpower are addressed.

The leadership of Dr. Calling as the first University President ended up when he died on July 5, 2006. The baton of leadership was turned over to Dr. Hilario C. Ortiz as Acting President and then finally, he was formally sworn into office on August 5, 2007 as the Second University President. On

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August 4, 2011, Atty. Hilario C. Ortiz, Ph. D. was again given another four-year term as University President.

Dr. Feliciana P. Jacoba was appointed as the third University President on February 10, 2016. Dr. Jacoba already made a mark on the history of NEUST as the first Woman President of the University.

2.2 Mandate

Republic Act No. 8612 converted the Central Luzon Polytechnic College in to the Nueva Ecija University of Science and Technology. As provided in the charter, the mission of the university is stated as follows:

To primarily provide advanced instruction, professional training in arts, science and technology, education and other related fields, undertake research and extension services, and provide progressive leadership in these areas; and,

To offer graduate, undergraduate and short-term technical courses within areas of specialization and according to its capabilities, considering the needs of the province, the region and the country.

2.3 NEUST Vision, Mission, Tagline, and Core Values

Vision

NEUST is a locally responsive and internationally recognized University of Science and Technology.

Mission

To develop new knowledge and technologies, and transform human resources into productive citizenry to bring about development impact to local and international communities.

Tagline

Transforming communities through Science and Technology

Core Values

Nationalism, Excellence, Unity, Spirituality, and Transparency

2.4 Organizational Structure

NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY

ORGANIZATIONAL STRUCTURE

BOARD OF REGENTS

Secretary, Board of Regents

Commission on Audit

SUC PRESIDENT III

Office of the Executive Secretary – *Executive Secretary*

Academic Council

Administrative Council

University Research Ethics Committee

Director, Alumni Affairs Office	Director, Gender and Development Center	Director, Moral Recovery and Spiritual Uplift Program	Legal Officer, Legal Services Office	Head, Internal Audit Services Unit	Director, Infrastructure Development Office	Chief, Civil Security Unit

SUC Vice President III [*Executive Vice President*]

Director, Planning and Development Office
- Disaster Risk Reduction Management Unit
- Pollution Control and Climate Change Mitigation Unit

Director, International and Domestic Institutional Linkages Office	Director, Learning and Development Center	Director, Quality Assurance Office	Director, Management Information System Office	Head, Publication and Media Affairs Unit

VICE PRESIDENT for Academic Affairs

Campuses (*Campus Directors*)
- Area/Department Chairs/Heads

Colleges (*Deans*)
- Area/Department Chairs/Heads

Institutes (*Directors*)

Off Campus Programs (*Directors*)

Supervising Principal, **Laboratory High School**

Director, **Office of Curriculum Development and Evaluation**

Librarian, **University Library**

Director, **Office of Admission & Registration**

Director, **Office of Student Affairs and Services**

Director, **National Service Training Program**

Director, **Center for On-the-Job Training & Career Development**

Director, **Center for Literary and Culture and the Arts Development**

Director, **Center for Sports Development**

VICE PRESIDENT for Administration, Business, & Finance

Chief Administrative Officer (Administrative)

Director, **Building Maintenance and General Services Unit**

Director, **Health Services Unit**

Head, **Human Resource Management Office**

Head, **Supply and Property Management Unit**

Head, **Procurement Services Unit**

Head, **Records Management Unit**

Director, **Auxiliary Services Office**

Head, **Printing Services Unit**

Head, **Motor pool & Transportation Services Unit**

Chief Administrative Officer (Finance)

Accountant, **Accounting Office**

Budget Officer, **Budget Office**

Cashier, **Cashier's Office**

Director, **Office of Production**

Head, **Corporate and Business Affairs Division**

Head, **Product Development, Fabrication & Commercialization Division**

Head, **Agricultural and Food Production Division**

Service Centers (*Heads*)

VICE PRESIDENT for Research, Extension, & Training

Director, **Research Services Department**

Director, **Extension Services Department**

Director, **Training Services Department**

Director, **Data Analysis Center**

Director, **Research Publication Center**

Research Centers (*Directors*)

Development Partner NGO

*The Executive Vice President may be designated concurrently in any of the three Vice President's Offices

........NEUST Organizational Structure approved on February 15, 2018 as per BOR Resolution No. 13; Series 2018...and as modified per BOR Reolution No. 83, s. 2019

Figure 1: Organizational Structure (Board Resolution no. 83, s. 2019)

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SECTION 3. DEFINITION OF TERMS

The University adopts the following terms and definitions within its Quality Management System.

Where no definition is provided, the University typically adopts the definitions provided in ***ISO 9000: Quality Management Fundamentals and Vocabulary***. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supercede those provided for in this Quality Manual or ISO 9000.

Audit – systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Audit Conclusion – outcome of an audit provided by the auditor or team of auditors, after consideration of the audit objectives and all audit findings.

Audit Criteria – set of policies, procedures or requirements used as reference in the audit.

Audit Findings – results of the evaluation of the collected evidence against audit criteria.

Audit Program – set of one or more audits planned for specific time frame and directed towards a specific purpose. This is also referred to as Annual QMS Audit Program.

Auditor – person with the competence to conduct an audit.

Competency – should be understood as the application of knowledge, understanding, proficiency, skills, confidence and, where appropriate, the qualities of leadership necessary for an individual to perform a specified task, duty or responsibility.

Continual Improvement – a recurring activity to enhance performance.

Compliance Obligation – legal requirements that an organization should comply with and other requirements that an organization chooses to comply with.

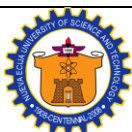**Conformity** – fulfilment of a requirement.

Contractor – refers to an individual or an entity engaged by NEUST to provide service for its operations (see "Supplier"), i.e., haulers, security services, construction, repairs and maintenance contractor. Also, referred to as external provider.

Context of the Organization – combination of internal and external issues that can have an effect on an organization's approach to developing and achieving its objectives. 3.13. **Continual** – activity occurs over a period but with potential intervals of interruption, while 'Continuous' means duration without interruption.

Control Measure – any action and activity that can be used to prevent or eliminate, environmental aspect.

Correction – action taken to correct or stop or mitigate the impacts of a detected nonconformity or other undesirable and substandard condition.

Corrective Action – action to eliminate the cause of a nonconformity and to prevent recurrence or occurrence.

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Client – person or organization that could or does receive a product or a service that is intended for or required by this person or organization. Recipient of the products and services provided by NEUST.

Customer Satisfaction – customer's perception of the degree to which customer's expectations have been fulfilled.

Design and Development – set or processes that transform requirements for an object into more detailed requirements for that object.

Document – meaningful data and other information and its supporting medium, i.e., procedure, specification, drawing, report, standard, records, etc. The medium can be paper, magnetic, electronic or optical disc photograph, or master sample, or a combination thereof. Also, referred to as documented information to be maintained.

Documentation – a set of documents and records containing meaningful information,

i.e., policies, specifications, procedures, guidelines, work instructions and records.

Documented Information – information required to be controlled and maintained by an organization and the medium which it is contained.

Effectiveness – extent to which planned activities are realized and planned results achieved.

Engagement – involvement in, and contribution to, activities to achieve shared objectives.

External Provider – refers to an organization engaged by NEUST to provide product or service.

Feedback – opinions, comments and expressions of interest in a product, a service or a complaints-handling process.

Interested Party – these are individuals and groups that have direct and indirect interest on the operation of the University. It composed of internal and external parties. Internal parties are faculty and staff of NEUST including the academic council, administrative council, and Board of Regents. External parties are composed of but not limited to government, Non-governmental Organizations (NGOs), Local Government Units (LGUs), other State Universities and Colleges (SUCs), suppliers, and the community.

Indicator – measurable representation of the condition or status of operations, management or conditions.

Infrastructure – system of facilities, equipment and services needed for the operation of an

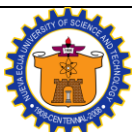**Involvement** – taking part in an activity, event or situation.

Local Government Unit (LGU) – government entities that visit NEUST regularly to check on its compliance to applicable laws, regulations and requirements, i.e., Barangay Representatives, Municipal Officials, etc.

Management – coordinated activities to direct and control an organization.

Mission – organization's purpose for existing as expressed by top management.

Monitoring – determining the status of a system, a process, product, service or an activity.

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Measurement – process to determine a value.

Nonconformity – non-fulfillment of a requirement. Any deviation from work standards, practices, procedures, regulations, and other management system requirements, that could either directly lead to customer complaints, damage to goods and services, injury or illness, property damage, damage to the workplace environment or combination of these. This may also be referred to as non-conformance.

Objective – results to be achieved. An objective can be strategic, tactical or operational.

Outsource – an arrangement where an external organization performs part of an organization's function or process.

Output – result of a process.

Performance – measurable result. Can relate either to quantitative or qualitative findings.

Procedure – specified way to carry out an activity or a process. Procedures can be documented or not.

Process – set of interrelated or interacting activities that use inputs to deliver an intended result. Whether the "intended result" of a process is called output, product or service depends on the context of the reference.

QMS Performance – measurable results of the QMS associated to NEUST's products and services based on its quality policy and objectives.

Quality – degree to which a set of inherent characteristics of an object fulfils requirements.

Quality Assurance – part of the quality management focused on providing confidence that quality requirements will be fulfilled.

Quality Control – part of the quality management focused on fulfilling quality requirements.

Quality Improvement – part of quality management focused on increasing the ability to fulfil quality requirements.

Quality Management System (QMS) – the part of the overall management system used to develop and implement its quality policy.

Quality Policy – statement of commitments, intentions and principles in related to

NEUST's overall goals and direction as formally expressed by the top management. It can be aligned with the organization's vision and mission and provides framework for the setting of quality objectives

Quality Objective – overall quality goals, arising from the quality policy, that NEUST sets itself to achieve, and which is measurable where practicable.

Record – special type of document stating results achieved or providing evidence of activities performed. Also, referred to as documented information to be retained.

Requirement – need or expectation that is stated, generally implied or obligatory.

Risk – effect of uncertainty. An effect is a deviation from the expected – positive or negative.

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Risks and Opportunities – potential adverse effects (threats) and potential beneficial effects (opportunities).

Regulatory Requirement – obligatory requirement specified by an authority mandated by a legislative body.

Traceability – ability to trace the history, application or location of an object.

Top Management – This refers to the governing body of the University that composed of the members of the executive committee and administrative council.
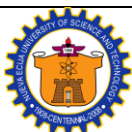
Uncertainty – the state, even partial, of deficiency of information related to, understanding or knowledge of an event, consequence, or likelihood.

Validation – confirmation through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.

Verification – confirmation, through the provision of objective evidence that specified requirements have been fulfilled.

Vision – aspiration of what an organization would like to become as expressed by top management.

Work Environment – set of conditions under which work is performed.

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SECTION 4. THE SCOPE AND CONTEXT OF NEUST QMS

4.1. The University and Its Context

In determining the College's/University's strategic direction, the College/University reviews and analyses key aspects of its mandate. This component involves understanding internal and external issues and the needs and expectations of relevant stakeholders. The College/University understands the relevance of internal and external issues relating to its operational processes and how these can affect its purpose and strategic direction. Thus, at the strategic level, SWOT analysis and PESTLE (political, economic, social, technological, legal and environmental) analysis, among others, are used to identify relevant internal and external issues. Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge, and performance of the College/University while the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional or local. The output from this analysis is made evident as input to the consideration of risks and opportunities, including the actions taken as necessary to address them.

4.2. The Needs and Expectations of Interested Parties

NEUST acknowledges the significant impact of certain stakeholders on its ability to consistently provide services that meet both client and legal requirements. As a result, the university has identified the relevant parties and their associated needs within the context of its quality management system. Furthermore, NEUST commits to regularly monitoring and reviewing information about these stakeholders and their pertinent requirements. By recognizing these stakeholders and understanding their expectations, NEUST ensures alignment with its mission and commitment to quality.

Table 1

External Relevant Interested Parties

Relevant Interested Parties (Stakeholders)	Needs and Expectations	Person/s Accountable in Meeting the Requirements	Monitoring Strategies
Students	1. Updated curriculum 2. Innovative teaching materials 3. Competent faculty 4. Functional and adequate facilities 5. Engaging and fulfilling learning experience 6. Inclusive instruction delivery during the pandemic	• College Dean, • Campus Directors • Program Chairs • Faculty	• Review/revision of curriculum • Class observation • Faculty evaluation

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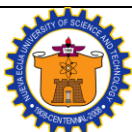|	7. Additional support services (e.g., guidance and counseling, psychological testing) 8. Timely release of grades		
Research and Extension Partners and Beneficiaries	1. Relevant and responsive research and extension programs 2. Technology transfer and commercialization 3. Solutions to community problems 4. Alternative extension service delivery during the pandemic 5. Pandemic-related extension services	• College Dean • Program Chairs • Faculty-Researchers • Faculty-Extension	• In-House Review • Extension project visitation • IPCR Evaluation • Impact Assessment on Extension Services
Suppliers and Service Providers	1. Defined requirements/specifications 2. Transparent communication 3. Prompt payment processing 4. Performance feedback	• Administrative Services • End-Users	• Purchase Orders • Supplier monitoring and evaluation mechanisms
Oversight Agencies (CHED, UNIFAST, PRC, COA, DBM, CSC, AACCUP, IATF, DOST, Senate, Congress)	1. On-time report submission 2. Detailed and accurate reports 3. Adherence to statutory and regulatory requirements	• College Dean • Program Chairs • Registrar • Administrative Services • Finance Services	• CMOs • Memo schedule • DPCR
Community and Industry Partners	1. Prepared students for OJT/Internship 2. Socially responsible students	• College Dean • Program Chairs • Student Affairs	• Student Monitoring Reports
Professional Associations	1. CPD communication 2. Requirements clarification 3. Data availability 4. Participation in pertinent activities	• College Deans • Program Chairs • HR	• HR monitoring • Program monitoring

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Table 2

Internal Relevant Interested Parties

Relevant Interested Parties (Stakeholders)	Needs and Expectations	Person/s Accountable in Meeting the Requirements	Monitoring Strategies
Faculty and Employees	1. Professional development opportunities 2. Clear strategic directions 3. Incentives for excellence 4. Functional and adequate facilities 5. Safe and secure facilities	• Top Management • College Dean • Program Chairs • HR • Administrative Services	• Faculty development program • OPCR
College/University Management	1. Supportive and high-performing staff 2. Accurate and timely report submissions	• College Dean • Program Chairs • HR	• IPCR • OPCR

4.3. Scope of the Management System

Scope Statement

NEUST has actively delineated the boundaries and applicability of its quality management system to define its overarching scope. This determination was shaped by several factors: the external and internal issues, as previously mentioned in section 4.1, the needs of the relevant stakeholders highlighted in section 4.2, and the range of services offered by the university. Through thoughtful consideration of these elements, NEUST ensures that its quality management system is both comprehensive and aligned with its institutional objectives.

Based on an analysis of the above issues and concerns, interests of stakeholders, and in consideration of its services, the NEUST has determined the scope of the quality management system as follows: Provisions of instruction, research, and extension in all campuses of the University

Facilities within the Scope

The quality system applies to all processes, activities and employees within the university. The facility is located at:

Main Campus

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Gen. Tinio St., Cabanatuan City

Satellite Campuses

Sumacab Campus, Sumacab Este, Cabanatuan City

San Isidro Campus, San Isidro, Nueva Ecija

Atate Campus, Palayan City, Nueva Ecija

Gabaldon Campus, Gabaldon, Nueva Ecija

Fort Magsaysay Campus, Palayan City, Nueva Ecija

Off Campuses

LGU San Antonio (Off Campus)

LGU San Leonardo (Off Campus)

LGU General Tinio (Papaya Off Campus)

LGU Penaranda (Off Campus)

LGU Carranglan (Off Campus)

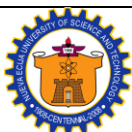LGU Sto. Domingo (Satelite Campus)

LGU Talavera (Off Campus)

Permissible Exclusions

Table 3

Permissible Exclusions

Core Processes	Permissible Exclusions
Instruction	None
Research	None
Extension	7.1.5.2 Measurement Traceability. The University does not use any instruments that require calibration in the provision of its extension services. 8.3 Design and Development of Products and Services. The University provides extension services based on the availability of the services in different colleges and campuses only and does not mandated to design and develop new services beyond the specialization of the University.

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4.4. Quality Management System and Its Processes

NEUST determines the processes needed for the effective implementation of the QMS and adopts a process approach while considering the Plan-Do-Check-Act (PDCA) cycle. NEUST's high-level process map, Figure 2, is divided into three groups of processes, namely:

- **Management Processes -** those needed for oversight and governance of NEUST's QMS.
- **Core Processes -** required to realize the planned activities in performing processes and allow NEUST to deliver the intent of the output of the operations, i.e., provision of higher education services.
- **Support Processes -** needed to manage the resources necessary to ensure the satisfactory performance of the provision of higher education services.

With appropriate controls over external providers of products, services, and processes, these three groups of processes synergize to transform the students' and relevant stakeholders' needs and expectations into satisfaction. This synergy is operationalized through NEUST's education and other services to meet its performance targets. NEUST utilizes procedures and process flow charts to inform process owners and external relevant stakeholders of the instructions and requirements of its various activities. These are documented to validate inputs and outputs, as well as to provide support for the achievement of quality compliance, as planned.
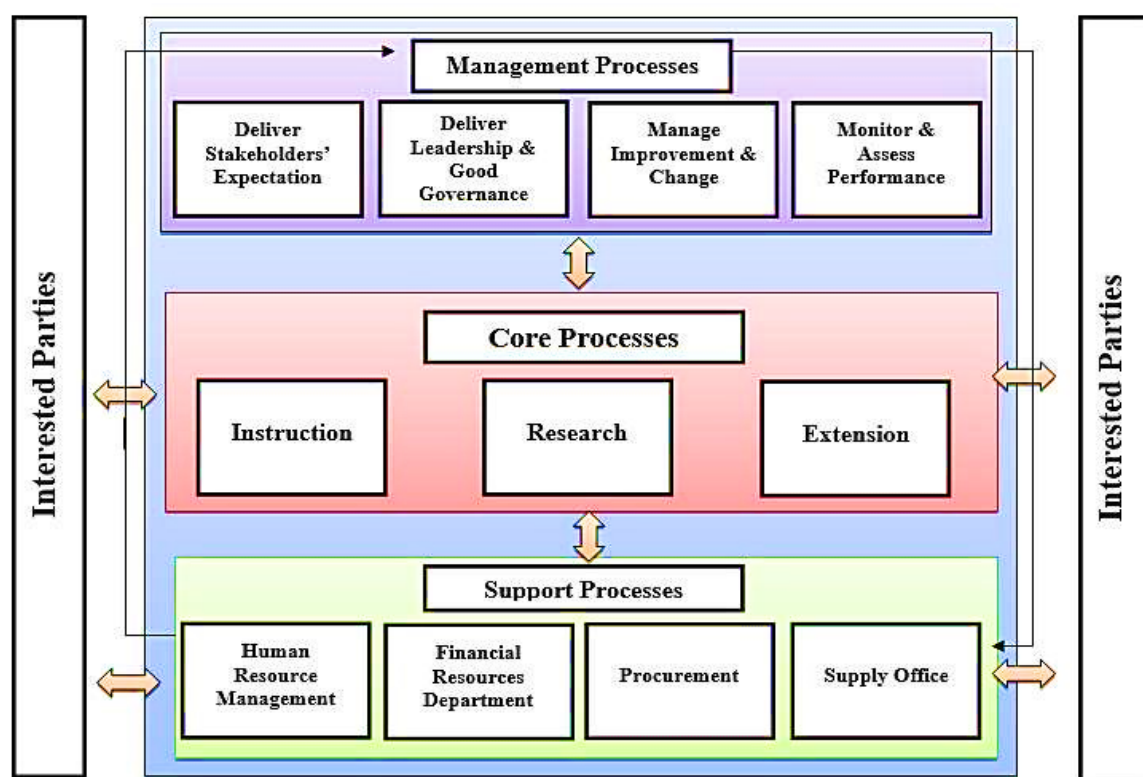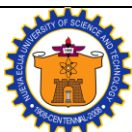

Figure 2: Overall Process Sequence & Interaction of NEUST

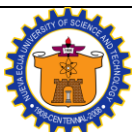|	Doc. No.:	NEUST-QMS-M001
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Management Processes

NEUST, through its planning activities, sets directions, policies, and work and financial plans for the operations to perform and deliver the desired outputs and outcomes. It also implements regular monitoring, review, and evaluation of the effectiveness of its QMS through management reviews, internal audit, and monitoring of students and relevant stakeholders' satisfaction, among others. Based on the results of the review and evaluation, appropriate performance coaching is performed. This can be done through corrective actions, risk management, and process and system improvement.

Core Processes

NEUST's operational processes pertain to the provision of higher education services such as curriculum development, admission and enrollment, management of learning, research and development, extension, and the promotion/conferment of degrees. To ensure holistic, relevant, and quality education services, concerned units and/or departments are responsible for setting controls for the students and relevant stakeholders' requirements, operational inputs, NEUST processes, and educational services and products.

Support Processes

The support processes at NEUST provide the necessary administrative and logistical backing to the operations for the effective delivery of higher education services. These processes encompass human resource management, physical plant and engineering services, procurement and property management, student services, financial management, and the management of documented information.

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SECTION 5. LEADERSHIP

5.1. Leadership and Commitment

In this manual the Top Management or Administration refers to the University President and the other members of the Administrative Council. The Administration shall demonstrate leadership and commitment with respect to the quality management system. The top management at NEUST is fully committed to enhancing the Quality Management System (QMS). They play an active role in setting it up, running it, and checking its progress. They've set clear rules and goals, especially through the Office/Division Performance Commitment Review (OPCR). They've integrated the QMS into NEUST's daily operations, emphasizing careful planning and forward thinking. Furthermore, the top management ensures that NEUST has the necessary resources for this important work. They consistently highlight the significance of adhering to standards and strive for the best outcomes from the QMS. They've fostered a positive work environment at NEUST, encouraging everyone to contribute effectively to the QMS. Their focus is on constant improvement and they provide unwavering support to the entire NEUST community.

At the heart of NEUST's endeavors lie its students and other key stakeholders. NEUST's management is deeply committed to enhancing their satisfaction. They recognize that true satisfaction is achieved not only by addressing the direct needs and expectations of these individuals but also by adhering to established rules and regulations. To manifest this commitment, NEUST emphasizes transparent and frequent dialogue. The university frequently engages with its students and stakeholders, maintaining open channels of communication. For instance, NEUST conducts Client Satisfaction Surveys to capture the sentiments and feedback of its community. Additionally, there's a dedicated Guidance and Counseling Office at NEUST. These initiatives not only act as a conduit for feedback but also ensure that the voices of students and stakeholders are heard, understood, and acted upon in a timely and effective manner.
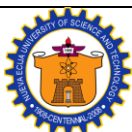
5.2. Quality Policy

The statement below is the quality policy statement of the University approved by the administration and complies with the requirements of the international standard. The Nueva Ecija University of Science and Technology, as an institution of higher learning, is committed to:

    a. comply to all applicable statutory and regulatory requirements;
    b. meet the satisfaction of its students, partner beneficiaries and other relevant interested parties;
    c. ensure the attainment of quality objectives in the areas of instruction, research, extension and other support services; and
    d. continually improve its quality management system.

The University's quality policy shall be the framework in setting quality objectives. The Top Management shall ensure that the quality policy is:

    a. available and be maintained as documented information;

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b. communicated, understood and applied within the University; and

c. available to relevant interested parties, as appropriate.

5.3. Roles, Responsibilities and Authorities

At NEUST, the structure and clarity of organizational roles, responsibilities, and authorities ensure smooth operations and adherence to quality. This framework is outlined in various institutional documents such as special orders, functional charts, job descriptions, and more. While the top management might delegate certain responsibilities, the overarching responsibility, particularly for the Quality Management System (QMS) and any changes it might undergo, remains firmly with them.

The University President plays a multifaceted role. Besides guiding NEUST's general direction, they head the Management Committee and shape the organization's quality policy, reflecting NEUST's dedication to excellence. They ensure the QMS operates systematically and efficiently, appoint key roles in the QMS Working Team, and make sure resources are available to sustain and improve the QMS.

The Management Review Team, consisting of the president, vice presidents, and other key officials, undertakes periodic in-depth reviews of the QMS, assessing its relevance and effectiveness. This team is pivotal in determining the trajectory for QMS-related policies, objectives, and standards and approving related outcomes.
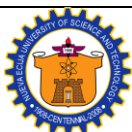
Integral to this structure is the Quality Management Representative (QMR), who is also the Director of the Internal Quality Assurance Unit. They are entrusted with steering the QMS Working Team, ensuring the systematic implementation of QMS policies, plans, and guidelines, and serving as the primary point of contact for external parties on QMS matters. They also play a pivotal role in coordinating QMS activities across different departments of NEUST.

Supporting the QMR is the QMS Technical Working Group. They play a proactive role in aligning the QMS with the ISO 9001:2015 standards, handling internal and external stakeholder needs, evaluating compliance obligations, and devising strategies to manage risks. Their commitment extends to ensuring effective communication of the QMS both within and outside the NEUST community.

Document management, another crucial component, is overseen by the University Document Control Officer. This involves meticulously handling the document and data control system, updating and managing documents, documenting key sessions, and collaborating with the QMR on several QMS-related issues.

The role of the Internal QMS Lead Auditor cannot be understated. They focus on quality checks, preparing audit reports, guiding quality audit teams, and ensuring the audit results are documented and relevant reports are issued in a timely manner.

The collective responsibilities of NEUST's faculty and staff play a pivotal role in the successful implementation of the QMS. They are expected to understand, adhere to, and implement the Quality Policy and QMS procedures as per the set standards of NEUST. Open communication, active participation in QMS consultations, and responsiveness to audits are essential components of their roles.

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SECTION 6. PLANNING

6.1. Risks and Opportunities

Within NEUST, the administration consistently assesses the broader environment and the specific needs of its stakeholders. To guide these efforts, the university has a dedicated procedure on risk management housed under the Office of Planning. Through this structured approach, NEUST meticulously identifies both risks and opportunities with several objectives: to ensure the robustness of the quality management system, amplify beneficial outcomes, mitigate potential downsides, and pursue ongoing enhancement.

To address these pinpointed risks and opportunities, the university, under the guidance of the Office of Planning, formulates strategic actions. These actions are not only devised but are seamlessly integrated into the core quality management processes of NEUST. Subsequently, the effectiveness of each action is critically assessed to ascertain its impact and value.

Every step taken by NEUST in this domain is thoughtfully calibrated. The university ensures that any intervention or initiative aligns with the potential impact on the quality of their products and services. Beyond just addressing challenges, this process is about embracing and capitalizing on positive shifts. This could encompass innovations in practices, venturing into new markets, reaching out to diverse client segments, building synergistic partnerships, adopting advanced technology, or other avenues that resonate with the evolving goals and aspirations of both NEUST and its broader community.
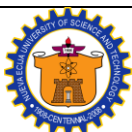
6.2. Establishing Quality Objectives

Setting clear Objectives is central to its operations. These objectives are more than just goals; they provide a clear path to improve operations, ensuring that processes align correctly and clients are satisfied. NEUST employs the Strategic Performance Management System (SPMS) as its primary guiding tool. The SPMS is a way to ensure that individual achievements within the university align with its broader goals. When each member of NEUST meets their individual objectives, it propels the university toward achieving its overarching strategic plans.

Each process within the SPMS at NEUST has its specific objective. These objectives are supported by one or more key performance indicators (KPIs) that measure the success and efficiency of each goal. These KPIs are crucial because they indicate whether a process is meeting its objective effectively.

The Office of Planning Department at NEUST plays an integral role in this system. This department maintains a detailed record of all goals and their respective progress in the Office/Division Performance Commitment Report (OPCR/DPCR). They are responsible for monitoring and ensuring that NEUST's operations stay on the right path.

The establishment of these objectives is a collaborative effort at NEUST. While the top leaders provide direction and vision, feedback and input from all staff and faculty are sought through meetings and gatherings. Once the objectives are set, the Office of Planning Department monitors them diligently. If adjustments are needed, the department will recommend changes, request corrective

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actions, or ensure that the university's quality standards are consistently met. In essence, these objectives guide NEUST's pursuit of continual growth and excellence.
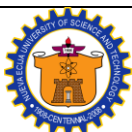
In order to uphold the commitment to its Quality Policy, the NEUST shall attain the following objectives:

1. Ensure that all applicable statutory and regulatory requirements will be complied especially those implemented by oversight agencies;
2. Attain clienteles' satisfaction in all University's services;
3. Be a leader in engineering, information technology, business technology, and other science and technology courses in the Region;
4. Improve the performance of graduates on licensure examinations;
5. Ensure that all undergraduate programs are accredited;
6. Conduct research to be utilized by the industry or by other beneficiaries;
7. Publish completed research in internationally-refereed or CHED-recognized journals;
8. Improve the delivery of extension services through the University's flagship program, the Comprehensive Program for Empowerment and Development (COPED);
9. Establish active partnerships with LGUs, industries, NGOs, NGAs, SMEs, and other stakeholders as a result of extension activities; and
10. Maintain and continually improve the implementation of ISO 9001:2015 and complete the certification cycle.

6.3. Change Management

Navigating change is a strategic endeavor. When faced with management and operational shifts, the university meticulously crafts transition plans, project work plans, and other relevant strategies. This proactive approach ensures that the university's operations remain uninterrupted, regardless of the changes. Under the umbrella of Change Management, NEUST is dedicated to a systematic procedure. The university first identifies when changes to the management system or its processes are imperative. Once a need is ascertained, NEUST delves into detailed planning and subsequent implementation. But the process doesn't stop there. After rolling out the changes, their effectiveness is critically evaluated, adhering to the established guidelines in the Procedure in Change Management (NEUST-QMR-P004). In this process, the University shall consider:

a. the purpose of the changes and their potential consequences;
b. the integrity of the quality management system;
c. the availability of resources; and
d. the allocation or reallocation of responsibilities and authorities.

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SECTION 7. SUPPORT

7.1. Provision of Resources

At the Nueva Ecija University of Science and Technology (NEUST), top management is deeply committed to ensuring that resources are aptly allocated to uphold and refine the institution's Quality Management System (QMS). They are resolute in determining and providing the resources that are essential for the implementation and steadfast maintenance of the QMS. Beyond this, the goal is to ensure a continuous enhancement in its effectiveness. A key aspect of this commitment is to guarantee the satisfaction of both students and other significant stakeholders by meeting their precise requirements.

To achieve this, the university has defined the necessary resource requirements across various planning documents, documented procedures, and process flow charts. These documents serve as the foundation for activities intended to address the needs of stakeholders and improve the QMS. In determining the allocation of these resources, the management keenly evaluates the capabilities and potential limitations of NEUST's current internal resources. They also take into account the specific needs related to the students and other vital stakeholders.

Moreover, to ensure that these decisions on resource provisions remain aligned with the university's objectives and the evolving needs of its stakeholders, these allocations, along with the resources themselves, are regularly assessed during the Management Review sessions.
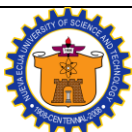
7.1.1. Human Resources

NEUST, via its Human Resource and Development Office (HRDO), crafts policies and lays down procedures for a holistic human resource system. This system encompasses core facets such as recruitment, selection, and placement; learning and development; performance management; and benefits and wellness.

a. Recruitment, Selection, and Placement

NEUST adheres to the minimum requirements set by the Civil Service Commission in its recruitment, selection, and placement processes. This guarantees the availability of qualified personnel who can proficiently deliver and support the array of programs on offer. The ideal qualifications and proficiencies of the staff include academic credentials, employment trajectory, specialized courses or certificates, and both in-service and external training. An evaluation of the training's effectiveness is also integral to this process.

b. Learning and Development

NEUST is committed to ensuring the competence of both its teaching and non-teaching personnel, aiming to deliver top-tier curriculum and instruction to its student body. The university periodically assesses the competencies of its staff through tools such as the competency-based training needs analysis (TNA) and performance evaluations. The TNA furnishes insights into current competency levels across diverse areas, juxtaposing them with the mandatory competency benchmarks

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set for roles within NEUST. Performance evaluations, such as the IPCR, spotlight areas where personnel might have competency gaps.

These assessment outcomes shape the formulation of the annual learning and development (L&D) plan. This plan lists down various HR development strategies like in-house and external training courses, educational initiatives, coaching sessions, on-the-job training, and other formal and informal learning interventions for each employee. It also encompasses regular programs like new employee orientations, values-based sessions, stress and time management workshops, team building events, and more. A vigilant supervisory and monitoring system ensures the L&D Plan's seamless execution.

Each L&D intervention's efficacy is gauged via training evaluation forms filled out by participating staff. These evaluations determine if the set course objectives have been achieved, the relevance of the course to the participants' roles, the efficiency of the teaching methodology and resource individuals, and the suitability of the training venue and logistics. Moreover, an immediate supervisor assesses the impact of the course on the personnel's performance relative to the attended course. These evaluation mechanisms fuel continuous enhancements to the L&D interventions offered to the staff.
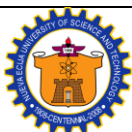
c. Performance Management

The performance of each staff member is paramount to the realization of NEUST's overarching aims and objectives. The top leadership of NEUST ardently endorses the relentless pursuit of excellence at all echelons within the institution, fostering a culture of innovation and personal initiative. To support this philosophy, NEUST has instituted a performance management system, notably the IPCR. This system ensures every staff member can optimally harness and contribute their talents and expertise.

d. Rewards and Recognition

NEUST takes pride in offering rewards, recognitions, and a suite of welfare benefits, ensuring the continuous motivation of its personnel. These initiatives enhance team spirit, underscore the importance of health and safety, and boost overall job satisfaction. Notable among these are the Programs on Awards and Incentives for Service Excellence (PRAISE) and a robust recognition and incentive award system. Furthermore, regular team-building activities, facilities like fitness centers, staff housing, health clinics, comprehensive wellness programs, yearly health check-ups, and grand celebrations marking occasions like NEUST's founding anniversary and end-of-year festivities are integral parts of the institution's commitment to its staff."

7.1.2. Infrastructure

NEUST, through the General Services Office (GSO) and Infrastructure Development Office, guarantees the provision and maintenance of adequate, safe, and sanitary infrastructure, ensuring efficient delivery of higher education, research, and extension services.

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a. Equipment and Facilities

NEUST ensures that infrastructures, equipment, and facilities—including buildings, classrooms, laboratories, workspaces, and associated utilities like air conditioning units and generator sets—are appropriately and properly maintained. They are compliant with applicable local, national, and/or international standards, codes, and regulations, ensuring a safe and conducive environment.

b. Information Technology

NEUST maintains an IT infrastructure comprising computers, network, and database systems for its faculty, staff, and students. To guarantee the availability of this IT infrastructure, various preventive and corrective maintenance activities are implemented. These include scheduled data backups, hardware cleaning, software virus scanning, job request monitoring, and established feedback mechanisms.

c. Service Vehicles

NEUST ensures the serviceability and roadworthiness of its service vehicles by regularly conducting preventive maintenance tasks, such as changing the oil and daily monitoring of fuel, oil, gauges, and other accessories. Should there be a breakdown, a corrective maintenance protocol is immediately activated.
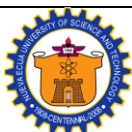
7.1.3. Work Environment

At NEUST, there's an unwavering commitment to fostering a clean, safe, and well-illuminated workspace. This dedication stems from our understanding of the correlation between the work environment and the quality of services delivered. Every specific environmental need tied to service requirements emerges from meticulous quality planning. These needs find documentation in detailed procedures, precise work instructions, or job-specific documentation. Wherever special work environments emerge, NEUST ensures they adhere to the standards outlined in section 9.3. It's also imperative to highlight that human factors play a pivotal role, especially when they directly influence the caliber of our services.

Note: While the social, psychological, and safety facets of the work environment are vital, their management operates outside the primary management system's purview. The management system's central focus remains on those work environment elements that can directly enhance process efficiency or the quality of products and services.

a. Housekeeping

NEUST prioritizes a clean, sanitary, and safe environment for both its students and staff. The institution consistently ensures the cleaning, sanitation, and disinfection of comfort rooms, laboratories, and all designated areas. NEUST also adheres to and implements proper waste management practices in line with the Sanitation Code of the Philippines (Presidential Decree 856), the Ecological Solid Waste Management Act of 2000, and other relevant laws.

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b. Security and Disaster Risk Management

NEUST is committed to maintaining peace and order within its campus by strictly enforcing rules and regulations. To mitigate the impact of potential natural or human-induced disasters, such as floods, earthquakes, and climate change effects, the institution has formulated and consistently monitors a disaster risk management plan. This plan is in line with the stipulations of Republic Act No. 10121, which emphasizes the strengthening of the Philippine Disaster Risk Reduction and Management System.

7.1.4. Monitoring and Measuring Resources

At NEUST, ensuring the quality of educational offerings is paramount. To achieve this, essential resources are provided for effective monitoring and measuring of educational products and services. Diverse tools, including test papers, rubrics, advanced instruments, state-of-the-art software/systems, and top-tier laboratory equipment, are utilized to maintain the institution's high standards.

Whenever measurement traceability becomes necessary, the monitoring or measuring resources undergo calibration, verification, or adjustment. This process can occur at set intervals or before any vital utilization. It's also a priority to suitably label these tools and resources, facilitating constant tracking of their operational status. This proactive approach ensures that they remain protected from unintended adjustments, potential damage, and general wear and tear, reflecting NEUST's commitment to academic excellence.
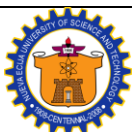
7.1.5. Organizational Knowledge

At NEUST, organizational knowledge stands as a pillar for supporting the QMS processes and ensuring the quality and conformity of products and services. This valuable knowledge reservoir draws from both internal and external avenues.

From within NEUST, key knowledge sources encompass learning documents, student records, invaluable lessons drawn from both triumphs and setbacks in instruction, insights from subject matter experts, and a rich tapestry of experience and intellectual property. Peeking outside, NEUST taps into benchmarks set by standards, academic circles, conferences, and invaluable feedback procured from students and other essential stakeholders.

To ensure this knowledge is not just stored but actively circulated, NEUST leverages several platforms. These include the official NEUST website, detailed minutes of meetings, re-echoing sessions, and a meticulously compiled repository of insights from various conferences, seminars, and training sessions. Forums dedicated to sharing best practices, research colloquia, and extensive documentation of work procedures, standards, and manuals further amplify this knowledge dissemination.

As the educational landscape continually evolves, NEUST remains vigilant. Always gauging its existing knowledge base, the institution is agile in identifying gaps and promptly sourcing the requisite new insights.

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Financial Management

NEUST is steadfast in its commitment to uphold a system that emphasizes accountability, continuous refinement of financial strategies, and the safeguarding of assets. The institution ensures the adoption of appropriate accounting standards, guaranteeing timely, complete, and accurate financial reporting. By prioritizing the prudent and strategic use of financial resources, NEUST applies rigorous internal controls across all tiers of its operations. Recommendations for enhancing management controls are also made in line with the National Government Accounting System (NGAS), Government Accounting and Auditing Manual (GAAM), and relevant DBM circulars. Additionally, through strict adherence to the NGAS and GAAM, NEUST's Finance Service diligently protects the organization's assets.

Procurement of Goods and Services

NEUST is dedicated to ensuring that the procurement of goods and services aligns with the institution's specified criteria. Integral procedures for the evaluation, selection, and consistent monitoring of supplier performance have been established. These procedures and evaluations adhere strictly to the stipulations laid out in Republic Act No. 9184: Government Procurement Reform Act, as well as other pertinent regulatory and statutory mandates.
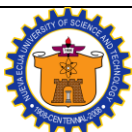
a. Bidding Process

NEUST consistently assesses and chooses suppliers and service providers grounded on their capacity to deliver goods or services that align with the institution's stipulations. Records of these evaluations, as well as any subsequent actions, are meticulously documented and preserved. In scenarios like failed biddings or emergencies, the institution may consider alternative procurement methods such as shopping or negotiated procurement. Additionally, a Petty Cash Fund is in place specifically for acquiring products and goods during urgent situations.

b. Purchasing of Goods and Services

At NEUST, the journey of acquiring goods and services unfolds in a systematic manner. It starts when an end-user submits a Purchase Request (PR), aiming to highlight a specific need. This request doesn't merely sail through; it's scrutinized and approved by the respective authorities. The meticulousness continues as the purchasing documents are formulated. These documents don't just list items; they provide comprehensive details, from approval protocols for the product or service to the intricacies of the processes and equipment involved. The documents also emphasize the specific qualifications or descriptions of the desired items and lay out the expectations related to the quality management system.

With the green light given for the funds, the next step is the drafting of a Purchase Order (PO), a pivotal document signaling the supplier about the order. As soon as the items arrive at NEUST, they undergo a rigorous inspection to ensure they match the criteria mentioned in the order.

At times, the university's management or its stakeholders might feel the need to verify the quality right at the supplier's premises. In such cases, the purchasing documents spell out the

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verification approach and the protocols for releasing the goods or services. Every item that's handed out is done so based on a specific request, and NEUST ensures every transaction, every exchange, is diligently recorded for future reference.

Student Services

Recognizing the profound significance of student learning and engagement, NEUST orchestrates a variety of activities and functions. These range from student orientations to academic and personal support initiatives, clear student policies, avenues for student advocacy and grievances, active student organizations, comprehensive training and development programs, niche interest groups, and unforgettable graduation festivities.

a. Guidance and counseling

Here, there's an unwavering commitment to providing a broad spectrum of professional services. These services, steeped in confidentiality and accessibility, span from assessments and personalized counseling to crisis intervention, case management, and fostering a robust peer support system. An essential component of this commitment is the Career Development Unit, which dovetails seamlessly with the broader Guidance and Counseling initiatives.
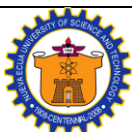
b. Career development

The transition from academic life to professional endeavors is pivotal. Thus, NEUST ensures that students are equipped with the right tools and guidance to navigate this journey. This involves not only prepping current students for real-world challenges but also offering placement services for those requiring industry exposure and for graduates seeking their first professional roles. Professional development isn't merely about career trajectories but equally about personal growth. Therefore, there's an emphasis on workshops that nurture both technical prowess and soft skills, ensuring students are industry-ready.

c. Library

The library at NEUST isn't just a repository of books—it's a vibrant hub that resonates with the institution's mission to advance teaching, research, and service. From core textbooks to supplementary readings, the collection is ever-evolving. Regular acquisitions, often informed by faculty, staff, or direct library initiatives, ensure the library remains a contemporary resource. It also archives an extensive database of ongoing and concluded research projects.

d. Sports, culture, and wellness

NEUST believes in the holistic development of its community. To that end, numerous sports, cultural, and wellness programs like sports fests, leagues, and cultural showcases have been instituted. The campus boasts facilities like basketball courts and soccer fields, ensuring that every individual finds an activity aligned with their interests.

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e. Medical and dental services

Physical well-being is paramount. Hence, NEUST provides top-notch medical and dental services to students, faculty, and staff. Routine physical examinations ensure that everyone remains in optimal health to fulfill their academic and professional roles. Furthermore, the NEUST Infirmary stands in strict adherence to medical and dental protocols and guidelines set by relevant oversight bodies and associations.

7.2. Competence

At NEUST, the effectiveness of the quality management system hinges on the competence of every individual involved. Recognizing this, NEUST prioritizes determining the competencies required for all roles impacting this system. It's essential that everyone, from faculty to administrative staff, possesses the skills and knowledge to uphold and elevate the university's standards.
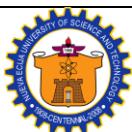
To ensure this, NEUST evaluates individuals based on their education, training, and experience, ensuring they align with the institution's criteria for excellence. Whenever there's a discrepancy between the current competencies and what's needed, NEUST swiftly acts, be it through targeted training sessions, mentoring programs, or even reassessing and realigning roles. In some cases, it might even mean bringing in fresh talent or expertise from outside.

Documenting these competencies isn't just a formality; it's a testament to NEUST's commitment to excellence. Every piece of evidence, whether it's certifications, training records, or performance reviews, is meticulously recorded, serving as a tangible proof of the institution's rigorous standards and the lengths it goes to uphold them.

7.3. Awareness

At NEUST, every individual, whether faculty or administrative staff, is not merely a part of the system but an integral contributor to its quality and effectiveness. This is why the university makes a concerted effort to ensure everyone understands and embraces the foundational pillars that drive our commitment to excellence. Upon joining the NEUST community, everyone is introduced to the quality policy, ensuring they grasp the vision and mission that guide the institution. They are also oriented on the specific quality objectives that serve as the benchmarks against which our performance is measured. But understanding these principles is just one part of the equation. Everyone is also made aware of their unique role in this ecosystem and how their actions and decisions contribute directly to the university's overarching goals. The importance of adherence to the quality management system is also stressed, not just in terms of compliance but in terms of the real-world implications. Understanding the benefits of improved performance, and conversely, the ramifications of deviations, is essential in fostering a culture of continuous improvement.

To ensure this seamless integration, the YAKAP Program plays a pivotal role, especially for the newly-hired teaching and non-teaching staff. This program serves as their introduction to the NEUST way, ensuring they start their journey with the right mindset and knowledge. Further solidifying this orientation process is the onboarding at the HRM Office, ensuring that every new member of the community is well-equipped, well-informed, and well-integrated into the NEUST ethos.

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7.4. Communication

At NEUST, the approach to quality hinges on effective internal and external communications. Determining what to communicate is the initial step. Subsequently, decisions regarding when and with whom to share this information are made. The chosen communication methods, whether traditional or digital, are always in line with NEUST's ethos. Equally important is identifying who within the NEUST community is best suited to manage these communications. An essential aspect of this process is the meticulous maintenance of a documentation logbook. This logbook serves as a clear record, ensuring transparency and accountability in every interaction.

7.5. Documented Information

The NEUST has established system for documentation of its quality management system as shown in the hierarchy below:
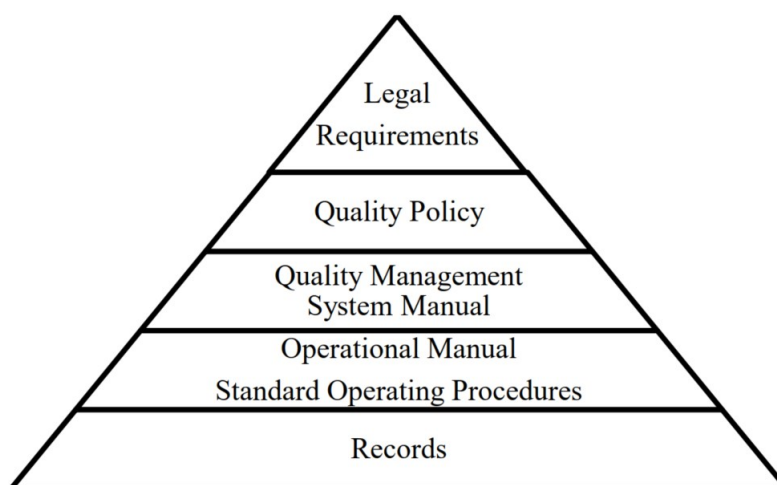

Figure 3: Hierarchy of QMS Documentation

In adherence to NEUST's stringent quality management system, the control of documents is carried out meticulously, guided by the established procedure known as the "***Procedures on Registration, Revision, Retrieval, and Abolition of Internal Documents.***"
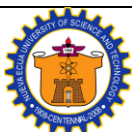
The fundamental objective behind this document control process is twofold. Firstly, it aims to ensure that our dedicated staff always have ready access to the most up-to-date and authorized information. This accessibility to current and pertinent data is essential for the smooth and efficient operation of our systems. Secondly, it's designed to safeguard against the utilization of obsolete or outdated information, thereby upholding the integrity of our operations. Within our quality management framework, every documented procedure is methodically put in place, documented comprehensively, executed, and continually upheld to ensure its ongoing relevance and efficacy.

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To streamline and govern this entire process, we have implemented a documented procedure specifically titled "Procedures on Registration, Revision, Retrieval, and Abolition of Internal Documents." This procedure serves as the cornerstone, outlining the essential controls necessary for the identification, safekeeping, retrieval, protection, retention timelines, and ultimate disposal of quality records. It's also instrumental in defining the protocols for overseeing records generated or retained by our valued suppliers and partners.

These controls are applicable to those records that provide evidence of conformance to the requirements; this may be evidence of services requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

Reference Document: Procedures on Control of Documented Information (NEUST-QMS-P001)

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SECTION 8. OPERATION

8.1. Operational Planning and Control

In the realm of operational planning and control, NEUST places an unwavering emphasis on maintaining the highest standards in education, research, and extension services. This commitment encompasses various facets of the institution, including curriculum development, student enrollment and registration, learning management, research and development, extension programs, and the conferral of degrees.

Operational planning at NEUST is grounded in comprehensive assessments of institutional context, considering existing resources, capabilities, educational, research, and extension requirements, as well as acceptance criteria. Collaboration with external providers, such as consultants, subject matter experts, and suppliers, is also a strategic component of our approach.

To design, develop, and deliver top-tier education, research, and extension products and services, NEUST employs a comprehensive approach:

- **Innovative Pedagogies:** Embracing innovative instructional methods with robust evaluation and management systems.
- **Stakeholder Alignment:** Aligning instructional design and development with student requirements and stakeholder expectations.
- **Faculty Expertise:** Integrating faculty's subject matter expertise and skills with quality instructional equipment, facilities, and laboratories through meticulous instructional design.
- **Effective Management:** Establishing efficient processes to manage the instructional journey, including assessment and evaluation at various stages.
- **Performance Standards:** Standardizing performance criteria and their verification for successful progression in academic-instruction and academic/non-academic support processes leading to degree awards.
- **Research and Development:** Developing a robust RDE (Research, Development, and Extension) agenda aligned with regional and national priorities.
- **Project Execution:** Formulating research proposals and extension program/project plans in harmony with the RDE agenda.
- **Monitoring and Evaluation:** Vigilantly implementing, monitoring, and evaluating RDE programs and projects to ensure effectiveness and alignment with overarching goals.

8.2. Requirements for Products and Services

8.2.1. Client Communication

At NEUST, paramount importance is placed on maintaining seamless and transparent communication with our valued clients. This commitment to clear and open dialogue extends to various aspects of our interactions, ensuring a positive and mutually beneficial partnership.

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- **Providing Information:** At NEUST, clients receive comprehensive and accurate information regarding our services. This empowers them to make well-informed decisions.
- **Handling Inquiries, Contracts, and Orders:** Inquiries, contracts, and orders are handled with utmost professionalism and attentiveness, including addressing any changes that may arise.
- **Obtaining Client Feedback:** NEUST actively seeks and values client feedback. Clients are encouraged to share their thoughts, whether they have positive comments or concerns. This feedback is invaluable in the pursuit of continuous improvement.
- **Handling Client Property:** Great care is taken in the handling and control of clients' property, ensuring its safety and integrity throughout engagements.
- **Establishing Contingency Requirements:** When relevant, NEUST collaborates with clients to establish specific contingency requirements. This proactive approach helps anticipate and address potential challenges effectively.

8.2.2. Determining the Requirements for Products and Services

In the process of determining the requirements for its products and services, NEUST follows a thorough and meticulous approach. This ensures that all relevant aspects are taken into consideration to meet the highest standards.
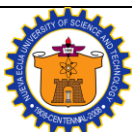
- **Defining Requirements:** All requirements for products and services are clearly defined, encompassing statutory, regulatory, and internally identified needs.
- **Meeting Claims:** NEUST's commitment is not just to meet but to consistently fulfill the claims it makes about its offerings. The aim is to consistently provide services that reflect the university's dedication to excellence.

8.2.3. Review of the Requirements for Products and Services

The university is committed to ensuring its ability to meet the requirements associated with its products and services. This commitment is essential to uphold NEUST's dedication to excellence. Before entering into commitments regarding the supply of products and services to clients, NEUST conducts a comprehensive review. This review encompasses various critical aspects, including:

- Requirements specified by clients, covering delivery and post-delivery activities.
- Unspecified client requirements, crucial for the intended or specified usage, when known.
- Requirements outlined by NEUST itself.
- Adherence to statutory and regulatory requirements pertinent to the products and services.
- Evaluation of contract or order requirements that differ from previously established terms.

In cases where contract or order requirements deviate from established terms, NEUST takes proactive steps to resolve these discrepancies to ensure seamless operations. When clients

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do not provide a documented statement of their requirements, NEUST undertakes the responsibility of confirming these requirements before acceptance.

NEUST maintains appropriate documented records of these reviews, as well as any new requirements that may emerge during this process. This documentation serves as a crucial reference point for ensuring quality and compliance within the NEUST context.

8.2.4. Changes on the Requirements for Products and Services

Whenever requirements for education, research, and extension services change, the university updates relevant documents and obtains approvals. It ensures all stakeholders are informed, and records are kept as evidence of the changes made.

8.3. Designing and Development Planning of Products and Services

8.3.1. General

The University shall establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of its services.

8.3.2. Design and Development Planning

During the planning of design and development activities at NEUST, several key considerations are taken into account:

a. the nature, duration and complexity of the design and development activities;
b. the required process stages, including applicable design and development reviews;
c. the required design and development verification and validation activities;
d. the responsibilities and authorities involved in the design and development process;
e. the internal and external resource needed for the design and development of products and services;
f. the need to control interfaces between persons involved in the design and development process;
g. the need for involvement of clients and users in the design and development process;
h. the requirements for subsequent provision of products and services;
i. the level of control expected for the design and development process by clients and other relevant interested parties;
j. the documented information needed to demonstrate that design and development requirements have been met.

The University shall retain documented information on design and development inputs.

8.3.3. Design and Development Inputs

In line with design and development processes, NEUST considers various essential requirements for specific types of products and services. These considerations encompass:

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a. Statutory and regulatory prerequisites from entities like the Commission on Higher Education (CHED), Department of Budget Management (DBM), and other governing bodies.
b. Functional and performance criteria.
c. Insights gained from prior design and development endeavors.
d. Commitments to adhere to established standards or codes of practice.
e. Evaluation of potential consequences stemming from product or service failure due to their inherent nature.

These inputs must be sufficient, comprehensive, and free from ambiguity to support effective design and development. Any conflicting inputs are diligently addressed and resolved. NEUST also maintains documented information regarding these design and development inputs for reference and accountability.

8.3.4. Design and Development Controls

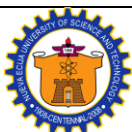In the realm of design and development, NEUST employs various controls to ensure the following:

a. Clear definition of the expected outcomes.
b. Conduct of reviews to assess the capability of the design and development outcomes in meeting specified requirements.
c. Implementation of verification activities to confirm that design and development outputs align with input requirements.
d. Execution of validation activities to ensure that resulting products and services are in accordance with the intended application or use.
e. Prompt action is taken to address any issues identified during reviews, verification, or validation processes.
f. Retention of documented information pertaining to these activities for record-keeping and future reference

8.3.5. Design and Development Outputs

NEUST places a strong emphasis on the quality of design and development outputs by ensuring that:

a. They align with the input requirements.
b. They are suitable for the subsequent stages involved in providing products and services.
c. They encompass or refer to the necessary monitoring and measurement criteria, as deemed suitable, and establish acceptance standards.
d. They define the essential characteristics of products and services, ensuring they serve their intended purposes effectively and safely.

The University shall retain documented information on design and development outputs.

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8.3.6. Design and Development Changes

NEUST maintains a rigorous approach to identifying, reviewing, and controlling changes made during or after the design and development of products and services. This is essential to ensure that these changes do not negatively affect compliance with requirements.

In line with this, NEUST retains documented information covering:

a. Records of design and development changes.
b. Outcomes of the review process.
c. Documentation authorizing these changes.
d. Actions taken to mitigate any potential adverse impacts.

A. Curriculum Design and Development

NEUST's dedication to educational excellence is unmistakable. The institution has meticulously designed a comprehensive procedure for constructing a robust and cohesive curriculum, consistently adhering to the esteemed standards set forth by the CHED memorandum orders (CMO).
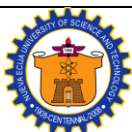
B. Development of Syllabus and Instructional Materials

NEUST places paramount importance on the quality and relevance of its instructional materials. To ensure continual enhancement and innovation in the materials used, a thorough development process is undertaken for both syllabi and other educational resources.

The syllabus is not merely a document but serves as a cornerstone of academic guidance. It provides detailed information on course content, objectives, and vital components. For faculty, it acts as a roadmap in navigating the educational journey, while for students, it offers a clear preview of the academic expectations and learning experiences awaiting them. Committed to excellence, faculty members take on the responsibility of crafting and refining a well-organized syllabus for each course at the onset of every semester. The foundation for this syllabus is built upon the course curriculum, supplemented with relevant references and other essential inputs.

Recognizing the diverse backgrounds, abilities, and needs of students, NEUST emphasizes the importance of personalizing instructional materials. Faculty members are entrusted with the task of creating resources tailored to their students' unique profiles. This approach ensures that materials resonate with varied interests, backgrounds, languages, cultures, and maturity levels. The ultimate goal is to offer materials that not only align with the institution's curriculum but also foster a multifaceted learning experience, spanning informational, educational, and recreational realms.

The spectrum of instructional materials at NEUST is vast, ranging from textbooks and handouts to presentations and other innovative teaching tools. These materials are meticulously selected and utilized, aiming to enhance students' knowledge, hone their skills, and gauge their absorption of the content. In doing so, NEUST aspires to contribute holistically to the students' growth and development.

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C. Student Admission and Registration

NEUST implements an efficient and effective admission and registration process. Admission pertains to evaluating students' qualification requirements. This procedure is initiated by student-applicants as they submit required documents and undertake the institution's admission test. NEUST's system ensures students are appropriately placed in programs aligning with their intellectual capabilities and aspirations. Registration encapsulates the student enrollment process. It serves to confirm a student's qualification for their chosen program and guarantees the accuracy and security of student records. This process applies to both newly admitted students and those returning for subsequent semesters.

D. Management of Learning

There's a clear emphasis on optimizing student learning experiences. The institution strives to align its pedagogical approaches with students' varied learning styles, preparing them for the professional world.

Teaching-Learning Process: Instruction in the classroom focuses on deploying strategies that effectively transmit knowledge and skills to students. Faculty at NEUST rely on approved, well-organized course syllabi, utilizing outcome-based learning methodologies, and incorporating external activities.

Monitoring of Student Progress: Faculty members diligently track student attendance and academic progress through various methods, including quizzes and mentoring. This monitoring ensures the realization of intended learning outcomes.
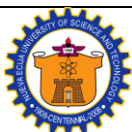
Assessment of Learning: Comprehensive exams, conducted periodically, enable faculty to evaluate the efficacy of their teaching methods. Feedback mechanisms, including student mentorship sessions, further enrich the evaluation process.

E. Research and Development

NEUST champions the value of research and development, driving contributions to both regional and national advancements. The faculty remains instrumental in fostering a dynamic research environment.

Research Proposal Development: NEUST promotes systematic research endeavors that seek validated answers to pertinent questions. Researchers are motivated to delve into areas of their expertise. Projects aligned with NEUST's RDE agenda, particularly those that enhance regional socio-economic conditions, are given priority.

Conduct of Research: Research activities, encompassing data collection, community engagement, and experimentation, follow a rigorous plan. The outcomes of these endeavors are diligently documented, potentially serving as foundations for further extension proposals.

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Publication of Research: NEUST is committed to the broad dissemination of its research accomplishments. Faculty researchers are encouraged to share their findings, either through academic publications or presentations at regional and global events. Furthermore, in line with NEUST's Research Manual, the institution provides incentives to personnel who publish their research in Scopus and Web of Science indexed journals.

F. Extension

Extension programs and services manifest through dedicated community development initiatives. The institution harbors ambitions of combating poverty, curbing illiteracy, securing livelihoods, promoting overall well-being, strengthening governance that supports sustainable human development, and advocating for environmental conservation, all as pivotal contributions to regional advancement. Their endeavors, primarily centered around capability enhancement, span both the immediate community surrounding NEUST and the neighboring provinces. These efforts incorporate livelihood skills training, technical advice, and technology transfer targeted at community members who stand to benefit the most.

Program/Project Proposal Development: Each proposal is thoroughly evaluated, considering its alignment with the institution's RDE agenda. The focus is on creating plans that cater to the needs of the community and align with other stakeholders' efforts.

Implementation: The institution emphasizes using effective methods for program delivery. A culture of respect and commitment ensures the initiative's sustainability, while periodic assessments keep the programs on track.

Evaluation: After a program's completion, it's critically assessed for its objectives' attainment and overall efficacy. Client Feedback and evaluations guide future initiatives.

Completion: Concluding a program result in comprehensive terminal reports and academic publications, highlighting the institution's contributions to societal betterment and academia.
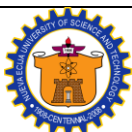
It is noteworthy that the institution has a robust mechanism in place for its extension activities, as detailed in the Extension Manual. This manual serves as a comprehensive guide, ensuring that all extension efforts adhere to standardized procedures and best practices.

8.4. Provision on Externally Provided Products and Services

The NEUST ensures that purchased supplies, materials, and equipment conform to specified legal requirements. The type and extent of control applied to the supplier and the purchased supplies, materials and equipment is dependent on the effect on subsequent service or the final service.

The NEUST evaluates and selects suppliers based on their ability to supply supplies, materials and equipment in accordance with the University's requirements. Criteria for selection, evaluation, and re-evaluation are established.

Purchases are made following the R.A. 9184 and legal policies and procedures as applied to government institutions.

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8.5. Products and Services Provision

8.5.1. Control of Provision of Services

In managing the provision of products and services, NEUST takes into account the following factors, as applicable:

a. Availability of documents or records that clearly define the service's characteristics and expected results.
b. Utilization of appropriate monitoring and measuring resources.
c. Implementation of monitoring and measurement activities.
d. Usage of suitable infrastructure and environmental conditions.
e. Appointment of competent individuals with the necessary qualifications.
f. Implementation of measures to prevent human errors.
g. Execution of release, delivery, and post-delivery activities.

8.5.2. Identification and Traceability

Where appropriate, NEUST identifies its service or other critical process outputs by suitable means. Such identification includes the status of the service with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all service shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, NEUST controls and records the unique identification of the service.

8.5.3. Property Belonging to Third Parties

NEUST exercises care with student or supplier property, such as but not limited to student records, transcript of records, diplomas, and vehicle, while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded.

If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the student or supplier.

8.5.4. Preservation

NEUST preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection of records generated from the services delivered.

8.5.5. Post-Delivery Activities

In addressing post-delivery activities related to its products and services, the University ensures compliance with various factors, including:

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a. Adherence to legal requirements imposed by oversight agencies.
b. Identification and mitigation of potential undesirable consequences linked to its products and services.
c. Consideration of the nature, utilization, and expected lifespan of its products and services.
d. Alignment with specific client requirements.
e. Integration of client feedback into the post-delivery processes.

8.5.6. Process Change Control

NEUST reviews and controls both planned and unplanned changes to process to the extent necessary to ensure continuing conformity with all requirements.

The University shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and necessary actions arising from the review.

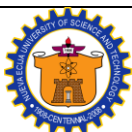## 8.6. Measurement and Release of Services

Acceptance criteria for services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the products and service requirements have been met. This is done before products and services are released or delivered.

8.7. Control of Nonconforming Outputs

The University ensures that services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The University shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services. Possible nonconforming outputs are:

a. error in the computation and encoding grades;
b. error in the information on transcript of records, certificates and diplomas; and
c. failure to meet the requirements of products produced by the University.

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SECTION 9. PERFORMANCE EVALUATION

9.1. Monitoring, Measurement, Analysis and Evaluation

9.1.1. General

In the context of maintaining a robust Quality Management System, the University takes a systematic approach to determine various aspects that are crucial for its effective functioning.

This includes identifying specific elements that necessitate monitoring and measurement to ensure the system's performance and effectiveness. Additionally, the University defines the methodologies required to carry out these monitoring, measurement, analysis, and evaluation processes, all of which are vital for producing valid and reliable results.

Furthermore, the University establishes timelines for when these monitoring and measurement activities should be conducted. It also schedules the analysis and evaluation of the results obtained through these processes to derive meaningful insights.

In pursuit of continual improvement, the University conducts a thorough evaluation of its Quality Management System's performance. This evaluation is essential for identifying areas where enhancements can be made to further elevate the quality of its services.

To substantiate these activities and outcomes, the University diligently maintains relevant documented information as evidence of the results achieved. This documentation plays a pivotal role in demonstrating the University's unwavering commitment to quality management and its ongoing efforts to enhance its services.
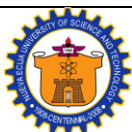
9.1.2. Client Satisfaction

As a vital indicator of the Quality Management System's performance, the University actively monitors information concerning client perception regarding the organization's ability to meet their specific requirements. This process involves the utilization of various methods, including surveys and interviews, to collect and analyze pertinent data. Furthermore, each college, department, and office under the University's purview is responsible for establishing their own unique methodologies and tools to gauge client satisfaction within their respective domains. To drive continual improvement and address any identified deficiencies in client satisfaction, the University relies on its corrective and preventive action system. This system aids in the development and execution of improvement plans derived from evaluations that assess the effectiveness of the results achieved.

For reference, specific documents, such as the "Procedure in Measuring Client Satisfaction (NEUST-QAO-P001)" and the "Client Satisfaction Survey (NEUST-QAO-F001)," provide additional guidance and frameworks for measuring and enhancing client satisfaction.

9.1.3. Analysis and Evaluation

Every college, department, campus, and office shall establish methods for analyzing and evaluating relevant data and information derived from monitoring and measurement activities. These

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methods may encompass the use of statistical techniques. The result of the evaluation shall be reported to the prescribed form of the Office of the QMR.
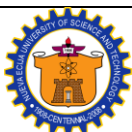
9.2. Internal Audit

A semi-annual internal audit process is conducted with a specific purpose in mind. The primary aim of these internal audits is to thoroughly assess whether the management system aligns with various critical criteria. This includes ensuring conformity with legal and regulatory requirements, adherence to the standards outlined in ISO 9001, and compliance with all other relevant management system requirements. Moreover, these audits also serve to validate the effective implementation and maintenance of the management system.

These audit activities are precisely outlined and described in the documented Procedure on Internal Quality Audit, a foundational reference document for governing and facilitating these crucial audit processes. This ensures that the internal audits are carried out systematically and in alignment with established standards and procedures. For further guidance and detailed procedures, individuals involved in these activities can refer to the Reference Document: Procedure in Internal Audit (NEUST-IQA-P001).

9.3. Management Review

In the context of NEUST, the management system undergoes thorough reviews conducted by the top management team at predefined intervals. These reviews are essential to confirm that the system remains suitable, adequate, and effective in achieving its intended purposes. Part of this review process involves a critical assessment of potential areas for improvement and the necessity for adjustments to the management system, which can encompass revisions to the Quality Policy and the quality objectives.

These management reviews are scheduled periodically, and they follow a structured agenda that includes various inputs and outputs. The review sessions involve specific team members, and the actions taken based on the review outcomes are documented. All these activities, along with the records of the management reviews, are meticulously defined and documented in the Procedure of Conducting Management Review (NEUST-QMS-P005), a vital reference document for ensuring the systematic management of these processes.

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SECTION 10. IMPROVEMENT

10.1. General

NEUST maintains a steadfast commitment to continuous improvement, viewing it as an enduring objective. The university systematically incorporates various inputs to drive this ongoing enhancement process. These inputs encompass the Quality Policy, quality objectives, audit findings, analysis of performance data, corrective actions, and insights from management reviews.

Within the NEUST framework, improvement activities are seamlessly woven into existing processes and services. These encompass benchmarking against industry best practices, the implementation of fresh projects and programs, the introduction of innovative processes and services, and the integration of state-of-the-art technologies and academic innovations. The collective impact of these efforts contributes significantly to the continuous refinement and development of NEUST.

It is worth noting that these improvement initiatives may necessitate adjustments to policies and procedures, refinements in performance targets, and a reevaluation of risks and opportunities. Through this comprehensive approach, NEUST remains firmly dedicated to achieving excellence in all aspects of its academic and operational pursuits.

10.2. Nonconformity and Corrective Action

The NEUST takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the department takes preventive action to eliminate the causes of potential non-conformities in order to prevent their *occurrence*.

These activities are done through the use of the formal Corrective Action Report (CAR) form system.
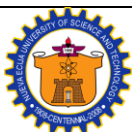
The possible sources of non-conformances are failure to:

    1.   understand clearly the context of the university (clause 4.1);
    2.   conduct an internal audit (clause 9.3);
    3.   conduct management review (clause 9.4); and 4. plan and implement corrective actions (clause 10.2).

Reference Document: Procedure in Preparation of Corrective Action Report (NEUST-QMS-P002), Corrective Action Report (NEUST-QMS-F009)

10.3. Continual Improvement

NEUST is committed to the ongoing enhancement of its quality management system, ensuring its relevance, sufficiency, and efficiency. By carefully analyzing evaluation outcomes and insights from management reviews, NEUST identifies areas of opportunity and need, strategically addressing them in the pursuit of continual improvement.

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