CARAGA STATE UNIVERSITY
QUALITY MANUAL

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REFERENCE ONLY

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REFERENCE ONLY

QUALITY MANAGEMENT SYSTEM DESCRIPTION

1. OVERVIEW

The **Caraga State University (CSU),** formerly the **Northern Mindanao State Institute of Science and Technology (NORMISIST),** is the only state university established in Butuan City. CSU was established through Republic Act 9854 signed into law by the President of the Republic of the Philippines, Her Excellency President Gloria Macapagal-Arroyo last December 16, 2009.

The University has one satellite campus, then known as NORMISIST Cabadbaran Campus (NCC), and is now known as the **Caraga State University Cabadbaran Campus** in Cabadbaran City, Agusan del Norte. The University is accredited by the Accrediting Agency of Chartered Colleges and Universities in the Philippines, Incorporated.

The University offers undergraduate programs on fields as Education, Engineering, Information Technology, Sciences, Mathematics, Agriculture and Forestry. Furthermore, it also offers Graduate Programs on Environmental Management, Mathematics, Science Education, Information Technology and Agriculture.

The University's Credo:

CSU, as the flagship government institution of higher learning in Caraga, Region XIII, adheres to the credo of "Leadership Through Purposing: Say it, model it, organize it, enforce it and commend practices that exemplify core values and express outrage, when practices violate these core values." It is committed to propel all efforts towards the achievement of its Vision, Mission, Goals and Objectives in response to regional and national development goals.

REFERENCE ONLY

The University's Philosophy:

CSU adheres to the philosophy that the dignity, integrity, and personal worth of the individual are highly cherished and respected. Each person, regardless of race, color, creed or economic status, is a resource of a nation; the education is basic individual and national development and is the backbone of human resource development; and that the role of an educational institution is to offer each individual opportunities to realize his potentials, to imbibe the concept of "learning to learn", to make his most effective contribution to the country's social and economic development, and to systematize and apply his knowledge into the affairs of men and nations.

REFERENCE ONLY

2. QUALITY MANAGEMENT SYSTEM OVERVIEW & SCOPE

The established quality management system of **Caraga State University,** for both campuses, spans all the relevant processes which constitute its services on the delivery of quality education and generation of value-adding researches for the community. The scope of CSU's Quality Management System for certification covers all processes in its main campus in Ampayon, Butuan City, and its satellite campus in Cabadbaran City, Agusan del Norte.

The University's quality management system is documented to guarantee satisfaction of the needs and expectations of stakeholders. It is the duty of the Quality Management Representative to conduct overall supervision to ensure the effective implementation of the quality management system.

The structure of the Quality Management System documentation includes:

a. The University Code, which is a compilation of established policies and regulations of the University, governing the overall core and support processes of **Caraga State University**
b. The Quality Manual, which defines the University's quality policy, its process chart and value chain map, and a description of the interfaces between processes.
c. The Procedures Manual, which contains the detailed procedures that support the implementation of the processes laid-out in the Quality Manual.
d. The Support Documents, which include work instructions, checklists, guidelines, or any document supporting the Procedures Manual.
e. Forms, which aim to provide evidences of implementation of the procedures.

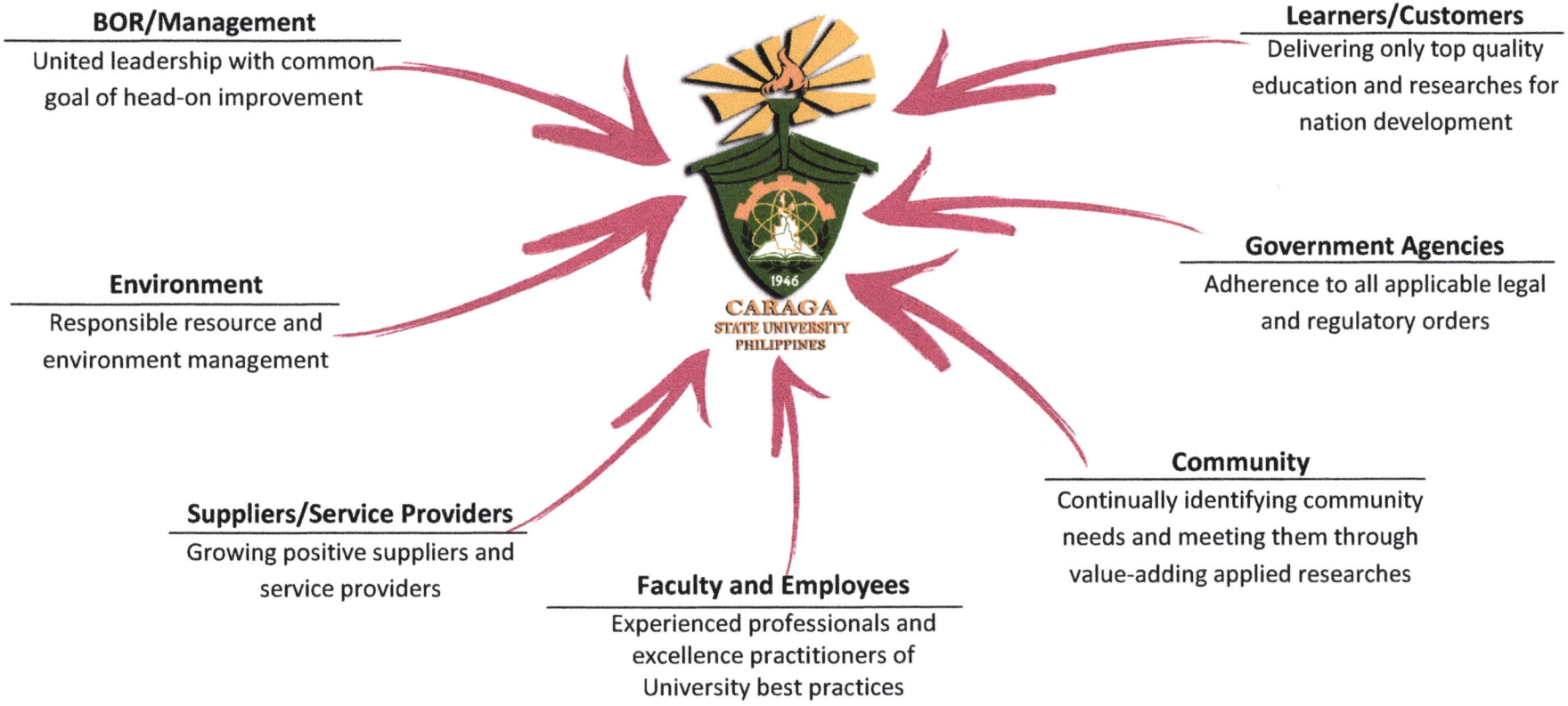
REFERENCE ONLY

3. APPLICABLE AND REFERENCE STANDARDS

ISO 9001: 2008	Quality Management System – Requirements
ISO 19011:2011	Guidelines for Auditing Management Systems
IWA 2:2007	Quality Management Systems – Guidelines for Application of ISO 9001:2000 in Education

REFERENCE ONLY

Figure 1: Stakeholders



REFERENCE ONLY

4. OBJECTIVES OF THE MANUAL

The purposes of this Quality Manual are to:

a. Provide a clear statement of the University's quality policy, and the process flow by which quality is assured;

b. Define the scope of the quality management system and the interfaces between processes within the system;

c. Establish a concise reference manual of standardized practices and procedures of the company;

d. Supply a document which can explain to stakeholders the methods employed to achieve and maintain quality standards.

5. USERS' GUIDE

All pages of the Quality Manual contain a header with the following information:

- University Name and Logo
- Manual Name
- Section Number
- Revision Number
- Effective Date
- Page Number

Authorized persons who prepared, reviewed and approved each section are identified in the footer at the end of each section.

Controlled copies of the quality manual are stamped with "CONTROLLED COPY" in blue ink.

REFERENCE ONLY

6. CONFIDENTIALITY AND DISTRIBUTION

The Quality Manual is to be treated as confidential and should not be taken out of the University premises without prior authorization from the top management or the Quality Management Representative.

Numbered copies of the manual are issued to named individuals who are responsible for their safekeeping and for promptly and correctly entering all amendments and additions.

Quality Manuals may be distributed to other stakeholders when considered beneficial or when demanded as a contract requirement. All external distribution is subject to the approval of the top management or the Quality Management Representative.

Copies distributed to customers do not form part of the controlled circulation and therefore not updated with changed issues. Uncontrolled copies are stamped with **"REFERENCE ONLY"** in **red ink**.

7. PROCEDURE FOR AMENDMENT AND ADDITIONS

The introduction of new services and/or processes or a change in the management structure may necessitate amendments or additions to policies described in the Quality Manual.

Suggested amendments are made in writing to the Quality Management Representative (QMR) for consideration.

Changes to the content of the Quality Manual are put in effect by the reissue of the complete section as identified in the Table of Contents. Changes are carried out by the Document Controller and the Amendments Log is updated to reflect changes made.

Manuals are reissued as decided by the top management or Quality Management Representative.

REFERENCE ONLY

8. AUTHORIZATION

The contents of this manual have been agreed with all activities within **Caraga State University** and colleges and campuses and approved by the Board of Regents.

This manual defines mandatory policies implemented to ensure quality service is achieved.

REFERENCE ONLY

VISION, MISSION, and QUALITY POLICY STATEMENTS

VISION

A premier university known for academic excellence in science and technology, agriculture, environment and natural resources, engineering, education and the arts towards the sustainable development of Caraga Region.

MISSION

In pursuit of academic excellence, Caraga State University shall endeavor to deliver the highest quality of instruction, research, extension, production, and administration to produce scientifically trained, technologically skilled, and morally sound individuals contributing to the creation of an eco-friendly and healthy environment.

REFERENCE ONLY

GENERAL MANDATE

Caraga State University shall primarily provide advanced education, higher technological, professional instruction and training in the fields of agriculture and environmental studies, fishery, engineering, forestry, industrial technology, education, law, medicine and other health related programs, information technology, arts and sciences and other related courses. It shall undertake research and extension services, and provide progressive leadership in its areas of specialization.

CORE VALUES

Competence
Service; and
Uprightness

REFERENCE ONLY

QUALITY POLICY

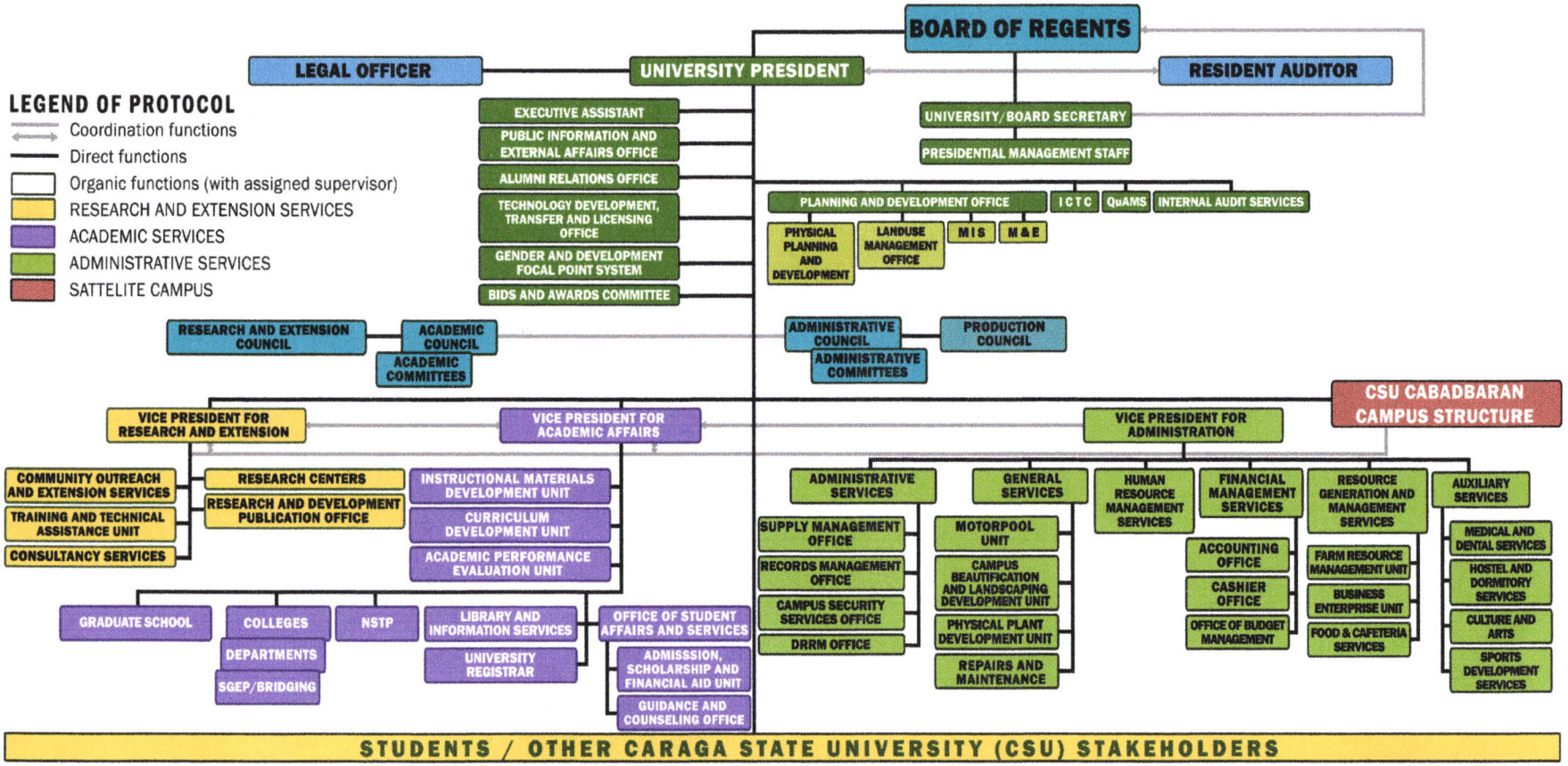
Caraga State University, as a premier institution of higher learning, endeavors to continually improve its management system in the following key result areas:

- outcomes-based teaching and learning;
- responsive research and community engagement;
- viable resource generation and mobilization; and
- good governance

towards effective human capital formation and sustainable development of Caraga Region and beyond.

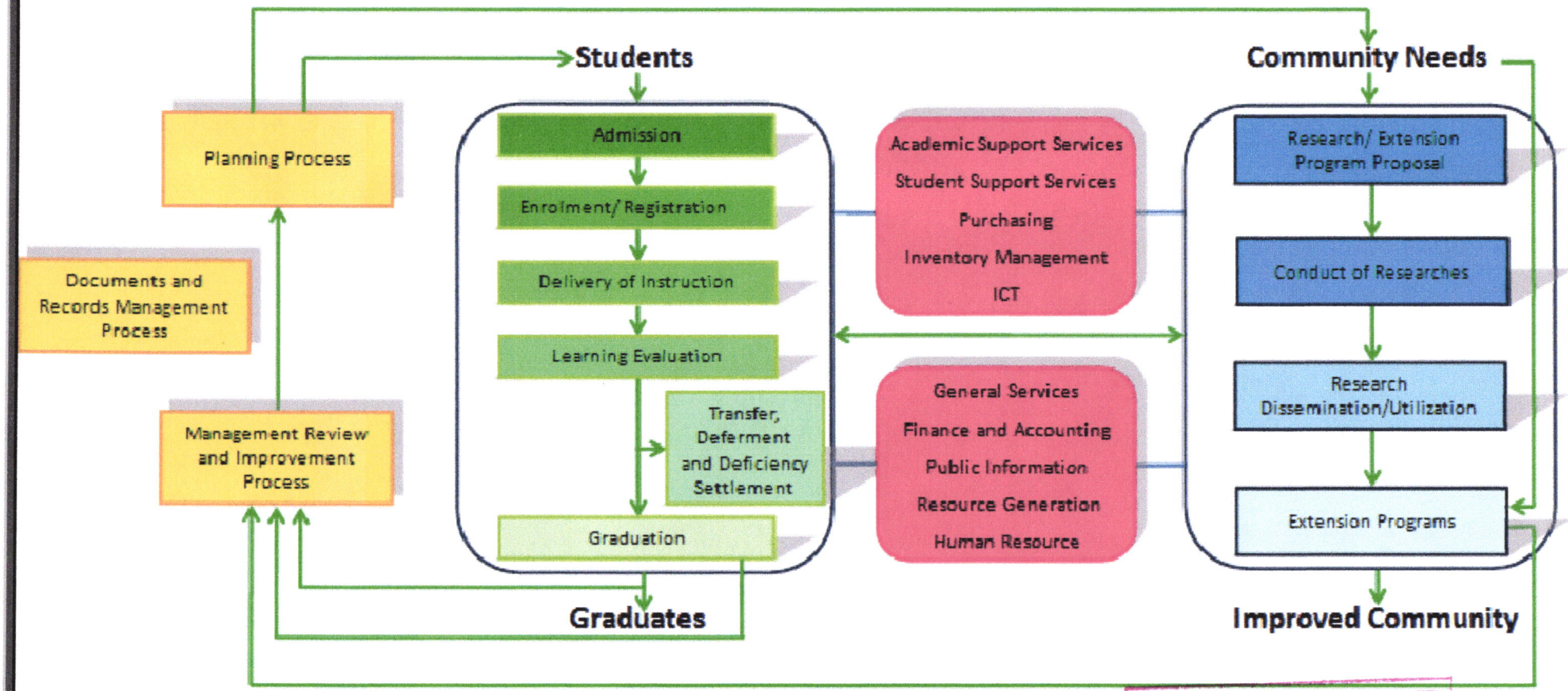
REFERENCE ONLY

ORGANIZATIONAL CHART



REFERENCE

PROCESS CHART



REFERENCE ONLY

In line with its Charter, its Vision and Mission, CSU endeavors to contribute to the achievement of the regional and national development goals, and strives to achieve a maximum level of performance in terms of "relevance and responsiveness, excellence and quality, equity and access, efficiency and effectiveness, discipline, teamwork, impact and learning to learn" in the four major areas of concern: Instruction, Research, Extension and Production. The University's Process Chart describes the interfaces between processes in ensuring these objectives are met.

MANAGEMENT RESPONSIBILITY

The University's Management team conducts strategic planning and programming based on its Master Plan considering the changing needs and expectations of its stakeholders. Based on data gathered and analyzed, programs and action plans aligned to the University's mission, are prepared. These programs and plans set the directions of the University's operations. Quality objectives are established at all levels of the organization based on the Quality Policy.

Performance targets and measurements are formulated to evaluate achievements at the end of each year. Management reviews are conducted to evaluate the continuing suitability, adequacy and effectiveness of the quality management system in meeting requirements and the quality policy.

RESOURCE MANAGEMENT

Based on the approved budgets and programs, resources are allocated to ensure achievement of set targets. The University strongly believes that its human resource is one of its major assets, and programs to address continuing improvement of competency and motivation are given priority. Infrastructure development and continual improvement of the environment to ensure conduciveness for learning are likewise major foci of the University.

SERVICE REALIZATION

The realization process of the University covers its four pillars - Instruction, Research, Extension, and Production supported by equally efficient Administrative and Student Support processes.

The University ensures the academic quality and relevance of all its extension programs, through processes that meet stakeholders' expectations and external reference points. All levels of the University's processes and measures actively engage students and other stakeholders in the assurance and enhancement of academic quality. The core processes in delivering the four major areas of concern of the University are supported by Administration-related and Student Support-related processes which are also documented to ensure consistency in implementation.

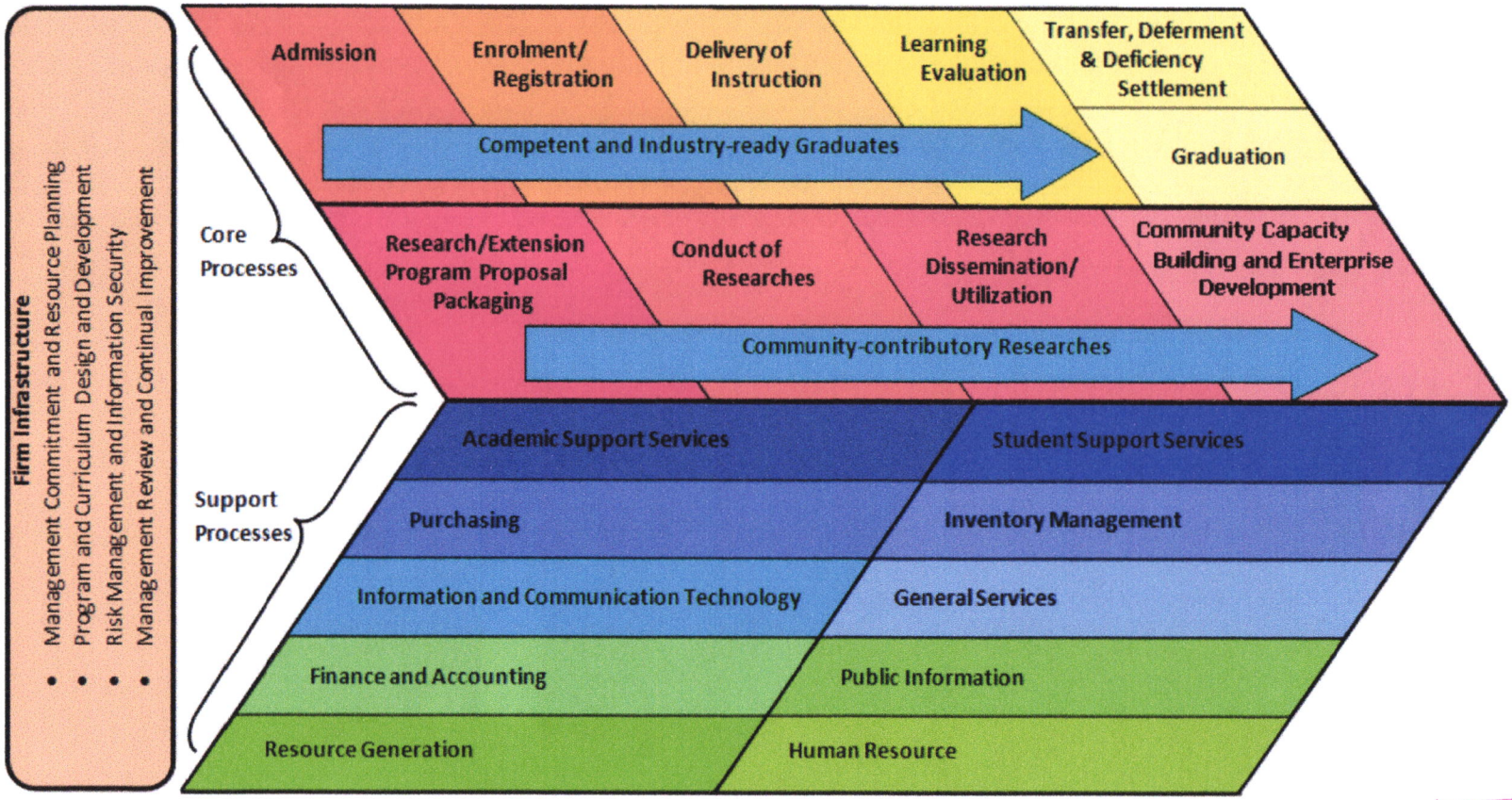
REFERENCE ONLY

MEASUREMENT, ANALYSIS AND IMPROVEMENT

The established quality management system is regarded as a key to organizing long-term improvements for students, teachers and researchers, as well as for the university as a whole. Measurements in terms of key indicators are established at all levels of the organization. To cope with the changes in the demand of stakeholders, the University periodically reviews operational and quality management system implementation results. Feedbacks from students, industry, as well as from internal sources serve as inputs to the improvement of the system. Methods and criteria to solicit and measure stakeholder satisfaction are discussed during Management Review meetings. Continual improvement is a primary concern to constantly satisfy all interested parties. Data from operations are analyzed to formulate actions to achieve this concern.

REFERENCE ONLY

VALUE CHAIN MODEL



REFERENCE ONLY

LIST OF PROCEDURES

Process	Code	Doc. Number	Procedures
Planning Process	PLN	PR-PLN-001 PR-PLN-002 PR-PLN-003 PR-PLN-004	Goals, Objectives, Targets Setting, and Monitoring Physical Planning and Design Disaster Risk Reduction Management Program and Curriculum Design
Admission	ADM	PR-ADM-001	Application for Admission
Enrolment/Registration	ENR	PR-ENR-001 PR-ENR-002 PR-ENR-003 PR-ENR-004 PR-ENR-005 PR-ENR-006	Enrolment (Tertiary Level) Transfer of Course Section Adding or Changing of Courses Shifting of Program Student Reinstatement Validation of Courses
Delivery of Instruction	EDU	PR-EDU-001 PR-EDU-002 PR-EDU-003 PR-EDU-004 PR-EDU-005 PR-EDU-006 PR-EDU-007	Preparation for the Semester Delivery of Education Conduct of Practicum/ OJT Delivery of College Activities and Tours Implementation of NSTP Evaluation of the Delivery of Education Submission of Grade
Learning Evaluation	EVN	PR-EVN-001 PR-EVN-002	Processing Comprehensive Examination Thesis Writing and Defense

REFERENCE ONLY

Process	Code	Doc. Number	Procedures
Transfer, Deferment and Deficiency Settlement	TDS	PR-TDS-001 PR-TDS-002 PR-TDS-003 PR-TDS-004 PR-TDS-005 PR-TDS-006 PR-TDS-007 PR-TDS-008	Withdrawal of Enrolment Release of Academic Records Outbound Cross Enrolment Student Leave of Absence Substitution of Courses Grade Completion Change of Grade Dropping of Courses
Graduation	GRD	PR-GRD-001 PR-GRD-002	Application for Graduation Generation of Official List of Candidates for Graduation
Research/Extension Program Proposal	RPP	PR-RPP-001 PR-RPP-002	Research/Extension Program Proposal Processing Conducting Patent Search
Conduct of Researches	COR	PR-COR-001	Research Implementation
Research Dissemination/Utilization (Presentation/Publication)	PUB	PR-PUB-001 PR-PUB-002	Conduct of Patent Drafting Technology Licensing/Commercialization
Extension Programs (Technology Transfer/Community Engagement)	EXT	PR-EXT-001 PR-EXT-002	Extension Program Execution Consultancy Extension Program

REFERENCE ONLY

Process	Code	Doc. Number	Procedures
Academic Support Services	ACD	PR-ACD-001	ID Application, Validation, Loss and Replacement
		PR-ACD-002	Processing Scholarships and Financial Aid
		PR-ACD-003	Scholarship Monitoring
		PR-ACD-004	Preparing Sponsorship Grants
		PR-ACD-005	Learning Resources Identification
		PR-ACD-006	Endorsement of Library Material
		PR-ACD-007	Library Management
Student Support Services	SSS	PR-SSS-001	Psychological Testing
		PR-SSS-002	Counseling
		PR-SSS-003	Student Organization Accreditation
		PR-SSS-004	Student Organization Event
		PR-SSS-005	Student Organization Evaluation
		PR-SSS-006	Processing Complaints
		PR-SSS-007	Admission to Culture and Arts/Sports and Development
		PR-SSS-008	Dormitory Management
		PR-SSS-009	Boarding House Accreditation
Purchasing	PUR	PR-PUR-001	Small Value Procurement
		PR-PUR-002	Procurement of Goods and Infrastructure Projects
		PR-PUR-003	Procurement of Consulting Services
Inventory Management	INV	PR-INV-001	Receiving of Purchased Items
		PR-INV-002	Issuance of Materials
		PR-INV-003	Item Disposal
		PR-INV-004	Administering Property Loss
Information and Communication Technology	ICT	PR-ICT-001	Information System Design
		PR-ICT-002	Access Control to Information System
		PR-ICT-003	Handing Request
General Services	GEN	PR-GEN-001	Equipment and Facilities Maintenance
		PR-GEN-002	Equipment and Facilities Repair

REFERENCE ONLY

Process	Code	Doc. Number	Procedures
		PR-GEN-003	Calibration (Equipment)
		PR-GEN-004	Physical Plant Monitoring and Evaluation
		PR-GEN-005	Control of Visitors
		PR-GEN-006	Handling of Incidents
Finance and Accounting	FIN	PR-FIN-001	Budget Planning and Execution for Regular Agency Fund
		PR-FIN-002	Budget Planning and Execution for Internally Generated Fund
		PR-FIN-003	Budget Planning and Execution for Business Related Fund
		PR-FIN-004	Managing Budget Requests
		PR-FIN-005	Budget Realignment
		PR-FIN-006	Preparation and Approval of Disbursement Vouchers
		PR-FIN-007	Preparation and Approval of Checks and LDDAP-ADA
		PR-FIN-008	Salary Administration for Personnel
		PR-FIN-009	Financial Statement Preparation
		PR-FIN-010	Administering Collections and Deposits
Public Information	EXA	PR-EXA-001	Handling Public Complaints
		PR-EXA-002	Managing Media Coverage
		PR-EXA-003	Promotion of Positive Public Image
Resource Generation	RGE	PR-RGE-001	Application and Approval of Project Proposal
		PR-RGE-002	IGP Monitoring
		PR-RGE-003	IGP Completion
Human Resource	HUM	PR-HUM-001	Hiring of Permanent Employees
		PR-HUM-002	Hiring of Non-Permanent Employees
		PR-HUM-003	Training
		PR-HUM-004	Performance Appraisal
		PR-HUM-005	Payroll Preparation
		PR-HUM-006	Gender and Development
		PR-HUM-007	Administering Medical and Dental Services
Documents and Records Management Process	DRC	PR-DRC-001	Control of Documents
		PR-DRC-002	Records Management
		PR-DRC-003	Control of External References

REFERENCE ONLY

Process	Code	Doc. Number	Procedures
		PR-DRC-004	Document Receiving and Distribution
		PR-DRC-005	Handling Documents and Records Request (Retrieval)
Management Review and Improvement Process	RAI	PR-RAI-001	Customer Feedback Generation
		PR-RAI-002	Handling Non-Conformances
		PR-RAI-003	Conducting Internal Audit
		PR-RAI-004	Corrective Action/Preventive Action Management
		PR-RAI-005	Conduct of Management Review

REFERENCE ONLY

QUALITY MANAGEMENT SYSTEM MATRIX

Process	ISO 9001:2008 Clause
Planning Process	4.1, 4.2, 5.1, 5.2, 5.3, 5.4, 5.5, 6.1, 6.2, 7.1, 7.2, 7.3, 7.5.3, 8.1, 8.2, 8.3, 8.4, 8.5
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REFERENCE ONLY

Republic of the Philippines
CARAGA STATE UNIVERSITY
(formerly NORTHERN MINDANAO STATE INSTITUTE OF SCIENCE AND TECHNOLOGY)
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CARAGA Administrative Region
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A REFERENDUM RESOLUTION APPROVING THE CARAGA STATE UNIVERSITY PROPOSED QUALITY MANUAL

REF. RES. NO. 10-26-04
Series of 2015

WHEREAS, presented during the 25th and 26th Board of Regents Meeting on July 24, 2015 and October 13, 2015, respectively, was the Caraga State University Proposed Quality Manual which was deferred with the instruction that said proposal shall be furnished to all members for comments and suggestions;

WHEREAS, said Manual is in compliance with ISO 9001 accreditation of the University;

WHEREAS, presented before the Fiscal/UDPRC in its 2nd Committee Meeting on October 23, 2015 was the said Manual together with the Procedures Manual documenting the daily routinary operational procedures aligned towards said accreditation;

WHEREAS, the Committee favorably endorsed for the approval of the Board of Regents the Proposed Quality Manual and the delegated authority documents required as follows:

Document	Person Responsible for Preparation	Person Responsible for Review	Person Responsible for Approval
Quality Manual	QMR	President	Board of Regents
Procedures	Process Owner	QMR	President
Support Documents	Process Owner	QMR	President
Forms	Process Owner	QMR	President

RESOLVED, THE CSU BOARD OF REGENTS, AS MOVED AND SECONDED, APPROVES THE CARAGA STATE UNIVERSITY PROPOSED QUALITY MANUAL AND THE PROPOSED DELEGATED AUTHORITY AS FOLLOWS:

Document	Person Responsible for Preparation	Person Responsible for Review	Person Responsible for Approval
Quality Manual	QMR	President	Board of Regents
Procedures	Process Owner	QMR	President
Support Documents	Process Owner	QMR	President
Forms	Process Owner	QMR	President

WITH INSTRUCTION THAT PARALLEL ENHANCEMENT OF THE PROCEDURES SHOULD BE MADE TOGETHER WITH THE REVISION OF THE UNIVERSITY CODE

ACTION OF THE BOARD: **APPROVE** **DISAPPROVE**

MA. CYNTHIA ROSE B. BAUTISTA, Ph.D.
Commissioner, CHED
Chairperson, CSU Board of Regents

HON. ANTHONY M. PENASO, Ph.D.
President, CSU
Vice-Chair., CSU Board of Regents

HON. SEN. PIA S. CAYETANO
Chair, Committee on Education, Arts and Culture
House of the Philippine Senate
Member, CSU Board of Regents

REFERENCE ONLY

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Continuation of BOR Ref. Res. No. 10-26-04, s.2015: A REFERENDUM APPROVING THE CARAGA STATE UNIVERSITY PROPOSED QUALITY MANUAL

ACTION OF THE BOARD:	**APPROVE**	**DISAPPROVE**
HON. CONG.ROMAN T. ROMULO ***Chairperson of the Committee on Higher and Technical Education Philippines House of Representatives Member, CSU Board of Regents***		
HON.MYLAH FAYE AURORA B. CARIÑO ***Regional Director, NEDA XIII Member, CSU Board of Regents***		
HON. DOMINGA D. MALLONGA ***Regional Director, DOST XIII Member, CSU Board of Regents***		
HON. VICTOR EMMANUEL A. OZARRAGA ***Private Sector Representative Member, CSU Board of Regents***		
HON. ATTY. MARIGEL D. HUGO ***President Federation of CSU Alumni Asso. Member, CSU Board of Regents***		
HON. MARIA JOVITA C. SERRANO ***President Federation of CSU Faculty Asso. Member, CSU Board of Regents***		
HON. JOEBERT I. TAPALES ***President Federation of Student Central Government Member, CSU Board of Regents***		

I hereby certify to the correctness and the authenticity of the foregoing resolution. Done this 26th day of October 2015 in CSU, Butuan City.

ARMIE LEILA MONTILLA- MORDENO, DPA, CSEE
Board Secretary V

REFERENCE ONLY