1. DESCRIPTION

The monitoring of quality objectives process is designed to provide a standard approach and step-by-step sequence of activities or course of action to be followed by all offices under the scope of DOJ-PPA QMS in order to keep track of the accomplishments of the identified objectives and targets of the concerned functional areas.

2. PURPOSE

These guidelines serve to document the approach of the Parole and Probation Administration in monitoring the quality objectives.

3. SCOPE AND APPLICATION

These guidelines apply to all the processes included in the Quality Management System of the Parole and Probation Administration.

4. DEFINITION OF TERMS

4.1 Quality Objective – refers to the results intended to be achieved based on the functions and processes.

4.2 Key Performance Indicator – refers to the quantifiable measure used to evaluate the success of an organization in meeting the objectives.

4.3 Target – a goal, either a number or percentage that the organization is trying to achieve.

4.4 Key Results Area – refers to the functional areas within the organization for which an office is responsible.

4.5 Strategic Areas – refers to alignment of the strategic plan and quality objectives; area of responsibility.

4.6 Action – refers to the process to be undertaken by the office to achieve the quality objectives.

5. POLICY

5.1 The functional areas covered in the QMS scope establishes quality objectives for each process being effected.

5.2 The identification of quality objectives is anchored on the mission, vision and quality policy and aligned with other high level performance targets of the organization.

5.3 The Key Performance Indicators and targets serve as specific measures to monitor performance and improvement of the processes.

5.4 The applicable requirements of the processes are taken into consideration in identifying the quality objectives and is reviewed / updated based on these requirements.

5.5 The approval of the changes to the QMS is supported by necessary resources, which is discussed in the planning activities of the organization.

5.6 The documented information is implemented in ensuring controls on the review, approval, coding and version if there are documents to be revised due to the implementation of the changes to the QMS.

6. PROCEDURE AND TOOLS

Procedure Steps	Procedure Details (Responsible & Activity)	Criteria/Standard	Documented Information
1. Identify the Quality Objective	1.1. The chief of office identifies the alignment and contribution to the quality policy in the identified quality objectives by referring to the Agency VMG	• Timeliness • 100% completeness • of Information • Effectiveness	• Quality Plan • OPCR / DPCR
2. Review and Approve	2.1 The QMS Leader reviews and recommend for approval by the Administrator during the conduct of Executive Conference and management review.	• Timeliness • Accuracy	• Minutes of meetings
3. Distribute and communicate	3.1 The Administrator, through the Document Controller issues memoranda / orders to all officials and employees.	• Timeliness	• Issuances

4. Monitor and Improve	4.1 The QMS presents during the EXECON / Management Review and planning activities, the results of the. Performance vis-à-vis the attainment of the quality objective and apply corrective action if there are nonattainment/nonconformance of the targets.	• Compliance • Performance Targets	• Consolidated Accomplishment Report • EXECON / Management Review Minutes of the Meeting • Control of NC and CA procedure

7. FORMS AND TEMPLATES

Please see attached forms
Quality Plan
Accomplishment Reports
Minutes of the Meeting

8. REFERENCES

9.1 Planning Process
9.2 Documented Information Process
9.3 Control of NC and CA procedure
9.5 ISO 9001:2015 QMS Standard

9. DOCUMENT REVIEW AND APPROVAL

Prepared by:	Reviewed by:	Approved by:
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Date:	Date:	Date: 11-16-21