	PAROLE AND PROBATION ADMINISTRATION		Document Code	OTA-PWI-021
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The PPA identifies organizational knowledge relevant to the QMS or specifically to the process/ office/ unit. The corresponding details are identified as follows:

Knowledge	Tool/Methods			
	Acquire and/or Update	Maintain and/or Retain	Share and Access	Responsible Office
Internal Source				
Client Records	Post Sentence Investigation Report ,PPECIR/PPIR, CPI, CPR Caseload Form Docket book Clients Profile	Database, Investigation and Supervision Docketbooks, Masterlist of Probationers, PPA /Forms 5 and 21	Authorized Personnel Access, BPP, Courts	CMRD CMRU
Organization Profile (mission, vision, etc.)	EOC, PPOBC, other in-house training, Annual Report, Quadri-Media, Service Manual, TCLP Manual, RJ Manual, VPA Manual	Memorandum Circular/Order/Un numbered Memorandum	PPA Website QMS Manual Posting in Bulletin Board	Committee Training CMRD/CMRU PIO CSD/CSU
Technical and administrative expertise	Trainings	training reports	Echo sessions, Coaching and Mentoring	Human Resource Unit, Supervisors
Results and analysis on the Public's perception of DOJ-PPA	Monitoring through social media, Newsletter, IEC Materials CFF	Report on results and analysis,	Newsletter Social Media	PIO
Internal Customer feedback results and analysis	Use of survey tools	Report on results of Customer Feedback	Collation of Results and submission to CO/RO	Division HEADS, ROs, FOs



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Knowledge	Tool/Methods			
	Acquire and/or Update	Maintain and/or Retain	Share and Access	Responsible Office
Experience from Actual Work Application	Documentation of Staff, Unit meetings CPPO Tricon, Exec. Conference	Minutes of the Meeting	Coaching, Mentoring and Feed backing	RDs, ARDs, CPPOs, Unit Heads
Financial Conditions	GAA, COA, BIR, and DBM Circulars	Records, Files	Memoranda, Issuances, Website	FMU, FMD
Organizational, Operational, Administrative Policies and Procedures	Manuals, Guidelines	Manuals, Guidelines	Memoranda, Issuances, Website	Administrative Division
Programs, Projects and Services	Updated Directory of Resources and Linkages, Project proposals	Office Records, Annual Report, IQPR, Accomplishment Reports	Memoranda, Issuances, MOU, MOA, Info Drive	Planning Division, CSD
Results and Analysis of Stakeholders Consultation, workshop, FGDs, conferences etc.	Accomplishment reports, minutes of the meeting, post-evaluation of activities	Report and recommendations Proceedings, audio recordings	Website, FB Account, Newsletter, Issuances	Planning, Admin Division, PIO
Organizational improvements and actions resulting from Management Reviews	Directors' meetings Assessment	Management and Operational reports	Issuances	Administrator






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Knowledge	Tool/Methods			
	Acquire and/or Update	Maintain and/or Retain	Share and Access	Responsible Office
External Source				
Experience with Relevant Interested Parties (RIPs)	Customer Feedback	Consolidated Customer Feedback Report and Analysis	Issuances, Newsletter	RDs, CPPOs, Divisions, Staff
Best practices	Search for Outstanding Programs or Projects, Information sharing during EXECON/TriCon	Benchmarking of Best Office Practices	Awarding and Citations, Minutes of EXECON/TriCon, Issuances, Annual Reports, Website, Newsletter	CSU, CSD, CMRD, PIO, PRAISE Committee (National and Regional level)

Prepared by:	Reviewed by:	Approved by:
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Date:	Date:	Date: 11-04-21