



**CARLOS HILADO MEMORIAL STATE COLLEGE**  
Talisay City, Negros Occidental Region VI  
DECEMBER 15, 2017

## **Management Review Meeting Minutes**

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**Date of Review: December 15, 2017**

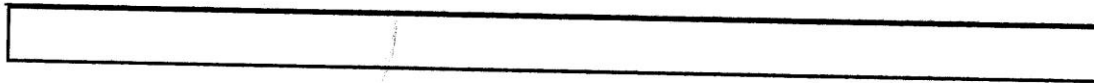
**Recorded by: Dr. Roselyn R. Alegarbes**

<b>Agenda Item</b>
1. Attendance
2. Quality Policy Objectives
3. Customer Feedback/ Customer Satisfaction Survey
4. Audit Results
5. Corrective Action Status
6. Training
7. Improvement Recommendations
8. Overall Effectiveness



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**In attendance:**

<b>NAME</b>	<b>TITLE</b>
1. Dr. Renato M. Sorolla	College President
2. Dr. Norberto P. Mangulabnan	VP Academic Affairs
3. Dr. Antonio Deraja	VP Administration and Finance
4. Dr. Janet Espinosa	VP Research and Extension
5. Dr. Eusebio Andrew Tan	Executive Director, Fortune Towne Campus
6. Dr. Sergio Nicholas Sobrepena	Executive Director, Talisay
7. Engr. Jun Jun Marquez	Director, Planning, Monitoring
8. Dr. Roselyn R. Alegarbes	Director, Quality Assurance Accreditation
9. Mr. Roger Manzano	Executive Director, Binalbagan Campus



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<b>NAME</b>	<b>Absent:</b>
<b>TITLE</b>	
<u>Dr. Mary Ann Dolor</u>	<u>Executive Director, Alijis Campus</u>
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**Item 1. Review of the Quality Policy for current adequacy, and the need for changes to it.**

College's Quality Policy

"We commit to deliver quality higher education services in conformance with established standards through competent Human Resource and Functional Systems adherent to the Principle of Continual improvement for customers' satisfaction."

Quality Policy reviewed and accepted as is but with instruction from the President.



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The College President, Dr. Renato M. Sorolla emphasized the importance of integrating the Quality Policy with the strategic direction of the College. He said that this will create a synergy that will make a functional and effective Quality Management System. Challenging all units of the institution to adhere to the real essence of the Quality Policy, and its effect to the delight of the Customers which are identified as our stakeholders; students, parents, supplier, industry and community. Utmost commitment and teamwork is needed to put the Quality Policy in action, what is important is how the community see the impact of the institution as it meets the needs of the society.

### **Item 2. Review of Customers Satisfaction Survey**

The recent customers' satisfaction survey revealed that in all areas such as instructors and classroom instructions, campus safety and security, student organizations and development and learning resources, students in all four campuses rated it very good which means that they are satisfied. However, the food services is rated good only which implies less satisfaction. With these results, the following are the recommendations:

On food services; provision of washing areas, improving the menu served every meal and enhancing the facilities especially the ventilation

On facilities/equipment maintenance and housekeeping; maintenance of comfort rooms and classrooms, improve water supplies for Alijis Campus and upgrade equipment and facilities that are being used in day to day operation.



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On other School services; availability of school vehicles for students' use, medical/dental services equipment should be upgraded and made readily available.

Action taken:

Pertinent persons in authority were called to address the issue and employ corrective actions to mitigate or totally eliminate the problem.

**Item 3. Internal Quality Audit Result**

Internal Audit was conducted by 28 Internal Quality Auditors last July 19-21, 2017 to four campuses of the college to check on the implementation of a functional Quality Management System. The focused of the audit was on the new version of ISO 9001 which is the ISO 9001:2015 standard. Its scope was the provision of tertiary education. As to its objective; to assess the readiness of the organization for stage 1 visit against the requirements of the standard. The audit was conducted across all process owners of for campuses; 14 in Fortune Towne, 14 in Alijis campus, 14 in Binalbagan campus and 22 in the Main Campus (Talisay).

For the Audi result, there were number of findings observed in the processes and procedure being audited. To wit:

- a. Most of the process owners were not able to determine their internal and external issues relevant to the implementation of the QMS



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- b. There were deficiencies in controlling the documented information
  - c. Applying the principle of PDCA in the implementation of the QMS is not evident
  - d. Quality policy was not clearly communicated.

**Action taken:**

Relative to the findings during the internal visit, the following were taken into consideration:

- a. The Quality Assurance office will conduct intensive orientation on the clear understanding of the requirements of the standard for all process owners.
- b. Submit all process owners to training for controlling the documented information
- c. Quality Policy must be displayed in all offices and strategic places of the institution
- d. Corrective actions were required to address the observed non-conformities with the standard



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**Item 4. Corrective Action Status**

As noted in the current audit findings, though some requirements were met, a number of non-conformities which requires the corrective actions were sought.

<b>CAMPUS</b>	<b>Number of Non-Conformance</b>	<b>Closed</b>	<b>Open</b>
Alijis	17	17	0
Binalbagan	10	10	0
Fortune town	24	24	0
Talisay	10	10	0



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### **Item 6. Training**

In relation with the need to educate everyone on the principle, process and preparation of the ISO 9001:2015 standard, the Director of the Training services in coordination with QAA will conduct series of trainings to all the process owners, members of the faculty and the non-teaching personnel. This activity will ensure full understanding of the implementation of the standard in line with the Quality Management System of the institution.

### **Item 7. Improvement Recommendations**

Based from the results of the Customers' satisfaction survey, Internal Audit and Corrective Action Status, process owners were given the responsibilities to address various issues.





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Action Required	Responsible Person
Issues concerning administrative	Vice Presidents
Issues concerning personnel	HRMO
Issues concerning academic	Deans
Issues concerning supply and procurement	Supply and BAC
Issues on security and safety	CAO

**Item 8. Overall Effectiveness**

Summarizing the effort of the institution to attain its vision and mission, the strategic direction is clearly understood and implemented, however, there are still improvements and enhancements that are needed to be undertaken by dire various units of the organization as declared by the President. With this, the activities for evaluation, certification and accreditation must be given attention to measure the accomplishments and the effectiveness of the Quality Management System.

Prepared by: **DR. ROSELYN R. ALEGARBES**  
 Director- QAA

Approved by: **DR. NORBERTO P. MANGULABNAN**  
 VP for Academic Affairs