



CONDUCT OF QUALITY ASSURANCE LECTURE AND WORKSHOP
(Pagsasagawa ng mga panayam ukol sa kalidad)

Schedule of Availability of Service

Days	:	Monday – Friday
Hours	:	8:00am-5:00pm
Who May Avail of the Service	:	All QCGH Employees
Documentary Requirements	:	List of Attendance
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Attendance to Basic Quality Assurance Lecture (Pagdalo sa Basic Quality Assurance Lecture)	Conduct Basic QA Lecture (Magsagawa ng Basic QA Lecture)	1 Day (1 araw)	Quality Management Representative / QMU Staff / PDER Staff	None (Wala)	Attendance Sheet Evaluation Form
2	Attendance to Continuous Quality Improvement (CQI) Lecture and Workshop (Pagdalo sa Continuous Quality Improvement (CQI) Lecture and Workshop)	Conduct of Continuous Quality Improvement (CQI) Lecture and Workshop (Magsagawa ng Continuous Quality Improvement (CQI) Lecture and Workshop)	3 Days (3 araw)	Quality Management Representative / QMU Staff / PDER Staff	None (Wala)	Attendance Sheet Evaluation Form
3	Attendance to Customer Relations Management Lecture (Pagdalo sa Customer Relations Management Lecture)	Conduct of Customer Relations Management Lecture (Magsagawa ng Customer Relations Management Lecture)	1 Day (1 araw)	Quality Management Representative / QMU Staff / PDER Staff	None (Wala)	Attendance Sheet Evaluation Form
4	Attendance to 5S Audit Lecture and Workshop (Pagdalo sa 5S Lecture and Workshop)	Conduct of 5S Audit Lecture and Workshop (Magsagawa ng 5S Audit Lecture and Workshop)	2 Days (2 araw)	Quality Management Representative / QMU Staff / PDER Staff	None (Wala)	Attendance Sheet Evaluation Form 5S Workshop Output
END of TRANSACTION						



CONTROL OF DOCUMENTS

Schedule of Availability of Service

Days	:	Monday – Friday
Hours	:	8:00am – 5:00pm
Who May Avail of the Service :		All QCGH Departments, Sections, Units, Committee Staff
Documentary Requirements	:	QCGH Policies, Procedures, Forms and other Relevant Documents for Control
How to avail of the Service		

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submission of documents for control <i>(Pagsusumite ng mga dokumento para sa control)</i>	Issuance of DRAR form and receives documents <i>(Pagpapalabas ng DRAR form at pagtanggap ng mga dokumento)</i>	15 minutes <i>(15 minuto)</i>	QMU Staff	None <i>(Wala)</i>	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
2		Review & approval <i>(Pagsusuri at pag-apruba)</i>	2-3 days <i>(2-3 araw)</i>	Quality Management Representative Quality management Consultant Document Controller QMU Staff	None <i>(Wala)</i>	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
3		Institute document control procedures <i>(Ilapat ang mga pamamaraan ng pagkontrol ng dokumento)</i>	1 day <i>(1 araw)</i>	Document Controller QMU Staff	None <i>(Wala)</i>	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
4		Return of uncontrolled documents to originator <i>(Pagbabalik ng mga hindi nakokontrol na dokumento sa pinagmulan)</i>	30 minutes <i>(30 minuto)</i>	QMU staff	None <i>(Wala)</i>	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
END of TRANSACTION						