

CITIZEN CHARTER

Schedule of Availability of the Service:

QUALITY MANAGEMENT UNIT

Days: Monday - Friday
Hours: 8:00Am- 5:00Pm

1. Control of Documents

Who May Avail of the Service: All QCGH department, section, unit,
Committee staff

Documentary Requirement/s: QCGH Policies, Guidelines, Documents for
Control

Step /s	Activity/Procedure		Duration of Activity	Person In Charge	Fees	Form
	Applicant /Client	Service Provider				
1	Submission of documents for control	Issuance of DRAR form and receives documents	15 mins	QMU Staff	none	-DRAR (Document Review and Approval Request) form -Hospital Policy/ Procedure & Guidelines/ documents
2		Review & approval	2-3 days	-Quality Management Representative/Quality management Consultant/ -Document Controller -Quality Assurance Coordinator -Concerned Department / Section Head	none	Hospital Policy/ Procedure & Guidelines/ documents
3		Institute document control procedures	4 hours	-Document Controller -QMU Staff	none	Hospital Policy/ Procedure & Guidelines/ documents
4		Return of controlled documents to originator	5 mins	QMU staff	None	Hospital Policy/ Procedure & Guidelines / documents

2. Conduct of Quality Assurance Workshop/Lectures

Who May Avail of the Service: All QCGH employees

Documentary Requirements: List of Attendance

Step /s	Activity/Procedure		Duration of Activity	Person In Charge	Fees	Form
	Applicant /Client	Service Provider				
1	Attendance on Basic Quality Assurance Lecture	Conduct of Basic QA Lecture	1 Day	QMU Representative/ -QMU Consultant -QA staff -Department / Section Head -PDER staff	none	-Attendance Sheet -Evaluation Form
2	Attendance on Policy Writing and Development Lecture and Workshop	Conduct of Policy Writing and Development	1 Day	-QMU Representative/ -QMU Consultant -QA staff -Department / Section Head -PDER staff	none	-Attendance Sheet -Evaluation Form
3	Attendance to 5S Audit Lecture and Workshop	Conduct of 5S Audit Lecture and Workshop	2 Days	QMU Representative/ -QMU Consultant -QA staff -Department / Section Head -PDER staff	none	-Attendance Sheet -Evaluation Form -Workshop Output
4	Attendance to Customer Relation Management Lecture	Conduct of Customer Relation Management Lecture	1 Day	QMU Representative/ -QMU Consultant -QA staff -Department / Section Head -PDER staff	None	-Attendance Sheet -Evaluation Form
5	Attendance to Continuous Quality Improvement	Conduct of Continuous Quality Improvement (CQI)	3 Days	QMU Representative/ -QMU Consultant	None	--Attendance Sheet -Evaluation Form

	nt (CQI) Lecture and Workshop	Lecture and Workshop		-QA staff -Department / Section Head -PDER staff		
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Prepared by:

JUNCCEL M. BARRIBAL, RN
QA Coordinator

Recommending Approval by:

SUSANA P. QUIAOIT, MD, FPSP
Quality Management Representative