



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Quality Management Unit**  
**CITIZEN'S CHARTER**



**Conduct of Quality Assurance Lectures/Workshop**

**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	Conduct Basic QA Lecture	1 Day	Quality Management Representative / QMU Staff / PDER Staff	None	Attendance Sheet Evaluation Form
2	Attendance to Continuous Quality Improvement (CQI) Lecture and Workshop	Conduct of Continuous Quality Improvement (CQI) Lecture and Workshop	3 Days	Quality Management Representative / QMU Staff / PDER Staff	None	Attendance Sheet Evaluation Form
3	Attendance to Customer Relation Management Lecture	Conduct of Customer Relation Management Lecture	1 Day	Quality Management Representative / QMU Staff / PDER Staff	None	Attendance Sheet Evaluation Form
4	Attendance to 5S Audit Lecture and Workshop	Conduct of 5S Audit Lecture and Workshop	2 Days	Quality Management Representative / QMU Staff / PDER Staff	None	Attendance Sheet Evaluation Form 5S Workshop Output
<b>END of TRANSACTION</b>						



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**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	Issuance of DRAR form and receives documents	15 Minutes	QMU Staff	None	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
2		Review & approval	2-3 days	Quality Management Representative Quality management Consultant Document Controller QMU Staff	None	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
3		Institute document control procedures	1 day	Document Controller QMU Staff	None	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
4		Return of uncontrolled documents to originator	30 mins	QMU staff	None	DRAR (Document Review and Approval Request) form Hospital Policy / Procedure / Forms and other relevant documents
<b>END of TRANSACTION</b>						



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