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Quality Manual



Republic of the Philippines
BULACAN AGRICULTURAL STATE COLLEGE
San Ildefonso, Bulacan
Tel./Fax No.: (044) 762-1427

ADMINISTRATIVE COUNCIL RESOLUTION NO. 04, s. 2017

**A Resolution Approving the Bulacan Agricultural State College
Quality Management System (QMS) Manual**

WHEREAS, Bulacan Agricultural State College (BASC), as an agency of the Philippine Government, adheres to the policies of fellow government institutions in order to contribute to national goals set by the present administration;

WHEREAS, the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems composed of NEDA, DBM, OP, DoF and PMS, has issued Memorandum Circular No. 2016-1 citing the guidelines on the grant of Performance-Based Bonus for FY 2016 under Executive Order Nos. 80 and 201 whereby Item 6.0 (h) requires for the Quality Management System (QMS) ISO certification for at least one core process by any international certifying body approved by the IATF or ISO-aligned QMS documents;

WHEREAS, BASC sees the need to prepare and publish a Quality Management System (QMS) Manual in order to comply with the said provision; and

WHEREAS, when it was presented to the body during the Administrative Council Regular Monthly Meeting for the month held on April 17, 2017, the members of the Council approved the draft of the BASC Quality Management System (QMS) Manual as presented.

RESOLVED, therefore, on motion duly seconded and thereby adopted during this Regular Meeting of the BASC Administrative Council held April 17, 2017 at the BASC Conference Room, that an Administrative Council Resolution approving BASC Quality Manual be drafted.

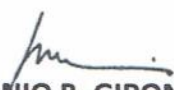
RESOLVED FURTHER, that duly approved and signed Resolution be posted on the College website and in other media as well where it is needed.

Signed:


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College President & Presiding Chair, BASC Administrative Council


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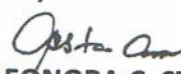

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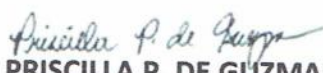

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1.0 INTRODUCTION


This Quality Manual defines and clarifies policies, systems and procedures adopted to implement and continuously improve the quality management system of the Bulacan Agricultural State College.

The manual together with all related documents cited hereto, aims to:

- describe the basic elements of the QMS of BASC as reference for implementation and continued improvement of the system;
- provide common understanding of the various policies and procedures that the college implements to all internal and external stakeholders;
- serve as reference especially for the newly hired faculty members and non-teaching staff of the college for their familiarization of the quality systems being implemented in College.

2.0 DEFINITION OF TERMS AND ACRONYMS

ACSA	- Academic, Cultural and Sports Affairs
AFBA	- Administration, Finance and Business Affairs
BASC	- Bulacan Agricultural State College - an institution of higher learning mandated to provide education in agriculture and other allied courses
CHED	- Commission on Higher Education A government agency that oversees all state universities and colleges in the Philippines
QMS	- Quality Management System It is a set of internal rules that are defined by a collection of policies, processes, documented procedures and records. This system defines how a company will achieve the creation and delivery of the product or service they provide to their customers. When implemented in your company, the QMS needs to be specific to the product or service you provide, so it is important to tailor it to your needs.

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- RET - Research, Extension and Training
- Stakeholders - Customers of BASC e.g. students, parents, community

3.0 AGENCY PROFILE

3.1 BASC History

The story of Bulacan Agricultural State College, a product of decades of educational and socio-political metamorphoses, is humble and remarkable. It is a 65-year old state-funded institution of learning situated in Brgy. Pinaod, San Ildefonso, Bulacan.


Established in 1952, the Institution started as the Plaridel Community Agricultural High School (PCAHS) located in Brgy. Bintog, Plaridel, Bulacan. Soon after, PCAHS was renamed Bulacan Provincial Agricultural High School (BPAHS) having just about 100 students. A growth in the student population occurred as students arrived not just from local communities but from other municipalities in the province as well. On 20 June 1953, its name was again changed to Bulacan National Agricultural High School (BNAHS) by virtue of Republic Act 948.

On 8 June 1955, then Pres. Ramon DF. Magsaysay signed Proclamation 163 reserving around 192.5 hectares of the Buenavista Estate for BNAHS. By virtue of Republic Act 2416, BNAHS was converted to Bulacan National Agricultural School (BuNAS) on 21 June 1959.

In 1960, the two-year Associate in Agriculture program became part of the curricular offerings of BuNAS; the first tertiary education program offered in the school which eventually led to the offering of the Bachelor of Science in Agriculture degree with majors in Agronomy and Animal Husbandry.

Cognizant of the prevalent agriculture education and training needs of Bulakeños at the time, Hon. Ricardo C. Silverio, then Representative of the 3rd District of Bulacan, authored House Bill No. 2389 which proposed for an expanded educational program for BuNAS. With the bilateral approval of both Houses, then Pres. Fidel V. Ramos signed Republic Act 8548 officially converting BuNAS into a chartered state college known as the Bulacan National Agricultural State College (BNASC) on 24 February 1998. Over time, its name was changed to Bulacan Agricultural State College (BASC) by virtue of Republic Act 9249 signed by Former President Gloria M. Arroyo on 19 February 2004.

Situated between the country's capital Metro Manila and the Province of Nueva Ecija, it opened its doors in 1952 and 65 years later, it continues to be devoted to

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discovering answers to the profound challenges of this generation and training students for leadership in today's multifaceted world. Furthermore, BASC has grown to be a regional leader in higher education and remains to be recognized for offering excellent agricultural education, interdisciplinary partnerships and innovative research programs.

The College still supports competent collaborators from different backgrounds to work together with the Administration in the direction of feasible targets. It advocates alliance and modernization across conventional hindrances of education, generating exceptional individuals who pass on their mark to the world. Most of all, BASC continues to uphold its pledge to students, viable research and education.

Like every distinguished education institution, BASC equally pondered and operated upon the bigger world. Its groundwork later became potent and creative. Personnel, students and alumni, partners and stakeholders, and allies have united for this grand educational endeavour. BASC would not be BASC without their dreams, service and allegiance.


Now, its educational calling is to help students by coaching them with leadership and problem-solving proficiency and principles of quality, moral conduct, responsibility to humanity and faithfulness to their potential jobs. Everything is being done to train students for sensible global citizenship and leadership by combining sustainability, public responsibility and esteem for varied outlooks all throughout their curriculum while they acquire deep professional competence.

At present, the College has two satellite campuses on top of the main campus. One is located in in Brgy. Sapang Bulak, Doña Remedios Trinidad, Bulacan. Aptly called the BASC-DRT Campus, it was established in 2005. Established in 2011, the other campus is located in Balagtas, Bulacan in consortium with Balagtas Technical-Vocational School.

At BASC, we believe that every student, staff and client brings a unique aspiration. All are welcomed and encouraged to carry out accomplishments they feel can play a part to self, community, country and international progress.

3.2 Ideology

The Bulacan Agricultural State College upholds integrity and dedication as its prime virtues, elicits students and staff's best potentials, advocates academic excellence at all times, and performs as a solid arm of the national government in its agricultural development goals.

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3.3 Philosophy

The Bulacan Agricultural State College believes that Excellence and Productivity are ideals nurtured and promoted in this academic community, ensuring the effective preparation and delivery of services for the general welfare of its people.

3.4 Vision

The Bulacan Agricultural State College as an outstanding higher education institution in the nation with its provision of affordable and excellent education.


3.5 Mission

The Bulacan Agricultural State College shall strive for excellence in Agriculture and other allied disciplines. It shall provide for and address ever-changing educational needs and services for those seeking to expand their intellectual horizons. It shall address national and international issues and be established as a major presence and contributor to the progress of the global community.

3.6 Goals and Objectives

To ensure the training of productive and competitive graduates in agriculture and other related disciplines, BASC has the following goals/objectives:

- Produce quality graduates equipped with knowledge and expertise enough to meet the demands and challenges of the fast changing society
- Develop a cadre of highly competent manpower to implement the various academic, research, extension, training and production programs of the college.
- Undertake relevant research, extension and training programs to accelerate productivity and for additional income of people in the rural and urban areas.
- Promote the general welfare of the faculty and staff as well as the students.
- Maintain a wholesome academic community conducive to learning by the provision of the state-of-the-art laboratory, information and communication equipment, modern library, sports and other facilities.
- Establish networks, linkages or collaboration with other stakeholders to take advantage of the synergy for fund sourcing.
- Develop and implement resource generation projects to modernize and sustain the operation of the college
- Implement an improved administrative efficiency and financial management system

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To achieve these goals/objectives, the College is guided with the following principles:


- Academic Programs. Achieving academic excellence through instruction and relevant curricular offerings
- Student welfare. Assistance and support to greater majority of the students
- Faculty and staff welfare. Wholesome working atmosphere for competent and satisfied faculty and staff members as dedicated public servant contributing in national development
- Infrastructure and facilities. Additional and/or renovation of existing buildings and facilities to complement growth on programs and activities
- Research and development. Viable R and D activities on high value commercial crops, carabao upgrading for milk and meat production and the promotion of aerobic rice technology
- Fiscal management and resource generation. Augmenting the college appropriations and efficient fiscal management through viable income generating activities and resource generations
- Administration. Competent and hardworking college officials, faculty members and non-teaching personnel to carry out priorities and thrusts in contributing on the national agenda on higher-education program.

4.0 ORGANIZATIONAL STRUCTURE

The BASC Organizational structure was revised upon assumption to office of Dr. Gerardo I. Mendoza. It was then approved by the Board of Trustees last May 24, 2011 with minor revisions by virtue of resolution 11-758. After a year of implementation, further revision was done thru BOT Resolution 12-854 on 28 June 2012.

4.1 Description of the Governance

The governing body of BASC is vested in the Board of Trustees which shall be composed of the following: Chairman of the Commission on Higher Education (CHED); President of the College, Vice Chairman; Chairman of the House of Representatives Committee on Education and Culture; Chairman of the Senate Committee on Higher and Technical Education, Regional Director of the National Economic Development Authority (NEDA); Regional Director of the Department of Agriculture; President of the Faculty and Employees Association; President of the Supreme Student Council; President of Alumni Association; and two (2) prominent citizens who have distinguished themselves in their professions or field of specialization chosen from among a list of at least five (5) persons qualified in Bulacan province, as recommended by search committee constituted by the President in consultation with the Chairman of

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the CHED based on the normal standards and qualifications for the position. (RA 8292, Section 3).

The CHED Chairman is the ex-officio Presiding Officer of the BASC Board of Trustees. In his absence, he shall authorize a representative, preferably a Commissioner, to sit in the meeting of the Board. *Provided*, however, that during these meetings the President shall preside as Vice Chairman of the Board. (RA 8292, Section 3).


4.2 The Administrative Council

The Administrative/Executive Council of the College consists of the President of the College as Chairman, with the Vice Presidents, Directors, Deans, and heads of all academic, sports, cultural, business, administrative and auxiliary units as members.

4.3 Functions

4.3.1 The President

- a. Implement and carry out the policies of the Board in the governance of the College;
- b. Determine the agenda relative to the meetings of the Board, Academic Council and the Administrative Council. However, any Board/Council member may propose any matter which need action by the Board or the Council(s);
- c. Appoint/designate all officials of the College subject to policies and/or requirements laid down by the Board;
- d. Preside over the meetings of the Board in the absence of the CHED chairman and all the meetings of the Administrative / Executive and Academic Councils;
- e. Confer such degrees and honors upon graduates and distinguished benefactors of the College as authorized by the Board;
- f. Receive all documents needing BOT approval and take immediate steps to inform the latter about the Board action;
- g. Administer and supervise all the affairs and activities of the College with due diligence as a good father of the family;
- h. Submit, through the Board, an annual report to the President of the Philippines within 90 days after the end of the calendar year (CY) stating among other things, the status, accomplishments, progress and related operations of the College;
- i. Perform other functions and duties as may be directed by higher and/or competent authorities

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4.3.2 The Vice President-ACSA


- Supervise the Deans and Directors of the College who are concerned with the academic and related academic matters affecting the educational, sports and cultural community; ;
- Ensure that all academic programs are properly implemented in accordance with the policies, orders, rules, and regulations lay down by the TESDA and CHED, and other regulatory bodies;
- Chair all the standing/ad hoc committees relating to scholarships/fellowships, recruitment/promotions, planning, discipline and other related matters affecting the academic community;
- Enforce the policies, orders, rules and regulation laid down by the Academic Council and the Board;
- Represent the President in all academic matters affecting the College where the latter is incapacitated to discharge his duties;
- Perform other functions and duties as may be delegated by the Board, President and other competent authorities.

4.3.3 The Vice President-AFBA

- Supervise all the administrative and support-related services of the College;
- Ensure that the budgetary allocations and expenditures are in accordance with the approved distributions and amounts as reflected in the general appropriation for the College;
- Chair the Bids and Awards Committee of the College upon designation by the President and confirmed by the Board;
- Enforce the accounting/auditing rules in all business transactions and financial affairs of the College;
- Represent the President in all administrative matters affecting the College in case the latter is not available; and
- Perform other functions and duties as may be delegated by the Board, the President or competent authorities.

4.3.4 The Vice President-RET

- Administer and supervise all the research, extension and training programs and activities of the College;
- Ensure that all research/training programs, projects and studies are properly implemented in accordance with guidelines, rules and regulations set by the Board, the Philippine Council for Agricultural Resources and Research and development (PCARRD) and other recognized research institutions and the funding agencies concerned;

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- c. Chair the standing *ad hoc* committee which will assess, review and approve research/extension/training/production project proposals for funding by local, national or foreign agencies;
- d. Enforce and implement policies, orders, rules and regulations on research, extension, training and production matters laid down by the Board, Administrative/Academic Council and other competent authorities;
- e. Represent the President in all activities affecting the research, extension, training and production affairs of the College in case the President fails to discharge his duties;
- f. Perform all other duties / functions as may be delegated for him by the Board, President and other competent authorities.

4.3.5 The Director for Instruction

- a. Assist the VP-ACSA in the administrative and supervisory control over the Institute Deans;
- b. Assist the VP-ACSA in the implementation of policies, plans, programs and standards affecting the academic institutes;
- c. Coordinate with the Director of Admissions regarding schedules of classes and other curricular activities affecting the teaching staff and the students;
- d. Assist the VP-ACSA in the supervision of classes in aid of formulating supervisory plans and programs in the Institutes;
- e. Coordinate and consolidate the budgetary proposals of the Institutes;
- f. Perform other functions and duties as may be directed by the VP-ACSA and higher authorities

4.3.6 The Director for Office of Student Affairs

- a. Formulate and implement strategic plans for students testing and admission, guidance and counseling, vocational/career guidance, placements, year-round activities and all related co-curricular / extra-curricular programs that will lead to student welfare and development;
- b. Evaluate, accredit and recognize student organizations whose objectives, constitution and by-laws are non-subversive and geared towards institutional brotherhood, camaraderie and productivity;
- c. Conduct and supervise the election of all class and students organizations within one (1) month after opening of classes excluding the Supreme Student Council which shall conduct its election in the second week of March;
- d. Respond to the recurring problems of students such as housing and accommodations, student assistance, athletics, military training, scholarships, discipline placement of graduates, performances, finances, etc. needing immediate attention;

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- e. Coordinate with the BASC Alumni Association and the Parents Teachers Community Association in relations to the programs and activities of the college particularly those affecting student life;
- f. Perform other duties and responsibilities as may be delegated by higher authorities.

4.3.7 The Director for Planning & Development

- a. Establish a databank about organizations, programs, activities, linkages and other related operations vital to a functional Management Information System (MIS);
- b. Spearhead the preparation of the tactical and strategic plans for systematic and well directed college operations;
- c. Administer/Supervise the planning and development of staff and their program of activities for systematic and continuing projections and updates;
- d. Coordinate with occupants/users of buildings and related facilities for systematic and orderly scheduling of constructions, installations, demolition or repairs.
- e. Advise the President about the general status, conditions and problems of infrastructures and all other college facilities.
- f. Act as ex-officio member of the Bids and Awards Committee regarding construction and/or repairs of government facilities.
- g. Advise the President on matters affecting the College operations vis-à-vis the latter's tactical/strategic plans.
- h. Perform other duties and obligations as may be delegated by higher authorities

4.3.8 The Deans of the Institutes

- a. Administer/Supervise the faculty staff and all programs/activities of the Institute concerned including program under consortium with other schools;
- b. Evolve and systematically implement strategic plans on curricular revision and enrichment, faculty training and development, equipment/supply procurement, research and extension activities, apprenticeship and internship and a host of other concerns affecting the institute;
- c. Monitor and evaluate faculty and students' activities/performances and ensure that their output is within the minimum standards of quality and excellence as set by the CHED;
- d. Prepare a program of expenditures for the approved budget of the calendar year taking into considerations the development thrusts and prioritization of programs/activities for funding;

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- e. Designate the different program chairpersons, coordinators and unit heads, subject to the approval of the College President;
- f. Confirm and finalize the self-evaluation of performance of individual faculty members of the Institute;
- g. Prepare and submit an annual report to the Vice president for Academic Affairs starting among other things, the status, operations, accomplishments, needs and problems of the Institute;
- h. Establish linkages with other Institutes, Colleges, Agencies and other Offices for collaboration and complementation such as academic exchange, internship, apprenticeship, traineeship, etc;
- i. Perform other duties and responsibilities as may be delegated by higher authorities.

4.3.9 The Director for Admission and Registration

- a. Administer/Supervise the Registrar and all the support/clerical staff of the Admissions Office and ensure that the targeted goals/objectives as well as those unprogrammed contingencies are substantially attained;
- b. Issue official copies of students' transcript of records, diploma and related documents within reasonable period upon request and payment of required fees, and
- c. Perform other duties and responsibilities as may be delegated by higher authorities.

4.3.10 The Director for Administration and Support Services

- a. Administer/Supervise all the administrative and support staff and their respective activities in accordance with established rules, regulations and procedures of the College.
- b. Formulate and implement systematic program of activities so that each administrative and support units is expected to perform and accomplish its tasks according to established schedules and output.
- c. Review and take appropriate actions on all communications, and other related documents relating to administrative and support matters for appropriate action of the Vice President, AFPBA.
- d. Recommend to the Vice President, AFPBA legal actions against any party suspected of violating laws, rules and regulations affecting the welfare of the teaching staff, personnel and students and government properties.
- e. Advise the Vice President, AFPBA about the relative conditions, status and problems of general administration and support services of the College.

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- f. Perform other duties and responsibilities as may be delegated by higher authorities.

4.3.11 The Director for Financial Management

- a. Administer/Supervise all the Finance Management Services Units and their respective activities in accordance with established rules, regulations and procedures of the College;
- b. Adopt a system of comptrollership at the department or agency level and implement financial policies of the college in accordance to DBM issuances, accounting and auditing rules and regulations;
- c. Coordinate all the functions of the department/ agency pertaining to budgeting, accounting, collections and disbursements, management improvement and financial reporting;
- d. Sign all vouchers through the College Accountant, as to availability of funds; certify that expenditures are proper and that they are properly documented;
- e. Prepare and submit through the College Accountant, annual departmental and all other related reports required by the President, DBM, COA and other higher authorities;
- f. Assist the President through the Budget Officer, defend the budget before Regional Development Council, Department of Budget and Management and Congress;
- g. Represent the College in financial matters including but not exclusive remittances releases and other financial advisements;
- h. Perform other duties and responsibilities as may be delegated by higher authorities.

4.3.12 The Director for Sports & Cultural

- a. Formulate and implement a strategic sport development and cultural and literary program plans for the College.
- b. Spearhead and coordinate the conduct of intramurals and other sport activities in the College.
- c. Initiate the holding of regular sport clinic to strengthen the capability of staff and students.
- d. Initiate the conduct of different activities pertaining to students' physical skills and talents to enrich their potential in coordination with the different units of the College
- e. Perform other duties and responsibilities as maybe delegated by higher authorities.

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4.3.13 The Director for Research

- Standing *ad hoc* committee which assesses, reviews and recommends research proposals for funding by national or foreign agencies;
- Coordinate with the Director of the College Financial and Management Services, and Chief of the Supply Office so that all research equipment and supplies are funded and procured as targeted for the calendar year;
- Provide leadership in the formulation of research programs that jibe with the regional/ national development goals;
- Initiate and strengthen linkages of BASC with other research institutions, agencies to achieve national/global collaboration and complementation in research and development;
- Perform other functions and duties as may be directed by higher authorities

4.3.14 The Director for Extension


- Administer/Supervise all the extension staff and programs/activities of the College;
- Develop and implement strategic programs in training and community development for the service areas of the College;
- Monitor and evaluate all extension programs/activities and see to it that these are being implemented according to plans and schedules;
- Initiate and strengthen linkages with funding and development agencies for appropriate collaboration and support;
- Provide leadership in the improvement of life among the farmers within the service areas of the College.
- Perform other functions as may be directed by higher authorities.

4.3.15 The Director for College Auxiliary and Business Office

- Supervise & coordinate all productive activities of the College undertaken for the welfare of the BASC community.
- To conduct and present periodic economic financial analysis of all IGP's
- In-Charge of processing and marketing of all products in the College.
- Perform other functions as the President may assign

4.3.16 The Supervising Head-BASC DRT


- Administer/Supervise the faculty staff and all programs/activities of the BASC-DRT Campus including program under consortium with other schools/institutions;

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- b. Evolve and systematically implement strategic plans on curricular revision and enrichment, faculty training and development, equipment/supply procurement, research and extension activities, apprenticeship and internship and a host of other concerns affecting the institute;
- c. Monitor and evaluate faculty and students' activities/performances and ensure that their output is within the minimum standards of quality and excellence as set by the CHED;
- d. Prepare a program of expenditures for the approved budget of the calendar year taking into considerations the development thrusts and prioritization of programs/activities for funding;
- e. Designate the different department chairpersons, coordinators and unit heads, subject to the approval of the College President;
- f. Confirm and finalize the performance ratings made by the individual faculty members of the BASC-DRT Campus;
- g. Prepare and submit an annual report to the Vice President for ACSA stating among other things, the status, operations, accomplishments, needs and problems of the BASC-DRT Campus;
- h. Establish linkages with other Institutes, Colleges, Agencies and other Offices for collaboration and complementation such as academic exchange, internship, apprenticeship, traineeship, etc;
- i. Perform other duties and responsibilities as may be delegated by higher authorities.

4.3.17 The Principal-LHS

- a. Administer/Supervise the faculty staff and all programs/activities of the laboratory high school;
- b. Evolve and systematically implement strategic plans on curricular revision and enrichment, faculty training and development, equipment/supply procurement, research and extension activities, apprenticeship and internship and a host of other concerns affecting the laboratory high school;
- c. Monitor and evaluate faculty and students' activities/performances and ensure that their output is within the minimum standards of quality and excellence as set by the CHED or DepEd;
- d. Prepare a program of expenditures for the approved budget of the calendar year taking into considerations the development thrusts and prioritization of programs/activities for funding;
- e. Designate the different discipline chairpersons/coordinators subject to the approval of the College President;
- f. Prepare and submit an annual report to the Vice president for Academic Affairs starting among other things, the status, operations, accomplishments, needs and problems of the laboratory high school;

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- g. Perform other duties and responsibilities as may be delegated by higher authorities.

4.3.18 The Presidential Assistant-Alumni & Community Affairs


- a. Represent the Office of the College President to all meetings, gatherings, activities of the BASC Alumni Associations;
- b. Coordinate with the alumni association as regards planning and implementation of programs and projects that engage the association in providing benefits to its members and the College;
- c. Serve as liaison between the Alumni Association 's Board of Directors and the College;
- d. Coordinate with the Federated Parents, Teachers and Community Association (FPTCA) the programs and projects of the College where the Association could be of help to better serve the students;
- e. Serve as liaison between FPTCA Officers and the College; and
- f. Attend to other functions as may be directed by the College President.

4.3.19 The Presidential Assistant-External Linkages, Resource Generation & Cooperation

- a. Coordinate with the local and international organizations/institutions matters relating to the programs/projects and activities of the College as direct emissary of the College President;
- b. Directly work under the Office of the President as focal person for accessing the support of government agencies and non-government organizations here and abroad in whatever capacity they can as partner in the development of the College;
- c. Attend the regular monthly meetings of the Administrative Council of the College and other relevant meetings as may be required; and
- d. Perform other functions as may be delegated by higher authorities.

4.3.20 The Head for Security Services

- a. Formulate and implement a strategic security plan for the College.
- b. Supervise the over-all operations of the security guards particularly on securing the college properties and the safeguard of students and college personnel on any external threats.
- c. Prepare and submit reports in relations to conduct of security operations and handling of cases/investigation on orderliness and security matters.


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- d. Perform other duties and responsibilities as maybe delegated by higher authorities.

4.4 Distribution List

The Bulacan Agricultural State College's Quality Manual serves as a guide to good quality management of the institution. Its main purpose is to make the management of the college effective and efficient hence, wide dissemination of this Quality Manual is implemented to the different offices of the College as follows:

Unit/College	Name	Position
Office of the President	Dr. Gerardo I. Mendoza	SUC President
Office of the VP-ACSA	Dr. Priscilla V. San Pedro	Vice President
Office of the VP-AFBA	Dr. Herminio B. Giron	Vice President
Office of the VP-RET	Dr. Josefina C. Mananguit	Vice President
Office of the Board Secretary	Ms. Desiree A. Rodriguez	Board Secretary
Director for Instruction	Engr. Liberato B. Silverio	Director
Office of Student Affairs	Dr. Roberto C. Wagan	Director
Planning and Development Office	Ms. Annie Rose P. Pagdanganan	Director
Institute of Agriculture	Dr. Melchor I. Pastrana	Dean
Institute of Education, Arts & Sciences	Dr. Ofelia V. Silverio	Dean
Institute of Engineering and Applied Technology	Engr. Alvin G. Quizon	Dean
Institute of Management	Mr. Cesar T. Villanueva	Dean
Office of Research	Ms. Leah V. Indon	Director
Office of Extension & Training	Ms. Rhodora A. Iracta	Director
Office of the Registrar	Dr. Josephine G. De Guzman	OIC-Registrar
Office of the Administration	Ms. Minerva D. Arcilla	Director
Office of the Financial Management	Ms. Ma. Marita P. De Guzman	Director
Office of the BASC-DRT	Mr. Richard C. Sarmiento	Director
CABO	Mr. Rodrigo G. Buenaventura	Director
Office of the Quality Assurance	Dr. Cecilia S. Santiago	Head
Office of the Presidential Assistant, Alumni and Community Affairs	Dr. Lolito B. San Pedro	Head
Office of the Laboratory High School	Dr. Priscilla De Guzman	
Office of the Security Services	Mr. Pedro Lie Legaspi	Head
Office of the BASCFEA	Ms. Maria KrisvieAbigale F. Mendoza	President
Office of the Supreme Student Council	Mr. Aaron Neil B. Borja	President
Office of the Soil Tiller	Mr. Mark Airon A. Awitan	EIC

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5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Leadership and Commitment

The BASC Top Management recognizes the importance of understanding, meeting, and enhancing clients/stakeholders. It adheres to its commitment on the effective and efficient implementation of the quality system through the established quality policies, quality objectives, internal quality audits, management review meetings, strategic planning and disseminating to all members of the organization the importance of satisfying clients/stakeholders including statutory and regulatory requirements. To uphold this commitment, BASC's Top Management shall:

- communicate to the organizations the importance of meeting customer as well as statutory and regulatory requirements
- establish the quality policy;
- ensure the quality objectives are established;
- conduct management reviews; and
- ensure the availability of resources.


5.2 Customer Focus

BASC determines its clients/stakeholders' requirements based on the various CHED Memoranda issued per program offering and ensures that the targeted goals and objectives and those unprogrammed contingencies are substantially attained. This is attained through the following:

- ensure that customer and other applicable statutory and regulatory requirements are determined, understood and consistently met;
- the risks and opportunities that may affect conformity of services and the ability to enhance customer satisfaction are determined and addressed;
- the focus on enhancing customer satisfaction is maintained.

5.3 Quality Policy

As BASC commits itself to develop productive and competitive graduates in agriculture and other related fields, the top management shall ensure that the quality policy is appropriate to the purpose of the institution in serving its clientele/stakeholders. BASC also adheres to its commitment to comply with the requirements and continually improve the effectiveness of the quality management system. It shall provide a framework to establish and review quality objectives. This quality policy shall be disseminated and understood within the institution. The top

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management shall regularly review the policies to determine suitability and appropriateness.

5.4 Planning

5.4.1 Quality Objectives

The College top management shall ensure that quality objectives, including the targets set for GAA, Operational Plan and other related objectives are established at relevant functions and levels within the institution. Setting of quality objectives and targets shall be measurable and consistent with the quality policy of BASC.


5.4.2 Quality Management System Planning

BASC strategic and operational plans are results of the annual planning process. It is through this activity that the strategic thrusts of the College are defined, commitments are obtained, and resource requirements are determined. Objectives and targets are set at levels appropriately attainable. The information is then cascaded to the lower level of management to where specific quality objectives are defined for attainment of goals and quality delivery of instruction services.

5.4.3 Quality Management Structure

The college quality management system makes use of the approved organizational structure. The College President is supported by the three Vice Presidents at the top level. The deans and directors head the institutes and other operating units.

Supporting the structure in order to have continual improvement in the implementation of QMS are the planning, document and records, human resource, internal audit and the auxiliary.

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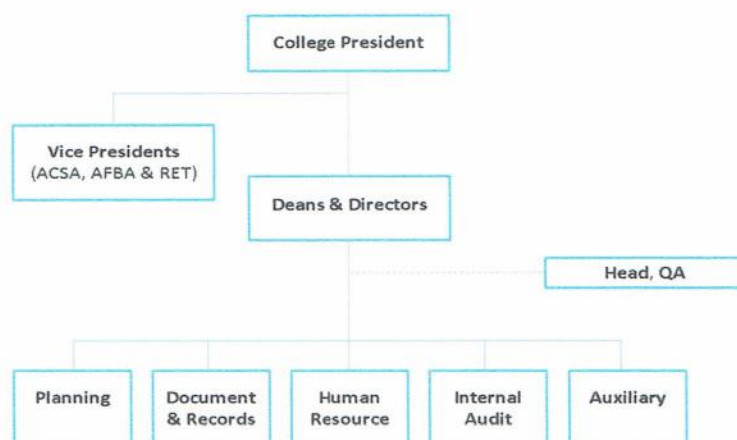


Figure 2. The Quality Management Structure

5.5 Responsibility, Authority and Communication


5.5.1 Responsibility and Authority

Each in the quality management structure has his/her specific duties and responsibilities in the implementation of the quality system of the College.

5.5.1.1 President

As the chief executive officer the following are the responsibilities of the College President to carry out in the implementation of the system:

- establishes, reviews, and maintains the quality policy of the College;
- defines the responsibilities and authorities of each function in the organization;
- ensures that the quality objectives are established for relevant functions and levels within the College;
- ensures allocation of available resources to support the implementation of the College's QMS;
- reviews the effectiveness of the university's quality management system and monitors the implementation of improvement action plans; and
- ensures that the mechanisms to implement are established and effectively communicated.

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5.5.1.2 Vice Presidents for ACSA, AFBA & RET

As the strong allies of the College President to man the implementation of activities in the organization the following are their duties and responsibilities:

- Ensure that the established Quality Management System is effectively implemented and maintained;
- Communicate with the top management the performance of the QMS and areas that need further improvement;
- Make sure that the promotion of awareness in meeting clients/stakeholders' requirements within the relevant scope of the College's QMS is sustained; and
- Relate matters on the QMS to external parties that would be beneficial for the College.

5.5.1.3 Deans and Directors

In assisting the vice presidents in the supervisory control over different institutes and offices, the deans and directors have the following duties and responsibilities:


- Ascertain the effective planning, implementation, maintenance, and continual improvement of the established QMS;
- Support the QMR in the preparation of the agenda for management review and in performing assigned duties and responsibilities;
- Undertake responsibility of the QMR in his/her absence; and
- Implement the recommendation of top management;

5.5.1.4 Planning Unit

- Ensures that quality objectives are established and relevant ;
- Make sure that the quality objectives are measurable and are supported by programs to achieve them; and
- Ensures that clients/stakeholders' information is monitored as one of the measures of performance of the quality management system.

5.5.1.5 Document and Records Control Unit

- Establishes, documents, implements, and maintains a procedure for the control of documents and records;

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- Maintains the master copies and master list of the Quality Manual and Work and Instructions Manual, as well as the master list of externally generated documents and references;
- Ensures that current versions of relevant documents are available at point of use;
- Prevents unintended use of obsolete documents as well as the unauthorized use of relevant documents and records;
- Ensures the traceability of documents;
- Coordinates enhancement of the procedure for control of records; and
- Closely coordinates with the Deans and Directors on all matters concerning Records Management, specifically on records generated from the instruction services.

5.5.1.6 Human Resource Management Unit


- Ensures that concerned employees are aware of their roles and responsibilities relative to the attainment of the university's goals and objectives;
- Reviews the results of competence evaluation conducted for employees performing functions that affect product or service quality;
- Facilitates conduct of appropriate HR interventions to enhance capabilities;
- Monitors and evaluates the effectiveness of HR actions taken; and
- Ensures that the records of education, training, skill, and experience are maintained accordingly

5.5.1.7 Audit Unit

- prepares audit plan, coordinates, and implements the college's audit program;
- identifies the necessary resources for managing the college's audit program;
- provides inputs during management review regarding audit findings; and
- monitors and maintains records of implementation of corrective and preventive actions for non-conformances found during audits.

5.5.1.8 Auxiliary Unit

- Ensures that the work environment needed to achieve conformity to product requirements is managed;
- Ensures consistent implementation of 5S programs; and
- Monitors and assesses workplace cleanliness, orderliness and safety.

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5.5.2 Management Representative

A quality management representative shall be appointed by the top management to ensure that processes needed for the quality management are established, implemented and maintained. The representative shall report to top management the performance of the QMS and any need for improvement. He/she makes sure that awareness of the clients/stakeholders' requirements throughout the institution is promoted.

5.5.3 Internal Communication

The BASC top management shall ensure that there is proper communication of the processes are established within the institution and that communication takes place regarding the effectiveness of the QMS. Promotion of processes shall be made to all concerned offices and individuals within the institution.

Internal communication may be done through issuance of memoranda, notices, meetings, and other forms which may be deem necessary to ensure proper communication.

5.6 Management Review


5.6.1 General

The QMS team headed by the College President conducts annual review or whenever deemed necessary to ensure continuing suitability and effectiveness of the system. It is also to determine or check whether the College still satisfies the requirements of the clients/stakeholders.

5.6.2 Review Input

The review may cover, but not limited to, the following agenda:

- Matters arising from the previous management review meeting;
- Results of internal and external quality audits;
- Clients/stakeholders feedback and satisfaction results;
- Process performance and product/service conformity;
- Status of preventive and corrective actions;
- Changes that could affect the quality management system; and
- Recommendations for improvement.

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5.6.3 Review Output

The management review is headed by the College President. The agenda of the College management review is prepared by the Head of Quality Assurance in coordination with the Director for Planning and Development. Taking of minutes of the meeting, keeping and maintaining the records are assigned to the designated QMS Secretary. Results of the review or any improvements made on the policies that will affect the activities of the College which has to be given action by the Board of Trustees will be presented for approval prior to its implementation. However, changes on policies that will not need BOT approval will be immediately cascaded to the lower level management for smooth implementation.


6.0 QUALITY MANAGEMENT SYSTEM

The Bulacan Agricultural State College is the lone agricultural state college in the province of Bulacan. As a state funded higher learning institution, it is mandated to be responsive to the national and regional goals of food security, poverty alleviation, sustainable development and global empowerment alongside people empowerment.

Being a service oriented state Higher Education Institution (HEI), BASC being has four different institutes and several offices. Aware of the importance of potential clients in the community, a process-based quality management system model has been adopted based from the suggested ISO process and as reflected on Figure 2.

Two interacting processes are shown in Figure 2. The first process is called the “internal processes” which cover the activities to link the importance of meeting clients/stakeholders’ requirements and expectations. It also defines the responsibility of the management and provides adequate resources to implement the QMS. Moreover, it provides instructional services and monitors, analyzes and continually improves the management systems to meet and exceed customer expectations.

Another process is called the “external processes”. This shows the processes in determining the requirements of clients or stakeholders; and designing and delivering instruction services in line with clients/stakeholders requirements and expectations. It likewise demonstrates the services offered by BASC being link to the stakeholders to determine customer satisfaction. Information derived from clients/stakeholders and citizens shall be used for the continual improvement of both processes.

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6.1 Scope and Application

This Manual applies to the Bulacan Agricultural State College (BASC) and its tripartite functions in Instruction, Research, and Extension Services. It shall be adopted for use by the different operating units. It contains the basic policies, objectives and guidelines set by the College as regards the different elements, which can be implemented as a tool to exceed internal and external customers/clients and citizens expectations. It explains in detail, the QMS core processes from admission to graduation including the management and support processes. Also, it ensures the availability of information on the procedures in the entire BASC Instructional Services. Likewise, it covers core processes in research and extension.

BASC has established, documented, implemented and is maintaining a quality management system as per requirements of the international standards (ISO 9001:2008) and as a means of assuring its present and future customers that its products and services conform to the specified requirements.

Through the quality manual, procedure manual, operations manual, service pledges, international standards, work instructions, statutory and regulatory requirements such as but not limited to Commission on Higher Education (CHED) requirements, CHED Memorandum Orders (CMOs), Civil Service Commission (CSC) rules and guidelines, Department of Budget and Management (DBM) policies and guidelines, all processes and their sequences and interactions are determined, including the criteria and methods of control to ensure their effectiveness.

Management review and internal quality audits are conducted to monitor and measure the effectiveness of the quality system. Results of these monitoring and measurements are analyzed and, when necessary, actions are implemented and resources are provided for continual improvement.

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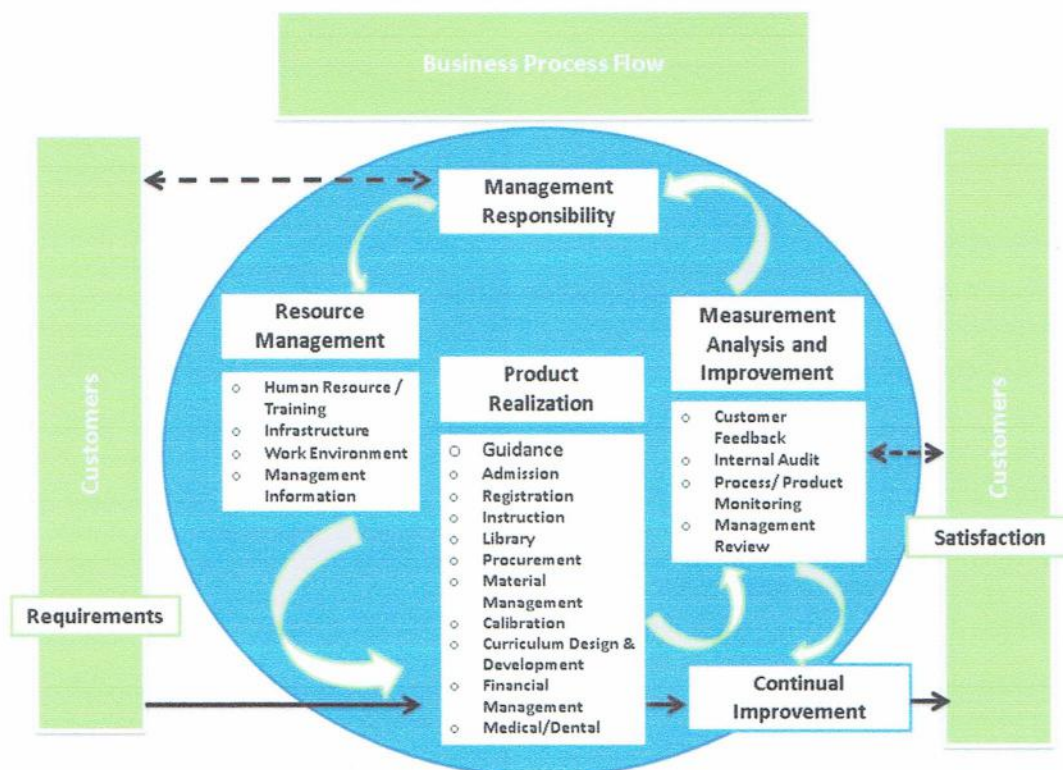



Figure 3. The Quality Management Model adopted by BASC

6.2 Documentation Structure

The BASC Quality Management System is designed to assure consistency in meeting the clients/stakeholders' needs and expectations through the actual performance of the documented processes, procedures, work instructions and support policies, systems and procedures.

The Quality System is described in the following documents:

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Level 1: Quality Manual (QM) – The highest level of Quality Management System documentation. It contains the quality policy, organizational structure, resource management, and specific policies for business process and quality control and improvement.

Level 2: Procedures and Work Instructions Manual (PAWIM) – The PAWIM is the operational guide on what the College does and how it achieves stated policies. It also provides guidance on how to communicate and perform various activities. The PAWIM also includes work instructions that describe the detailed series of steps in performing routine activities.

Level 3: Policies and Guidelines (Internal and External) – the Policies and Guidelines include records of the College issuances such as Operations Manual, Memoranda, Office Orders, and Special Orders. It also provides guidance on how to communicate and perform various activities. Likewise, it includes operating procedures in instructions, Research and Extension that describe the detailed series of steps in performing routine activities.


Level 4: Quality Records (QR) – Records providing evidence of conformity to the established procedures and operational instructions, as well as the BASC's QMS.

6.3 Quality Manual

The institution shall establish and maintain quality manual that would introduce or include new procedures or services. Any necessary amendments to the existing Quality Manual may also be included.

Reissuance of this Quality Manual shall only be done when there is:

- a. change in the scope of certification;

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- b. change in the management and/or organizational structure; and
- c. change in the process scope.

Requests or suggestions shall be forwarded in writing to the Top Management for his/her consideration to ensure that such changes are reflected in the manual.

6.4 Confidentiality and Distribution

The Quality Manual and other related documents are treated as confidential and shall not be brought outside the university premises without prior authorization from the Top Management.

Controlled copies of the Manual are issued to the Records Officer/Document Controller, who is responsible for safekeeping and prompt updating of necessary revisions.


It is the responsibility of the Document Controller to distribute and keep a list of authorized holder of the Quality Manual, which may be issued either as controlled or uncontrolled copy. All uncontrolled documents shall be marked with “Uncontrolled” and shall not be updated. Uncontrolled copy of the Quality Manual may be distributed to clients/stakeholders and citizens when considered commercially beneficial or when demanded as a contract requirement. All external distribution shall be subject to the approval of the Top Management.

7.0 RESOURCE MANAGEMENT

7.1. Provision of Resources

BASC shall determine and provide the resources needed by the College to implement activities to ensure continual implementation and assurance of effectiveness of the quality system. Provision of resources shall also be secured in order to enhance satisfaction of clients/stakeholders.

BASC assures clients that supplies and materials are necessary adjuncts to the successful delivery of instruction and other services. The acquisition of such resources requires judicious planning and allocation of budget for procurement. The College conforms to RA 9184 on its procedural flow of procurement of supplies and materials.

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7.2 Human Resources

7.2.1 General

BASC believes that human resources are the greatest assets in any associations. Therefore, to ensure that the staff being hired is equipped with the necessary knowledge and skills required in efficiently performing his/her functions the Human Resource Management Office (HRMO) has established and maintained procedures to ensure that personnel are competent on the basis of education, training and/or experience and skills.


7.2.2 Competence, Training and Awareness

Procedure in recruitment is handled by HRMO. Recruitment is based on education, skills and training of an applicant. Processing of employment is based on the recommendation of the College Merit Selection and Promotion Committee after due processing of all applicants. Appropriate records of academic qualifications and training are maintained for all personnel by the HRMO.

Training Needs Assessment (TNA), Faculty and Staff Development Planning, etc. shall be conducted as required by organizational changes. Personnel are strongly encouraged to pursue graduate education through scholarship grants both internal and external. Further, they are sent to trainings, seminars and conferences for constant improvement of their knowledge, skills, managerial acumen and attitude on activities related to the quality system. This is with the belief that the behavior and performance of every individual directly impacts on the quality of services provided.

The HRMO likewise maintains the records in undertaking the following functions:

- Determine the capability building needs of personnel performing work affecting product/service quality;
- Organize seminars and training courses to meet the identified needs;
- Evaluate the effectiveness of HRMO interventions;
- Orient the personnel on their roles and responsibilities as they affect achievement of objectives; and
- Facilitate the placement of qualified personnel to meet the capacity requirements of operations.

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7.3 Infrastructure

Provision of quality facilities is one of the objectives of the College in delivering better education services. These facilities are crucial in producing quality graduates in agriculture and other related fields. Our clients/stakeholders are given access to all the College facilities from classrooms, laboratories, cottages/dormitory, sports facilities, college vehicles, and library, learning resource center, faculty room, training/conference facilities and equipment, meeting rooms, transportation service, computer and internet/intranet facilities, among others. With the facilities planned for construction clienteles would have better access to these facilities. Classrooms would be enough for all. Also, gender equality would be addressed with the provision of facilities that are gender sensitive.

The PDO together with the general services handle the management and maintenance of these infrastructures.

7.4 Work Environment

It is the policy of BASC to provide a clean, safe and conducive working environment for its people. It is very important that the workplaces are favorable to work because the College believes that human factors have direct high impact on the quality of services provided.


7.5 Financial Management

The finance group shall ensure the availability of funds and certifies that expenditures are proper, documented and in accordance to accounting and auditing rules of DBM for all activities undertaken by the college which necessitate allocation of funds.

8.0 PRODUCT REALIZATION

8.1 Planning of Product Realization

BASC as a delivering higher education institution plans and develops all the processes needed for the realization of product which is to produce quality graduates, serve the community through provision of extension services as research output. To achieve the target products, it establishes plans and processes anchored on the policies and guidelines set by national & regional development plan, CHED, DBM and CSC. Activities such as but not limited to designing and developing curricula and syllabi, provision of facilities (classroom, laboratories, library, internet, instructional materials &

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equipment, supplies, etc.), marketing and promotion, conduct of research activities, establishment of technology demonstration farms among others.

BASC shall make use of the input-process-output model in the realization of its product. Figure 4 shows how the clients are being served or provided with the needed requirements. The inputs are the BASC resources which include human, financial and physical facilities together with its partner-agencies. These resources are tapped to provide better instruction services, research and extension services to clients/stakeholders. The inputs and processes when combined are expected to produce quality graduates where there are high employment rate, and high passing in the licensure examination. Research outputs on the other hand are transferred for adoption which leads to improvement of livelihood of the community.

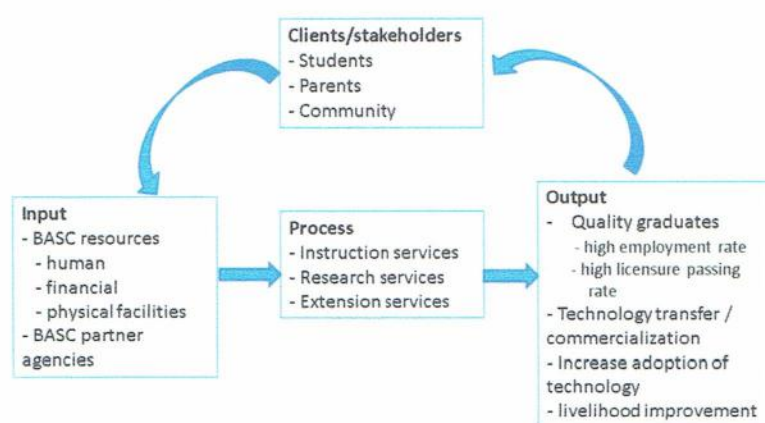


Figure 4. The input-process-output model of BASC in delivering its services for product realization


8.2 Core Processes

8.2.1 Instructional Services – Admission/Enrolment

Entry of students involves processes as to application, testing, interview, physical examination, evaluation, admission, assessment and payment of fees, issuance of school ID & library card, issuance of certificate of registration.

8.2.2 Instructional Services – Delivery of Instruction

Teaching-learning processes cover course offering, faculty workload, course syllabi preparation, application of varied teaching methodologies and strategies, utilization of relevant instructional materials, trainings, assessment of student

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performance through examination and laboratory activities, and submission of report on rating.

8.2.3 Instructional Services – Graduation

Graduation covers application for graduation and payment of fees, evaluation of academic requirements through deliberation, confirmation of graduates, graduation and awarding of diploma.

8.2.4 Research Services

Conduct of research activities also involve processes such as but not limited to identification of research thrusts, approval of research proposal for funding, signing of memorandum of agreement with partner agencies, request for disbursement of funds, conduct of research, data gathering and submission of final report. These processes are reflected on the Research Manual of the College.


8.2.5 Extension Services

In delivery of extension services processes are likewise involve as reflected in its Extension Manual. Processes are identification of clienteles and appropriate capacity enhancement needed, coaching, establishment of technology demonstration farms, monitoring and evaluation of technology adopters among others.

8.3 Monitoring and Measurement

To monitor the product/service outcomes in terms of meeting client requirements and expectations, periodic gathering of clients/stakeholders' feedback and perception shall be conducted through the following approaches:

- a. Focus Group Discussions. FGD is intended to bring out current and future developments and productivity concerns of clients/stakeholders as they are relevant in defining or aligning BASC's program thrusts.
- b. Client Satisfaction Survey. The determination of client satisfaction is designed to measure and monitor performance of the College various services in terms of meeting the client requirements and expectations. Results of the survey shall be examined and presented during management reviews and will be used as benchmarks to improve the delivery of services.

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9.0 Overview of Quality Procedure

9.1 Control of Documents

Documents required by the quality management system shall be controlled. Records are a special type of document and shall be controlled according to the requirements set by the organization.

All documents of BASC included in the QMS are reviewed and approved for relevance by top management prior to use. A master list, which indicates the current revision status of documents shall be maintained by the MIS and shall be made available to all.


A documented procedure is established to define the controls need

- a. to approve documents for adequacy prior to use,
- b. to review and update as necessary and re-approve documents,
- c. to ensure that changes and the current revision status of documents are identified,
- d. to ensure that the relevant versions of applicable documents are available at points of use,
- e. to ensure that documents remain legible and readily identifiable,
- f. to ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and
- g. to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

Any change in the QMS after its initial approval and issuance is covered under the provisions of the document control procedures in Control of Documents.

9.2 Control of Records

All units in the College maintain relevant quality records to demonstrate achievement of the required quality and effective operation of the QMS. All documents should be produced with the best quality. These are properly filed, stored and readily retrievable from the storage facilities that provide a suitable environment to prevent damage, deterioration, or loss. These documents are retained in accordance with the Archives Law. Likewise, these quality records are established, recorded, and maintained in accordance with the Records Matrix.

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9.3 Control of Nonconformity

The College shall ensure that product and services which do not conform to the requirements are identified and controlled to prevent its unintended use and delivery. A documented procedure shall be established to define the controls and related responsibilities and authorities for dealing with nonconforming product and service.

Where applicable, the organization shall deal with nonconforming product by one or more of the following ways:

- a. by taking action to eliminate the detected nonconformity;
- b. by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the stakeholders;
- c. by taking action to prohibit its original intended use or application;
- d. by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

When nonconforming product is corrected it shall be subject to re-verification to demonstration conformity to the requirements.

9.4 Data Analysis


The College shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.

Data on customer satisfaction survey, graduate tracer study, data in relation to research and services of the college, process requirements and supplier performance shall be analyzed on a regular basis.

9.5 Improvement

9.5.1 Continual Improvement

Continual improvement shall be the permanent objective of the College. Therefore, results on the use of the quality policy objectives, audit results, analysis of data, corrective and preventive actions and management review shall be used as for the continued improvement of the College performance.

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9.5.2 Corrective Action

BASC shall take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure shall be established to define requirements for:

- Reviewing nonconformities including customer complaints
- Determining the causes of nonconformities
- Evaluating the need for action to ensure that nonconformities do not recur
- Determining and implementing action needed
- Records of the results of action taken, and
- Reviewing the effectiveness of the corrective action taken.

9.5.3 Preventive Action

The College shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems.

A documented procedure shall be established to define requirements for

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing the effectiveness of the preventive action taken.

10. REFERENCES

BASC College Code
 BASC Faculty Manual
 BASC Student Handbook
 BASC Research and Extension Manual
 Quality Management System Requirements for ISO 9001-2008