APPENDIX B: Process-Based QMS Model for PSHSS

Model is based on ISO 9001:2008 Figure 1. Process-based QMS

INPUT
- Applications from prospective applicants (Grade 6 students, High School Students (transferee) parents, school principals, teachers)
- Students Performance in NCEs
- Others

CONTINUOUS IMPROVEMENT OF PSHSS QMS

PLAN
- MNG’T RESPONSIBILITY (B.O.T & EXE-COM)
  a. Management Commitment
  b. Scholarship Grants Benefits
  c. Quality Policy Statement
  d. Planning – Quality Plan / Objectives
  e. Responsibility & Authority
  f. Management Review

DO
- RESOURCE MANAGEMENT (BOT, EXE-COM & FAD)
  a. Financial Resources
  b. Human Resources
  c. Infrastructure
  d. Work environment

CHECK
- MEASUREMENT ANALYSIS & IMPROVEMENT (RPAD)
  a. Monitoring and measurement (IQA/ survey/ tracer studies)
  b. Control of nonconforming services (Corrective Action)
  c. Analysis of data (survey result/research)
  d. Improvement (Preventive Action)

ACT

CUSTOMER SATISFACTION

OUTPUT
- Improved Academic Achievement, specifically on S&T field
- Mission Realization
- Increased Graduation Rate
- Low Transferee rate of scholars
- Effective & Efficient Processes (i.e. Admin, Admissions, Academics, Research, etc.)

SERVICE REALIZATION (FAD, RPAD, CAMPUSSES)
- b. Service Provisions: Admission/ NCE Policy
- c. Purchasing (books, teaching paraphernalia)
- d. Control of monitoring and measuring equipment (lab equip./ computers)