



Republic of the Philippines  
**Department of Education**

11 MAR 2020

DepEd MEMORANDUM  
No. **035**, s. 2020

**MORATORIUM ON ISO PREPARATIONS AND PROCUREMENT  
OF A THIRD PARTY AUDITING BODY**

To: Undersecretaries  
Assistant Secretaries  
Bureau and Service Directors  
Regional Directors  
Schools Division Superintendents  
Public Elementary and Secondary School Heads  
All Others Concerned

1. In line with the Department of Education (DepEd)'s mission to continually improve the delivery of its services, DepEd adopted the ISO 9001:2015 standards which includes the development and implementation of a National Quality Management System (QMS) within the agency.
2. The QMS aims to integrate DepEd's internal processes to ensure consistency in the delivery of quality services and continuous process improvement that will result to client satisfaction.
3. Consequently, DepEd is currently reviewing the draft policy on the establishment and implementation of the National QMS which shall cover all governance levels. In line with this review, a moratorium on the preparations for ISO certification and procurement of third party auditing bodies shall be observed until the issuance of a DepEd Order on the establishment and implementation of the National QMS.
4. All DepEd offices and schools shall be guided by the following provisions:

**a. Offices and Schools with ISO Certification**

Field offices and schools that are already ISO certified and will undergo surveillance audit shall coordinate with the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) and NQMS Core Team to help map out the harmonization process for all Operations Manuals. The harmonization phase will cover the regional offices (ROs), schools division offices (SDOs), and public elementary, junior and senior high schools. Separate guidelines on the QMS Harmonization will be issued at a later date.

**b. Offices and Schools with ISO Certification and Qualified for Recertification**

Field offices and schools with ISO Certification expiring in 2020 and are subject for recertification shall be held in abeyance until the issuance of the National Operations Manuals of the ROs, SDOs, and public elementary, junior and senior high schools.

**c. Offices and Schools with no ISO Certification**

Field offices and schools that are not ISO certified or are currently undergoing ISO preparations are encouraged to review and streamline their processes and procedures to improve delivery of basic education services aligned with the ISO standards. However, procurement of third party certifying body shall be deferred until the issuance of the National Operations Manuals of the ROs, SDOs, and public elementary, junior and senior high schools.

In case the procurement of a third party certifying body has been programmed in the 2019 Work and Financial Plan (WFP) continuing funds and the 2020 WFP, field offices are instructed to realign said budget allotment to process streamlining and improvement initiatives and other offices programs, projects, and activities aligned with the office mandate.

5. Starting January 2020, field offices shall no longer be allowed to initiate their own ISO preparations. Field offices are expected to coordinate with the DepEd Central Office, through the BHROD-OED, for the creation and harmonization of their QMS documents, processes, and procedures.
6. For more information or clarification on the provisions of this memorandum, please contact the **Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED)**, Room 416, 4th Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City through email at [bhrod.oed@deped.gov.ph](mailto:bhrod.oed@deped.gov.ph) or at telephone no. (02) 8633-5372.
7. Immediate dissemination of this Memorandum is desired.

  
**LEONOR MAGTOLIS BRIONES**  
Secretary

Reference:  
None

To be indicated in the Perpetual Index  
under the following subjects:

AUDIT  
BUREAUS AND OFFICES  
CERTIFICATION  
MANUALS  
PROCUREMENT  
SCHOOLS