



Republic of the Philippines  
**Department of Education**

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24 FEB 2021

DepEd MEMORANDUM  
No. **004**, s. 2021

**DESIGNATION OF QUALITY MANAGEMENT REPRESENTATIVE  
OF THE DEPARTMENT OF EDUCATION CENTRAL OFFICE**

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

1. In line with the Department of Education's (DepEd) mission to continually improve the delivery of its services, DepEd adopts the ISO 9001:2015 standards, which includes the development and implementation of a Quality Management System (QMS) within the agency.
2. The QMS aims to integrate the Department's internal processes to ensure consistency in the delivery of quality services and continuous process improvement that will result to client satisfaction.
3. To ensure agency adherence to ISO 9001:2015 standards, the designation of a Quality Management Representative (QMR) in the DepEd Central Office (CO) is critical in the implementation stage of the QMS.
4. DepEd designates the Undersecretary in charge of Human Resource and Organizational Development as Quality Management Representative (QMR) in DepEd CO.
5. The CO QMR shall have the following roles and responsibilities:
  - a. Communicate the importance of having a QMS within DepEd;
  - b. Oversee implementation and take accountability for the effectiveness of the QMS at the CO level;
  - c. Ensure the conformance of the QMS to the requirements of ISO 9001;
  - d. Ensure the integrity and effectiveness of the QMS in the Department, together with the Top Management;
  - e. Ensure that the Quality Policy Statement (QPS) and DepEd QMS targets and objectives are aligned with the context and strategic directions of the Top Management;
  - f. Monitor, review, and report the performance of the QMS and on opportunities for improvement to the Top Management and preside over Management Review (MR) meetings;
  - g. Ensure integration of the QMS requirements into the Department's business processes;

- h. Promote continuous improvement of the QMS and processes of the agency;
  - i. Engage, direct, and support QMS teams and its members to contribute to the effectiveness of the QMS;
  - j. Oversee the operation of the QMS secretariat, including each QMS Team and report to the Top Management; and
  - k. Act as liaison of the Department with external parties on matters relating to QMS.
6. All QMS related documents for the signature of the QMR in DepEd CO shall be prepared in the following manner:

(Name of Undersecretary in charge of Human Resource  
and Organizational Development)  
Quality Management Representative  
Department of Education - Central Office

7. The QMR shall be supported by the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) as the QMS Secretariat in the CO.
8. This Memorandum shall take effect immediately upon its issuance.
9. Immediate dissemination of this Memorandum is desired.

  
**LEONOR MAGTOLIS BRIONES**  
Secretary

Reference:  
None

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

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