



Quality Management System Unit

Internal/External Services

1. Issuance of QMS Registered Documents for Various Purposes

The service allows employees, accrediting bodies and other interested parties to request and have copies of TSU’s documented information being controlled by the Document Control Officer. Documented information refers to documents and records that serve as evidence of the different units, offices and colleges of the university in the implementation of a quality management system. These are registered to QMS Unit which are required to be controlled and maintained.

Note: For External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read.

Copy of manuals are being given to internal clients for accreditation, audit, assessment and certification purposes only.

Office or Division:	Quality Management System Unit: QMS-Document Control Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer and job order, accrediting bodies, certifying bodies, local government unit, other universities and colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of properly filled up and approved Document Request Form (<i>TSU-QMS-SF-10</i>)		From the QMS Unit, TSU website (<i>www.tsu.edu.ph</i>)		
Or Approved letter		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) *For Internal clients: Fill up the Document Request Form (<i>TSU-QMS-SF-10</i>), <i>downloadable thru TSU website</i>) and have it signed and approved by the immediate supervisor. *For external clients: submit a request letter addressed to the	1) Review and evaluate the submitted Document Request Form	None.	1-5 minutes	<i>QMS Staff</i> DCO
	*Review and evaluate the submitted Endorsement Form (<i>TSU-OUP-SF-01</i>) from Office of the President together	None.	1-5 minutes	<i>QMS Staff</i> DCO

<p>President of the university</p> <p><i>Note: All areas needed to be filled up by the client shall be complete.</i></p>	<p>with the attached letter of request.</p>			
2)	<p>2) Reproduce the requested document</p> <p><i>Note: Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Center Office</i></p>	None.	1 day	QMS Staff DCO
3)	3) Stamp the reproduce document with uncontrolled when printed mark			
4) Review the completeness of the requested documents and receive the requested document	4) Log the document/s to be issued in Releasing Log – Other Copy Holders and Requested Documents. (TSU-QMS-SF-16).and have the client sign in the receiving column	None.	1-5 minutes	QMS Staff DCO
5)	5) Issue the requested document	None.	1-3 minutes	QMS Staff DCO
6) Sign in the receiving column	6) Fill out the “Action Taken”		5 minutes	

of the QMS Unit Logbook	portion of the Document Request Form and file the form.			
TOTAL:		None	1 day, 0 hour/s, 18 minutes	



Quality Management System Unit

Internal Services

1. Registration, Revision, and Abolition of QMS Documents

The service allows units, offices and colleges of the university to register documented information to be implemented in their various services and operations relative to the requirements of quality management system.

Note: All documented information to be registered by the DCO shall be forwarded to the QMS Unit three (3) working days prior to the document's effectivity.

Office or Division:	Quality Management System Unit: QMS-Document Control Officer	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer and job order may go to the QMS Unit to submit approved Document Registration, Revision and Abolition (DRRA) Form and documented information of their unit, office and/ or college.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	One (1) copy of properly filled out and approved Document Registration, Revision and Abolition Form (<i>TSU-QMS-SF-01, downloadable thru TSU website</i>)	From the QMS Unit, TSU website (<i>www.tsu.edu.ph</i>)
	One (1) copy of duly signed and approved document following TSU's standard template and document nomenclature	From the office/unit requesting for registration/revision/abolition
	One (1) copy of duly signed and updated Master list of Registered Document (<i>TSU-QMS-SF-04 downloadable thru TSU website</i>)	From the QMS Office, TSU website (<i>www.tsu.edu.ph</i>)
	<ul style="list-style-type: none"> If the document for registration is a revised one, surrender the old version or superseded version (Controlled Copy) of the document. For abolishing documents, surrender the current version (Controlled Copy) of the document. <p>Note: Only current versions of documented information are distributed to official copyholders</p>	From the office/unit requesting for registration/revision/abolition

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1) Prepare the documented information to be registered and the Document Registration and Revision (DRR) Form. Have it reviewed and approved by the immediate supervisor and the next higher authority following the unit, office or college organizational structure</p>	<p>1)</p>	<p>None.</p>	<p>-</p>	<p><i>Client</i></p>
<p>2) Submit the approved DRR, document to be registered, the updated and signed master list to QMS Unit</p> <p><i>Note: Additional requirement for revised documents to be registered – superseded or old version of the document with controlled copy stamp</i></p>	<p>2) Review and evaluate the submitted approved DRR, Documented information, updated master list and superseded version (for revised documents only)</p> <p><i>Note: If there is/are problem/s, the DCO will return the submitted documents for registration together with the attachment, the DCO will discuss the</i></p>	<p>None.</p>	<p>10-30 minutes</p>	<p>Client QMS Staff DCO</p>

	<i>concerns to the client and will issue a Notification Slip</i>			
3)	3) Receive and log the documented information to be registered in the Receiving, Retrieval and Releasing Log (TSU-QMS-SF-02)	None.	10-30 minutes	QMS Staff DCO
4)	4) Register the Documented Information in the Database of QMS Documents	None.	10-30 minutes	QMS Staff DCO
5)	5) Stamp the document with master copy mark	None.	10-30 minutes	QMS Staff DCO
6)	6) Reproduce the master copy of the document according to the number of official copyholders <i>Note: Reproduction day depends on the number of on-going reproduction and printing job being carried out by the Business Center Office</i>	None.	1 – 2 days	QMS Staff DCO
7)	7) Obtain copies from Business Center and stamp the reproduced			

	document with controlled copy.	None.	1 day	QMS Staff DCO
8)	8) Inform clients that documents were registered, and controlled copies are available for pick up in the QMS Unit.			
9) Go to QMS Unit and review the completeness of the registered documents.	9) Issue the registered documents.	None.	5-15 minutes	Client QMS Staff DCO
10) Sign in the Receiving, Retrieval and Releasing Log (TSU-QMS-SF-02)	10)			
TOTAL:		None.	3 days, 2 hour/s, 15 minutes	