MANAGEMENT REVIEW REPORT

ISO 9001:2015

Department of Tourism

17 October 2018 | DOT Multipurpose Hall

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AGENDA:

Review Inputs:

1. **Status of Actions from previous Management Review**
   a. Quality Policy

2. **Changes in external and internal issues that are relevant to the QMS**
   a. SWOT Analysis
   b. Needs and Expectations of Interested Parties
   c. Opportunities Action Plan
   d. Risk Assessment Registry

3. **Information on the performance & effectiveness of the QMS including trends in:**
   a. Customer satisfaction and feedback from relevant interested parties
   b. The extent to which the Quality Objectives have been met
   c. Process performance and conformity of services
   d. Nonconformities and corrective actions
   e. Monitoring and measurement results
   f. Audit results
   g. Performance of external providers

4. **Adequacy of resources**

5. **The effectiveness of actions taken to address risks and opportunities**

Review Outputs:

1. **Opportunities for Improvement**

2. **Any need for changes of the QMS**

3. **Resources Needed**

REVIEW INPUTS:

1. **Status of Actions from previous Management Review**

   The 2nd Meeting of the DOT Executive Committee was conducted to ensure the continuing sustainability, adequacy, effectiveness and alignment of QMS with the overall vision and strategic directions of the Department. During the meeting, concerned officials presented their QMS data based on the agenda set by the ISO 9001:2015 Standard.

   The previous management review focused on the identification of procedures and establishment of the Annual Audit Plan so that the lead auditor will properly manage the IQA process.

   a. *Quality Policy*

   The Executive Committee adopted a revised Quality Policy that will provide a holistic approach of the Department of Tourism in compliance with the ISO 9001:2015 Standards, including the review of internal and external factors affecting the operations of the Department.

   ## Quality Policy

   We, the men and women of the Department of Tourism, guided by the Filipino core values of hospitality, environmental awareness, and service excellence shall work for the creation of dynamic and sustainable tourism products and services to achieve competitiveness and inclusiveness.

   We commit to the highest quality of service, compliant with the requirements of the Quality Management System (QMS).

   We shall endeavor to continuously improve as an effective public organization promoting professionalism throughout our organization and the tourism industry.

ISO-004-00

We will maintain a quality system modeled after the ISO 9001:2015 standard, and in addition, work to continuously improve quality in our products and services through appropriate quality-enhancing techniques until the highest level of customer satisfaction is achieved.

The first paragraph of the Quality Policy provided for the purpose and context of the Department of Tourism which supports its strategic direction. On the other hand, the second paragraph provided for the Quality Objectives Framework of the DOT while the last paragraph addresses the ISO 9001:2015 requirements while incorporating the DOT's commitment for continual improvement.

2. Changes in external and internal issues that are relevant to the QMS

a. *SWOT Analysis*

FOCUS AREA (Business Drivers, Interested Parties & Processes)	INTERNAL ISSUES (Issues related to values, culture, knowledge, and performance of the organization)		EXTERNAL ISSUES (Issues arising from legal, technological, competitive, market, cultural, social and economic environments whether international, national, regional or local)	
	STRENGTH	WEAKNESSES	OPPORTUNITIES	THREATS
LEADERSHIP	Commitment and support of the Executive Committee to DOT Plans and Programs.	Unavailability of officials to conduct Executive Committee Meetings due to conflicting schedules.	Identification of risks and opportunities for the formulation of action plans for the agency.	Supervening Circumstance.

CULTURAL PERSPECTIVE	Formulation of tourism policies, plans, and projects for the development of socio-economic and cultural growth of the tourism industry. Cultural Offerings as a strategic program under the NTDP.		Expanding and promoting cultural offerings to our tourism products.	Supervening Circumstance.
ECONOMIC PERSPECTIVE	Supporting Micro, Small and Medium Enterprise (MSME) as part of the strategic program under the NTDP.		Contribution to the National Economy.	Aggressive competition in tourism industry.
POLITICAL PERSPECTIVE	Strong coordination, consultation, and political relations with Local Government Units and other government agencies.		Convergence with other agencies /stakeholders.	Changes in the political directions of LGUs and other government agencies.
ENVIRONMENTAL LAWS	Adherence to Environmental Laws through inclusion to Accreditation Standards. Preserve Environment and Promote Climate Change Adaptation as a strategic program under the NTDP.			Supervening circumstances. Difficulty in mitigating the effects of natural disasters.

COMPLIANCE TO CSC IN TERMS OF MANPOWER COMPLIMENT OF DOT	Existing systems developed in compliance with existing rules and regulations.	Absence of competency-based HR systems to keep up with the current best practices in the bureaucracy.	Development of Competency-based HR Systems for efficient delivery of service.	Invalidation of appointments due to failure to comply with existing rules and regulations.
FINANCIAL PERSPECTIVE (BUDGET)	Sufficient approved budget for implementation of PAPs. Budget augmentation may be requested, as necessary.	Late implementation of PAPs.	Other potential sources of funding.	Some PAPs may not be implemented as scheduled due to unforeseen circumstances.
MANPOWER REQUIREMENT	Professionalism and relevant experience of employees. Training/capacity building program for employees	Retirement/Resignation of other DOT employees.	Potential highly-skilled tourism workforce.	
STABILITY OF SYSTEM	Regular conduct of Management Review.	Conflicting schedule of Management Committee.	Review of risks and opportunities for preparation and implementation of action plans	Supervening circumstance.
COMMUNICATION	Dissemination of official announcements within the Department of Tourism.	Information Asymmetry on PAPs being implemented by DOT.		
TECHNOLOGICAL FACTORS	Implementation of Information Systems Strategic Plan.	Lack of IT skills among concerned employees.	Innovation, breakthroughs or technological advancements.	System breakdown.

Unit				
EXECUTIVE COMMITTEE	Updated guidelines on internal operations.		Implementation of the Quality Management System. Implementation of the Data Management System.	Supervening Circumstances.
	Implementation of PAPs in line with the Ambisyon Natin 2040, Philippine Development Plan, and National Tourism Development Plan.		Monitoring compliance of PAP's implementation based on RA 9593. Increase in tourist arrivals and revenues. International cooperation.	Strong international competitors.
	Conduct of Management Review Committee Meetings and other meetings to set the direction of the agency. Constant reminders/follow-up on the schedule of Management Committee Members.	Conflicting schedules of the Management Committee.		Supervening Circumstances.
	Professionalism and Experience of employees.		Career Officials in DOT.	Re-assignment/ Transfer of Officials.
DOT OPERATING UNITS	Work Program in accordance with the NTDP	Lack of manpower.	Convergence with other agencies/stakeholders	Supervening circumstances.
	Support and cooperation among DOT Operating Units.	Delayed implementation of Programs, Activities, Projects.	Cooperation and support of LGUs to DOT PAPs.	

TOURISM-RELATED ENTERPRISES	Existing Progressive Accreditation System	Unstable service of Online Accreditation System.	Information dissemination to stakeholders.	Poor delivery of services rendered by DOT Accredited Tourism Enterprise.
	Compliance with RA 11032 or Ease of Doing Business Act 2018.	No legal officer to act on complaints.	Active tourism private sector.	Supervening circumstances.
	Existing Monitoring Mechanism.	Lack of manpower.	Assurance of quality of services and facilities by the DOT Accredited Tourism Enterprise.	
OVERSIGHT AGENCIES AND OTHER STAKEHOLDERS	Existing policies and guidelines.	Outdated policies and guidelines.		Supervening circumstances.
	Existing convergence programs.	Harmonization of policies and guidelines among oversight agencies.		Inconsistent policies and guidelines.
	Presence of DOT Regional Offices in destinations and Overseas Offices in select markets.	Lack of manpower in DOT Regional Offices and Foreign Offices.	Active tourism private sector.	Unavailability of updated and relevant information.

b. *Needs and Expectations of Interested Parties*

Interested Parties	Needs (Stated Services)	Expectations (Implied Requirements)
Leadership	• Policy and direction setting.	• Timely policy and direction setting.
Cultural Perspective	• Formulation of tourism policies, plans, and projects for the	• Timely implementation of tourism policies, plans, and projects for the development of socio-economic and cultural growth of the tourism industry.

	development of socio-economic and cultural growth of the tourism industry.	
Economic Perspective	• Contribution to the National Economy.	• Data on the contribution of the tourism industry to the National Economy.
Political Perspective	• Coordination and consultation, Local Government Units and other government agencies.	• Ensure strong coordination, consultation, and good political relations with Local Government Units and other government agencies.
Environmental Laws	• Adherence to Environmental Laws	• Incorporate environmental laws to DOT Accreditation Standards.
Compliance to CSC In Terms of Manpower Compliment of Dot	• Compliance with the existing rules and regulations of the Civil Service Commission.	• Ensure compliance with the existing rules and regulations of the Civil Service Commission.
Manpower Requirement	• Relevant training /capacity building programs to enhance/upgrade skills of employees. • Competent Manpower	• Timely and relevant /capacity building programs to enhance/upgrade skills of employees. • Manpower with relevant capacity building programs to enhance/upgrade skills of employees.
Stability of System	• Conduct of system maintenance.	• Timely conduct of system maintenance.
Financial Perspective	Compliance with the budgetary requirements of oversight agencies.	Timely and complete submission of budgetary requirements to oversight agencies.
Communication	• Dissemination of official announcements within the Department concerned stakeholders.	• Correct and timely dissemination of official announcements within the Department concerned stakeholders.
Technological Factors	• Implementation of the Information Systems Strategic Plan.	• Timely implementation of the Information Systems Strategic Plans. • Software/hardware availability

Management Committee	• High speed and reliable system. • Relevant data and information for policy and decision making.	• Facilitate the procurement and distribution of IT equipment. • Timely, reliable, and updated data and information for decision making.
DOT Operating Units	• Availability of necessary resources to implement Programs, Activities, and Projects (PAPs).	• Provision of necessary resources for efficient, effective, and timely implementation of PAPs.
Tourism-Related Enterprises	• Services that are responsive and relevant to their needs.	• Provision of responsive and relevant services.
Oversight Agencies and other Stakeholders	• Submission of Reports. • Information on DOT PAPs.	• Timely, correct, and updated information required from DOT.

Each Divisions have their own list of interested parties needs and expectation, SWOT assessment and Risk Assessment.

c. *Opportunities Action Plan*

OPPORTUNITIES ACTION PLAN				
Opportunities	**Action Plans**	**Due Date**	**Resources Needed**	**Evidence of action plans**
Identification of risks and opportunities for the formulation of	Conduct of Focus Group Discussions, meetings, and other activities for the formulation of plans.	2019	Budget	Minutes of the Meeting/ Attendance Sheet/ Terminal Report

action plans for the agency				
Expanding and promoting cultural offerings to our tourism products	Implementation of the National Tourism Development Plan	2019	Manpower, Budget	Accomplishment of National Tourism Development Plan
Contribution to the National Economy	Implementation of DOT Plans and Programs and continuous coordination with stakeholders.	2019	Manpower, Budget	Accomplishment Report Data on contribution to National Economy
Convergence with other agencies /stakeholders.	Conduct of Focus Group Discussions, meetings, and other activities.	2019	Manpower, Budget	Minutes of the Meeting/ Attendance Sheet/ Terminal Report
Development of Competency-based HR Systems for efficient delivery of service.	Devise Competency based-HR Systems	2019	Manpower, Budget	Competency based-HR Systems
Implementation of the Quality Management System	Continuous implementation of activities leading to the certification of DOT Implementation of Data Management System	December 2018	Manpower, Budget	ISO Certificate of DOT Data Management System
Monitoring compliance of PAP's implementation	Development of Monitoring Tool to assess the compliance of PAPs based on RA 9593	2019	Budget	Monitoring Tool

based on RA 9593				
Increase in tourist arrivals and revenue	Implementation of NTDP 2016-20122	Continuous	Manpower, Budget	Terminal Report
International cooperation	Adoption of policies and guidelines relevant to the Philippines.	Continuous	Manpower, Budget	Terminal Report
Convergence with other agencies /stakeholders.	Conduct of convergence programs with other agencies/stakeholders.	Continuous	Manpower, Budget Data and Information on Convergence Programs	Accomplishment Report Updated data and information on Convergence Programs
Cooperation and support of LGUs to DOT PAPs.	Further strengthen ties with LGUs through involvement/partnership in project implementation.	Continuous	Budget	Terminal Report/ Attendance Sheet/ Accomplishment Report
Information dissemination to stakeholders.	Dissemination of IEC Materials Hosting of activities to update stakeholders on DOT PAPs.	2019	Budget	IEC Materials Minutes of the Meeting/ Terminal Report/ Attendance Sheet/ Accomplishment Report

Assurance of quality of services and facilities by the DOT Accredited Tourism Enterprise.	Conduct of monitoring and enforcement activities.	Continuous	Manpower, Budget	Audit Report
Active tourism private sector	Continuous coordination and involvement of private sectors to DOT programs	Continuous	Manpower, Budget	Minutes of the Meeting/ Terminal Report/ Attendance Sheet/ Accomplishment Report
Other potential sources of funding.	Preparation and approval of Tier 2 Proposal.	Annual	Budget	Approved Tier 2
Potential highly-skilled tourism workforce.	Provision of training for tourism workforce.	Annual	Manpower	Filled-up positions
Innovation, breakthroughs or technological advancements.	Implementation of Information Systems Strategic Plan.	Annual	Budget	Information Systems Strategic Plan

From the SWOT Analysis, each Division has established its respective opportunities.

d. _Risk Assessment Registry_

Office/ Division:	Executive Committee			Revision No.		6			Update as of:	02-Jul-18

Perspective	Risk Event	Effect	*SEVERITY*				OVERALL RATING	SIGNIFICANT RISK	CONTROL	RISK TREATMENT (Action Plan)	EVIDENCE OF ACTION PLANS
LEADERSHIP	Unavailability of officials to conduct Executive Committee Meetings due to conflicting schedules.	May not me the required quuorom required for decision making	2	2	3	3	6	NO	x	Constant follow-up and advance notice to Executive Committee Members.	Memorandum
	Supervening Circumstance	May affect the process of the Department	2	3	2	3	6	NO	x	Preparation of action plans to mitigate the risk	Action Plan
ECONOMIC PERSPECTIVE	Aggressive competition in tourism industry	Decrease in tourist arrivals	2	3	2	4	8	NO	x	Implement NTDP	Accomplishment of NTDP
ENVIRONMENTAL LAWS	Difficulty in mitigating the effects of natural disasters.	Resources will be spent for rehabilitation instead of developmental projects and etc.	3	3	5	4	15	YES	x x	Develop disaster risk management programs	Disaster Risk Management Program
COMPLIANCE TO CSC IN TERMS OF MANPOWER COMPLIMENT OF DOT	Absence of competency-based HR systems to keep up with the current best practices in the bureaucracy	Non-compliance with CSC Rules and Regulations.	2	2	2	2	4	NO	x	Develop competency based HR System	Competency based HR System
	Invalidation of appointments due to failure to comply with existing rules and regulations.	Will delay the process of appointment.	2	2	2	2	4	NO	x	Review the screening of applicants	File-up plantilla positions
FINANCIAL PERSPECTIVE (BUDGET)	Late submission of budgetary requirements of operating units.	Delayed submission of the Department to oversight agencies	1	2	3	3	6	NO	x	Notice on the delayed submisison of requirements for strict compliance	Memorandum / Acknowledgement receipt of submitted requirements
	Some PAPs may not be implemented as scheduled due to unforeseen circumstances.	May interrupt the process of the Department	2	2	3	2	6	NO	x	Advance coordination/planning/procurement of necessary requirements before the start of the fiscal year	Work Program / Project Procurement Management Plan
MANPOWER REQUIREMENT	Retirement/Resignation of other DOT employees.	Changes in personnel handling the job	2	2	2	1	4	NO	x x	Proper turnover of documents	Acknowledgement receipt of turn-overed documents
STABILITY OF SYSTEM	Lack of skilled/trained personnel.	Possible system interruption	2	2	2	1	4	NO	x	Conduct of relevant Training Programs to upgrade the skills of concerned personnel	Training Module/Accomplishment Report/ Attendance Sheet

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| Office/ Division: | Executive Committee | | Revision No. | 9 | | Update as of: | 02-Jul-18 |

			SEVERITY				OVERALL RATING	SIGNIFICANT Treatment	CONTROL						RISK TREATMENT (Action Plans)	EVIDENCE OF ACTION PLANS
COMMUNICATION	Information Asymmetry on PAPs being implemented by DOT.	Some operating units will not have a common understanding on the PAPs being implemented by other DOT operating units.	3	2	1	2	8	NO	x						Conduct of assessment workshops to update operating units on the PAPs being implemented by the Department	Minutes of the Meeting/ Attendance Sheet/ Terminal Report
TECHNOLOGICAL FACTORS	Lack of IT skills among employees.	Tendency to incur delays on the implementation of ISSP.													Conduct of relevant IT Training Programs	Training Module/Accomplishment Report/ Attendance Sheet
EXECUTIVE COMMITTEE	Conflicting schedules of the Management Committee	Insufficient quorum for the number of officials needed for decision making	1	2	2	2	2	NO	x						Advance coordination on the schedule of the Management Review Meeting.	Memorandum
	Strong international competitors	May decrease tourist arrivals and revenue in the Philippines.	2	3	2	3	8	NO			x				Implementation of Programs/Activities project based on the NTDP 2016-2022 and RA 95053	Terminal Report
	Information Asymmetry	Lack of awareness on the Programs, Activities, Projects of DOT Sector.	3	2	2	1	8	NO			x				Conduct of meetings for updates on DOT PAPs to ensure open communication.	Minutes of the Meeting
	Supervening Circumstances	Tendency to disrupt the day-to-day operations of the Department.	2	2	3	3	10	NO	x						Conduct of SWOT Analysis to ascertain potential threats to the Department and preparation of action plans.	SWOT Analysis
	Re-assignment/Transfer of Officials	May cause interruption to a specific process	2	3	4	5	10	NO	x						Proper turnover of documents	Acknowledgement receipt of turn-overed documents

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RISK ASSESSMENT REGISTRY																	

Office/ Division: **Executive Committee**   Revision No. **0**   Update as of: **02-Jul-18**

FOCUS AREA	RISK	RISK (cause)		RISK SEVERITY				OVERALL RATING	SIGNIFICANT (Y/N)	CONTROL (List of Control)						RISK TREATMENT (Action Plan)	EVIDENCE OF ACTION PLANS
OVERSIGHT AGENCIES AND OTHER STAKEHOLDERS	Unavailability of updated and relevant information.	Obsolete data will affect decision/policy making of agencies and other stakeholders.	2	2	2	2	4	NO			x		x		Notice to concerned Operating Unit on updating relevant information needed by oversight agencies and other stakeholders	Memorandum. Availability of relevant data and information
	Lack of manpower in DOT Regional Offices and Foreign Offices.	Multi-tasking of personnel and tendency to delay PAPs as scheduled.	2	2	2	2	4	NO							Provision of additional manpower to perform other tasks.	Fill up positions

3. Information on the performance & effectiveness of the QMS including trends in:

a. *Customer Satisfaction and Feedback from relevant interested parties*

a.1 Customer Complaints

No complaints were lodged regarding the Accreditation, Star Rating Process and other services fbeing provided by the different support divisions to our clients.

a.2 *Customer* Satisfaction

The Standards Monitoring and Enforcement Division (SMED) recently developed the Customer Satisfaction Survey Form. As the process of data gathering is ongoing, the results of the customer satisfaction survey will be presented during the next Management Review Committee Meeting or Management Committee Meeting.

ISO-004-00

b. *The extent to which the Quality Objectives have been met*

The table shows the Quality Objectives for the Accreditation and Star Rating Process as a requirement for ISO 9001:2015 by the Pilot Areas namely, DOT Regions 4B, 7, 11, and NCR:

OFFICE	PROCESS	QUALITY OBJECTIVE	STATUS / % ACCOMPLISHMENT
DOT NCR **DOT Region 4B** **DOT Region 7** **DOT Region 11**	Accreditation of Tourism Enterprises	To increase the number of Accredited Tourism Enterprises by 10% in 2018	<table><tr><td></td><td>% increase</td></tr><tr><td>NCR</td><td>48%</td></tr><tr><td>4B</td><td>-2.4%</td></tr><tr><td>Region 7</td><td>43%</td></tr><tr><td>Region 11</td><td>107%</td></tr></table>
Standards Monitoring and Enforcement Division	Star Rating Process	An average of 10% of the total number of accredited tourism enterprises in the country is inspected/monitored to determine maintenance of facilities and services in accordance with the Department's set standards for the FY 2018	54% inspected & monitored
		100% of Hotels, Resorts and Apartment Hotels that requested for Star Rating Assessment were visited and classified in accordance with the National Accommodation Standards	63.15% visited and classified
Region 11 Preventive Maintenance	Maintenance	100% Preventive Maintenance (PM) conducted based on the approved PM	100% for the six (6) equipment underwent PM
Region 11	Communications		100%

c. _Process Performance and Conformity of Services_

The Department of Tourism, in consonance with the implementation of the Program Expenditure Classification by the National Government under the Department of Budget and Management, has identified four major programs based on its mandate, namely: Tourism Policy Formulation and Planning Program, Tourism Industry Training Program, Standards Development and Enforcement Program, and Market and Product Development Program. The tables below reflect the Physical Targets vis-à-vis Accomplishments of the DOT programs as of 30 September 2018, according to the Key Performance Indicators (KPIs) for each of the four (4) programs:

c.1 Tourism Policy Formulation and Planning Program – The percentage accomplishment for Technical Assistance as of the 3rd Quarter of 2018 is quite low due to requests of stakeholders to move or implement the PAPs to the last quarter of the year. On a positive note, stakeholders are 107% satisfied with the technical assistance provided to them by the DOT.

TOURISM POLICY FORMULATION AND PLANNING	2018 TARGET	ACCOMPLISHMENT as of 30 Sept. 2018	% OF ACCOMPLISHMENT
Outcome Indicator			
Number of tourism strategies, policies and action plans implemented	7	3	43%
Output Indicator			
Number of technical assistance provided to tourism stakeholders	3,353	2,226	66%
Number of technical assistance provided to LGUs	2,744	1,774	65%
Percentage of entities assisted who rated the technical assistance as satisfactory	92%	98%	107%

c.2 Tourism Industry Training Program – An over performance of the program was achieved as a result of the increasing number of LGUs interested in the trainings being conducted by the DOT.

TOURISM INDUSTRY TRAINING PROGRAM	2018 TARGET FOR 1ST SEMESTER	ACCOMPLISHMENT as of 30 Sept. 2018	% OF ACCOMPLISHMENT
Outcome Indicator			
Percentage of target industry personnel trained that rated the services as satisfactory	90%	96%	107%
Output Indicator			
Number of training days delivered	3,995	1,147	29%
Percentage of attendees/trainees that completed the training	90%	98%	109%
Number of LGUs trained	2,543	4,211	166%

c.3 Standards Development and Enforcement Program – The downtime of the Online Accreditation System reflected an underperformance on the Standards Development and Enforcement Program. Nevertheless, the applications received by the DOT were acted upon immediately. It must be noted that DOT-accredited tourism-related establishments have maintained the standards set forth by the Department.

STANDARDS DEVELOPMENT AND ENFORCEMENT PROGRAM	2018 TARGET	ACCOMPLISHMENT as of 30 Sept. 2018	% OF ACCOMPLISHMENT
Outcome Indicator			
Percentage of accredited tourism enterprises that maintained the tourism standards and regulations	90%	100%	111%
Output Indicator			
Number of tourism standards reviewed	2	2	100%
Number of inspections of tourism enterprises conducted	6,169	3,384	55%
Percentage of accreditation applications acted upon	90%	99%	110%

c.4 Market and Product Development Program - The Market and Product Development remained consistent and has exceeded the targets as reflected in the output indicators. The reason for over performance may be attributed to the additional homeporting of various cruise ships as well as sustained relationships with current partners and strong interest in Philippine travel products. Moreover, the high performance may be due to projects requested by various foreign field offices.

MARKET AND PRODUCT DEVELOPMENT PROGRAM	2018 TARGET	ACCOMP as of 30 Sept. 2018	% OF ACCOMP
Outcome Indicator			
Percentage increase in the number of travel partners selling the Philippines in the identified opportunity markets	10%	10%	100%
Percentage increase in the number of Philippine properties considering to venture into the new markets and/or willing to offer the new activities	10%	10%	100%
Output Indicator			
Number of trade development/trade support activities conducted facilitated-invitational/familiarization tours/missions product presentations facilitated	102	125	123%
Number of consumer activations conducted-joint and consumer promotions, production of collaterals, tactical ads placed/initiated, PR and publicity activities	100	305	305%
Number of products developed and product partners engaged	128	133	104%

d. *Non-conformities and Corrective actions*

An Internal Quality Audit was held simultaneously on 03-06 October 2018 at the DOT Central Office, and DOT Regions 4B, 7, 11, and NCR.

Source of CAR	Number of Issued CARs	Closed CARs	Open CARs
Internal Quality Audit	14	0	14
Complaints	0	-	-

CAR NUMBER	NC DETAILS	OFFICE / DIVISION	STATUS
2018-AUD-001-00	The newly-assigned staff in the NCR Procurement Section has no training on procurement law	DOT NCR	OPEN
2018-AUD-002-00	The Auditee admitted that there were instances that a project officer/s with outstanding unliquidated Cash Advance (CA) will be granted a new CA for a new project.	DOT NCR	OPEN
2018-AUD-003-00	Absence of Feedback mechanism to determine client satisfaction on the manner of handling the request or action.	General Services Division	OPEN
2018-AUD-004-00	No conducted appraisal which delayed the disposal process.	General Services Division	OPEN
2018-AUD-005-00	Absence of feedback mechanism to determine client satisfaction on the manner of handling complaints.	Standards Monitoring and Enforcement Division	OPEN
2018-AUD-006-00	No feedback mechanism to determine the customer's perception on how the process of Star Rating is implemented.	Standards Monitoring and Enforcement Division	OPEN

2018-AUD-007-00	Accreditation Division Chief is not the one signing as final approving officer as stated in the procedure. STOO signing without any office order.	DOT Region 4B	OPEN
2018-AUD-008-00	Insufficient stockroom for DOT 4B. Items are stored outside of designated stockrooms	DOT Region 4B	OPEN
2018-AUD-009-00	The persons doing work under the organization's control are not aware of the Quality Policy and relevant Quality Objectives.	DOT Region 7 (Inventory and Disposal)	OPEN
2018-AUD-010-00	The persons doing work under the organization's control are not aware of the Quality Policy and relevant Quality Objectives.	DOT Region 7 (Office of the Director)	OPEN
2018-AUD-011-00	No customer satisfaction feedback was generated.	DOT Region 7	OPEN
2018-AUD-012-00	The persons doing work under the organization's control are not aware of the Quality Policy and relevant Quality Objectives.	DOT Region 7 (Cash and Collection)	OPEN
2018-AUD-013-00	The persons doing work under the organization's control are not aware of the Quality Policy and relevant Quality Objectives.	DOT Region 7 (Budget)	OPEN
2018-AUD-014-00	Lack of performance evaluation of suppliers presented during audit.	DOT Region 11	OPEN
2018-AUD-015-00		DCC	OPEN

e. _Monitoring and Measurement Results_

The following data presents the Tourism Industry Performance for the First Semester of 2018 with 2017 data for comparison:

- Visitor Receipts for January-June 2018/2017

2018	190,247.16	
2017	146,334.02	30.01 %

First Semester

Month	Amount
	37,649.30
February	41,169.47
	30,657.12
April	31,119.25
	27,305.71
June	22,346.31

0   10,000   20,000   30,000   40,000   50,000
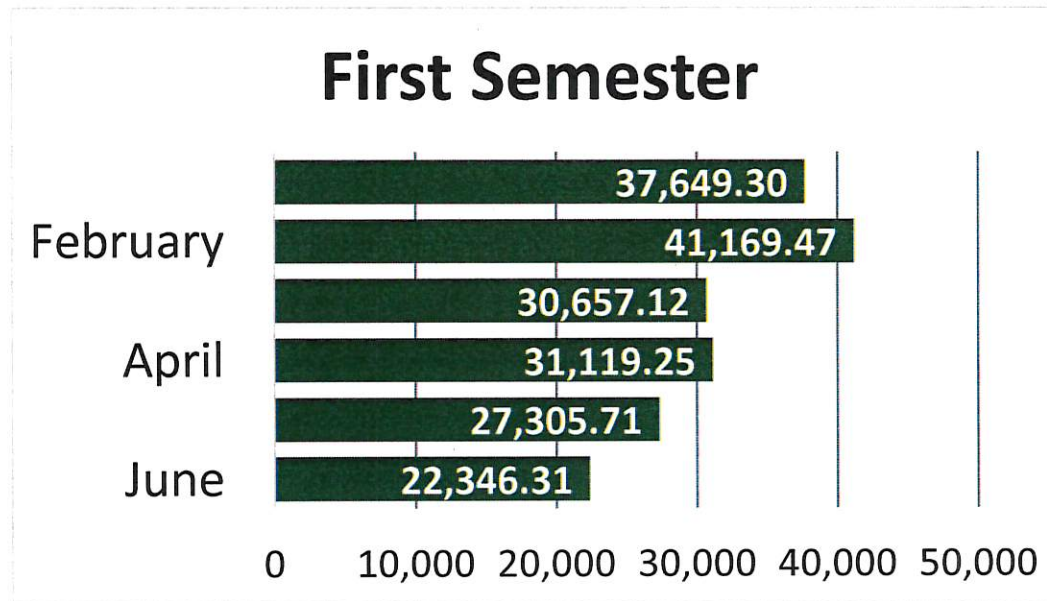
- Visitor Arrivals to the Philippines for January- June 2018/2017

2018	3,706,721	
2017	3,357,591	10.40 %

Bar chart: Visitor Arrivals to the Philippines by month, 2018 vs 2017

Month	2018	2017
January	732,506	631,639
February	673,831	579,178
March	642,757	574,065
April	591,137	565,098
May	537,743	532,757
June	528,747	474,854

■ 2018 ■ 2017
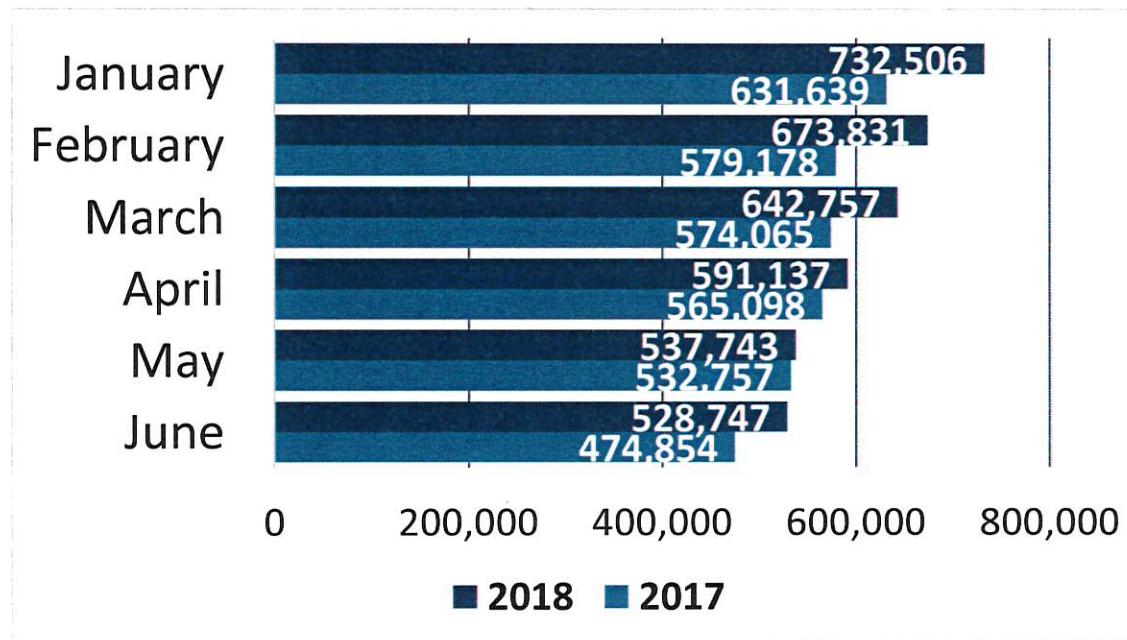
- Top Visitor Markets as of June 2018

Country	Percentage
South Korea	22.01 %
China	17.04 %
USA	15.05 %
Japan	8.53 %
Australia	3.78 %
Canada	3.27 %
Taiwan	3.25%
United Kingdom	2.76%
Singapore	2.47 %
Malaysia	1.99 %

- Top Spending Markets for June 2018

Country	
South Korea	5.67 B
China	4.42 B
USA	3.21 B
Japan	2.07 B
Taiwan	0.99 B
Hong Kong	0.65 B
Australia	0.44 B
India	0.44 B
Canada	0.43 B
United Kingdom	0.42 B

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- 2017 Accommodation Capacity Survey (as of March 2018)

	TOTAL
Accommodation Establishments	12, 428
Rooms	272, 350

f. *Audit Results*

INTERNAL AUDIT STATUS

ISO 9001:2015 ELEMENTS	DCC	GSD	SMED	RO IV- B	RO VII	RO XI	TOTAL
4.0 Context of the Organization							
4.1 Understanding the Org. and Its Context							
4.2 Understanding the needs and expectations of interested parties							
4.3 Determining the scope of the Quality Management System							
4.4 Quality Management System and its processes							
5.0 Leadership							
5.1 Leadership and Commitment							
5.1.1 General							

ISO 9001:2015 ELEMENTS	DCC	GSD	SMED	RO IV- B	RO VII	RO XI	TOTAL
5.1.2 Customer Focus							
5.2 Policy							
5.2.1 Establishing the quality policy							
5.2.2 Communicating the Quality Policy					4		4
5.3 Organizational roles, responsibilities and authorities				1			1
6.0 Planning							
6.1 Actions to address risk and opportunities							
6.2 Quality objectives and planning to achieve them							
6.3 Planning of Changes							
7.0 Support							
7.1 Resources							
7.1.1 General							
7.1.2 People							
7.1.3 Infrastructure				1			1
7.1.4 Environment for the operation of processes							

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ISO 9001:2015 ELEMENTS	DCC	GSD	SMED	RO IV- B	RO VII	RO XI	TOTAL
7.1.5 Monitoring and measuring resources							
7.1.6 Organizational Knowledge							
7.2 Competence				1			1
7.3 Awareness							
7.4 Communication							
7.5 Documented Information							
7.5.1 General							
7.5.2 Creating and Updating							
7.5.3 Control of Documented Information	1						1
8 Operation							
8.1 Operational planning and control		2					2
8.2. Requirements for products and services							
8.2.1 Customer Communication							
8.2.2 Determining the requirements for products and services							
8.2.3 Review of the requirements for products and services							
8.2.4 Changes to requirements for products and services							
8.3 Design and development of products and services (NA)							

ISO 9001:2015 ELEMENTS	DCC	GSD	SMED	RO IV- B	RO VII	RO XI	TOTAL
8.4 Control of externally provided processes, products and services							
8.4.1 General						1	1
8.4.2 Type and extent of control						1	1
8.4.3 Information for external providers							
8.5 Production and service provision							
8.5.1 Control of production and service provision		1		1			2
8.5.2 Identification and traceability							
8.5.3 Property belonging to customers or external providers							
8.5.4 Preservation							
8.5.5 Post- delivery activities							
8.5.6 Control of changes							
8.6 Release of products and services							
8.7 Control of nonconforming outputs							
9 Performance evaluation							
9.1 Monitoring, measurement, analysis and evaluation							
9.1.1 General		1					1
9.1.2 Customer satisfaction			2		1		3
9.1.3 Analysis and evaluation							
9.2 Internal Audit							

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ISO 9001:2015 ELEMENTS	DCC	GSD	SMED	RO IV- B	RO VII	RO XI	TOTAL
9.3 Management Review							
9.3.1 General							
9.3.2 Management review inputs							
9.3.3 Management review outputs							
10 Improvement							
10.1 General							
10.2 Nonconformity and corrective action							
10.3 Continual improvement							
TOTAL	**1**	**4**	**2**	**4**	**5**	**2**	**18**

G. Performance of External Providers

g.1 Evaluation of External suppliers:

As the evaluation on the performance of external suppliers is being done semi-annual, the full/complete results of evaluation shall be available one month after end of each semester.

PERFORMANCE EVALUATION OF THE LIST OF APPROVED SUPPLIERS

No.	NAME OF SUPPLIER / SERVICE PROVIDER	TYPE OF SERVICE/ GOODS	CONTACT PERSON AND CONTACT DETAILS	CUSTOMER SATISFACTION RATING				TOTAL RATING	STATUS
				Delivery goods/ services based on schedule (30%)	Quality of goods received/ services provided (30%)	Product/ Service Availability (30%)	Flexibility on Customer Requiremen ts (10%)		
	FPI Enterprises	Goods	+632-929-0868	30	28	30	10	98	APPROVED
	Primierlogistics,Inc.	Services	+632-722-9783	20	30	30	10	90	APPROVED
	CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	29	28	30	10	97	APPROVED
	CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	30	29	29	10	98	APPROVED
	Imaginimage Corporation	Services	+632-731-8592	30	28	28	10	96	APPROVED
	Sindaw Phils. Performing Arts Guild, Inc.	Services	+632-642-8419	30	30	30	10	100	APPROVED
	Hizon's Restaurant and Catering Services, Inc.	Services	+632-926-0107	29	28	28	8	93	APPROVED
	CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	28	30	25	10	93	APPROVED

Cozoz, Inc.	Goods	+632-322-0203	30	25	25	10	**90**	**APPROVED**
CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	30	30	30	10	**100**	**APPROVED**
CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	30	30	30	10	**100**	**APPROVED**
CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	30	30	30	10	**100**	**APPROVED**
Innovalite, Inc.	Goods	+632-642-4739	30	28	30	9	**97**	**APPROVED**
JMC Pest Management	Services	+632-526-7841	28	28	30	10	**96**	**APPROVED**
CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	30	25	30	10	**95**	**APPROVED**
CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	30	30	28	10	**98**	**APPROVED**
Innovalite, Inc.	Goods	+632-642-4739	30	28	30	9	**97**	**APPROVED**
CCT. 168 Travel and Tours Corporation	Services	Ms. Ine/ +632-687-0129	28	30	28	10	**96**	**APPROVED**

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St. Girard Printers, Inc.	Goods	+632-809-2251	25	25	25	5	80	**APPROVED**
Stanley Bradley Trading, Inc.	Goods	+632-526-7841	25	30	20	10	85	**APPROVED**
Ban Bee Commercial, Co., Inc.	Goods	+632-244-3716	25	20	30	10	85	**APPROVED**
8 Times 8 General Merchandise	Goods	+632-251-6181	25	25	25	5	80	**APPROVED**
Toyota Otis, Inc.	Goods	+632-564-1811	28	30	28	9	95	**APPROVED**
Ban Bee Commercial, Co., Inc.	Goods	+632-244-3716	25	20	30	10	85	**APPROVED**
D' New Central Air Corp.	Goods	+632-731-8592	30	28	25	10	93	**APPROVED**
8 Times 8 General Merchandise	Goods	+632-251-6181	30	30	30	10	100	**APPROVED**
8 Times 8 General Merchandise	Goods	+632-251-6181	30	30	30	10	100	**APPROVED**
8 Times 8 General Merchandise	Goods	+632-251-6181	20	25	25	20	90	**APPROVED**

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Group 5 Audio Visual Systems, Corp.	Goods	+632-812-9157	30	25	30	10	**95**	**APPROVED**
Adecs Int'l Corp	Goods	+632-740-1888	20	30	25	5	**80**	**APPROVED**
Laricel's Jewelry	Goods	+632-322-0203	30	30	30	10	**100**	**APPROVED**
Milavicente, Inc.	Goods	+632-929-0868	30	30	30	10	**100**	**APPROVED**
Boc's Trading Co., Inc.	Goods	+632-241-2976	25	25	25	8	**83**	**APPROVED**
Compucare Center	Goods	+632-722-9783	25	25	25	8	**83**	**APPROVED**
Atty. Audelle H. Zamora	Services	+632-459-5200	25	25	25	10	**85**	**APPROVED**

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g.2 Evaluation of Third Party Assessors (TPA)

Following are the criteria for the selection and recruitment of Third Party Assessors of the DOT:
- ❑ At least ten (10) years' work experience in accommodation, hospitality, or a related industry with experience in quality assurance, quality management systems and/or assessment programs
- ❑ Knowledgeable in using computers, spreadsheets and web applications
- ❑ Physically and mentally in good health condition (able to function well under pressure with long period on the road)
- ❑ Has excellent interpersonal and communication skills including report writing skills
- ❑ Highly self-motivated, proactive and enthusiastic
- ❑ Analytical skills and meticulous attention to details
- ❑ Demonstrates high level of personal integrity

The performance of Third Party Assessors (TPA) is being evaluated based on the following conditions set by the DOT:
- ❑ Pre-deployment
  - ▪ Did the TPA willingly made adjustments to meet the Department's scheduled audit?
  - ▪ Did the TPA declare his/her previous affiliation to the establishment scheduled for audit prior to accepting the assignment?
- ❑ Deployment
  - ▪ Did the TPA arrive at the property as scheduled?
  - ▪ Did the TPA get along well with the rest of the Inspection Team?
  - ▪ Did the TPA familiarize himself with the facilities and services of the establishment assigned to him (e.g. website review)?
  - ▪ Did the TPA exhibit professionalism in the conduct of assessment?
  - ▪ Did the TPA demonstrate knowledge and proficiency over National Accommodation Standards?
  - ▪ Did the TPA handle the de-briefing professionally?
- ❑ Post-deployment
  - ▪ Did the TPA submit the audit report within the prescribed timetable?
    (The prescribed timetable is five (5) days after the conduct of audit)

- Did the TPA submit complete and correct encoded audit finding with reference to the audit booklet together with the supporting documentation, if any? (e.g. photos with caption, documentation)?

The Third Party Assessor must meet the required performance rating (at least six (6) points) to be re-engaged by the DOT. If not, the TPA shall be delisted from the DOT pool.

4. Review on the adequacy of resources

❑ Adequacy of Manpower

The unfilled positions of the Department have already been posted and the process of hiring is ongoing. The Human Resource Division shall update the Management Committee on the status of positions after the recruitment process is completed.

|	Filled	Unfilled	Total Authorized Positions
Total Regular Plantilla Positions	525	209	734
Total Contractual-Coterminous Positions	0	7	7
GRAND TOTAL	**525**	**216**	**741**

❑ Trainings (Knowledge)
The following training programs for DOT Officials and Employees were conducted and to be implemented by the Training Development Division:

TITLE OF TRAINING	STATUS
Foreign Service Training	Completed
Competency Based HR Program	Completed
Orientation Program on Train Law	Completed
2018 CHUO International Internship Program	Completed

MPOWER Training: Tobacco Industry Interference in Bureaucracy	Completed
Fire Safety Drill and Seminar	Completed
Microsoft Excel & PowerPoint	Completed
Supervisory Development Course Track 1	To be conducted
Values Orientation Workshop	To be conducted
Competency Building Program	To be conducted

❑ Status of Funds (Financial Resources)
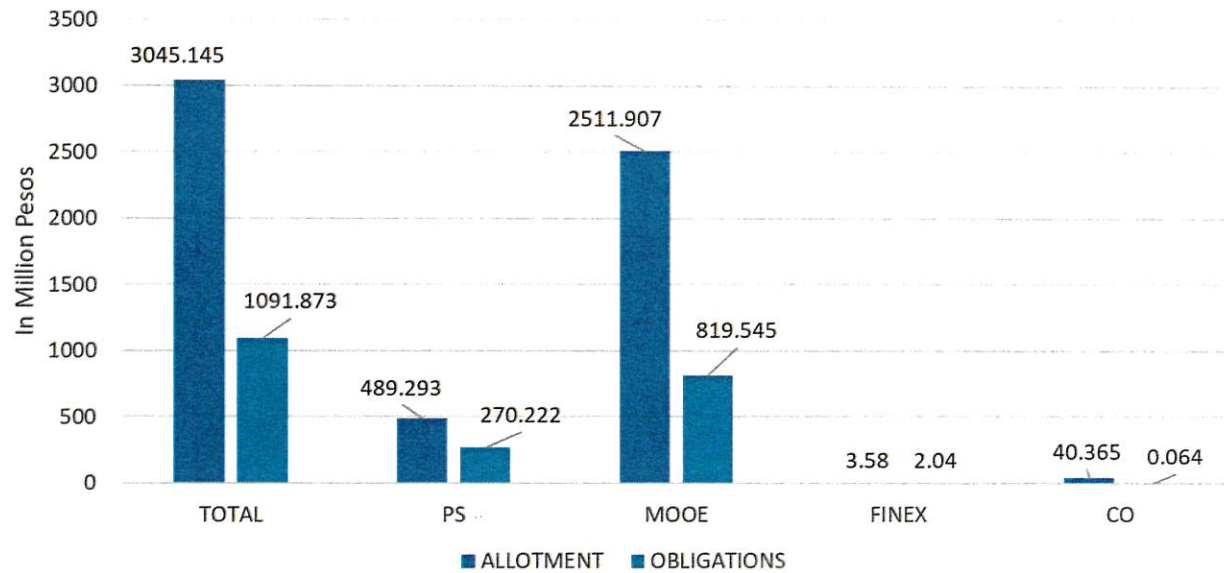
5. The effectiveness of actions taken to address risks and opportunities

The table below will reflect the activities being conducted by the Department to address the risks and opportunities for Accreditation and Star Rating process. Since the activities are ongoing, the effectiveness of the action plans shall be reported on the next Management Review Committee Meeting.

FOCUS AREA	ACTION PLAN	STATUS / % Accomplishment
Manual Processing of Assessment Result	Conduct of manual assessment	Regions who have issues or concerns with the on-line accreditation opted to do the Manual Accreditation.
Redevelopment of Accreditation Online System	The management will push through with the sourcing of service provider	It will be proposed for inclusion in the 2019 Work Program
Handling of Complaints	Hiring of Legal Officer to handle complaints (Job Order)	Forwarded the request to OSEC
Encouraging Tourism Enterprises to be DOT Accredited	Accreditation Campaign Requested the approval of Malacañang to direct all government agencies to engage only the services of DOT Accredited Tourism Enterprise	The Regional Offices are very active in coordinating with different stakeholders including the plan to influence the LGU to include the accreditation as part of the Business Permit requirements.
Facilitate the payment of Accreditation and Audit Fees	Development of online payment system/channel for accreditation payments	It will be proposed for inclusion in the 2019 Work Program

REVIEW OUTPUTS:

A. Opportunities for Improvement

Based on the discussions during the Management Review, the following are the Improvement Plans agreed upon by the Department.

IMPROVEMENT PLANS	PERSON IN-CHARGE	Schedule of Implementation											STATUS
		2018		2019									
		NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	
1. Direct an appropriate office to undertake project on Performance Measurement that is consistent and measurable based on the mandate of the DOT.	Planning Service	X	X	X	X								
2. Operations and performance improvement	Internal Audit Service			X	X	X	X	X	X				
3. Management Committee to issue directive to support the findings of the audit and direct the operating units to address the non-conformances.	Office of the Secretary	X	X	X									
Feedback Tool for Customer Satisfaction: 4. Operating units are directed to establish a standard feedback tool for DOT to monitor, analyze and provide feedback to stakeholders 5. Management Committee suggested that in the next Management Meeting, a report on the feedback of the services being rendered by the DOT be highlighted than merely reporting complaints received. Management stressed the importance of	Tourism Regulation, Coordination and Resource Generation			X	X	X	X						

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getting feedback from our clients as these will serve as one of the basis for continuously improving our services.														
On Accreditation System, Management Committee suggested the following measures: 6. The TRCRG to push for the online accreditation system as this is the only direction for the DOT to pursue an accreditation program 7. The DOT-NCR to be diligent in finding ways or adopt measures to cover more establishments for accreditation 8. Target setting for accreditation should be based on accreditable tourism enterprises and not on a set "growth rate" as previously practiced	Tourism Regulation, Coordination and Resource Generation			X	X	X	X	X	X					
On DOT QMS: 9. Management to promote employee awareness on the DOT Quality Policy	Office of the Secretary	X	X											
On the Data Management System: 10. Recognizing the importance of the DMS Management suggested to meet with the Information Technology Division regarding the implementation of the DMS.	Information Technology Division, OTDPRIM			X	X	X	X	X	X					

Item	Division														
11. Management will direct the Administrative Service to come up with a standard Records Management System															
On Tourism Industry Situationer, Management Committee requested the OTDPRIM to provide report on the following: 12. Per Capita Per Market which will show the types of visitors based on revenue generation. 13. Growth in the number of accommodation establishments vis-à-vis room gap	Statistics Division, OTDPRIM			X	X	X	X								
14. Management Committee instructed the HRD to review the criteria for selection of participants to external training programs	Human Resource Division/Training Development Division			X	X										

B. Any need for changes in the QMS

Since the Quality Management System of the Department is relatively new, no changes were identified by the Executive Committee. Any recommendations for changes for the implementation shall be reported during the next Management Review.

The Secretary authorized Assistant Reynaldo L. Ching as ISO Facilitator to sign the Quality Manual.

C. Resources Needed

The resource needed for the continuous implementation of the QMS are manpower and budget. The commitment and cooperation of all DOT employees and officials are crucial for the Surveillance Audit and the succeeding activities.