SPECIAL ORDER NO. 242
Series of 2006

In the interest of the service and in connection with the ISO 9001:2000 Project of the Administration, MR. RUSTICO-MENDRATO R. BANAL III, Records Officer II, Human Resource Development Division, Administrative Branch, is hereby designated as Bilis-Dokumento (BD) Project Officer under the supervision of the ISO-Quality Management Representative (QMR) effective immediately.

As such, Mr. Banal shall have the following duties and responsibilities as defined under the PM-POEA-02-GP-03 of the Quality Management System (QMS):

1. Receive complaint/feedback - customer complaints or feedback are received either from a) directly from the customer or b) from the suggestion boxes placed at designated areas of POEA.

2. Collect Feedback Forms - collects feedback notes from the customer and the suggestion boxes. Sort feedback according to section/department.

3. Collate Feedback Form - records in the daily summary report; accomplishes Corrective, Preventive Action Report (CPAR) Form for each department with feedback; endorses CPAR and feedback notes to concerned section/department.

4. Prepare Report - prepares monthly summary of the nature of feedback received and the actions taken by the process owner.

For strict compliance.


ROSALINDA DIMAPILIS-BALDOZ
Administrator