

NPMO Order No. b3
Series of 2022

**SUBJECT: 4Ps NPMO GUIDANCE NOTES ON 7S OF GOOD
HOUSEKEEPING IMPLEMENTATION**

I. RATIONALE

The Department of Social Welfare and Development (DSWD)'s mission is to lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

In view of this, one universal standard that can ensure top-notch delivery of social services is the ISO 9001-2015 Standard. Among the ISO standards, the ISO 9000 series is defined as the set of international standards on quality management and quality assurance developed to help organizations effectively document the quality system elements needed to maintain an efficient quality system. Its 9001:2015 version is more than a **Quality Management System (QMS)**, since it is also a complete operational tool designed to streamline processes and thereby improve performance which is complementary to the institutionalization of the Ease of Doing Business and Efficient Government Service Delivery as enshrined in Republic Act No. 11032.

Consistent with the Department's thrusts and priorities and current undertakings on ISO Certification, the 4Ps National Program Management Office saw the need to create internal guidelines and procedures on the 7S implementation within the workplace focusing on the following key areas: Quality of Good Housekeeping Standard, Preventive Measures of 7s Good Housekeeping, 7S of Good Housekeeping Guidelines and 7S of Good Housekeeping Checklist.

II. LEGAL BASES

This guideline is anchored on the following legal mandates of the DSWD:

1. National Archives of the Philippines (NAP) General Circular No. 2 Series of 2009, Article IV-Rule 10
2. Administrative Order No. 20, series of 2020, FY2021 DSWD Thrusts and Priorities
3. Special Order no. 1218, series of 2021, Constitution of the Operations Cluster Quality Management Team
4. Memorandum from the Secretary dated March 24, 2021, Reconstitution and/or Amendment of the Quality Management Teams

III. COVERAGE AND SCOPE

This Guidance Note shall cover the implementation of 7S Good Housekeeping in the Pantawid Pamilyang Pilipino Program National Program Management Office (4Ps

NPMO) and serve as a guide to all Division/Section/Unit in the NPMO towards improving the good housekeeping at the workplace.

The general guidelines and standards are defined for uniform interpretation, assessment, monitoring and implementation purposes.

IV. OBJECTIVES

This Guidance Note aims to set a healthy and safe workplace environment of personnel who shall provide each clientele with world-class services leading towards customer's delight. It includes the maintenance of the workplace, its structure, equipment, machines, furniture and fixtures, facilities, vehicle and supplies to ensure it is in good condition. Using the Seven (7) S (Sort, Set in Order, Shine, Standardize, Sustain or Self Discipline, Safety and Spirit).

Further, this aims to provide reference on how to apply, monitor and improve the implementation of the 7S Good Housekeeping in 4Ps NPMO.

Specifically, it aims to:

1. Describe the Quality of Good Housekeeping Standard;
2. Identify the process of 7S of Good Housekeeping Audit; and
3. Describe the salient parts of 7S of Good Housekeeping Checklist

V. DEFINITION OF TERMS

7S of Good Housekeeping- stands for Sort, Set in Order, Shine, Standardize, Sustain or Self Discipline, Safety and Spirit.

Sort - Clarify necessary/unnecessary things, and dispose of unnecessary things. Remove potentially unsafe /broken items from the area in order to utilize working space efficiently.

Set in Order - This refers to the arrangement and finding permanent storage locations for every item and labelling of items in a manner that is easy to find and use. The outcome includes better work efficiency, lesser probability of mistakes, and a safer work environment.

Shine - This refers to the removal of dirt, stain, filth, soot, and dust from the work area. This also includes cleaning and caring for equipment and facilities and also inspecting them for abnormalities. The goal is not only to have a workplace which is free of dirt and stains but also to prolong the equipment's lifespan and thus prevent unnecessary breakdowns or accidents.

Standardize - This refers to the systematizing of the above 3S practices. This means ensuring that whatever cleanliness and orderliness is achieved should be maintained. A work structure that will support the new practices and turn them into habits shall be developed. The outcome includes simplified activities, lesser mistakes, and consistency developed through the work practices.

Sustain or Self Discipline - This refers to the commitment to maintain orderliness and to practice the above good housekeeping practices as a way of life. The outcome includes the promotion of a habit of compliance with workplace rules and procedures and a healthier work atmosphere due to a higher quality of teamwork.

Safety - This refers to the condition of being protected against physical, social, occupational, and psychological harm, or other types or consequences of failure, damage, error, accident, harm, or any other event that could be considered non-desirable. The ultimate goal of this is to have a better and safer working environment.

Spirit - This refers to the willingness to cooperate as part of a team. This results in better communication, higher confidence to do work, and better understanding and analysis of problems as well as a healthier working environment.

VI. IMPLEMENTING MECHANISM

1. Good Housekeeping Standards

All 4Ps NPMO staff are required to conform with the following good housekeeping standards as an implementation of the 7S program:

a. Individual Workstation:

Office Table	
Do's	Don'ts
Place on the office table what is only needed to perform the work such as: <ol style="list-style-type: none"> 1. Desktop computer/laptop 2. Paper tray or file box, with labels: <ul style="list-style-type: none"> - For technical staff: For action and for reference; - For administrative staff: For action and for file 3. Current Calendar 4. Prescribed DSWD Name plate 	<ol style="list-style-type: none"> 1. Food, drinks, and tableware on the office table. This is to prevent pests' infestations and spillage that may damage the documents and other valuable items on the office table <p>*In unavoidable circumstances, exercise precautionary measure to protect all the items on the office table; **Use spill-proof mugs/tumblers</p> 2. Posting of non-office/work related photos
Before leaving the office:	1. Clutter on the office table,

<ol style="list-style-type: none"> 1. Keep the office supplies and small office equipment inside the drawer; 2. Arrange the documents in the paper tray; and 3. Turn off the desktop computer/laptop and secure the laptop in a locked drawer 	<p>such as but not limited to, unattended documents, office supplies, and office equipment after leaving the office; and</p> <ol style="list-style-type: none"> 2. Leaving the desktop computer/laptop turned on overnight.
Place the Disaster Kit/Go Bag, which is used during emergencies, under the office table. For proper guidance, the bottom layer of the mobile pedestal cannot be used to keep it.	Clutter under the office table, such as but not limited to documents, office supplies, office equipment, and personal items.

Office Chair	
Do's	Don'ts
<p>Before leaving the office:</p> <ol style="list-style-type: none"> 1. Place the chair proximate to the table; and 2. Remove the jackets/blazers on the chair and place it in the drawer. 	Chairs used as placeholders for documents, office equipment, and/or personal items.
<ol style="list-style-type: none"> 1. Tucked under the table when not in use; and 2. Use of a pillow or any other type of backer lumbar support, but without any fancy designs 	Leaving office chair blocking the walkway

Computer Set	
Do's	Don'ts
<ol style="list-style-type: none"> 1. Place the computer set such as the monitor screen, CPU, keyboard, and the mouse and it's pad on the table; 2. Place the UPS equipment (uninterruptible power supply) under the table; and 3. Mount the CPU of your desktop computer when placing the unit under the table 	<p>Unnecessary relocation of the desktop computer and its implements as fixed by the ASD-Property and Supply Unit (AS-PSU).</p> <p>* Ask assistance from the ICTMS for any IT-related concerns.</p>

<ol style="list-style-type: none"> 1. Label each wire of your computer set; and 2. Declutter the wires and cables using plastic ring binders or bull clips 	Cluttered wires and cables of the computer set in an open space which is prone to tripping
For security purposes, only authorized personnel shall maintain consolidated passwords of each computer in each office	Divulging the password of the computer to any unauthorized person, unless the said computer is for general use
<p>Use of similar and ISO-compliant wallpaper in the computer monitor screens.</p> <p>For 4Ps NPMO, use the Quality Policy as wallpaper</p>	Use of personal pictures as wallpaper in the computer monitor screen
Before leaving the office, turn off the computer sets	Leaving the computer sets turned on overnight

Mobile Pedestal/Drawers	
Do's	Don'ts
<p>Label each drawer according to the following:</p> <p>1st drawer- office supplies 2nd drawer- personal files 3rd drawer- personal belongings</p> <p>*Print the labels in white-colored paper using the following format: Font: Arial Font Size: 30</p>	Unorganized storage of office supplies, personal files, and belonging in the mobile pedestal/drawers
Use organizers, trays, or small containers to arrange items inside the mobile pedestal	Keeping any office-related files, documents, and implements inside storages that are for personal use.

b. Shared Common Equipment and Office Areas

Filing Boxes/Filing Cabinets	
Do's	Don'ts
<ol style="list-style-type: none"> 1. Organize and label each file box/drawer in accordance with the Records Series Title/Description based on the Records Disposition Schedule of the Department (Annex A) 2. Follow the Annex B for File Classification Guide and Color-Coded Filing Scheme in organizing, labeling, filing and easy retrieval of records. 3. For documents which are not needed on a daily basis, turnover to the ASD-Records Unit for proper safekeeping in the office storage area or archival/disposal in AS-RAMD 	<ol style="list-style-type: none"> 1. Placing employee's personal belongings inside the steel filing cabinets, which are intended for office documents only; and 2. Improper labelling and file classifications of records

Printers/Photocopier Machines	
Do's	Don'ts
<ol style="list-style-type: none"> 1. Provide and maintain a separate and properly labelled storage, with label for scratch and unused papers; 2. Check the scratch papers for staple wires before inserting the papers into the machine feeder; and 3. Consider proof-reading the documents before printing. 	<p>Use of scratch papers containing personal information of personnel, such as but not limited to, Personal Data Sheets, Resumes, Curriculum Vitae, Performance Contracts, Contracts of Services, and other confidential records. This is in line with the Data Privacy Act of 2012</p> <p>Shredding of paper is prohibited per National Archives of the Philippines (NAP) General Circular No. 2 Series of 2009, Article IV-Rule 10</p>
Before leaving the office, turn off the printers/photocopier machines	Leaving the printers/photocopier machines turned on overnight

Telephones	
Do's	Don'ts
<ol style="list-style-type: none"> 1. Place the directory, pen, and notepad beside the telephone unit; and 2. Observe telephone etiquette in receiving and ending calls 	<ol style="list-style-type: none"> 1. Writing on the palm and/or the directory to jot down notes because these are considered unprofessional based on RA No. 6713 Section 4.b, to wit: Employees shall discharge their duties with highest degree of intelligence.
Provide logbook for mobile and long-distance calls for monitoring purposes	Personal calls, particularly long-distance and mobile calls.

Air Conditioning Units/Electric Fans	
Do's	Don'ts
In case of maintenance and other technical assistance, kindly coordinate with the designated General Service Electronic Ticketing System (GSETS) Officer of ASD or at AS-BGMD.	Intervention of personnel on the technical concerns of the units
Before leaving the office, turn off the air-conditioning units/electric fans.	Leaving the air conditioning units/electric fans turned on overnight

Trash Bins	
Do's	Don'ts
<ol style="list-style-type: none"> 1. All trash bins should be kept in the comfort room and/or pantry; and 2. All trash bins must be covered. 	<ol style="list-style-type: none"> 1. Placing open trash bins near water dispensers. Airborne germs/bacteria from the open trash bin may contaminate the faucets of the water dispensers. 2. Placing open trash bins near paper trays for documents. This is to prevent the high probability of the documents falling from the paper trays to

	the trash bin and its accidental disposal.
Observe waste segregation/disposal and provide a separate trash bin for biodegradable and nonbiodegradable waste materials.	Trash bins that are full of waste materials and are left unattended by the janitorial personnel at the end of the day

Conference Rooms	
Do's	Don'ts
<ol style="list-style-type: none"> 1. Observe CLEAN AS YOU GO (CLAYGO) Policy; 2. Post signage and/or reminders, if necessary, to reinforce the rule; 3. Exercise due diligence for unattended office equipment at the conference room. Report it to the nearest guard on duty for temporary safekeeping; 4. Consider providing areas for lost and found items; 5. Chairs are tucked under the tables; 6. White board/glass board are clean; 7. Unused training/ meeting materials are kept; 8. Observe proper distancing; and 9. Advise participants to wear PPE, if applicable. 	<ol style="list-style-type: none"> 1. Leaving valuable office equipment in the conference room; 2. Unauthorized stay or use of the facility for personal matters; and 3. Unattended air conditioning unit and electric fans
Observe waste segregation/disposal and provide a separate trash bin for biodegradable and nonbiodegradable waste materials	Trash bins that are full of waste materials, left unattended by the janitorial personnel at the end of the day

Records Management	
Do's	Don'ts
Separate storage for records, supplies, and equipment	Unorganized storage of different supplies, records, and equipment
Follow the File Classification Guide	Improper labeling and file

<p>and Color-Coded Filing Scheme in the organizing, labelling, filing and easy retrieval of records:</p> <p>Administrative Files - Pink Financial Files - Orange Personnel Files - Yellow Legal Files - Red Social Service Files - Green</p>	<p>classification of records</p>
<p>Observe due diligence at all times in ensuring that all documented information are safety kept in the file compactor</p>	<ol style="list-style-type: none"> 1. Smoking per Administrative Order No. 11, Series of 2019; 2. Poor cable and wire management; and 3. Unauthorized personnel in the area
<ol style="list-style-type: none"> 1. Secure digital copies of important documented information such as but not limited to Administrative records, Financial records, Personnel records e.g. Confidential files of each personnel, performance rating, personal information and other related documents), Legal records and Social Service records (e.g. approved and signed proposals, ISO-Quality Management Files, General Intake Sheet and other supporting documents); and 2. Ensure to provide digitized/scanned copies of important documented information to the Administrative Service-Records, Archives and Management Division (AS-RAMD) as a back-up of important documented information from 4Ps NPMO. 	<p>Unauthorized and improper disposal of active, vital and permanent documented information, pursuant to the National Archives of the Philippines (NAP) General Circular No. 2, Series of 2009, Article IV-Rule 10.</p>
<p>Maintain the integrity and confidentiality of</p>	<p>Accessibility of confidential records, such as, but not limited to, Human</p>

vital/permanent records by installing secure-locked steel filing cabinets and/or similar storage which can be accessed by the authorized Record Management Officer (RMO) and NPMO Custodian.	Resource (HR) Recruitment documents and Financial and Management Service (FMS) banking details to unauthorized personnel.
Observe proper disposal of valueless records according to the Records Disposition Schedule approved by the National Archives of the Philippines.	

Pantry	
Do's	Don'ts
<ol style="list-style-type: none"> 1. Observe Clean As You Go (CLAYGO) Policy; and 2. Post signage and/or reminders, if necessary, to reinforce the rules 	<ol style="list-style-type: none"> 1. Smoking per Administrative Order No. 11, Series of 2019; 2. Poor cable and wire management; and 3. Bringing of important and confidential documents during break time. 4. Leaving of personal kitchenware (ex. dish rack/ utensils/ plates/ appliances in the common area
<ol style="list-style-type: none"> 1. Keep kitchen appliances in a separate area; 2. Keep the tableware inside kitchen organizers; 3. Observe safety in storing cutlery; and 4. Unplug appliances when not in use. 	Leaving dirty dishes in the sink that may invite infestation of pests.

Comfort Rooms	
Do's	Don'ts
<ol style="list-style-type: none"> 1. Flush the toilet bowls after using; and 2. Tissue papers must be properly thrown inside the trash bins. Sanitary napkins must be wrapped with paper 	<ol style="list-style-type: none"> 1. Smoking per Administrative Order No. 11, Series of 2019; 2. Bringing of important and confidential documents during break time; 3. Throwing anything in the toilet

or plastic and dispose it in the trash bins	bowl. 4. Spill water on the floor 5. Spitting on the floors/walls
<ol style="list-style-type: none"> 1. Keep kitchen appliances in separate area; 2. Keep the tableware inside kitchen organizers; 3. Observe safety in storing cutlery; and 4. Unplug appliances when not in use. 	Leaving dirty dishes in the sink that invite infestation of pests.

c. Other Protocols

1. Cascade and display of DSWD Quality Policy and other related 7S posters are readily posted in conspicuous places
2. All 4Ps NPMO personnel must wear official DSWD/ARTA ID
3. All 4Ps NPMO personnel must practice "a 10 minute cleaning" habit at work area from the beginning and end of working hours
4. All personal properties (semi-expendable) must have the Personal Property/Item Sticker Pass (PPISP) for proper identification. This can be requested through the assistance of the Designated Property and Supply Custodian of the Office.
5. All 4Ps NPMO personnel must follow the Good Housekeeping Practices
 - Ensure that excess/ unused/ unserviceable office and ICT equipment, furniture and fixtures, common office supplies and other items must be turned over to Administrative Support Division for proper endorsement or disposal to Administrative Service;
 - Wipe wet floors in the office making it neat and clean to avoid slipping, tripping, and falling hazards;
 - Report busted lights bulbs to facilitate replacement and unexpected incidents;
 - Report any building and grounds management concerns to prevent hazardous incidents, such as, but not limited to, floor holes, splinters, improperly fitted gutters, protruding nails and bolts or other projections or obstructions which create stumbling hazards;
 - Do not stack boxes too high and ensure that they are properly labelled for easy access;
 - All aisles, stairways, exits and access ways should be kept clear;
 - When using aerosol materials such as but not limited to disinfectant spray, air freshener spray, insecticide spray, ensure that there are no person nearby to prevent inhalation of vapor and mists which could lead to irritation;

- Knives and firearms are not permitted in the workplace;
- Hazardous chemicals and materials (gas and any flammables) must be stored in a safe place; and
- Equipment and machine are visible and placed on the prescribed places.

2. Enforcement Guidelines

To strengthen the implementation of the 7s Good Housekeeping standards, the following activities should be undertaken:

a. Organization of 4Ps NPMO 7s Committee

1. Purpose: Provide technical support in the overall implementation of the 7s Good Housekeeping in 4Ps NPMO
2. Composition: the 4Ps NPMO 7s Committee will compose of the following:
 - One (1) Permanent 7s Focal Person per Division/Office
 - One (1) Alternate 7s Focal Person per Division/Office
 - One Overall lead as from 4Ps ASD (Permanent)
 - One technical staff to serve as secretariat (Alternate)
3. Roles and Responsibilities (to refer to item VII. Institutional Arrangement)

b. 7s Good Housekeeping Assessment

1. Purpose: To form a view on whether or not the 7s Good Housekeeping Standards is properly implemented, and be able to formulate preventive and corrective actions that would further improve the implementation.
2. Schedule: The assessment will be conducted in a quarterly basis
3. Process: The assessment shall undertake the following:
 - An email on the conduct on 7s Good housekeeping shall be sent by the Secretariat to all 4Ps NPMO personnel containing the schedule of pre and post assessments, and assigned division to assess;
 - The assigned auditor will conduct a pre-assessment based on the provided schedule and assignment, the Good Housekeeping Checklist (Annex C) shall be accomplished;
 - All observations shall be discussed to the assigned 7s Focal Persons of the division being assessed;
 - The 7S Good Housekeeping Report Pre Assessment Part I (Annex D) shall be accomplished by the assigned auditor, to be signed by the Division Chief/Officer-in-Charge of the audited division, and to be submitted to 7s secretariat;
 - The post assessment shall be conducted to check the action taken and/or compliance of the division on the proposed/recommending corrective action in accordance with Good Housekeeping Standards;
 - The assigned auditor shall accomplish the Part II of Annex D: PROPOSED/RECOMMENDING CORRECTIVE ACTION/S BASED ON THE REPORT, to be signed by the Division

Chief/Officer-in-Charge of the audited division, and to be submitted to 7s secretariat for endorsement to National Program Manager; and

- In cases wherein the Division Chief or Officer-in-Charge dispute the results of pre and/or post assessment, a receiving copy will be sufficient to be submitted to 7s secretariat.

4. Scoring:

- All divisions/offices have a baseline score of 100 and one observation will be equal to 1 7S fault and will be deducted to their baseline score;
- The 7S Fault will be based on the results of the post assessment;
- For pantries, and other common areas and equipment, division and/or offices will be assigned as their adopted areas. Every observation will be equivalent to 0.5 7S fault;
- Ranking will be determined on the total highest level; and
- The following Merits / Awards
 - a. Best 7S Compliant Division for the Year – average of total score every quarter of assessment
 - b. Most Improved Division – achieved the greatest improvements over the previous month.
 - c. Best Implemented Improvement Idea (Yearly) – achieved the eventual improvement & paid tribute to their creativity. A separate guideline will be released.

c. Use of 7s Daily Checksheet

In compliance with the Good Housekeeping Audit Checklist of Administrative Service, every division/office shall maintain a 7s Daily Checksheet. The checksheet can be designed based on the division/office's needs.

The checksheet must be accomplished at the end of the day with a sign off of the 7S officer of the day/week. The 7s officer may be the permanent or alternative 7s focal, or any staff of the division/office.

d. 7s Committee Meeting

The meeting will be conducted every quarter after the conduct of pre and post assessment of 7S to be led by 7S overall focals.

e. 7s Orientations

The 7s orientation will be provided to those newly appointed 4Ps NPMO personnel by the designated 7S focal of the respective division.

VII. INSTITUTIONAL ARRANGEMENTS

1. National Program Manager, Directors and Deputy Program Managers as QMT process owner:
 - a. Ensure that the quality policy is known, understood, implemented and maintained at all levels in the organization;
 - b. Participate in the regular review of the DSWD Quality Management System (QMS) to ensure effectiveness and suitability;
 - c. Initiate the alignment of the Department-wide Frontline and Non-Frontline Services in collaboration with the Field Offices;
 - d. Regularly streamline procedures and enhance processes to meet stakeholder's requirements;
 - e. Immediately address non-conformities and prevent its recurrence; and
 - f. Perform other tasks as necessary.

2. Process Implementers are responsible for crafting the Standard Operating Procedures / Operations Manual of their Offices/Bureaus/Services based on the following points;
 - a. Rationalize the step-by-step process of each Frontline and Non-Frontline Services of their Offices/Bureaus/Services through the preparation of Standard Operating Procedures;
 - b. Eliminate repetitive and redundant steps;
 - c. Reduce turnaround time for transactions;
 - d. Ensure compliance to oversight agencies' requirements;
 - e. Adhere to the timelines imposed by R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and other relevant laws, rules and regulations and other issuances of oversight agencies; and
 - f. Perform other tasks as necessary.

3. Internal Quality Auditors - Auditors who passed the IQA exam (Section/ Unit Heads/ Technical staff from the DSWD pool of Internal Auditors) headed by the Overall Internal Audit Committee Lead/ Lead Auditor. Internal Quality Auditors ensure consistent compliance and conformance to the ISO 9001 standards by performing the following functions, among others.
 - a. Assist in the preparation of IQA policies, guidelines and mechanisms;
 - b. Contribute in the preparation of the Department-wide IQA plan and schedule of IQA activities;
 - c. Attend and participate in IQA meetings;
 - d. Conduct IQA in their respective OBSUs to determine their compliance with the requirements of ISO 9001 Standards;
 - e. Prepare and submit audit reports of their respective audit areas to the IQA Committee Lead;
 - f. Monitor the implementation and effectiveness of corrective actions implemented by the Process Owners of their respective audit areas;
 - g. Ensure that the results of the IQAs, corrective actions, and follow-up actions are documented and records are maintained;
 - h. Attend relevant trainings; and

- i. Perform other tasks as necessary.
4. Administrative Support Division, will be the overall 7S lead of 4Ps NPMO and perform the roles and responsibilities stated in the approved special order no. 118, series of 2021 Constitution of the Operations Cluster Quality Management System.

Specifically:

- Maintain the workplace, its structure, equipment, machines, furniture and fixtures, facilities, vehicle, records and supplies;
- Replacement and requisition;
- Disposal of inactive equipment, records and supplies; and
- Submit quarterly report on the set timeline by the 7s Overall committee.

5. Anti-Red tape Unit

- a. Cascading of CART programs and policies in their respective offices;
- b. Compliance to CART pronouncements, policies and requirements;
- c. Active participation in CART programs and activities;
- d. Proactive review and standardization of office processes/ transactions vis-a-vis established categories/ classification of transactions;
- e. Provision of parameters for Citizens Charter;
- f. Alignment of EODB requirements with that of the OPC and IPC Indicators, particularly the timeline;
- g. Observe opportunities for improvement for reengineering and streamlining of processes, and implement the same;
- h. Periodic determination of the percentage reduction of processing time in the processes;
- i. Regular provision of recommendations for the enhancement of policies/ programs/ processes that shall respond to the EODB requirements; ISO Certification, and other QMP requirements;
- j. Monitor and oversee the streamlining process/ EODB implementation; and
- k. Perform other tasks as may be assigned;

6. ISO Knowledge Management Focal - support the Overall ISO Knowledge Management Committee Lead in performing the following functions for their respective clusters/OBS:

- a. Assist in the development of knowledge management policies, guidelines and mechanisms;
- b. Assist in the conduct of capacity building interventions (i.e. webinars, trainings and workshops) related to the DSWD Quality Management Program (QMP) for the DSWD personnel in their respective OBSUs
- c. Assist in the onboarding of new employees on the QMP of the Department, as well as re-orientation and trainings for all DSWD personnel in their respective OBSUs;

- d. Provide quarterly report/ feedback on the status of the ISO Knowledge Management in his/her OBSUs to the ISO Knowledge Management Committee;
 - e. Attend relevant trainings; and
 - f. Perform other tasks as necessary.
7. Designated 7S Focals, shall be tasked to carry out below function and responsibilities:
- Assist in the development of good housekeeping policies, guidelines and mechanisms as developed and prescribed by the 7S Committee Lead;
 - Assist in the preparation of proper layout of workstations and office equipment for accessibility and visual control using time and motion considerations;
 - Contribute in the enhancement of the department-wide communication and evacuation plans;
 - Monitors and evaluates the compliance of his/her OBSUs with the good housekeeping policies and mechanisms prescribed;
 - Provide quarterly reports on 7S pre and post assessment
 - **Pre-Assessment** shall be conducted within 1st to 15th day of 1st month of the quarter and submit the same to Overall focal/ASD three (3) days after the conduct.
 - **Post-Assessment** shall be conducted within 15th to 30th day of 3rd month of the quarter and submit the same to Overall focal/ASD three (3) days after the conduct.
 - Attend relevant trainings and meetings; and
 - Perform other tasks as necessary.

VIII. EFFECTIVITY CLAUSE

This guideline shall take immediately and shall continue to be valid unless rescinded. Previous issuances or office orders inconsistent herewith are now revoked.

Issued this day of 66 July 2022, Quezon City, Philippines.

GEMMA B. GABUYA

Director IV and National Program Manager
Pantawid Pamilyang Pilipino Program

Annex C

PANTAWID PAMILYANG PILIPINO PROGRAM						
OPERATIONS CLUSTER						
GOOD HOUSEKEEPING AUDIT CHECKLIST						
OFFICE NAME					DATE	
Please give rating appropriately (put ü inside the box under its condition)						
S1 =	SORT		CONDITION			AUDITOR'S REMARKS
Code	Total No. of Detection	CHECKPOINT	YES	NO	N/A	
S1.1		The floor area is free of unwanted items		/		
S1.2		There are no unnecessary items seen on top of the working table during and after working hours. During working hours, only paraphernalia related to the current work are allowed.				
S1.3		All tools, supplies and equipment should be properly store after working hours				
S1.4		No unnecessary items seen on top of equipment, furnitures/fixtures or units except for equipment accessories after working hours. No unnecessary stickers, plastic, plastic covers etc.				
S1.5		There are no facility items/equipment/ tools/ supplies in the area that are obsolete, won, broken or out of service. Otherwise, it should be properly labeled.				
S1.6		All working files/other paraphernalia should be properly stored and arranged during and after working hours. Files in file tray or box should not be overflowing				

S1.7		Information posted on the bulletin board should be recent, relevant and not beyond the posting period				
S2 =	STRAIGHTEN		CONDITION			REMARKS
Code	Total No. of Detection	CHECKPOINT	YES	NO	N/A	
S2.1		No hanging of coats/jackets and personal belongings on the back of the chair after working hours.				
S2.2		All items of equipment/machines, shelves, cabinet and folders/binders have identification labels and match content correctly.	/			
S2.3		Il rooms, cubicles and similar areas are clearly numbered or labeled				
S2.4		There are specific areas demarcated for garbage, rejects, unserviceable, wastes etc.				
S2.5		All cables, wires, pipes etc. are neat and straight?				
S2.6		The color coding scheme used effectively for easy identification?				
S2.7		Files on the desktop computer or laptop should follow the recommended filing system.				
S2.8		Trash Bins should be properly maintained, not overflowing, cover is properly closed, maintained in designated areas only, and arranged at all time				
S2.9		After working hours, items on the office table is limited to the office equipment, file box or tray only, and calendar, if any				
S2.10		All Electrical connections, boxes, etc closed and secured?				
S2.11		File Box and File Tray should only have a maximum of 2 layers for "Others" to ensure proper sorting of files.				
S2.12		The tool equipment, supplies, inventory locations are properly identified and these items are in their correct locations,				
S3 =	SCRUB		CONDITION			REMARKS
Code	Total No. of Detection	CHECKPOINT	YES	NO	N/A	
		Cleanliness shall be maintained at all times and the following areas				

		must be free from dirt, dust, cobwebs, insects, unnecessary items, markings (vandals writings, fingerprints, etc.)				
		a. Office Machine (computers, photocopier, printers, fax, etc.)				
		b. Tables/Chairs				
		c. Cabinets/Drawers/Dividers/Shelves/File Trays/File Box				
		d. Bulletin Boards/Signage				
		e. Garbage Area				
		f. Office System				
		g. Flooring				
S4 = STANDARDIZE			CONDITION			REMARKS
Code	Total No. of Detection	CHECKPOINT	YES	NO	N/A	
S4.1		All problems/concerns on wires and cables should be requested immediately to ASD for action through their Pantawid ASD Ticketing System.				
S4.2		There is standard labeling for document's binders/folder etc.			n/	
S4.3		All tools, supplies, equipment, materials etc. have a location that has standard label and properly maintained				
S4.4		Defective equipment should be reported immediately to ASD for action through Pantawid ASD Ticketing System.				
S4.5		No files or documents, personal belonging should be placed directly on the floor				
S5 = SUSTAIN			CONDITION			REMARKS
Code	Total No. of Detection CHECKPOINT	CHECKPOINT	YES	NO	N/A	

S5.2		All staff must be in prescribed uniform with ID. For staff without uniform, they must follow the prescribed dress code with their ARTA ID.				
S5.3		No occurrence of re-usable paper with staple wire in the box near the photocopier. If there will be a detection, deduction should be on the owner.				
S5.4		All office equipments, lighting are turned off after working hours or when not in use except UPS. Electric fan should be unplugged and computer monitor should be turned-off after working hours.				
S5.5		Office chairs should be properly tucked in or arranged during and after working hours			n/a	
S5.6		Red tagging is implemented and updated.	/			
S5.7		Adaily checksheet in place with sign off of the 7S officer of the day/week	/	/		

FOR ADOPTED AREA (0.5 7s fault for every observation)

Code	Area	Details	Remarks

**OVERALL
FINDINGS/COMMENT/
RECOMMENDATION**

Audited by:				Approved by:			
Position Title				GEMMA B. GABUYA			
				Director IV and National Program Manager			
Position Title							

Conformed by:									
<i>Chief/Officer-in-charge</i>									
<i>Unit/Division/Office</i>									

Part II. Post-Assessment

(TO BE ACCOMPLISHED BY THE 7S FOCAL/S)		
<u>PROPOSED/RECOMMENDING CORRECTIVE ACTION/S BASED ON THE REPORT</u>		
7S Focal/s Recommendation	Target Completion Date	Final Action Taken/Outcome (to be accomplished by Division)
Report Receive Date:	Prepared by: _____ <div style="text-align: center;">Division 7S Focal/s</div> _____ <div style="text-align: center;">Division 7S Focal/s</div>	
Date of Inspection:		
Report Rating:	Noted by: _____ <div style="text-align: center;"> <i>Chief/Officer-in-Charge</i> <i>Position Title</i> <i>Division</i> </div> Approved by: GEMMA B. GABUYA Director IV and National Program Manager	
<i>Quantity</i> = _____ <i>Quality</i> = _____ <i>Timeliness</i> = _____		
Overall Rating:		

**MEMORANDUM**

FOR : THE DIRECTOR IV AND NATIONAL PROGRAM MANAGER
Pantawid Pamilyang Pilipino Program

FROM : THE SUPERVISING ADMINISTRATIVE OFFICER
Officer-in-Charge, Administrative Support Division

**SUBJECT : RECOMMENDATION ON THE DRAFT 4PS GUIDANCE NOTES ON 7S
GOOD HOUSEKEEPING IMPLEMENTATION**

DATE : 05 JULY 2022

This refers to 4Ps NPMO memorandum to the Assistant Secretary and Quality Management Representative requesting for comments and inputs on the draft 4Ps NPMO Guidance Notes on 7s of Good Housekeeping Implementation which was received by the 4Ps NPMO on 28 June 2022.

In this regard, may we respectfully submit the following comments and inputs from the QMR Representative on the document opposite are the actions undertaken by the Administrative Support Division (ASD) to wit;

Content	Recommendations	ASD Action Action Points
Page 2-3: V. Definition of terms 7S of Good Housekeeping - stands for sort, systematize, sweep, standardize, safety, self-discipline and sustain.	Change to: Stands for Sort, Set in Order, Shine, Standardize, Sustain or Self Discipline, Safety and Spirit. The definition of each term should be arranged as above.	All recommendations were incorporated on the document
Page 9: Records Management	Include: <u>Do's</u> Follow the File Classification Guide and Color-Coded Filing Scheme in the organizing, labeling, filling and easy retrieval of records: Administrative Files - Pink Financial Files - Orange Personnel Files - Yellow Legal Files - Red Social Services Files - Green <u>Don'ts</u>	

	Improper labeling and file classification of records	
Page 11: C. Other Protocols 4. All personal properties (semi-expandable) must have a unique identification, a property sticker tag from Admin Service - Property, Supply and Asset Management Division (AS-PSAMD) to easily determine that you own the said property.	All personal properties (semi-expandable) must have the Personal Property/Item Sticker Pass (PPISP) for proper identification. This can be requested thru the assistance of the Designated Property and Supply Custodian of the Office.	
Page 14: VII. Institutional Arrangements	Remove item number 2-3 and 5-6. The Guidance Notes is specific to the implementation of 7S of Good Housekeeping. Include only the designated personnel who are tasked with the roles and responsibilities relative to the matter.	

With this, may we respectfully submit the enhanced **4Ps Guidance Note on 7s Good Housekeeping Implementation** for your approval.

For the National Program Manager's information and kind approval.

Thank you.


MIZIEL S. PASIA

Recommending Approval:


ALEXANDRA MARLA Y. MONTEJO-TIPAY
 Director III and Deputy Program Manager for Support

Approved/Disapproved:


GEMMA B. GABUYA
 Director IV and National Program Manager