



Republic of the Philippines
OFFICE OF THE SECRETARY
Elliptical Road, Diliman, Quezon City,
1100 Philippines

December 9, 2022

MEMORANDUM

TO : ALL SERVICE DIRECTORS, DIVISION CHIEFS
DA-CENTRAL OFFICE

FROM : *Jane C. Bacayo*
ATTY. JANE C. BACAYO, CESO III
OIC-Undersecretary for Administration and Finance and
Chairperson, DA-Central Office Committee on International
Organization for Standardization (ISO) Certification Initiatives
and Program

SUBJECT : FINALIZATION OF THE QUALITY MANAGEMENT SYSTEM
(QMS) MANUAL

This is to inform you that with the assistance of the Development Academy of the Philippines (DAP), Department's Quality Management System (QMS) certifiable to ISO 9001:2015 Standard is at its final completion. Upon finalization and approval of the Department's Quality Management System (QMS) Manual, the same is scheduled for immediate implementation on the first quarter of 2023.

In this regard, please submit the revised/finalized version of the Quality Management System based on your functions as stated in the attached Department of Agriculture Quality Management System (QMS) Manual on or before **December 16, 2022** for the approval of the Secretary. Attached is the draft documentation for your perusal.

For compliance.



**DEPARTMENT OF AGRICULTURE
QUALITY MANAGEMENT SYSTEM (QMS) MANUAL**



Department of Agriculture
Quality Management System Manual

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1.0 Introduction

In meeting the challenge of sustaining the public's expectations in their transactions with the government, the Department of Agriculture (DA) is mandated to develop a strong customer relationship by committing quality services.

The DA recognizes the high expectations of its clientele/customers/stakeholders, farmers and fisher folks in providing them high-quality products and services in order to give them satisfaction in every service that DA is mandated to provide them.

This Manual defines the manner in which the DA implements an integral Quality Management System (QMS) and is a vital documentary guide for the Department of Agriculture in the adoption of a management system that is certified to the international standards of the ISO 9001:2015

It demonstrates the policies and directions, as well as, outlines interrelated processes of the DA. These processes are performed to ensure that DA services meet: existing rules and regulations of the oversight agencies; stakeholders' requirements; and, DA's goals and objectives, in a rational, consistent, and reliable manner.

Sustainability of the QMS and maintenance of this Quality Manual are the responsibilities of the DA which is being represented by its officials and employees.

2.0 Agency Profile

2.1 History

Traces of modern Philippine agriculture became most visible to the outside - world at the height of the Spanish regime when industries were encouraged to develop and supply the major needs of its colonizer, Spain and other European consumers for tobacco, sugar and abaca.

At the proclamation of the Philippine Independence on June 12, 1898, which gave birth to the First Philippine Republic under the stewardship of President Emilio Aguinaldo, several offices and departments were established. The then Department of Agriculture and Manufacturing was created through a Presidential Proclamation on June 23, 1898.

By 1901, a policy of diversification was adopted under the American Sovereignty, which gave emphasis to the development of other agricultural products, like rice and other basic commodities, including fishing, forestry and mining. The Insular Bureau of Agriculture was then created under the Department of Interior through Act No. 271.

Eventually, the Bureau of Agriculture grew rapidly until it was abolished by the enactment of Act No. 2666 on November 18, 1916, which was implemented on January 1, 1917.



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By virtue of this Act entitled "An Act to Re-organize the Executive Department of the Government of the Philippine Islands", the Department of Agriculture and Natural Resources took over the functions and activities of the Department of Interior, namely: direct executive control and supervision of the Bureau of Agriculture, Bureau of Forestry, Bureau of Lands, Bureau of Science, and the Weather Bureau and all matters concerning hunting, fisheries, sponges and other sea products and such others as may be hereafter assigned to it by law.

In 1928, the Department of Agriculture and Natural Resources became the Department of Agriculture and Commerce, wherein the Bureau of Agriculture was split into two bureaus, the Plant Industry and Animal Industry.

The Department of Agriculture and Commerce was reconstituted on July 1, 1945 upon the resumption of the Commonwealth Government. In 1947, the Department of Agriculture and Commerce was again renamed Department of Agriculture and Natural Resources by virtue of the Reorganization Act.

During the latter part of the Magsaysay term, the Philippines became a member of the United Nations Food and Agriculture Organization. The National Rice and Corn Production Program was launched. In September 14, 1959, the DANR moved to its permanent building in Diliman, Rizal (now Quezon City) from Agrifina Circle in Manila.

Under the martial law regime, by virtue of Presidential Decree No. 461, the DANR was reorganized on May 1974 into two departments, namely: The Department of Agriculture and the Department of Natural Resources. On June 22, 1978, by virtue of Presidential Decree No. 1397, all departments were converted to ministries. It was during this period that the Masagana 99 Rice Production Program was launched which revolutionized the rice industry and made the Philippines a rice-exporter and self-sufficient in white corn. By virtue of Presidential Decree No. 461, in June 1978, the Ministry of Agriculture (MA) established 12 regional offices each headed by a Regional Director.

On June 30, 1984, under Executive Order No. 967, the Ministry of Agriculture was renamed Ministry of Agriculture and Food (MAF). The Bureau of Fisheries and Aquatic Resources was transferred from the Ministry of Natural Resources, converted into a staff bureau and placed under the supervision and control of MAF.

The Intensive Rice Production Program (IRPP), an import-substitution by the agricultural monopolies and elimination of agricultural taxes. Reforms in agricultural credit system, such as the phasing-out of direct lending scheme, was initiated.

The reorganization of the Department of Agriculture was contained in Executive Order No. 116 signed by President Corazon C. Aquino on January program and was launched during this time. The animal dispersal program was also intensified especially the Bakahang Barangay and Pagbababuyan.



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As a result of the EDSA People Power Revolution on February 28, 1986 and guided by the principle that agriculture is a business, the DA implemented policy and institutional reforms that freed the agriculture markets, enabling farmers to enjoy higher farm gate prices. These reforms included the dismantling of agricultural monopolies and elimination of agricultural taxes. Reforms in agricultural credit system, such as the phasing-out of direct lending scheme, was initiated.

The reorganization of the Department of Agriculture was contained in Executive Order No. 116 signed by President Corazon C. Aquino on January 30, 1987. The EO mandated the DA to promote agricultural development by providing the policy framework, public investments and support services needed for domestic and export-oriented business enterprises.

During this term, reforms were introduced in the rural credit system to expand the credit facilities of participating lending financial institutions under a guarantee program. The Livelihood Enhancement for Agricultural Development (LEAD) Program was launched in 1988 to speed up farmers' organizations access to financing, management expertise, and marketing.

With the transition of power in the presidency in 1992 from President Aquino to President Fidel V. Ramos, the Philippine agricultural economy took a new development thrust. The Key Production Approach (KPA) which is based on the principle of planting the right crop, at the right place and time was introduced. This became the basis in the formulation of the Medium-Term Agricultural Development Plan.

To address concerns on food security, the Gintong Ani Programs were launched with the objective of organizing subsistence farmers into functional groups or cooperatives and transform them into viable producers and entrepreneurs ready for the global market.

When a former Senate President took over the post as Secretary of Agriculture, he authored Republic Act No. 8435 otherwise known as the "Agriculture and Fisheries Modernization Act (AFMA) of 1998", he was given the rare opportunity to put into action the visions of AFMA of transforming the agriculture landscape as a means of achieving food security and the nation's catapult towards industrialization.

The implementation of AFMA continued under the Arroyo administration with special emphasis on its social equity aspect. The Ginintuang Masaganang Ani Countrywide Assistance for Rural Employment and Services (GMA-CARES) Program was also launched under this administration.

In December 2002, the Roll-On, Roll-Off or RORO transport program was inaugurated. The hybridization programs of the Department were intensified, and interventions were focused in the Mindanao regions.



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In 2004, two (2) major goals were mandated, Goal 1: to develop two million hectares of new lands for agribusiness to contribute two million jobs to the 10 million jobs targeted by 2010 and Goal 2: to make food plentiful while keeping the price of "wage goods" at low prices.

A total of 203,000 hectares of idle lands and 313,000 jobs were developed under Goal 1 and ten (10) Huwarang Palengke (model markets) were identified under Goal 2. Food lanes were designated for easier, faster and "kotong"-free transport of agricultural products was implemented during this campaign.

In October 23, 2006, the DA aggressively and consistently implemented various projects and policies towards the attainment of food security and self-sufficiency. The government's centerpiece program on agriculture called Fertilizer, Irrigation and other Infrastructures, Extension Service and Education Loans, Dryer and other postharvest facilities for Seeds called FIELDS, was unveiled during the 2008 Food Summit. DA has set achievement records for the Philippine agri- and aqua sectors during this period.

DA continued its mandate of providing sufficient food and sustainable livelihood for the Filipino people through modernized technologies and facilities.

Under the Aquino administration, a two-term Congressman of Quezon and civil engineer by profession was appointed DA Secretary. As one of the principal authors of Republic Act 10068 or the Organic Agriculture Act of 2010, Sec. Alcala was keen on increasing rice production and do away with rice imports within the first three years of his administration by expanding areas planted to rice which included uplands, marshlands and idle farmlands.

The concept of Agrikulturang Pilipino or Agri-Pinoy, the Department of Agriculture's over-all strategic framework, was introduced and served as a guide in the implementation of its various services and programs in 2011-2016 and beyond.

The Agri-Pinoy program envisioned to optimize the development of Philippine resources, natural and human, to achieve goals in agriculture and fisheries, and contribute to national development with its battle cry, "Sa Agri-Pinoy, asenso'y tuluy-tuloy."

Under President Rodrigo Roa Duterte's administration, Emmanuel F. Piñol was appointed by President Rodrigo Duterte on July 1, 2016. He vowed to bring agriculture and fisheries program to basic by addressing food production and poverty. Under his watch, efforts were geared towards production and trade of staple food commodities to ensure food sufficiency and security; and high-value crops to generate jobs and foreign earnings.

Dr. William D. Dar was called again to serve the government as the Secretary of Agriculture on August 5, 2019, under the administration of President Rodrigo



Roa Duterte. He first served the Department of Agriculture (DA) from July 1998 to May 1999 under President Joseph Ejercito Estrada.

Upon his assumption to office, Dar introduced the "New Thinking for Agriculture" which is anchored on the vision: A food-secure Philippines with prosperous farmers and fisherfolk. The vision has over-arching twin goals of increasing productivity and making farmers and fishers prosperous or his term's battlecry, "*Masaganang Ani at Mataas na Kita*".

2.2 Mandate

The DA is the government agency responsible for the promotion of agricultural development by providing the policy framework, public investments, and support services needed for domestic and export oriented business enterprises. The DA envisions a food-secured and resilient Philippines with empowered and prosperous farmers and fishers. As such, it shall collectively empower them and the private sector to increase agricultural productivity and profitability, taking into account sustainable, competitive, and resilient technologies and practices. Hence, its battle cry is simply: "*Masaganang Ani at Mataas na Kita!*"

2.3 Mission

To collectively empower farmers and fisher folk and the private sector to increase agricultural productivity and profitability, taking into account sustainability and resilience.

2.4 Vision

A food secure and resilient Philippines with empowered and prosperous farmers and fisher folk.

2.5 Quality Policy

The DA is committed to promote and provide excellent services on agricultural development and modernization through sound policies, climate and disaster-resilient projects, interventions and services for domestic and export-oriented agribusiness towards a food secure and resilient Philippines.

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We aim to live by the established core values of the Department of Agriculture and use appropriate technology to develop our services for the welfare of our fellow countrymen.

We commit to comply with applicable regulatory and statutory requirements and continually assess and improve the effectiveness of our Quality Management System (QMS).

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OFFICE OF THE SECRETARY-PROPER (OSEC-PROPER)

- Provide the Secretary with administrative and legal advices and recommendations on current issues and various documents received by the Office of the Secretary particularly on Memoranda of Agreement, Memoranda of Understanding and contracts.
- Provide the Secretary with information and recommendation concerning financial and administrative matters.
- Coordinate with government agencies regarding the official travels of the Secretary, handle arrangements for foreign dignitaries visiting the DA and facilitate the preparation of briefs/information materials for the Secretary's travels and bilateral meetings.
- Arrange the appointments and schedules of the Secretary.
- Oversee and provide his immediate needs while in the Office relating to administrative support.
- Responsible for the effective implementation of the Document Tracking System (DTS) in the office.
- Responsible for the review of incoming and outgoing documents such as letters, memoranda and correspondences as to sufficiency in form and per requirement of the Secretary.

INTERNAL AUDIT SERVICE (IAS)

The Internal Audit Service (IAS) shall provide independent, objective and timely advice to the Department of Agriculture (DA) Secretary on all matters relating to management and operations control, towards the efficient, effective, economic and ethical way of achieving the Department's goal and objectives.

PLANNING AND MONITORING SERVICE (PMS)

The Planning and Monitoring Service (PMS) spearheads the formulation, consolidation, validation, monitoring and evaluation of plans and programs and the rational allocation of investments to modernize the agriculture and fishery sector and make the same more productive.

PROJECT DEVELOPMENT SERVICE (PDS)

The Project Development Service is the focal unit responsible for the development and evaluation of relevant agricultural and fisheries projects, consistent with the Agriculture and Fisheries Modernization Act (AFMA) and ensures a sufficient number of projects in the pipeline for local and foreign assistance.



POLICY RESEARCH SERVICE (PRS)

The Policy Research Service (PRS) spearheads the Department's initiative on policy formulation and advocacy. It provides the Department with policy guidance on the medium to long-term strategies for agriculture and fisheries modernization. It likewise ensures that domestic agricultural policies are consistent with the country's international commitments.

INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE (ICTS)

The Service shall provide the leadership in the development and implementation of reliable and cost-effective information and communication technology systems of the Department at all levels of implementation. It shall undertake measures to ensure the system's security, integrity and reliability. The ICTS shall provide over-all orchestration and guidance on ICT of all DA agencies in making the most of knowledge managed, stored or shared within the Department.

FINANCIAL AND MANAGEMENT SERVICE (FMS)

The Financial and Management Service is the Department's vital support service responsible for handling the budgetary, financial and management improvement matters of the Department. It has a central role to play based on existing laws, rules and regulations in providing effective and efficient procedures to safeguard public funds and assets; in ensuring the timely release of public funds; and in providing top management critical information in resource decision making.

ADMINISTRATIVE SERVICE (AS)

To provide the Department of Agriculture with economical, efficient and effective administrative support services in the policy formulation and implementation particularly in areas of personnel administration and management, human resource development, records, information, general services/security and procurement.

LEGAL SERVICE (LS)

The Legal Service is mandated under Executive Order No. 292, otherwise known as the "Administrative Code of 1987", to handle the legal requirements including those pertaining to the quasi-judicial and regulatory functions of the Department Proper and its Bureaus.

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AGRIBUSINESS AND MARKETING ASSISTANCE SERVICE (AMAS)

The Agribusiness and Marketing Assistance Service collaborates with and provides direct assistance to the private sector, including concerned NGOs and POs in marketing ventures and in the conduct of market analysis, identification and matching. *(AFMA IRR Rule 40)*

FIELD OPERATIONS SERVICE (FOS)

The Field Operations Service shall serve as the coordinating body and functional link of the DA Central Office to the Regional Field Offices (RFOs), its Bureaus and Attached Agencies and other offices for program implementation and timely delivery of public goods and services to the Local Government Units (LGUs) through the Regional Field Offices (Executive Order No. 366, Series of 2005).

3.0 QMS Scope

The QMS applies to all offices within the scope of the DA covering the **provision of policy framework, public investments, and support services needed for promoting agricultural development.**"

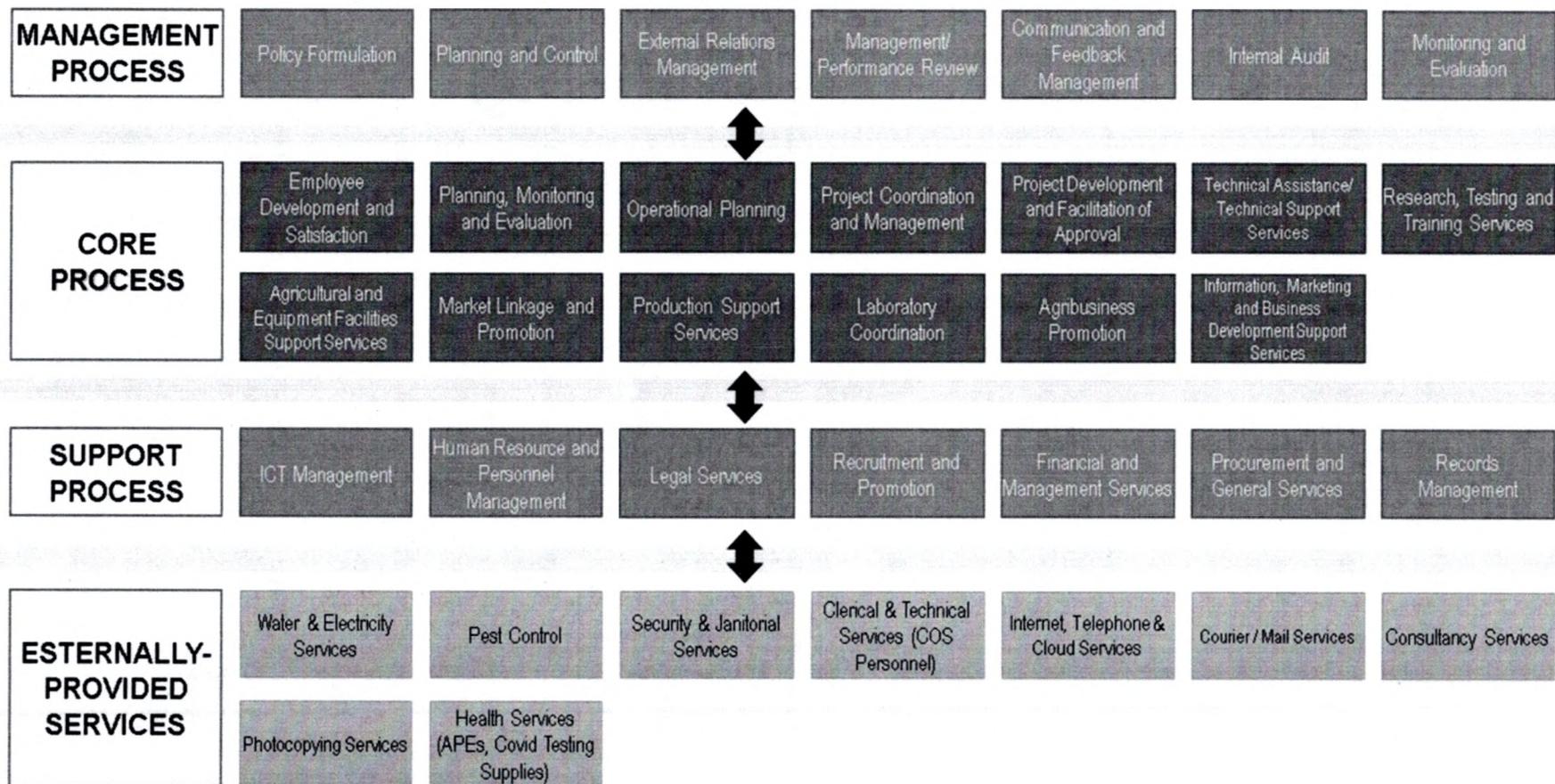
The Agency adopts the Process Approach or the Plan-Do-Check-Act (PDCA) framework of the ISO 9001:2015 Standards in managing processes that are needed to: provide reliable products and services to citizens; and manage capacity to produce the desired outputs.

This framework, with overall focus on risk-based thinking, enables the top management to develop systematic method of assessing the external and internal environment and to implement the necessary processes for the improvement of the products and services provided to its citizens.

The PDCA may be initiated at any stage of the process by assessing the system's current performance (**Check** stage) using applicable requirements of the ISO 9001:2015 QMS on performance evaluation. The results of these evaluations are fed into the PDCA cycle's **Act** stage where the AGENCY initiates the necessary actions to address the opportunities for improvement. At the **Plan** stage, the local officials plan the actions agreed on the previous stage and develop objectives, targets and actions to address risks and opportunities. The needs and expectations of citizens and other relevant interested parties are important inputs to the plan. Hence, these are assessed by the AGENCY wherein the results are captured prior to planning. At the **Do** stage, objectives and planned actions are communicated throughout the AGENCY. New processes or changes to existing processes are implemented to ensure that agreed objectives are met.



PROCESS MAP



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4.0 Management Processes

Management processes define the processes on the type of decision making, as well as the agreements and the liaison with citizens and relevant interested parties. These include processes relating to: establishing and reviewing strategic directions and objectives; providing internal and external communication mechanisms; including feedback management; internal auditing; gathering data for performance review and analysis; and, improvement of the effectiveness and efficiency of the DA's QMS.

The Management Processes of the Agency includes Planning, Performance Management, Feedback Management, Documents Management, Internal Audit, and Public Information Services.

4.1 Planning (OSEC, OURI, and Planning)

The major activities of the Agency are mostly going out onto the ground to look at what the farmers and fishers really need for a sustainable agriculture.

1) Preparation of Agency Plan and Budget Proposal

This entails the issuance of Planning and Budgeting Guidelines, Consolidation and Review of Annual Physical Targets, and Preparation of DA Annual Physical Plan, which are in line in spearheading the annual plan and budget preparation and defense before the Congress and other oversight agencies

How frequent? Annually

Who's in charge? Office of the Undersecretary for Policy, Planning and DLLO, Assistant Secretary for Planning and Project Development and Planning and Monitoring Service

2) Formulation of Strategic Plans for the Agriculture and Fisheries Sector

This refers to the development of plans aimed at improving the country's agriculture sector, such as the crafting and updating of the Philippine Development Plan (PDP) Chapter for Agriculture and Fisheries, and the Formulation of the Agriculture and Fisheries Modernization Plan (AFMP)

How frequent? Every Mid-term

Who's in charge? Office of the Undersecretary for Policy, Planning and DLLO, Assistant Secretary for Planning and Project Development and Planning and Monitoring Service

3) The **Philippine Food Chain Logistics Masterplan** is the Agency's pioneer project on monitoring agricultural logistics in the country.

How frequent? Members meet virtually once to twice a month.



Who's in charge? Office of the Undersecretary for Regulations and Infrastructure (OURI)

4.2 Performance Management (OSEC and OURI)

Management Committee Meetings are conducted by the Secretary every other week to monitor and discuss the progress of programs, projects, or activities of concerned DA units. All Undersecretaries, Assistant Secretaries, Service Directors, Program Directors, Bureau Directors, Heads of Attached Agencies and Corporations, and Regional Executive Directors are required to attend. The agenda is defined by the Secretary, and together with the Notice of Meeting, are issued at least a week prior to the meeting.

4.3 Feedback Management

- 1) *Client Satisfaction Survey* form is available at the Information Desk for visiting clients to fill out. The forms are then forwarded to Personnel for collation and sorting. These are then forwarded to concerned units, which will then assess the information accordingly.
- 2) *8888 Citizen's Complaint Hotline*
- 3) *Contact Us* - Contact details of the Office of the Secretary can be found on the DA website. All DA clients can communicate their concerns through these channels and are then evaluated and forwarded to concerned office/personnel. When actions are required, they are monitored accordingly.

4.4 Internal Audit (IAS)

The Internal Auditors in the Philippine Government are mandated, specifically for departments, to assist the Department Secretary in promoting effective, efficient, ethical and economical operations by appraising the adequacy of internal controls consistent with the National Guidelines on Internal Control System (NGICS) that was issued through DBM Circular Letter No. 2008-8 dated 23 October 2018 (RPGIAM 2020).

While it is the direct responsibility of the head of agency to install, implement and monitor a sound system of internal control, the Internal Audit Service assists him by conducting a separate evaluation of the internal control system to determine if controls are well designed and properly implemented (RPGIAM 2020).

Thus, DA-IAS assists the Department Secretary by conducting separate evaluation of internal control systems of DA Offices Bureaus, attached Agencies and Corporation to determine if controls are well designed and properly implemented.

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- Audit Engagement Planning- Upon receipt of Special Order, IAS Office Order is issued creating the assigned Audit Team. The assigned Audit Team shall, with the supervision of the Division Chief, understand the program and project, systems and processes; determine the audit objective, scope, criteria and evidence. Thereafter, the team develops and submits an Audit Plan reviewed by the Division Chief and approved by the IAS Director.

- Audit Execution- Execution of the audit is initiated with an entry conference with the auditee, followed by the conduct compliance/management/operations audit (gather and analyze evidence and compare conditions with criteria, determine probable cause, prepare working papers through interviews, physical validation and review of documents). After drafting the audit findings and observation, an exit conference with the auditee is conducted to discuss the highlights of the audit findings and to get the auditee's comments and insights.

- Audit reporting represents the culmination of the audit execution and the associated analysis and considerations made during the audit. Audit Findings and Recommendations are developed and integrated in the Final Audit Report to be submitted to DA-Secretary as client for approval and consequent submission to the auditee.

How frequent do these activities are undertaken?

Based on the approved annual audit plan and instruction from the DA Secretary.

Who is in-charge of this process?

Assigned Audit Team, Division Chief and IAS Director.

based on the Process Model



5.0 Core Processes

Core processes are performed as the DA's core business. These include all the processes that have direct interaction with the DA's constituents with the intention of delivering local government services, as mandated by the insert legal basis.

5.1 Provision of Agribusiness and Marketing Assistance Service (AMAS)

5.1.1 Market Information and Analysis. Provision of timely and reliable market information and analysis to agribusiness stakeholders. Updated data on prices along the value chain of basic agricultural commodities are regularly gathered and consolidated. Periodic updates and analyses on prices, volume, supply and demand are published in official websites and disseminated to stakeholders to provide insights on trends and factors affecting the agricultural marketing system to help market players make informed business decisions. Market research of Philippine agricultural products is undertaken to identify new local and international markets. The insights serve as a guide to planners, producers and processors in crafting market development strategies in expanding their markets.

5.1.2 Market Linkage and Promotion. Facilitation of linkages of farmers and fisherfolk enterprises (FFE) and other agri-based MSMEs with consumer markets and institutional buyers. In collaboration with the private sector, LGUs and other government offices, AMAS organises and supports local product promotion events as well as supports and participates in international promotion events showcasing Philippine export products in collaboration with other export promotion agencies.

5.1.3 Agribusiness Investment Promotion. Information on agribusiness investment opportunities are packaged and disseminated to stakeholders. In collaboration with the private sector, investment promotion agencies and LGUs, AMAS organises and supports agribusiness investment promotion activities and events to attract private sector investments in agriculture and agribusiness in the respective LGU localities.

5.1.4 Agribusiness Development Services. AMAS maintains the registry database of Farmers and Fisherfolk Enterprises (FFE) and agri-based MSMEs and provides business development services to FFEs and agri-based MSMEs. These include: (a) provision of management, technical support and assistance to marketing and agribusiness ventures of farmers and fisherfolk organisations and cooperatives such



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as business planning, ICT, business networking, market matching and investment packaging; (b) facilitating linkage to other government agencies and resource institutions in obtaining permits, licences, training, loans and other services; (c) capacity building assistance to FFEs for institutional strengthening, access to markets and business linkage.

5.2 Provision of Planning and Monitoring Services c/o Planning and Monitoring Service (PMS)

5.2.1. Planning and Programming. Formulate medium- and long-term plans in addressing food security, poverty alleviation, social equity and income enhancement concerns. PMS shall spearhead the annual plan and budget preparation and defense before the oversight agencies (Congress, Senate, DBM, etc.). Reorientation of the DA's budgeting system from the current commodity and production-oriented system to one that is based on priorities, functional responsibilities and market needs. Establishment of the e-planning and budgeting system (Electronic Planning and Financial Management System). This will entail the computerization of the planning, and budget preparation for more efficient collection, consolidation and data storage and report generation from various DA operating units.

5.2.2 Investment Programming. Formulate corresponding public investment program, alongside the aforementioned medium- and long-term plans in addressing food security, poverty alleviation, social equity and income enhancement concerns. Finalize and institutionalize the Public Investment Programming (PIP) System and resource allocation scheme for the agriculture and fishery sector nationwide. The PIP system will enable the DA to optimize the use of limited resources through a rational investment program. PMS shall lead the preparation of the sector's investment plan in the medium term.

5.2.3 Monitoring and Evaluation. Monitor and evaluate the implemented medium and annual plans and programs and other concerns of the Department. Lead the conduct of internal and external periodic evaluation of all DA programs and projects primarily to evaluate the effects/benefits of programs to farmers/fisherfolk. Lead in the development of a Benefit/Results Monitoring and Evaluation System of the DA. The PMS shall also be responsible for the conduct of mid-term and post-evaluation of all ongoing and completed projects, whether foreign-assisted or locally funded, in terms of achieving project goals, objectives, desired outcomes and benefits and drawing out lessons from project implementation. The results of these studies shall become major inputs to DA management decision-making and design of future programs and projects as well as improvements in ongoing programs and projects.

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5.3 **Research, Testing and Training Services** Food Development Center

5.3.1 **Technology Development Division (TDD)**

Develop systems and technologies for handling, processing, storage, export, and shipping of traditional and non-traditional food products, as well as operate the pilot plants for market testing and development of selected food product formulations.

5.3.2 **Quality Evaluation Division (QED)**

Perform activities related to analysis, testing, research and evaluation of the chemical, microbiological and micro-analytical, physical and sensory properties of food products

5.3.3 **Industry Services Division (ISD)**

Undertakes technology development and quality evaluation programs, analyze food processing products, conduct quality control services, develop and undertake training programs, seminars, certification programs, information/advocacy, campaigns, and the like for the improvement of the food industry.

5.4 **Policy Research Service**

The Policy Research Service (PRS) spearheads the Department's initiative on policy formulation and advocacy. It provides the Department with policy guidance on the medium to long-term strategies for agriculture and fisheries modernization. It likewise ensures that domestic agricultural policies are consistent with the country's international commitments. PRS is composed of three divisions, namely: International Affairs Division (IAD), Food, Agriculture and Fisheries Policy Division (FAFPD), and Macro-Economic Policy Division (MEPD).

The IAD serves as the Department's international relations arm and provides protocol, liaison and secretariat support during DA-hosted international conferences, workshops and meetings. It likewise consolidates and packages technical inputs from various agencies for the official briefer of DA officials attending external functions. The IAD provides administrative support to the Foreign Agricultural Service Corps (FASC) and, currently, technical support in SPS negotiations.

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The FAFPD provides technical support in the review and formulation of policies as well as responses to policy issues related to transfer, access and benefit sharing technologies, such as plant variety protection, biotechnology and biodiversity. It is currently involved in the preparation and drafting of various commodity roadmaps. Moreover, FAFPD serves as contact point for CODEX, the secretariat of the SPS focal group, and the national contact point for sanitary and phytosanitary (SPS) concerns. The division has also been providing technical support in regional trade negotiations.

The MEPD serves as the core technical support group in the Department's engagement in multilateral, regional and bilateral free trade negotiations. It likewise reviews and provides recommendations on executive and legislative issuances relative to tariff and other trade related matters, agricultural investment proposal seeking to avail of fiscal incentives, and various other agri-fishery concerns (e. g. Climate change, bio energy, etc.) relevant to the delivery of the Department's mandate. The Division is in charge of monitoring, investigating and ensuring that trade remedies are actually imposed on imports considered injurious to domestic industries.

The PRS has been actively advancing the interest of Philippine Agriculture and Fisheries sectors in the government's multilateral, regional and bilateral trade engagements, such as the World Trade Organization (WTO), the ASEAN Trade in Goods Agreement (ATIGA), the ASEAN +1 free trade agreements, the Regional Comprehensive Economic Partnership (RCEP), the Philippines-Japan Economic Partnership Agreement (PJEPA), the Philippines-European Free Trade Association free trade agreement (PH-EFTA FTA), and the Philippines-European Union FTA (PH-EU FTA), among others. It represents the Department and extended technical support to various committees and working groups, such as the Committee on Tariff and Related Matters (CTRM, TCTRM, TCWM).

5.5 Field Operations Service

5.5.1 Field Programs Operational Planning Division (FPOPD)

The FPOPD is responsible for translating strategic plans into operational plans of DA's Programs and other projects with cross sector concerns. The FPOPD is responsible for the formulation of operational plans and program guidelines of the Department, provision of operational policy framework in the implementation of commodity programs and disaster/climate risk reduction and management activities, development and maintenance of GIS-based Disaster/Climate Risk Reduction and Management Information System (DRRMIS) and the Operations



Management Information System (O-MIS) and development of the operational plans and guidelines on DRRM activities.

5.5.2 Field Programs Coordination and Monitoring Division (FPCMD)

The main functions of FPCMD include the conduct of operational monitoring of commodity programs (Rice, Corn, High Value Crops Development, Organic Agriculture, and Livestock Program) implemented at the regional/provincial/municipal and field levels, whenever necessary, as well as coordination and monitoring of the implementation of sectoral programs and projects including crosscutting concerns such as PAYapa at MASaganang PamayaNAn (PAMANA) Program, Bottom-Up Budgeting Process (BUB) Program, Bangsamoro Peace Dividend Project, and Gender and Development.

5.5.3 Special Projects Coordination & Management Assistance Division (SPCMAD)

The main function of SPCMAD is to ensure the smooth implementation of all DA Foreign- Assisted Projects (FAPs) and Locally-Funded Projects (LFPs). It shall institutionalize, together with the Project Development Service (PDS), a system to effect the smooth transition from project preparation to project implementation and from project completion to project evaluation.

5.6 Project Development Service

5.6.1 Project Identification and Evaluation Division (PIED)

PIED determines priority projects, as well as assess their viability in terms of financing and implementation mechanism. It serves as the focal unit in the operationalization of the DA-Wide Project Clearinghouse System. As DA-Wide Project Clearinghouse System Technical Secretariat (TECHSEC), PIED undertakes initial review of the project proposals, conducts field visits/site validations and consultation meetings with proponents, facilitates endorsement of projects to oversight agencies such as the National Economic and Development Authority (NEDA), and continuously reviews the Clearinghouse process and prepares measures for an effective Clearinghouse system. It issues call for proposals, as necessary, to all concerned DA Bureaus, Attached Agencies, Corporation, Services/Operating Units and Regional Field Offices together with the specified format from the donor or the format as specified by the Clearinghouse. PIED also ensures that various operating units within the Department shall be strengthened in all aspects of project development through capability building.

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5.6.2 Project Packaging and Resource Mobilization Division (PPRMD)

The PPRMD enhances the marketability of identified projects based on the appropriate procurement mode to be utilized which includes the alignment of projects to be PPP eligible. The Division generally provides assistance to DA project proponents in complying the requirements of the oversight agencies such as the National Economic and Development Authority (NEDA), Department of Foreign Affairs (DFA), Department of Finance (DOF) and the Office of the President (OP) and the development partners. It closely coordinates with the oversight agencies and development partners to facilitate the processing and approval of identified projects to be funded under Official Development Assistance (ODA) in the form of loans or grants or through local funding. This includes the review of Terms of Reference (TOR)/Inception Reports/Preliminary Reports/Draft Feasibility Reports and Feasibility Study Reports as well as draft loan and grant agreements, assistance during field missions, and requests for facilitation of the issuance of Special Authority from the President (SA) with the necessary pre-requisite documents and until turn over of the approved project documents for project monitoring and management.

6.0 Support Processes

Support processes are performed to ensure that the Agency has adequate resources needed to perform its processes.

The Department of Agriculture shall maintain the highest standard in recruitment, selection and hiring of qualified personnel by adhering to the rules set by the Civil Service Commission and all relevant laws and develop its personnel by providing skills to optimize their potential in the fulfilment of their sworn duties.

The respective divisions shall manage and maintain official records and provide support services to the top management and the employees in general by managing and maintaining the facilities to ensure a safe and conducive working environment.

DA shall subscribe to apt and responsive ICT infrastructure for the delivery of all services as stated in its mandate.

Further, the Financial Management Services shall practice and maintain sound financial management by ensuring that the approved budget per division is followed and all expenditures are accounted for.



The DA shall hereby adhere to expedient procurement procedures set by the Commission on Audit.

Finally, the Legal Services shall provide expert opinions based on existing laws as basis for the implementation of projects and activities relevant to the mandate of the department.

6.1 Personnel Division

The Personnel Division is responsible for providing the Department with economical, efficient and effective service relating to human resource management and administration. It performs the following functions:

- Advises management on human resource policies and administration.
- Assist the management in the formulation of human resource policies and programs.
- Develops and administers human resource programs which include selection and placement, classification and pay, performance evaluation, personnel relation and discipline, leave administration and employees welfare and benefits , awards and incentives.
- Acts on all matters concerning recruitment, placement, promotion, transfer, attendance , performance evaluation, leave of absence, appointments and other human resource concern.
- Maintains personnel records and statistical data/information and
- Performs such other functions as may be assigned and provided by law.

6.2 Human Resource Development Division (HRDD) - training

The Human Resource Development Division provides opportunity for employees of the Department to develop technical enrichment, supervisory and managerial skills, effective human communication, work attitude and behavior, job satisfaction and expertise.

It leads in the conceptualization and orchestration of the organizational development programs such as process consultation, team building activities, sensitivity trainings, employees survey, scholarship programs and competency trainings as it applies to the various operating units, including attached agencies, bureaus and corporations.

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It performs the following functions:

- Formulates and recommend policies, plans and programs for the development of the human resource program of the Department.
- Prepares SOP/guidelines for the management, operation, implementation and evaluation of the human resource program of the Department.
- Designs and administers continuing Staff Development Plan including scholarships and other short-term training courses, study grants and in-house training programs for all employees of the Department.
- Conducts researches, studies, surveys on attitude and morals of the employees in the organization, identifying the causes of factors adversely affecting their attitude and moral; and recommend solutions.
- Develops training materials for manpower development, organize programs to upgrade and strengthen job skills and competence.
- Conducts studies and periodic surveys to determine the training needs.
- Arranges, facilitates, conducts and coordinates formal in-house training/ seminar/workshop/symposium/conference (technical and non-technical); and selects and invites resource person.
- Devises means for the evaluation on the effectiveness of designed training programs.
- Selects and evaluates candidates/participants to any seminar/training/observation scholarship to non-technical courses for both foreign and local.

6.3 Records Management

The Records Division is responsible in providing the Department with efficient, effective and economical records management in the Department, and performs the following functions:

- Formulates, evaluates, updates and implements policies and guidelines on records management.
- Services the documentary reference and information requirements of top management, action officers and the general public.
- Provides messengerial/liaison services for the Department.
- Ensures proper storage of inactive records and prompt disposal of absolute, valueless records and preserve vital and permanent records for Archival purposes.
- Provides systematic control of handling incoming mails and correspondences and dispatch outgoing/signed communications.
- Safeguards the seal and official records of the Department.



- Prompts delivery of mails and communications received for the Department and its employees.
- Represents the Department in the presentation of documents in Court and other administrative bodies.
- Authenticates officials records, when necessary.

6.4 General Services (including facility maintenance)

The General Services Division is responsible in providing support services in the Department relating to disbursement and collection, property and supply, janitorial and security services and other related services.

It is the primary concern of the Division to provide assistance and support in carrying out measures to ensure the delivery of basic services, protection, security, facility maintenance and provision of transportation services of the Department.

6.5 Procurement

It undertakes the DA-wide procurement process and performs the following functions:

- Oversees procurement activities of the DA regional offices and staff bureaus.
- Acts as the Bids and Awards Committee Secretariat.
- Reviews and update the submitted Annual Procurement Plan (APP) of the DA OSEC Proper, regional offices and staff bureaus.
- Acts as secretariat for the procurement of all requirements of the DA OSEC and for requirements of DA regional offices and staff bureaus pursuant to existing general memorandum order.
- Acts as the central repository of all up to date procurement related information and GPPB resolution issuances, circulars and events and disseminates the same to all parties requiring information.
- Transacts with the Procurement Service (PS)-DBM on behalf of the Procuring Entity.
- Ensures that all procurement and bidding documents are properly documented, to provide an audit trail of the procurement process.
- Provides administrative support to the BAC and the technical working groups, if necessary.
- Manages and undertake procurement upon prior resolution of the BAC and the approval of the Head of the Agency or the duly designated officer.

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6.6 Agriculture and Fisheries Information Division (AFID)

AFID shall develop, produce, and disseminate communication support materials on the Department's thrusts, programs, projects, and policies for varied clientele.

- Develops and implements internal and external communication strategies and programs to support agricultural reforms and other objectives and assesses communication needs of the general public.
- Provides technical support to the Office of the DA Spokesperson and Presidential Communications Operations Office in response to pressing matters and concerns in the local agriculture scene.
- Provides editorial and quality control services relative to DA agencies press releases for publication in the national dailies and tabloids.
- Undertakes briefings/orientations on general agricultural information needed by the varied clientele.

AFID shall incorporate information strategies on marketing and agribusiness for various commodity programs. The proposed structure shall ensure the effective packaging and broad dissemination of agriculture and fisheries production and market information locally and abroad.

Manage the Department's media relations program, formulate and implement the Department's Communication Plan (Agriculture and Fisheries Communication Plan) as well as design and develop multi-media communications.

Spearhead information campaign activities for DA projects/programs and DA- sponsored international and local events.

AFID will act as the clearing house for the release of information to tri-media to ensure up to date and consistent messages among other links from bureaus, attached agencies, corporations, foreign-assisted projects, and regional offices.

AFID shall coordinate with the Information and Communication Technology Service (ICTS) in enhancing the contents of the DA home/web page making it more attractive and understandable with information more accessible to the public.

6.7 ICT Management

In terms of ICT, the DA is involved in several ICT processes to cater to its workforce and clientele. Led by the Information and Communications



Technology Service (ICTS), it provides the leadership in the development and implementation of reliable and cost-effective ICT systems of the Department at all levels of implementation. Moreover, the ICTS provides the over-all orchestration and guidance on ICT of all DA agencies in making the most of knowledge managed, stored or shared within the Department. The following are the processes with the corresponding purpose and responsibilities being performed by the Service:

- **ICT Planning and Standard Division.** Formulates ICT plans, policies, operating standards and guidelines; monitors and evaluates ICT programs and projects; and builds and maintains a community of ICT professionals.
- **Systems and Applications Development Division.** Develops and maintains application systems, office-wide automation and productivity applications.
- **Database Management Division.** Provides the systematic organization and management of interrelated agricultural databases; uploading and extraction of data and information; and installation and updating of the DA websites .
- **Network Operations and Management Division.** Develops, manages and maintains the DA ICT infrastructure/ facilities covering the DA Wide Area Network (WAN) and Agency Local Area Network (LAN).

Reference: Department of Agriculture Agency Profile

6.8 Financial Management

6.8.1 MANAGEMENT DIVISION

- Develops plans and programs relative to management improvement in the Department.
- Examines the administrative organization of the Department and provide recommendations for improvement.
- Maintains and update the Department organization and other manuals.
- Conducts management surveys of the organizational structure, manpower and operations, and conducts studies on special problems/issues as assigned.
- Reviews existing methods, systems and procedures/processes, and provide recommendations for improvement.
- Develops new and improved management systems and provide staff supervision over the implementation of such improvements, as well as conduct trainings on the application of the system/s.
- Develops staffing standards and manpower requirements for the department.

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- Performs such other functions as may be provided by law.

6.8.2. BUDGET DIVISION

- Monitors budget utilization throughout the Department, analyzes financial data to ensure the effective and efficient use of public funds, and provides top management timely and accurate data for sound decision making.
- Consolidates and prepares the annual budget proposals, provides assistance to legislators in the authorization of the agency budget, and prepare and submit budget execution documents to oversight agencies.
- Prepares, for the Central Office, the Statement of Allotment Obligation and Balances, and other Financial Accountability Reports.
- Analyzes, consolidates and prepares the Department-wide Statement of Allotment Obligation and Balances and other Financial Accountability Reports.
- Analyzes consolidates and prepares Department-wide annual budget proposals, activity recasts, program structure changes, allotment and all other budgetary documents as required by oversight agencies;
- Designs, develops, implements and/or updates budget monitoring tools and standards.
- Provides technical assistance to top management in the presentation of the Department's budget to legislators and other oversight committees.
- Responsible for the collection, analysis and documentation of budget data that will enable users and top management to make sound decisions.
- Responsible for reports generation as regard to the financial position vis-à-vis appropriation of the Department.
- Performs other functions as maybe provided by law.

6.8.3 ACCOUNTING DIVISION

- Advises top management on financial matters.
- Processes all claims for payment.
- Verifies the correctness and accuracy of reports related to finance submitted by the various operating units under the Department.
- Files and maintains basic and subsidiary accounting records and books of accounts of the Office of the Secretary to reflect accurate and current financial information required by existing auditing rules and regulations and by management.



- Prepares, analyzes and interprets Financial Statements and Reports.
- Provides adequate and timely financial information critical to the management of the Office of the Secretary.
- Performs such other functions as may be provided by law.

6.9 Financial and Administrative Division, FDC

Provides the administrative support to technical divisions/offices of FDC which includes but not limited to personnel management, records management, and procurement of supplies among others. (Reference - Notice of Organization, Staffing and Compensation Action (NOSCA) No. 0002019-07-02 approved by DBM)

1. Acts as procurement coordinator/s; prepare/consolidate and submits FDC's Project Procurement Management Plan (PPMP)
2. Coordinates with Personnel , General Services, Planning, Budget and Accounting Divisions related to FDC's concerns.

6.10 Legal Services

The Legal Service is mandated under the Administrative Code (EO 292) to handle the legal requirements including those pertaining to the quasi-judicial and regulatory functions of the Department Proper and its Bureaus. In particular, the following are the functions of the Legal and Legislative Affairs Service:

- Attends to the tasks assigned by the Office of the Secretary (OSEC), particularly drafting legal opinions for the Secretary, crafting administrative issuances, reviewing proposed Memoranda of Agreements (MOAs), and Memoranda of Understanding (MOUs), resolving administrative cases involving personnel of the OSEC, the different regional field offices of the Department and its attached bureaus and agencies, and reviewing, on appeal to the Office of the Secretary, cases of personnel of its attached bureaus and agencies;
- Attends to requests for legal assistance from the different units under the OSEC, the regional field offices, and the attached bureaus and agencies of the Department, including resolving issues in conflicting claims regarding Fishpond Lease Agreements (FLAs);
- Prepares the necessary pleadings and other documents on matters relating to litigation, conducts investigations of administrative complaints against Department officials and employees, and hears and adjudicates administrative cases involving administrative violations of the Department's rules and regulations, including



- consumer complaints regarding agricultural products, and prepares the appropriate recommendations for approval of the agency head;
- Reviews decisions on legal/administrative matters brought to the Secretary on appeal;
 - Assists the Office of the Solicitor General (OSG) in the preparation, initiation and conduct of court actions affecting the Department, its officials and employees, and attend the hearings in courts and prepares the necessary pleadings in cases when deputized by the OSG;
 - Serves as the Secretariat for the Fact Finding and Formal Investigating Committees of the Dulugan Bayan Desk in the DA, and its staff to serve as members of its different committees. The Dulugan Bayan, which is the central body to act on the various complaints filed with the DA, was created under Special Order No. 15, s. of 2005 pursuant to Presidential Memorandum Order No. 126, s. of 2003
 - Liaises with the Congress of the Philippines, and coordinates with the concerned unit in the Department in relation to proposed legislations;
 - Evaluates and reviews requests for assistance from the Congress of the Philippines in relation to proposed legislations involving the agriculture and fishery sectors, refers the same to the concerned agencies for comments, synthesizes the request and the comments of the concerned agencies, and prepares the draft of the position of the Department in relation to the request;
 - Performs such other assignments requiring legal training.

6.10.1 Research and Regulations Division (RRD)

The RRD performs the following functions:

- Provides legal advice and technical assistance to the Department, its regional field units, attached bureaus and agencies, and when requested, its attached corporations, concerning policy issues, regulatory functions, and other matters requiring the assistance of one trained in the law.
- Provides technical legal assistance in the formulation of proposed international agreements, legislations, rules and regulations, and other policy issuances that would impact on international and domestic agricultural policy, including that of regulation, and liaises with the Congress of the Philippines in relation to proposed legislations concerning the agriculture and fishery sectors.
- Provides technical assistance in the implementation of fishery laws and administrative orders, and assist in the evaluation of conflicting claims involving public land areas subject to fishpond development.



- Assists the Solicitor General in cases filed in court regarding Fishpond Lease Agreements (FLAs) and other regulatory functions of the Department.
- Provides legal advice to the bureaus and attached agencies with regulatory functions in the interpretation of policies pertinent to their functions.
- Provides legal assistance in the preparation and/or review of contracts and other legal instruments wherein the Department, or any of its component agencies, is a party.

6.10.2 Litigation and Adjudication Division (LAD)

The Division serves as the main litigation unit in the Department, in coordination with the other units of the Department, its regional field offices, bureaus and attached agencies. It performs the following functions:

- Assists the Solicitor General in the prosecution or defense of actions brought to court involving the Department, its field units, bureaus and attached agencies.
- Provides legal assistance to the Department, in coordination with the Policy and Trade Service (PTS), in the implementation of the country's obligations under international agreements such as the GATT-WTO, AFTA-CEPT, etc. and ensures that the Government and the Department are compliant with the obligations under these agreements. The LAD assists the Solicitor General in protecting the interests of the agriculture sector under the different trade agreements entered into by the Government.
- Attends to administrative cases involving personnel of the Department, its regional field units, bureaus, agencies and corporations, and provides legal assistance in the formulation of policies in the conduct and implementation of policies involving the personnel of the whole Department.
- Handles administrative cases relative to the adjudication and prosecution of complaints involving violations of administrative rules and regulations.
- Acts on consumer complaints with respect to agricultural products and conducts investigations when warranted

7.0 Control for Externally-Provided Processes/Services/Products

External Provider	Controls
Security and Janitorial Services	Daily Reports (incident Report, etc)



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Consultancy (Professional/Technical)	Accomplishment Reports
Office supplies/ICT equipment in public bid	Service Provider Maintenance Staff (On-duty daily) -Aircon On-call - Photocopier
ICT Services (internet, mpls, telephony, etc.)	

8.0 Reference Matrix

QM Section	Reference Documents
1.0 Introduction	<i>Document/s</i>
2.0 Agency Profile	DA Handbook on Systems and Procedures (2019)
3.0 QMS Scope	
4.0 Management Processes 4.1 Planning (OSEC, OURI and Planning) 4.2 Performance Management 4.3 Feedback Management 4.4 Internal Audit Service	Revised Philippine Government Internal Auditing Manual, DA-IAS Operations Manual 2019, Approved Annual Audit Plan, Issued Special Orders and Office Orders, Submitted Audit Reports, IAS Memoranda (Audit Notification Memoranda)
5.0 Core Processes 5.1 Agribusiness and Marketing Services 5.2 Provision of Planning and Monitoring Services 5.3 Research, Testing and Training Services 5.4 Policy Research Service	AMAS Strategic Plan 2022-2023 Agency Profile Handbook/ Planning and Monitoring Service (PMS) Operations Manuals (Planning and Programming Division, Investment Programming Division, and Monitoring and Evaluation Division) Quality System Manual ISO 9001:2015



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<p>5.5 Field Operations Service 5.6 Project Development Service</p>	<p>Agency Profile Handbook - Project Development Service (PDS) Operations Manual - DA Administrative Order No. 29, Series of 2012, Reactivation and Reconstitution of the DA-Wide Project Clearinghouse System</p>
<p>6.0 Support Processes</p> <p>6.1 Personnel Division 6.2 Human Resource Management Division 6.3 Records Management</p> <p>6.4 General services</p> <p>6.5 Procurement</p> <p>6.6 Agribusiness and Fisheries Information Division</p> <p>6.7 ICT management services</p> <p>6.8 Financial management</p> <p>6.9 Financial and Administrative Division, (FDC)</p> <p>6.10 Legal services</p>	<p>Procurement Manual and Procurement Monitoring System (PMS)</p> <p>Agency Profile Handbook DA Information Systems Strategic Plan (ISSP) Approved DA Rationalization Plan ICTS Operations Manuals</p> <p>Administrative Code (EO 292)</p>
<p>7.0 Control of Externally Provided Services/Processes/Products</p>	<p>GSD and ICTS</p>