



Republic of the Philippines
Department of Education
Region VI – Western Visayas
SCHOOLS DIVISION OFFICE of KABANKALAN CITY
City of Kabankalan



Tel. No. (034) 4710-192
E-mail:
kabankalan.city001@deped.gov.ph

This is to endorse **ARNOLD S. MAGDAET, AO V**, to attend the General Services Process Standardization Clustered Workshop on November 26 – 29, 2019 in Bohol.

DIVISION PERFORMANCE MANAGEMENT TEAM

PETER J. GALIMBA
OIC – ASDS

BERNADIN T. BENDO
EPS, CID-OIC


CECILIA G. ABELLO
Chief, SGOD

ARNOLD S. MAGDAET
AO – V


EULYNE D. LUCERNA
SEPS – HRD



Republika ng Pilipinas
Kagawaran ng Edukasyon
 Tanggapan ng Pangalawang Kalihim

OUA MEMO 05-1019-0406
MEMORANDUM
 16 October 2019

**For: Regional Directors
 Schools Division Superintendents**

**Subject: GENERAL SERVICES PROCESS STANDARDIZATION
 CLUSTERED WORKSHOPS**

The General Services Division (GSD) will conduct the General Services Process Standardization Workshop for Heads of Administrative Offices across all levels, including Administrative Officers V nationwide.

This workshop aims to:

- a. explain the significance of having one (1) standard general service processes among the CO, RO and SDOs;
- b. efficiently provide pro-active, responsive, reliable and timely support services;
- c. gain knowledge and understand the importance of delegation and supervision;
- d. practice leadership styles appropriate for successful delegation;
- e. discuss relevant issues and concerns on general services and best practices in the performance of their functions

Attached is a copy of the Tentative Program for reference.

The workshop will be conducted in two (2) clusters:

Region/Division	Venue	Date	Target Participants
Cluster I (I,II,III, CALABARZON, MIMAROPA, V, NCR, CAR)	Within Metro Manila	November 5-8, 2019	136
Cluster II (VI,VII,VIII,IX,X,XI,XII,CARAGA, BARM)	Bohol	November 26-29, 2019	143



Office of the Undersecretary for Administration (OUA)
Administrative Service (AS), Information and Communications Technology Service (ICTS), Disaster Risk Reduction and Management Service (DRMS), Bureau of Learner Support Services (BLSS), Baguio Teachers' Camp (BTC), Central Security & Safety Office (CSSO)

Department of Education, Central Office, Meralco Avenue, Pasig City
 Rm 519, Mabini Bldg; Mobile: +639260320762; Tel: +6326337203, +6326376207
 Email: usec.admin@deped.gov.ph; Facebook/Twitter @depedtayo



Board and lodging, supplies and materials, communication, professional fees, contingency and travel expenses of CO personnel, including airfare of the resource persons and committee members shall be charged to CO GASS MOOE 2019 Funds. Meanwhile, travel expenses of the other participants from field offices shall be charged to their respective local funds. All expenses shall be subject to the usual accounting and auditing rules and regulations.

For more information, please contact Ms. Mary Jane G. De Guzman, Administrative Officer IV, General Services Division (GSD), Ground Floor, Alonzo Building, DepEd Complex, Meralco Avenue, Pasig City through telephone numbers (02)636-48-80 and 633-66-80

For reference and appropriate action.




ALAIN DEL T. PASCUA
 Undersecretary

1:30pm – 3:30pm	Plenary Learning Session I Leadership, Management & Supervisory: Delegation and Supervision	<i>Resource Speaker</i>
3:30pm – 5:30pm	Plenary Learning Session II Presentation of the following: <ul style="list-style-type: none"> Quality Management Workplace Standards Effective 5S implementation and communication arrangements in sustaining the 5S initiatives 	<i>Organization Effectiveness Division (OED)</i>
6:30pm	DINNER	
DAY 2 (November 7, Thursday)		
<i>Officer-In-Charge:</i>		
Time	Activity	Resource Speaker
9:00am – 11:30am	Plenary Learning Session III: Quality Control Plans in the Central Office	<i>Mr. Florentino M. Barte, Jr. Chief Administrative Officer General Services Division</i>
12:00nn – 1:00pm	Lunch Break	
1:00pm – 2:30pm	Open Forum (Issues, Concerns & Recommendations)	
3:00pm – 5:00pm	Plenary Learning Session IV: Supervising & Dealing with Unacceptable Behavior	<i>Resource Speaker</i>
6:30pm	Dinner	
7:00pm – 10:00 pm	Fellowship Night	
DAY 3 (November 8, Friday)		
<i>Officer-In-Charge:</i>		
9:00am- 9:30am	Recapitulation	<i>TWG Member</i>
9:30am – 11:30am	Plenary Learning Session IV: Stress Management for Professionals	<i>Resource Speaker</i>
12:00nn – 1:00pm	Lunch Break	
1:00-2:00pm	Closing Program & Distribution of Certificates	

PROGRAM DESIGN

GENERAL SERVICES PROCESS STANDARDIZATION WORKSHOP

Rationale:

The General Services Division provide support services in the management and maintenance of facilities, and transportation in a safe, reliable, and cost-efficient manner for a safe, conducive working and learning environment. The office mission is to enhance the quality standard processes and operations, and supervision in the management and maintenance of DepEd facilities, including its safety and security and resources conservation.

The conduct of the workshop will greatly help to achieve the mission of the department by improving the general services, excellent customer service and satisfaction, and professional services.

This also aims to impart to heads of the Administrative Offices across all levels, including Administrative Officers V from Regional and School Division Offices that these offices have a vital role in pursuing the quality management services that may we offer to our internal and external clients.

I. GOALS AND OBJECTIVES

- a. explain the significance of having one (1) standard general service processes among the CO, RO and SDOs;
- b. efficiently provide pro-active, responsive, reliable and timely support services;
- c. gain knowledge and understand the importance of delegation and supervision;
- d. practice leadership styles appropriate for successful delegation;
- e. discuss relevant issues and concerns on general services and best practices in the performance of their functions

II. TOPICS

- a. Quality Control Plans in the Central Office
- b. Standard General Service Processes
- c. Delegation Skills and Supervision
 - Definitions and key elements of delegation (*Responsibility, Authority & Accountability*)
 - Four fundamental delegation issues
 - Advantages & Disadvantages of delegation
 - Identifying tasks that can be delegated
 - Limitations in barriers the delegation
 - The fine art of successful delegation
- d. Quality Management Workplace Standards
- e. Effective 5S implementation and communication arrangements in order to sustain the 5S initiatives
- f. Supervising & Dealing with Unacceptable Behavior
- g. Stress Management for Professionals

III. SCHEDULES

The workshop will be programmed in two (2) clusters:

Region/Division	Venue	Date	Target Participants
Cluster I (I,II,III,IVA,IVB,V,NCR,CAR)	Within Metro Manila	November 5-8, 2019	136
Cluster II (VI,VII,VIII,IX,X,XI,XII,CARAGA, BARM)	Bohol	November 26-29, 2019	143

IV. COORDINATION:

For clarifications and/ or queries, you may contact the following:

1. MR. FLORENTINO M. BARTE, JR.

Chief Administrative Officer
General Services Division
Administrative Service
(+632) 636-4880/ 633-6680
florentino.barte@deped.gov.ph

2. MS. MARY JANE G. DE GUZMAN

Administrative Officer IV
General Services Division
Administrative Service
(+632) 636-4880/ 633-6680
mary.deguzman021@deped.gov.ph

V. BUDGETING:

Expenses to be incurred for board and lodging, supplies and materials, honorarium of external speakers, contingency and travel expenses of the resource persons and staff of the Central Office shall be charged to Central Office GASS funds, subject to the usual accounting and auditing rules and regulations.

VI. PARTICIPATION OF THE HOST REGION/DIVISION:

1. Designate focal person to coordinate with the GSD staff in all matter pertaining to the activity
2. Facilitate the procurement of venue for the activity
3. Assist in welcoming the participants and guests
4. Partaking of RD /SDS for giving inspirational message or welcome remarks
5. Intermission Number

**General Services Process Standardization Workshop
GENERAL SERVICES DIVISION**

November 5-8, 2019
Manila

Theme: "People, Purpose & Passion: The Pathway to Sustain Quality General Service"

DAY 0 (November 5, Wednesday)

Officer-In-Charge: _____

Time	Activity	Facilitator /Speaker / Resource Person
9:00am-5:00pm	Registration	Secretariat & Working Committee

DAY 1 (November 6, Thursday)

Officer-In-Charge: _____

Time	Activity	Resource Speaker
8:00am – 11:30am	<ul style="list-style-type: none"> • The National Anthem • Inter-faith Prayer 	
	<ul style="list-style-type: none"> • Welcome Message 	<i>Dr. Jenilyn Rose B. Corpuz Schools Division Superintendent Division of Manila</i>
	<ul style="list-style-type: none"> • Opening Remarks 	<i>Dir. Robert M. Agustin Director, Administrative Service</i>
	<ul style="list-style-type: none"> • Keynote Speaker 	<i>Atty. Salvador C. Malana III Assistant Secretary for Procurement and Administration</i>
	Rationale, Expectation & Introduction of the Participants	<i>Mr. Florentino M. Barte, Jr. Chief Administrative Officer General Services Division</i>
12:00nn – 1:00pm	Lunch Break	
1:00pm – 1:30pm	Oathtaking of Elected Officers: DepEd National General Services Association (DNAGSA)	<i>Atty. Salvador C. Malana III Assistant Secretary for Procurement and Administration</i>

CONFIRMATION FORM

Attention: **Ms. Mary Jane G. De Guzman and Mr. Amer Hussein Marohombsar**

Telefax: (02) 636-4880/633-6680

Email address:

mary.deguzman021@deped.gov.ph

husein.marohombsar@gmail.com

This is to confirm my attendance in the conduct of General Services Process Standardization Clustered Workshops scheduled on _____, 2019.

Region: _____ Division: _____

Telephone Number: _____

Mobile Number: _____

Fax Number: _____

Office e-mail address: _____

NAME	DESIGNATION	OFFICE/UNIT	E-MAIL ADDRESS

(Enclosure No. 2 to DepEd Memorandum No. 142, s. 2019)

**NATIONAL ORIENTATION AND WORKSHOP ON THE USE OF THE DEPARTMENT
OF EDUCATION SERVICE MARKS AND VISUAL IDENTITY MANUAL
AND THE DEPARTMENT OF EDUCATION MANUAL OF STYLE**

TENTATIVE PROGRAM OF ACTIVITY

DAY/TIME	ACTIVITY
DAY 1	Arrival Time and Registration
11:00 a.m.-12:00 p.m.	• Arrival
12:00-1:00 p.m.	• Lunch Break
1:00-3:00 p.m.	• Check-in
3:00-4:00 p.m.	• Afternoon Break/Snack
4:00-5:30 p.m.	• Registration and Distribution of Kits
6:00-7:00 p.m.	• Dinner
DAY 2	The DSMVIM Session
7:00-8:00 a.m.	• Breakfast
8:00-9:30 a.m.	• Leveling of Expectations
9:30-10:00 a.m.	• Opening Rites and Welcome Remarks
10:00-10:30 a.m.	• Morning Break/Snack
10:30 a.m.-12:00 p.m.	• Introduction to the DSMVIM
12:00-1:00 p.m.	• Lunch Break
1:00-3:00 p.m.	• Walk-Through of the DSMVIM
3:00-4:00 p.m.	• Afternoon Break/Snack
4:00-6:00 p.m.	• Group Work, and Presentation of Outputs by Region
6:00-7:00 p.m.	• Dinner
DAY 3	The DMOS Session
7:00-8:00 a.m.	• Breakfast
8:00-9:30 a.m.	• Introduction to the <i>Chicago Manual of Style (CMOS)</i> 17th Edition
	• What's New on the CMOS
9:30-10:30 a.m.	• Principles of Effective Business Writing
10:00-10:30 a.m.	• Morning Break/Snack
10:30 a.m.-12:00 p.m.	• Introduction to the DepEd Manual of Style (DMOS)
	• Objectives, Sections of the DMOS
12:00-1:00 p.m.	• Lunch Break
1:00-3:00 p.m.	• Walk-Through of the DMOS
3:00-3:30 p.m.	• Afternoon Break/Snack
3:30-4:00 p.m.	• Writing Tips and Exercises
4:00-4:30 p.m.	• Editing and Proofreading Tips and Exercises
4:30-5:00 p.m.	• Editing Exercises (Group Work)
5:00-5:30 p.m.	• Proofreading Exercise (Group Work)
5:30-6:30 p.m.	• Group Work, and Presentation of Outputs by Region
6:30-7:30 p.m.	• Dinner
DAY 4	Closing and Departure
7:00-8:00 a.m.	• Breakfast
8:00-9:30 a.m.	• Closing Rites
9:30-10:00 a.m.	• Morning Break/Snack
10:00-11:00 a.m.	• Photo Ops
10:00 a.m.-12:00 p.m.	• Fellowship, Lunch, and Departure