



COMMISSION ON FILIPINOS OVERSEAS

HIGHLIGHTS AND BUSINESS ARISING OF MEETING

Document Code CFO-QMS-QP-006-F02

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Revision No. 02

Effectivity Date 10-May-2017

EXECOM Meeting

Management Review

Others (Please specify): _____

Date	Time	Place
24 November 2021 (Wednesday)	9:00 am to 3:00 pm	Online (Zoom)

Attendees:

- | | |
|----------------------------------|---------------------------|
| 1. Secretary Francisco P. Acosta | 14. Fernando Marcos |
| 2. Atty. Wendell V. Dimaculangan | 15. Arnel Sual |
| 3. Anne Marie Laqui | 16. Michael Apattad |
| 4. Director Marita D. Apattad | 17. Kristine Joy Gacer |
| 5. Director Ivy D. Miravalles | 18. Aldrin John Nagera |
| 6. Director Mario O. Garcia | 19. Anton Romero |
| 7. OIC Rodrigo Garcia, Jr. | 20. Francis Calingasan |
| 8. Director Romeo M. Rosas II | 21. Janet Ramos |
| 9. Ma. Auxillium Obispo II | 22. Michelle Dawn Bande |
| 10. Allen Dennis T. Pulma | 23. Evangeline Nepomuceno |
| 11. Manolo V. Tibe | 24. Jovian Bulawan |
| 12. Warner Dawal | 25. Cherry Lou Duron |
| 13. January Sanchez | 26. Darlene San Juan |

Meeting Objectives

To review the CFO's Quality Management System (QMS) and ensure its sustainability, adequacy, effectiveness and alignment with the strategic direction of the organization.

UNCONTROLLED COPY
Trig. P. Agonias Dec. 1, 2021
SIGNATURE DATE



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Agenda

1. Call to Order
2. Opening Prayer
3. Review of the Minutes of the Previous Management Review (7 December 2020)
4. Changes in the Internal and External Issues Relevant to the QMS
5. Information on the Performance of and Effectiveness of the QMS
 - a. January to June 2021 Customer satisfaction/feedback from relevant parties (in comparison with 2020 satisfaction reports)
 - b. Quality Objectives Attainment (CFO Accomplishments)
 - c. 2020 Internal Quality Audit
 - d. Status of Corrections and Corrective Actions to Address Non-Conformities
 - e. Performance of External Providers
6. Effectiveness of Actions Taken to Address Risks and Opportunities
7. Adequacy of Resources
8. Opportunities for Improvement/Other matters
9. Summary of Management Review
10. Closing Remarks
11. Adjournment

Highlights and Business Arising of Meeting

Agenda Item	Deliverables / Decisions	Responsible Person / Division	Deadline	Status / Action Taken
1. Call to Order	Justice Francisco P. Acosta called the meeting to order at 9:00 am.			
	Mr. Jovian Bulawan from the Office of the Secretary was tasked to moderate the Management Review and introduce the presenters of the review inputs.	Jovian Bulawan / OSEC		



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2. Opening Prayer	The Opening Prayer was led by Mr. Francis Calingasan.	Francis Calingasan / OSEC		
3. Review of the Minutes of the Management Review on 7 December 2020	The Deputy Quality Management Representative, Engr. Romeo Rosas, reviewed the minutes of the previous Management Review conducted last 7 December 2020.	Engr. Romeo Rosas II / MISD		All deliverables in the previous meeting were all addressed
4. Changes in the Internal and External Issues Relevant to the QMS	<p>Engr. Rosas stated that there had been no changes noted in the external and internal issues/factors relevant to the CFO QMS in the CFO Quality Manual. All existing risk and opportunities, including those brought about by the COVID-19 pandemic are aligned with the CFO QMS. Thus, these factors still remain as follow:</p> <p>External Factors</p> <ul style="list-style-type: none"> - political (government reorganization, leadership) - economic (economic conditions) - socio-cultural (diaspora engagement) - technology (technological infrastructure, technological innovations) - legal (CFO mandate, data privacy) - environment (safety and security) <p>Internal Factors</p> <ul style="list-style-type: none"> - operations - workplace organization - human resource - funding - monitoring and evaluation 	Engr. Romeo M. Rosas II / MISD		



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- financial reports

5. Information on the Performance of and Effectiveness of the QMS

a. Customer satisfaction feedback

To ensure continued system effectiveness and alignment with the CFO quality policy and objectives, the ISO Standard suggests that the QMS be reviewed at least once a year. The QMS is reviewed by inspecting customer satisfaction, quality objectives, IQA results, status of corrections and corrective actions to address non-conformities, performance of external providers, effectiveness of actions taken and adequacy of resources.

The customer satisfaction ratings presented from this point onward were inclusive of months January to June 2021.

Administrative and Finance Division (AFD)

Overall ratings for all AFD services have improved this year in comparison to last year.

Aside from the increase across all services, it is also worthy to note that the rating for their utility services had jumped considerably, with one utility personnel scoring a perfect 5.00.

Warner Dawal /
AFD

AFD General Feedback Ratings

	2020	2021
Frontline Services	4.54 - Very Satisfactory	4.58 - Very Satisfactory
Employee Trainings	4.54 - Very Satisfactory	4.70 - Very Satisfactory
Utility Services	3.74 - Satisfactory	4.14 - Very Satisfactory
Official Transportation	4.67 - Very Satisfactory	4.78 - Very Satisfactory



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Migrant Integration Education Division (MIED)

Satisfaction among MIED clients also increased in comparison to last year, across service factors such as courtesy, readiness of officers to assist clients and knowledge and skills of the employees.

Major recommendations gathered from client feedback included addition of payment channels and the option to pick up clients' original sticker at the main office.

Management Information Systems Division (MISD)

It was reported that MISD maintained outstanding ratings for all of their processes, across two service factors of quality and timeliness.

Although the increase was minimal, ratings for all processes had increased nonetheless, with the exception of ICT Support which had a slight dip of 0.11.

Ariel Cruz /
MIED

Ma. Auxilium
Obispo / MISD

MIED General Feedback Ratings

	2020	2021
Client Satisfaction	4.07 - Very Satisfactory	4.58 - Very Satisfactory

MISD General Feedback Ratings

	2020	2021
Data Banking and Statistics	4.98 - Outstanding	5.0 - Outstanding
Website Development and Maintenance	4.96 - Outstanding	5.0 - Outstanding
Information Systems and Development	4.95 - Outstanding	4.97 - Outstanding
ICT Support	4.96 - Outstanding	4.85 - Outstanding



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	<p>Project Management Division (PMD)</p> <p>In their conduct of a virtual conference for PSO and YouLead, the most notable suggestion and feedback from clients was to allow for more time allotment.</p> <p>As for their 2020 client satisfaction ratings, the PMD did not present any data.</p>	<p>Erwin Paul Cristobal / PMD</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Multimedia and Creatives</td> <td style="width: 30%;">4.75 - Very Satisfactory</td> <td style="width: 50%;">5.0 - Outstanding</td> </tr> </table> <p>PMD General Feedback Ratings</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">2021</th> </tr> </thead> <tbody> <tr> <td>LinKaPil Donors</td> <td style="text-align: center;">4.71 - Very Satisfactory</td> </tr> <tr> <td>LinKaPil Beneficiaries</td> <td style="text-align: center;">4.74 - Very Satisfactory</td> </tr> <tr> <td>J1 Registration</td> <td style="text-align: center;">4.37 - Very Satisfactory</td> </tr> <tr> <td>PSO (Virtual Conference)</td> <td style="text-align: center;">4.89 - Outstanding</td> </tr> <tr> <td>Virtual YouLead</td> <td style="text-align: center;">4.79 - Very Satisfactory</td> </tr> <tr> <td>Social Media Marketing and Design Thinking Training</td> <td style="text-align: center;">4.87 - Outstanding</td> </tr> </tbody> </table>	Multimedia and Creatives	4.75 - Very Satisfactory	5.0 - Outstanding		2021	LinKaPil Donors	4.71 - Very Satisfactory	LinKaPil Beneficiaries	4.74 - Very Satisfactory	J1 Registration	4.37 - Very Satisfactory	PSO (Virtual Conference)	4.89 - Outstanding	Virtual YouLead	4.79 - Very Satisfactory	Social Media Marketing and Design Thinking Training	4.87 - Outstanding
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	<p>Policy, Planning and Research Division (PPRD)</p> <p>Most suggestions and feedback received from clients centered about insufficient time allotment and/or time allotments not being observed properly. This issue in</p>	<p>Elfred del Rosario / PPRD</p>																		



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time allotment was also true in the conduct of the Strategic Planning for 2021, but which PPRD have improved on in the previously held Strategic Planning for 2022; hence the increase in ratings.

As for the midterm evaluation, the rating had decreased this year in comparison to last year as the 2021 Online Midterm Evaluation was adjourned at a much later time due to participants not strictly observing time allotments.

PPRD General Feedback Ratings

	2020	2021
Strategic Planning	4.48 - Very Satisfactory	4.82 - Outstanding
Online Midterm Evaluation	4.72 - Very Satisfactory	4.63 - Very Satisfactory
Speeches, Talking Points, Briefers for the Secretary	4.00 - Very Satisfactory	5.00 - Outstanding
Policy Inputs	No data recorded	4.5 - Very Satisfactory



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<p>b. Quality Objectives (CFO Accomplishment)</p>	<p>Michael Apattad updated the Management on the accomplishments of all divisions vis-à-vis the 2022 division work plans.</p> <p>For quarters 1 to 3 of 2021, the CFO achieved an overall accomplishment rate of 81%, which is a considerable improvement from last year's 63%.</p>	<p>Michael A. Apattad / PPRD</p>	<p>--</p>	<p>Below is the summary of all division units' accomplishment for the first to third quarter of 2021.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">AFD</td> <td>completed 83% of its targets (70 of 84 targets; 5 ongoing)</td> </tr> <tr> <td>MIED</td> <td>completed 56% of its targets (44 of 78 targets; 21 ongoing)</td> </tr> <tr> <td>MISD</td> <td>completed 95% of its targets (97 of 101 targets; 2 ongoing)</td> </tr> <tr> <td>OSEC / OED</td> <td>completed 76% of its targets (27 of 37 targets; 1 ongoing)</td> </tr> <tr> <td>PMD</td> <td>completed 85% of its targets (53 of 62 targets; 5 ongoing)</td> </tr> <tr> <td>PPRD</td> <td>completed 93% of its targets (56 of 60 targets; 1 ongoing)</td> </tr> <tr> <td>Overall</td> <td>completed 81% of its targets (345 of 422 targets; 35 ongoing)</td> </tr> </table>	AFD	completed 83% of its targets (70 of 84 targets; 5 ongoing)	MIED	completed 56% of its targets (44 of 78 targets; 21 ongoing)	MISD	completed 95% of its targets (97 of 101 targets; 2 ongoing)	OSEC / OED	completed 76% of its targets (27 of 37 targets; 1 ongoing)	PMD	completed 85% of its targets (53 of 62 targets; 5 ongoing)	PPRD	completed 93% of its targets (56 of 60 targets; 1 ongoing)	Overall	completed 81% of its targets (345 of 422 targets; 35 ongoing)
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<p>c. Internal Quality Audit</p>	<p>Rodrigo Garcia presented the 2021 Internal Quality Audit Results, which included 38 Commendable Findings (CF), 28 Opportunities for Improvement (OFI), 2 Potential Non-Conformity (PNC) and 2 Non-Conformity (NC).</p> <p>In comparison to last year's IQA, the 2021 IQA listed fewer OFIs and the same number of PNCs and NCs.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Total OFI</td> <td>50</td> <td>28</td> </tr> <tr> <td>Total PNC</td> <td>2</td> <td>2</td> </tr> <tr> <td>Total NC</td> <td>2</td> <td>2</td> </tr> </tbody> </table>		2020	2021	Total OFI	50	28	Total PNC	2	2	Total NC	2	2	<p>OIC Rodrigo V. Garcia Jr. / PPRD</p>	<p>In summary, the IQA Team issued CFs, OFIs, PNCs, and NCs to the following division units.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>CF</th> <th>OFI</th> <th>PNC</th> <th>NC</th> </tr> </thead> <tbody> <tr> <td>Top Management</td> <td>6</td> <td>5</td> <td>2</td> <td>0</td> </tr> <tr> <td>MIED</td> <td>6</td> <td>7</td> <td>0</td> <td>0</td> </tr> <tr> <td>PMD</td> <td>3</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>AFD</td> <td>7</td> <td>4</td> <td>0</td> <td>2</td> </tr> <tr> <td>MISD</td> <td>4</td> <td>4</td> <td>0</td> <td>0</td> </tr> <tr> <td>PPRD</td> <td>4</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>IQA Team</td> <td>8</td> <td>4</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		CF	OFI	PNC	NC	Top Management	6	5	2	0	MIED	6	7	0	0	PMD	3	2	0	0	AFD	7	4	0	2	MISD	4	4	0	0	PPRD	4	2	0	0	IQA Team	8	4	0	0
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<p>d. Status of Corrections and Corrective Actions to Address Non-Conformities</p>	<p>The QMS Team Secretariat, January Sanchez, presented the four (actual) Non-Conformities incurred in the previous IQA, which are currently being addressed through implementation of correction and corrective actions by the following divisions.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Correction</th> <th>Corrective Action</th> </tr> </thead> <tbody> <tr> <td>MIED (2 NCs) - Non-compliance to Office Order</td> <td>Currently ongoing</td> <td>Currently ongoing</td> </tr> </tbody> </table>		Correction	Corrective Action	MIED (2 NCs) - Non-compliance to Office Order	Currently ongoing	Currently ongoing	<p>January Danielle T. Sanchez / AFD</p>	<p>There are four (4) Non Conformities that were officially issued and served to process owners by the QMR</p> <p>All Divisions were instructed to ensure all pending RFAs from the 2021 are properly addressed and closed by the end of December 2021.</p>																																														
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	no. 109 s. 2018, i.e., Accomplishment Report Submission. - Non-Compliance to Office Order No. 056 Series of 2020, i.e., WFHAR Submission.					
	PMD (1 NC) - Non-compliance to Office Order no. 109 s. 2018, i.e., Accomplishment Report Submission.	Currently ongoing	Currently ongoing			
	PPRD (1 NC) - Non-Compliance to Office Order No. 056 Series of 2020, i.e., WFHAR Submission.	Currently ongoing	Currently ongoing			
<p>Note that the recent RFAs (NCs and PNCs) issued by the IQA Team had not been officially issued to process owners as of 23 November 2021 and is subject for review and approval of the QMR.</p>						



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<p>e. Performance of External Providers</p>	<p>Arnel Sual presented the client feedback ratings for the performance of the Commission's external providers, which were rated across service factors including efficiency, timeliness, reliability, responsiveness, and value-added services.</p> <p>There is no data on the rating for RBiel Air AirCon Services for this year as the Commission recently employed the services of another provider, Cool Movers, due to RBiel Air AirCon Services' unsatisfactory ratings in 2020.</p> <p>Meanwhile, all suppliers of office supplies and consumables scored 5.00 - Outstanding except for Medford RX Solutions Inc. which scored only 3.5 - Satisfactory.</p>	<p>Arnel E. Sual / AFD</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">2020</th> <th style="text-align: center;">2021</th> </tr> </thead> <tbody> <tr> <td>Redbird Security Agency and Services, Inc.</td> <td style="text-align: center;">4.52 - Very Satisfactory</td> <td style="text-align: center;">4.26 - Very Satisfactory</td> </tr> <tr> <td>Dynamic Outsource Solutions</td> <td style="text-align: center;">4.63 - Very Satisfactory</td> <td style="text-align: center;">5.00 - Outstanding</td> </tr> <tr> <td>RBiel Air AirCon Services</td> <td style="text-align: center;">3.21 - Satisfactory</td> <td style="text-align: center;">N/A (New Provider)</td> </tr> <tr> <td>ARIS (Request for Emergency Supplies)</td> <td style="text-align: center;">4.97 - Outstanding</td> <td style="text-align: center;">4.98 - Outstanding</td> </tr> <tr> <td>Suppliers of office supplies and consumables</td> <td style="text-align: center;">Not reported</td> <td style="text-align: center;">4.85 - Outstanding</td> </tr> <tr> <td>Suppliers of ICT equipment and accessorles</td> <td style="text-align: center;">Not reported</td> <td style="text-align: center;">4.78 - Very Satisfactory</td> </tr> <tr> <td>Suppliers of office equipment</td> <td style="text-align: center;">Not reported</td> <td style="text-align: center;">4.93 - Outstanding</td> </tr> </tbody> </table>		2020	2021	Redbird Security Agency and Services, Inc.	4.52 - Very Satisfactory	4.26 - Very Satisfactory	Dynamic Outsource Solutions	4.63 - Very Satisfactory	5.00 - Outstanding	RBiel Air AirCon Services	3.21 - Satisfactory	N/A (New Provider)	ARIS (Request for Emergency Supplies)	4.97 - Outstanding	4.98 - Outstanding	Suppliers of office supplies and consumables	Not reported	4.85 - Outstanding	Suppliers of ICT equipment and accessorles	Not reported	4.78 - Very Satisfactory	Suppliers of office equipment	Not reported	4.93 - Outstanding
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<p>6. Effectiveness of Actions taken to Address Risks and Opportunities</p>	<p>The Risk Management Team Leader, Manolo Tibe presented the Monitoring and Review of Action Plans and 13 newly added risks, which are as follow:</p> <ol style="list-style-type: none"> 1. Delay in the delivery of service under the “new normal” due to technology issues such as slow internet connections, clients not familiar with the use of computer, etc. – MIED 2. Unable to conduct ICT Preventive Maintenance at CFO Satellite office due to pandemic. – MISD 3. Unable to establish disaster recovery center in CFO satellite offices due to pandemic. – MISD 4. Unavailability of requested ICT resources in the market due to pandemic. – MISD 5. Unable to complete the target number of localized websites for Balinkbayan Project in 2020. – MISD 	<p>Manolo V. Tibe / PMD</p>		<p>Effectiveness of Action Plans in Addressing the Risks.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Division</th> <th style="width: 15%;">Overall ER, 2020 Q2</th> <th style="width: 15%;">Overall ER, 2021 Q1</th> </tr> </thead> <tbody> <tr> <td>AFD</td> <td>3.91 - Very Satisfactory</td> <td>3.96 - Very Satisfactory</td> </tr> <tr> <td>MIED</td> <td>5.00 - Outstanding</td> <td>5.00 - Outstanding</td> </tr> <tr> <td>MISD</td> <td>4.24 - Very Satisfactory</td> <td>4.20 - Very Satisfactory</td> </tr> <tr> <td>OSEC / OED</td> <td>N/A</td> <td>3.84 - Very Satisfactory</td> </tr> <tr> <td>PMD</td> <td>4.33 - Very Satisfactory</td> <td>4.32 - Very Satisfactory</td> </tr> <tr> <td>PPRD</td> <td>3.67 - Very Satisfactory</td> <td>3.33 - Very Satisfactory</td> </tr> <tr> <td>Overall for CFO</td> <td>4.23 - Very Satisfactory</td> <td>4.13 - Very Satisfactory</td> </tr> </tbody> </table>	Division	Overall ER, 2020 Q2	Overall ER, 2021 Q1	AFD	3.91 - Very Satisfactory	3.96 - Very Satisfactory	MIED	5.00 - Outstanding	5.00 - Outstanding	MISD	4.24 - Very Satisfactory	4.20 - Very Satisfactory	OSEC / OED	N/A	3.84 - Very Satisfactory	PMD	4.33 - Very Satisfactory	4.32 - Very Satisfactory	PPRD	3.67 - Very Satisfactory	3.33 - Very Satisfactory	Overall for CFO	4.23 - Very Satisfactory	4.13 - Very Satisfactory
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6. Delay in output due to lack of personnel and skeletal workforce scheme. – OED/OSEC
7. Failure to attend to appointment schedules. – OED/OSEC
8. Delay in the actual implementation and processing of Linkapil projects due to the threats of COVID10 infection. – PMD
9. Lack of monitoring mechanism for the existing LGU partners of the Balinkbayan project. – PMD
10. Decrease of public interest on the PPRD-handled programs and services, such as the Presidential Awards and MAM Awards, resulting in the low turn-out of nominees/entries received. – PPRD
11. Non-accessibility of office desktops for remote access due to network connection/power issues, resulting in difficulty in completing urgent work from home assignments. – PPRD



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12. Unavailability of adult vaccinations and physical examination for all CFO employees, resulting in possible exposure to infectious diseases. - PPRD
13. Non-Implementation of the conference on Philippine Schools Overseas (PSO)-PMD

As for the effectiveness of action plans enacted to address previously registered risks, a summary of effectiveness ratios (ER) were presented. These ERs were compared for the Quarter 2 of 2020 with the Quarter 1 of 2021.

For first quarter of this year, 26% of action plans were rated Outstanding in their effectiveness to address risks, 64% were rated Very Satisfactory, while 10% were rated Satisfactory.

These were an improvement compared to the effectiveness of action plans in 2020 wherein 26% are rated Outstanding, 66% are Very Satisfactory, 4% are Satisfactory, and another 4% are Unsatisfactory.



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7. Adequacy of Resources	<p>Fernando Marcos presented the following status of funds as of 31 October 2021.</p> <p>Budget Utilization Rate (Obligation)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">as of Dec. 31, 2020</th> <th style="text-align: center;">as of Oct. 31, 2021</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td style="text-align: right;">129,434,000</td> <td style="text-align: right;">160,918,000</td> </tr> <tr> <td>Obligation</td> <td style="text-align: right;">120,427,000</td> <td style="text-align: right;">106,350,000</td> </tr> <tr> <td>Obligation Rate</td> <td style="text-align: center;">93%</td> <td style="text-align: center;">66%</td> </tr> </tbody> </table> <p>Budget Utilization Rate (Disbursement)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">as of Dec. 31, 2020</th> <th style="text-align: center;">as of Oct. 31, 2021</th> </tr> </thead> <tbody> <tr> <td>Obligation</td> <td style="text-align: right;">120,427,000</td> <td style="text-align: right;">106,350,000</td> </tr> <tr> <td>Disbursement</td> <td style="text-align: right;">119,197,000</td> <td style="text-align: right;">104,234,000</td> </tr> <tr> <td>Rate</td> <td style="text-align: center;">99%</td> <td style="text-align: center;">98%</td> </tr> </tbody> </table>		as of Dec. 31, 2020	as of Oct. 31, 2021	Total	129,434,000	160,918,000	Obligation	120,427,000	106,350,000	Obligation Rate	93%	66%		as of Dec. 31, 2020	as of Oct. 31, 2021	Obligation	120,427,000	106,350,000	Disbursement	119,197,000	104,234,000	Rate	99%	98%	<p>Fernando P. Marcos / AFD</p>		
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8. Opportunities for Improvement / Other matters	<p>The following insights arose from the Open Forum:</p> <ul style="list-style-type: none"> - Engr. Romeo Rosas requested for AFD to present the status of budget every end of the quarter, to allow for adjustments in divisions' future plans. This presentation will presumably occur in one of the four Execom meetings every month. - Dir. Mario Garcia expresses the need to increase transparency in issuing FOIs, PNCs, 	<p>Open Forum</p>																										



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- and NCs and to manifest full objectivity in the conduct of Internal Quality Audits.
- According to Engr. Rosas and January Sanchez, the WFH Online Reporting Facility was already being tested for a few weeks at the time of the meeting. This facility will be officially implemented on December 1.
 - As per Justice Francisco Acosta, the Commission will still observe the 4-day work week by December. If there will be no specific directive from the COA regarding government work setup, 100% of CFO employees will resume reporting physically to the office.

9. Summary of Management Review

Michelle Dawn Bande presented the highlights of the discussion in the Management Review.

Michelle Dawn Bande/OSEC

Highlights of Management Review submitted to the QMR/Office of the Secretary on 29 November 2021, for review and comments.

Prepared by:

ENGR. ROMEO M. ROSAS II
Deputy Quality Management Representative

01 December 2021

Reviewed by:

ATTY. WENDELL V. DIMACULANGAN
CFO Interim Executive Director

Approved by:

JUSTICE FRANCISCO P. ACOSTA (Ret.)
CFO Chairperson and Secretary

