



Republic of the Philippines
Office of the President

National Irrigation Administration

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MEMORANDUM

TO : The Deputy Administrators, Regional/Department/
Project Managers, Division Managers and
All Others Concerned

SUBJECT : NIA's ISO - Quality Management System (QMS)
Quality Workplace Program

In line with Agency's thrust to be ISO Certified, Quality Workplace is one of the mandatory requirements of ISO standards that should be satisfied.

Relative hereto, the NIA's Quality Workplace Program (QWP) General Standards and Inspection Checklist (attached as Annexes "A"/ "B") will serve as guidelines of the Central Office and Field Offices.

For strict compliance.

ENGR. FLORENCIO F. PADERNAL, DPA
Administrator



**NIA-QUALITY WORKPLACE PROGRAM (NIA-QWP)
GENERAL STANDARDS**

COMPONENTS refer to items/ things found in the office facilities that include fixtures, furniture, equipment, and office items such as records, documents, supplies, etc.

A	APPLICABLE TO ALL COMPONENTS	<ol style="list-style-type: none"> 1. All items are free from stains, dusts, cobwebs, garbage, etc. at all times. 2. At the start of the day, 5-minute “seiso” - shine is practiced to wipe the table top, equipment etc. 3. Work area free from personal effects such as photos, souvenirs, religious articles others, not needed for the job at hand. See also item E-12.
B	DOORS	<ol style="list-style-type: none"> 4. Doors have clear signage and kept closed at all times.
C	WALLS & FLOORS	<ol style="list-style-type: none"> 5. Paintings and other decorations do not occupy more than 50% of the available wall area, and floor spaces are kept free from dusts at all times. 6. Clear and updated transaction/ process flow for client services are posted in Receiving Areas. 7. One calendar is allowed per Department/Office with size no bigger than cartolina.
D	CONFERENCE TABLE	<ol style="list-style-type: none"> 8. Conference table are placed at the center of the room, with chairs around tucked under the table and clear of personal items, files, supplies and other items.
E	INDIVIDUAL TABLE/DESK	<ol style="list-style-type: none"> 9. Name of staff is posted on the visible corner of the table (uniform to all tables/desks). 10. Are uniform in size, type, color and materials in each area/location if possible. 11. Are aligned at all times. 12. Table top may contain 2 file boxes for current files and any one personal item such as tabletop calendar, or one picture frame with size no bigger than ½ A4 bond paper, or one religious article. 13. At the end of the day, table top is cleared from documents, paper works, office supplies, and other items except the allowed items mentioned in item E-12. 14. During the absence of a staff, a signage of “On-Leave”, “On-Field Work” or “On-Meeting” is placed on top of the table/desk. 15. Layout of individual table/desk: <ul style="list-style-type: none"> - Arrange according to units and functions. - Spaces provide clear passageways. 16. No items such as file boxes, shoes, documents, plans, bags are placed under the table/desk. 17. First level table drawers are used for office supplies which are neatly arranged and free from dusts and unnecessary items at all times.

		<p>18. Bottom table drawer is used to store personal items such as bags, mugs, cellphones, shoes, slippers and the like.</p> <p>19. No food is kept in workstation. Pantry is provided for eating and keeping/storing all food of the staff.</p> <p>20. Eating is not allowed in individual table/desk anytime of the day.</p>
F	CHAIRS	<p>21. Chairs are uniform in size, type, color and materials in each area/location, if possible.</p> <p>22. Chairs, when not in use are tucked under the table.</p> <p>23. Only one pillow may be placed on the chair but size is not bigger than the size of long envelope.</p> <p>24. Only one jacket or shawl may be placed at the back seat during the day but is kept inside the personal drawer at the end of the day.</p>
G	CABINETS	<p>25. Cabinets and file boxes must be visible/legible from one-meter distance with color-coded labels/titles per department, if possible.</p> <p>26. Confidential files and expensive supplies are placed in locked cabinets, and keys are kept by at least two (2) assigned personnel.</p> <p>27. Uniform in size, color, materials and shapes in each location/ area, if possible.</p> <p>28. File boxes are arranged systematically.</p> <p>29. Record folders are labeled clearly.</p> <p>30. Each department/division/section/unit must have an assigned personnel to supervise the release of records and stocks/supply. (Documents /Records/Supply Unit Controller).</p>
H	CLIENT CHAIRS IN FRONTLINE COUNTERS	<p>31. Chairs, sofa and benches are arranged in such a way that there is a clear passageway from both sides of the counter, and provide clear spaces between rows of chairs.</p> <p>32. Color, type, size and material are uniform per area/location, if possible.</p>
I	TRASH BINS	<p>33. Trash bins are placed under each employee's table or at the assigned corner of the room. No leftover foods and watery trash is thrown on these bins, pantry trash bins with sealable covers are used instead.</p> <p>34. Trash bins with sealable covers must be placed on the pantry.</p> <p>35. Trash bins are kept not overflowing and emptied at the end of the day, C.O. cut-off time is 3PM and its equivalent time of 5PM at the Region/IMO and Field Offices. Afterwhich no throwing of left over foods are allowed.</p>
J	EQUIPMENT	<p>36. Equipment such as LCD projector, sound system etc., are placed inside the cabinet with lock for security and keys are kept by at least two(2) assigned personnel.</p> <p>37. Television and kitchen appliances such as refrigerator, microwave oven, water dispenser, oven toaster, air pot and the like are kept in the pantry.</p> <p>38. Equipment are operated by office employee only.</p> <p>39. Equipment are turned off and unplugged when not in used.</p> <p>40. Equipment are labeled with clear instructions for proper use, as necessary.</p>

		<p>41. Maintenance labels and monitoring schedule are attached/posted and updated every end of each repair & maintenance activity.</p> <p>42. One location is assigned for each section/unit/ division for the telephone/s, fax machine/s and printers where pen and notepads are provided and placed beside them.</p> <p>43. Photocopying machine is located in assigned area where paper supplies are readily available and accessible.</p> <p>44. Computer monitors must be on power-saving mode.</p>
K	WIRES AND CABLES	<p>45. Wires and cables are neatly bundled with appropriate cable tie and must be safely covered with moldings when on floor or walls and are strategically placed to prevent accidents.</p>
L	BULLETIN BOARD	<p>46. One bulletin board for each department placed in the designated area of the department.</p> <p>47. Contains memo, announcements, events, performance/ project monitoring, policies, etc. with clear and legible labels.</p> <p>48. Kept updated and neatly arranged by the same assigned responsible person as in item H-31.</p>
M	WHITE BOARD	<p>49. White board are clear of writings and postings at the end of the day and when not in use.</p> <p>50. Whiteboard markers and eraser are kept with the white board.</p> <p>51. Movable white boards, when not in use, are placed in one corner of the room.</p> <p>52. Assigned same responsible person as in Item H-31.</p>
N	BOOKS, MAGAZINES AND REFERENCE MATERIALS	<p>53. Inventory of official references or documents are kept, maintained and arranged systematically. Borrowed and returned documents are recorded in a logbook for monitoring purposes.</p> <p>54. Assigned same responsible person as in item H-31.</p>
O	SINK TOP IN PANTRIES AND LAVATORY IN COMFORT ROOMS	<p>55. Sink top for the pantry may contain the dish rack, soap dish and other kitchen equipment/items and should not occupy more than 60% of the area to provide space for washing dishes.</p> <p>56. Sink top in the lavatory may contain only soap dish and plants and must be kept dry at all times.</p> <p>57. Unwashed and/or disorganized utensils and plates must not be left in the sink/lavatory.</p> <p>58. Dipper (“tabo”) used in the toilet shall not be used and placed in the sink of kitchen/lavatory. It should be hang/kept inside the toilet compartment at all times.</p>
P	CLEANING MATERIALS AND SUPPLIES	<p>59. Cleaning materials are kept inside the cabinet or at any accessible place of the respective areas.</p> <p>60. Cleaning materials are maintained clean with no over spilling.</p>
Q	ITEMS THAT REQUIRE SPECIAL DISPOSAL	<p>61. Toners of printers and photocopiers, fax films, batteries and scrap papers are collected by Procurement and Property Division(PPD)/Admin Dept.at the Central Office or its equivalent in the Region,IMO/Field Offices every month for disposal.</p> <p>62. One box for scrap papers is placed near the photocopying area for disposal and/or recycling.</p>

		63. Confidential documents are shredded accordingly.
R	CHAPEL/PLACE OF WORSHIP	64. One ecumenical area is assigned. 65. Flower vase is cleaned at least twice a week and spoiled flowers are replaced by fresh ones.
S	ANIMAL PETS	66. Animal Pets such as dogs, cats, chicken and others are strictly not allowed in the NIA offices and premises. 67. Strictly no feeding of stray animal pets.
T	FLOWERS	68. Plastic plants and flowers are not allowed in all offices.

All requests for repairs, replacement and other concerns related to the component should be addressed to the Manager of Administrative Department, Attn: General Services Division Manager (GSD) / Procurement and Property Division (PPD) at the Central Office or its equivalent in the Region, IMO/Field Offices for appropriate action.



**NIA-QUALITY WORKPLACE PROGRAM(NIA-QWP)
WORKPLACE INSPECTION (SAFETY/HAZARD) CHECKLIST**

Annex B

Inspectors:	Date:		
1. _____	(S) - Satisfactory		
2. _____	(X) - Requires Action		
3. _____	(NA) - Not Applicable		
General	Location	Condition	Comments
Are work area free from personal effects (photos, souvenirs,religious articles, plants, and others) not needed to the job at hand?			
Are needed items (Materials, information, tools) in the proper location that supports the worker?			
Are the space under the table/cubicle free from any articles/documents/boxes not needed to the job at hand?			
Are extension cords used extensively?			
Are electrical or telephone cords exposed in areas where employees walk?			
Are cords and electrical wirings properly concealed?			
Are wall and ceiling fixtures fastened securely?			
Are office accessories in secured places?			
Are materials stacked on desk or cabinets?			
Are file cabinet drawers overloaded?			
Are broken or damaged infrastructure, such as air-conditioning, lighting,plumbing, and office furnitures repaired promptly?			
Are facilities cleaned regularly, at least daily?			
Are garbage and recyclables collected and disposed correctly?			
Building	Location	Condition	Comments
Do building conform to standards with respect to use, occupancy, building services, and occupancy?			
Are materials stored safely?			
Check the following structures to ensure safety:			
- ceiling			
- swinging doors			
- floor and wall openings			
- ladders, stairways and ramp			

- guardrails			
- elevators			
Are exits clearly marked and unobstructed?			
Material Storage	Location	Condition	Comments
Are materials neatly and safely filed?			
Are storage shelves overloaded or beyond their rated capacity?			
Are large and heavy objects stored on lower shelves?			
Are there stepladders or stools to get to materials on higher shelves?			
Are passageway and work areas clear of obstruction?			
Lighting	Location	Condition	Comments
Are the lighting allow workers to move about easily and to carry out their work effectively?			
Are lamps complete?			
Are any areas dark?			
Air Quality	Location	Condition	Comments
Is the temperature between 20°C and 25°C (or less if the work is physically active)?			
Is the system free of sources of contamination (dust, fumes, microorganism)?			
Are ventillation and air-conditioning systems serviced regularly and maintained in a safe condition?			
Sanitation	Location	Condition	Comments
Are washroom areas clean?			
Are measure in place to prevent the spread of diseases?			
Are the following provided adequately?			
- toilets			
- potable water			
- showers			
- clothing storage			
- change rooms			
- field accomodations			
- lunchrooms			

Emergency Equipment	Location	Condition	Comments
Are all fire control equipment regularly tested and certified?			
Are fire control equipment appropriate for the type of fire it must control?			
Are emergency lighting in place and regularly tested?			
Bulletin Boards and Signs	Location	Condition	Comments
Are they clean and readable?			
Are the posted materials changed/removed frequently?			
Floors	Location	Condition	Comments
Is there loose material, debris, worn carpeting?			
Are the floors maintained to be free of slip and trip hazards?			
Stairways and Aisles	Location	Condition	Comments
Are they clear and unblocked?			
Are stairways well lighted?			
Are handrails, handholds in place?			
Are the aisles marked and visible?			
Office Equipment	Location	Condition	Comments
Are office equipment effective to boost Agency productivity and efficiency?			
Are guards, screens and sound-dampening devices in place and effective?			
Are office equipment safe?			
- worn or badly designed chairs			
- sharp edges on desk and cabinets			
- poor ergonomics (keyboard elevation, chair adjustment)			
- crowding			
Are those not in use/unserviceable returned to Property Unit?			
Accomodation	Location	Condition	Comments
Are accomodation facilities appropriately equipped? Including:			
- safe access and egress			
- security of personal possessions			

- fire safety arrangements			
- potable water			
- toilets, washing, bathing and laundry facilities			
- procedure to ensure cleanliness			
- suitable, quiet sleeping accommodation			
- crockery, utensils and dining facilities			
- ventilation			
Are the facilities, appliances and any other equipment maintained in good working condition?			
Service Vehicles	Location	Condition	Comments
Are there prescribe regulations/policies in the proper use of Agency service vehicles?			
Are the provisions/guidelines in the proper use of Agency service vehicles strictly followed and implemented?			
Are the existing transport system efficient to meet the needs of the Agency?			
Are transport vehicles maintained properly?			
Are customer/s satisfied with the vehicle and drivers performance?			
Security	Location	Condition	Comments
Has a Security Control Plan been developed?			
Are security control measures implemented?			
Do employee/s feel safe?			
Health Services	Location	Condition	Comments
Has an Occupational Health Services Plan been developed?			
Are measures relating to occupational health services implemented?			
Are employee/s satisfied with the Agency's health services?			
Disaster Management	Location	Condition	Comments
Has the Agency developed a Disaster and Calamities Management Program?			
Are measures relating to Disaster and Calamities Management (organizing, training, drills, and information drive) implemented?			
Are employee/s satisfied with the implementation of the Agency's Disaster and Calamities Management Program?			



NIA QUALITY WORKPLACE PROGRAM AT C.O. & FIELD OFFICES

Sort

Sort through and remove items that are not immediately needed for work.

- Set criteria for sorting the unnecessary items which should be removed from the general area, work stations, storage areas, drawers, walls, and bulletin boards
- Remove unnecessary items from work area (table top plants, plaques, appliances, equipment, furniture)
- Put personal items inside drawers (bags, personal hygiene items, spoons and forks).
- Clear the work area of documents that are not needed and obsolete.
- Filing cabinets must only contain official documents
- Aisle stairways, corners, etc. should be free of items or garbage.



Set in Order

Keep needed items in proper place to allow easy access and immediate.

- Label clearly the personal drawers, shared drawers, cabinets, desktops and storage areas, name of table occupant.
- Display a layout of the workplace to easily identify location of personnel outside the location of department .
- Create Directory of items.
- Implement a Record Retrieval Procedure.
- Designate appropriate areas for storage.
- Do not use workable storage.
- Aisle ways, work station, equipment locations are identified.



Shine / Sweep

Keep the workplace neat and clean. Free from contaminants dirt and foreign materials.

- Check computer, equipment/tools if in proper working condition.
- Clean work and storage areas daily, including tables, drawers, equipment and computers.
- Secure electrical/IT cords.
- Papers are filed daily.
- Avoid getting the work area dirty and dusty.
- Shared areas are cleaned and maintained regularly.
- Give special instructions to the janitor assigned to your staff.
- Garbage and items which could still be recycled shall be collected and disposed properly.



Standardize

Make sorting, arranging and sweeping a habit. designate a NIA-QWP marshal for every department/division.

- Set every Friday as "NIA "QWP" day" for all employees.
- Standardize document labelling, sorting and filing.
- Train the staff about the "NIA-QWP" procedures for full understanding.
- Display clearly the "NIA-QWP" standards.
- List down things and areas that need to be checked regularly.



Sustain

Make a commitment to orderliness and cleanliness.

- Maintain established procedures.
- Get everyone involved in the improvement activities.
- Follow standardized cleaning and work procedures.
- Be updated on the "NIA-QWP" current instructions.
- Audit/Check the "NIA-QWP" progress in your work area regularly.
- Allocate 10 - 15 minutes to clean your work area.
- Always return things to their proper places after use.
- Division Manager shall routinely check compliance of its component Div.
- Take photos of work areas to document progress.
- Include "NIA-QWP" activities in Management Review.
- Monitor "NIA-QWP" compliance every month .
- Recognize/Reward the best "NIA-QWP" complying department.
- Impose appropriate sanction to those who will fail to comply with "NIA-QWP" standards.

