June 17, 2025

OFFICE MEMORANDUM
No. __025__ S. 2025

STREAMLINING OPERATIONS: EFFECTIVE PROCESS MANAGEMENT FOR SGOD PERSONNEL

To: EPS-PAPs
    SGOD Unit Heads
    All Others Concerned

1. In compliance to the department's mandate to integrate DepEd internal processes of the Quality Management System, the School Governance and Operations Division (SGOD) will be conducting series of workshops and conferences for the streamlining of operations of the SGOD's services for effective management, to wit:

| SPECIFIC TASK	ACTIVITY	SCHEDULE
1. Program Implementation Review	Process - based review of KRA on different PPAs	June 26-27, 2025
2. Workshop on process mapping	Conduct of Performance Implementation Review Cum Mentoring in Core and Support processes	July 23-25, 2025
3. Internal Audit Process	Demonstrate skills in planning performing managing and monitoring an internal quality audit program	August 18-20, 2025
4. Mechanism for Continuous Improvement	Conduct of performance evaluation based on KRA Core and Support processes	December 11-12, 2025

2. The objectives of the activities are:
a. Articulate the processes involved different deliverable and services called for from every unit.
b. Appreciate the importance of promptly assuming the processes to ensure consistent delivery of quality services.

3. All SGOD personnel are expected to participate in the said activities. Travel expenses, meals, lodging and other expenses relative to the participation of the activities shall be charged to SGOD fund subject to the usual accounting and auditing rules and regulations.

4. Immediate dissemination of this communication is desired.

MARGARITO A. CADAYONA JR. PhD, CESO VI
OIC-Schools Division Superintendent
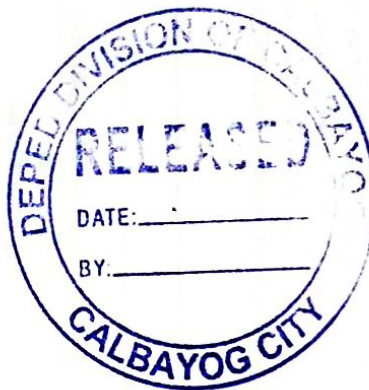
(Enclosure No. 6 to DepEd Memorandum No. _____ s. 2023)

Republic of the Philippines

Department of Education

National Educators Academy of the Philippines

Workplace Application Plan (WAP) Template
For Non-Teaching Personnel

I. Profile			
Name	**AVELINA P. TUPA**	Office and Position	**OIC Chief, SGOD**
Title of PD Programs	**STREAMLINING OPERATIONS: EFFECTIVE PROCESS MANAGEMENT FOR SGOD PERSONNEL**	Date of Delivery	**July to December 2025**
		PD Program Provider	**SGOD-HRD Unit**
Name of Immediate Supervisor	**DR. JUN-NILOU D. DULFO**	Office and Position	**OIC-Assistant Schools Division Superintendent**

II. Background and Rationale of WAP:

School Governance and Operations Division (SGOD) plays a crucial role in strengthening schools and learning centers to create a conducive environment for teaching and learning. Its main function is to ensure quality education by overseeing school operations, evaluating performance, and implementing improvement plans by monitoring compliance, providing resources and facilities, and train teachers to prepare students for success. Further, in line with the department's mandate to integrate DepEd's internal processes to ensure the delivery and continuous improvement, this office deemed it necessary to strengthen the basic services that each unit performs. There is a felt need to enhance personnel's capacity, strengthen internal systems and process that would result to efficient and effective delivery of basic education support services.

Concomitantly, each functional unit is expected to cultivate a supportive environment to perform and meet targets through continuous work place improvement and establish structures and system by assuming expected a well-defined process-based on their KRA, as such,
- implement and manage an efficient and effective training and development system toward improved professional competencies and organizational performance thru competent teaching and non-teaching personnel in the division;

- strengthen the capability of all functional sections and schools in managing the strategic planning and operational planning processes including research, data analysis, policy analysis, and use of a rights-based framework and lens.
- ensures timely planning, mobilization, and equitable distribution of resources to support school operations and programs.
- provide technical support to schools in various areas, such as facilities management, program implementation, and school governance.
- Mobilize, support and work with stakeholders, including parents, community leaders, and other organizations
- help implement various DepEd programs, projects, and initiatives to improve school operations and enhance student outcomes.
- To establish and maintain systems and processes geared towards administrative effectiveness and efficiency

III. Expected Indicators *[anchored on the PD Program Goals]*

Professional Standards/ KRA-Based indicator	PD Program Goals	Indicators (Subtask)	Application Objective
DEDP EM # 4: Internal systems and processes are efficient, responsive, modern and continuously improving KRA 1- Support Services KRA 6- Provision of Technical Assistance KRA 7 -Office Administration and Performance Management	To establish and maintain systems and processes geared towards administrative effectiveness and efficiency	Streamlined Processes/Services and Procedures as declared in the Operations Manual and Citizen Charter	Articulate the processes involved different deliverable and services called for from every unit
	To promote a culture of excellence, innovation, and collaboration	Apply the basic IPO model in auditing management process with the use of audit checklist	Appreciate the importance of promptly assuming the processes to ensure consistent delivery of quality services

IV. Implementation Plan *[the WAP must be implemented within **6 months** after the training]*
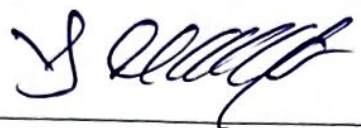
The WAP is a re-entry plan for attending the Training Course on ISO 19011:2018 Guidelines for Auditing Management System for Schools Division Offices on May 13-16, 2025 sponsored by the Development Academy of the Philippines, by virtue of Travel order no. 552, dated April 30, 2025 in consonance with RM # 401, s. 2025.

Application Objective *[it must be aligned with the PD Program Goals]*
- Articulate the processes involved different deliverable and services called for from every unit

- Appreciate the importance of promptly assuming the processes to ensure consistent delivery of quality services

Specific Task [minimum of two (2)]	Activities (Specify activities on the identified task)	Timeline (Start-end of each activity)	Expected Outcomes/ MOVs	Learning Facilitator
1. Program Implementation Review	Process - based review of KRA on different PPAs	June 2025	Reviewed and adjusted performance target (KRA Based Action Plan) Updating of IPCRF-Part IV	Avelina P. Tupa Unit head/ SEPS
2. Workshop on process mapping	Conduct of Performance Implementation Review Cum Mentoring in Core and Support processes	July 2025	Well-defined processes of each functional unit Process Flow	Avelina P. Tupa Unit head/ SEPS
3. Internal Audit Process	Demonstrate skills in planning performing managing and monitoring an internal quality audit program	August 2025	IPO Model Process-Audit checklist	ASDS Jun-nilou Dulfo Avelina P. Tupa Unit head/ SEPS
4. Mechanism for Continuous Improvement	Conduct of performance evaluation based on KRA Core and Support processes	December 2025	IPCR 2025	ASDS Jun-nilou Dulfo Avelina P. Tupa Unit head/ SEPS

Prepared by (name and position):	Signature	Date
AVELINA P. TUPA EdD OIC Chief, SGOD		May 18, 2025

*Reviewed by (name and position):	Signature	Date
JUN-NILOU D. DULFO PhD. OIC-Asst. Schools Division Superintendent		

**Approved by (name and position):	Signature	Date
MARGARITO A. CADAYONA JR. PhD., CESO VI Schools Division Superintendent		6/18/2025

*for proficient teacher: reviewed by the master teacher or immediate supervisor and **approved by the school head/head teacher/OIC for schools without school head

*for master teacher: reviewed and **approved by the school head or immediate supervisor