



**CITY GOVERNMENT OF DAVAO
CITY ARCHIVES AND RECORDS OFFICE**



DOCUMENT REVIEW AND APPROVAL REQUEST

PART I - REQUEST DETAILS

DATE OF REQUEST:		DRAR FORM REQUEST NO.:				
LEVEL: CHECK · APPROPRIATE BOX		<input checked="" type="checkbox"/> INSTITUTIONAL	SOURCE: CHECK · APPROPRIATE BOX			
		<input type="checkbox"/> OPERATIONAL	<input type="checkbox"/> INTERNAL	<input type="checkbox"/> EXTERNAL		
REQUEST FOR: CHECK · APPROPRIATE BOX		<input type="checkbox"/> CREATION	<input checked="" type="checkbox"/> REVISION	<input type="checkbox"/> DELETION		
TITLE OF DOCUMENT:		QUALITY WORKPLACE STANDARD				
DOCUMENT CODE: CGD.INS.P.004	OFFICE/SECTION: (For External Source, Agency Name): CITY ADMINISTRATOR'S OFFICE (ADMINISTRATION)	REVISION NO: 01	DATE OF EFFECTIVITY: :	Page/s: 5		
DOCUMENT TYPE CHECK · APPROPRIATE BOX	<input type="checkbox"/> MANUAL	<input checked="" type="checkbox"/> POLICY	<input type="checkbox"/> PROCEDURE			
	<input type="checkbox"/> WORK INSTRUCTION	<input type="checkbox"/> FORM	<input type="checkbox"/> OTHERS: Indicate:			
REASON FOR REQUEST OR DESCRIPTION OF CHANGES MADE: This document aims to establish a quality workplace for efficient and effective delivery of products and services which is responsive to the needs and expectations of stakeholders.						
PREPARED BY: <i>Mary Frances L. Resma</i> MARY FRANCES L. RESMA	REVIEWED BY: <i>Atty. Sarah Phoebe L. Paclibar</i> ATTY. SARAH PHOEBE L. PACLIBAR		APPROVED BY: <i>Sebastian Z. Duterte</i> SEBASTIAN Z. DUTERTE Acting City Mayor			
SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME			
DATE: MAR 14 2022	DATE: MAR 15 2022	DATE:	DATE: MAR 17 2022			
POSITION TITLE: QUALITY WORKPLACE STANDARD LEADER	POSITION TITLE: QMS LEADER	POSITION TITLE:	POSITION TITLE: CITY MAYOR			
ISSUED BY:		DATE OF EFFECTIVITY:				
NAME AND SIGNATURE OVER PRINTED NAME		MAR 17 2022				
POSITION TITLE:						
DATE:						
NO. OF COPIES	COPY HOLDERS (NAME DIVISION/SECTION)	Form of Controlled Copy Distributed (Check appropriate box)		ISSUANCE		
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1	SUGAR CITY D. RAYPHONE CARO - ADD	/		3/17/2022	SUGAR CITY D. RAYPHONE	
1	see attached document		/		see attached document	





CITY GOVERNMENT OF DAVAO

QUALITY WORKPLACE STANDARDS

Document Code:
CGD.INS.P.004

Rev. No.: 01

Effectivity Date: March 17,
2022

1.0 Objective

This document aims to establish a quality workplace for efficient and effective delivery of products and services which is responsive to the needs and expectations of stakeholders.

2.0 Scope

The quality workplace standards shall be applied to the whole CITY GOVERNMENT OF DAVAO.

3.0 Definition of Terms

- Quality** - Distinctive attribute or characteristic possessed by someone or something
- Workplace** - Location where the government employees work; a place of work
- Standards** - Idea or thing used as measure, norm, or model in comparative evaluations

4.0 Guidelines and Standards

4.1	
Component	Standards
WORKSTATIONS	
Office Desk	<ol style="list-style-type: none"> 1) At the start of the day, a 5-minute "Seiso (Shine)" should be done to clean and wipe desk, drawers, mobile pedestal, equipment, etc.; 2) All desks must be arranged and aligned at all times; 3) Enough space for clear passageway is provided; 4) Identification of staff assigned per desk is posted on the corner, visible to the clients; 5) Depending on the size of the desk, table top may contain 1-2 file boxes for current files, and as necessary, laptop, computer monitor, printer, keyboard, and mouse; 6) Personal items such as table top calendar, picture frame or religious article should occupy a space not bigger than an A4 bond paper; 7) If desk is with table drawers (or in a mobile pedestal), the upper drawers shall be used for office supplies and other small office accessories to be used by the employee which are neatly arranged; 8) Bottom drawers shall be used to store personal items (such as bags, shoes, slippers, etc.); 9) No items such as file boxes, folders, documents, office supplies/equipment, bags, shoes, slippers and others must be placed under the table/desk; and 10) At the end of the official working hours, table top is cleared from documents, paper works, office supplies and other items except the allowed personal item stated above. 11) Unnecessary noise such as playing loud music shall be avoided at all times.





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<p>Office Chairs</p>	<ol style="list-style-type: none"> 1) Apply "Seiso (Shine)" at the start of the office day; 2) When not in use, it should be tucked under the table; 3) Only one pillow may be placed on the chair with a size not bigger than a long brown envelope; 4) Only one jacket or shawl may be placed at the back seat during the day, but should be kept inside the personal drawer at the end of the day.
<p>Office Equipment</p>	<ol style="list-style-type: none"> 1) Apply "Seiso (Shine)" at the start of the day; 2) Computers and printers should be placed on an appropriate computer desk/table; 3) Uninterruptible Power Supply (UPS) and Automatic Voltage Regulators (AVRs) shall in no case be placed on the floor;
<p>Office Records and File Cabinet</p>	<ol style="list-style-type: none"> 1) Apply "Seiso (Shine)" at the start of the day; 2) Office records must be put inside its assigned shelves. 3) Should be neatly arranged and aligned on secured places and easily accessible for filing and retrieval of documents.
<p>COMMON AREAS</p>	
<ol style="list-style-type: none"> 1. An area where client/customers spend time to meet and greet 2. It also serves as employees' common meet-up area 	
<p>Floors</p>	<ol style="list-style-type: none"> 1) Floors should not be slippery; 2) At all times, should be clean and sanitized.
<p>Lightings and Ventilation</p>	<ol style="list-style-type: none"> 1) There must be enough ventilation within the office. It is encouraged that the windows must be open-type for proper circulation of air. 2) Exhaust fan/s are encouraged to be installed within the office.
<p>LOBBY/ RECEIVING AREA</p>	
<ol style="list-style-type: none"> 1. An area where clients/customers gather to transact business 2. It also serves as temporary resting area for clients/customers 3. It is an area to systematically organize and address concerns of client / customer 	
<p>Floors</p>	<ol style="list-style-type: none"> 1) Floors should not be slippery; 2) Damaged tiles should be immediately replaced to prevent accidents; 3) At all times, should be clean, sanitized and debris-free.
<p>Entertainment System</p>	<ol style="list-style-type: none"> 1) If there is a television installed, it must be of a size the contents of which are readable by the clients with a viewing height comfortable to clients; 1) If possible, there must be a set of high-fidelity audio system and microphone installed for TV audio enhancement, background music or paging system; 2) Regularly cleaned and maintained.





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Hot and Cold Water Dispenser	<ol style="list-style-type: none"> 1) Properly located in an area where it does not obstruct passageway; 2) Regularly cleaned and maintained.
STORAGE ROOMS	
Supplies Rack/Shelves/ Equipment Rack	<ol style="list-style-type: none"> 1) Racks are properly labeled and arranged; 2) Regularly cleaned and organized.
PANTRY	
Table	<ol style="list-style-type: none"> 1) Properly located in an area where it does not obstruct passageway; 2) Regularly cleaned and sanitized.
Chairs	<ol style="list-style-type: none"> 1) Chairs tucked under the table when not in use; 2) Extra chairs are provided but are stacked in a corner when not in use; 3) Regularly cleaned and sanitized.
Sink Top	<ol style="list-style-type: none"> 1) If possible, made of PVC/Stainless/Ceramic sink top installed; 2) Only contain liquid/soap dish and cleaning essentials and dish rack; 3) Must be kept dry at all time; 4) No overnight left-over of unwashed plates and utensils; 5) Plumbing fixtures at all times in good order.
Dish Rack	<ol style="list-style-type: none"> 1) Neatly placed in the corner and dry at all times; 2) Regularly cleaned and sanitized.
REST ROOMS/ COMFORT ROOMS	
Water Closet (or flush toilet)	<ol style="list-style-type: none"> 1) If possible, either single or two-piece style, dual-flush type, ceramic kind, with lid and lid cover, white color; 2) Tissue paper and other trash must be thrown inside garbage bin; 3) Sufficient water supply and pressure at all times; 4) Regularly cleaned and sanitized.
Lavatory	<ol style="list-style-type: none"> 1) If possible, either wall mounted, undermount, drop-in, vessel or pedestal type of sink; ceramic/PVS/stainless kind; 2) Soap or liquid dish/dispenser should be available at all times; 3) Should be free from dirt; 4) Sufficient water supply and pressure at all times; 5) Regularly cleaned and sanitized.
Urinals	<ol style="list-style-type: none"> 1) If possible, either wall or floor mounted, water or waterless, ceramic kind and with flush valve (for water feed); 2) Avoid throwing hard objects (cigarette butts and the like) so as not to cause clogging; 3) Should be free from dirt; 4) Sufficient water supply and pressure at all times;



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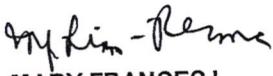
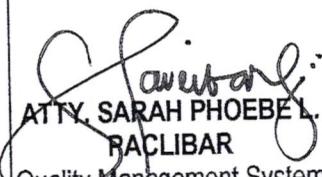
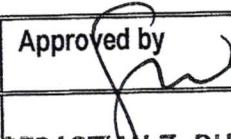
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	5) Regularly cleaned and sanitized.
Mirrors	<ol style="list-style-type: none"> 1) Should be securely fastened and mounted on the wall; 2) Normally placed above the sink/lavatory; 3) Should have no dirt; 4) Regularly cleaned and maintained.
Pail and Dipper	<ol style="list-style-type: none"> 1) A set of plastic pail and dipper is to be provided (upon request); 2) Regularly cleaned and maintained.
Trash Can	<ol style="list-style-type: none"> 1) If possible, each cubicle to be provided with plastic trash can with lid cover and foot pedal operated, the inside of the trash can is wrapped with plastic bag for easier gathering of waste; 2) Regularly cleaned and sanitized.
Grab Bars and Handle Bars	<ol style="list-style-type: none"> 1) If possible, toilet area dedicated for Senior Citizen and PWD should conform to the prescribed standard (size and door opening); 2) Urinal and water closet separately installed, cubicle for the water closet and partition for urinal area; 3) Regularly clean, polished and sanitized.
CONFERENCE ROOM	
Conference Table	<ol style="list-style-type: none"> 1) Ideally, the size and shape of the conference table depends on the size of the area and the maximum number of users; 2) If possible, made either of all laminated-melamine board top with grommet and wire organizer, and carcass wood frame bottom; or aluminum frame bottom; 3) It is neatly placed or arranged (if modular type) and at the center of the projection wall; 4) Regularly cleaned and sanitized.
Chairs (Conference Room)	<ol style="list-style-type: none"> 1) If possible, all conference chairs should be uniform in size (hi-back or mid-back), type (HD wheel casters or sledge), kind (with arm rest and gas lifted), made (fabric, mesh or leatherette) and color; 2) Should be tucked under the conference table when not in use or every after use; 3) Regularly cleaned and sanitized.
Audio-Visual Equipment	<ol style="list-style-type: none"> 1) Depending on the size of the room, audio system installed is sufficient in wattage power, high fidelity audio output calibrated to avoid feedbacks, wall or ceiling mounted micro speakers, speaker wires and audio control are concealed, wireless microphone or conference system is used; 2) If possible, visual presentation is either through wireless HDMI transmit – receive from source to UHD LED Smart TV 65" above display size, or using an ultra-short throw projector (ceiling or table mount) of high lumens to a pull-down wall projection screen of 70" size and above installed; 3) Projection screen when not in use should be retracted; 4) Wireless clicker and laser pointer is readily available;

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	5) Audio output of TV or projector is connected to the audio system set-up; 6) Regularly cleaned and maintained.
ALL AREAS	
Trash Bins	1) Segregated trash bins must be with cover and strategically placed on corners; 2) Regularly gathered and clean of content at the end of the working day; 3) There shall be four (4) bins which must be labeled as: a. Residual b. Recyclable c. Biodegradable d. Face mask and face shield.
Dress Code	1) Employee ID is worn at all times; 2) Office attire is decent and appropriate for office work/environment.
Telephone Answering	1) Answer telephone calls courteously at all times and return calls promptly; 2) If possible, phones are answered within 3 rings; 3) The person answering the phone identifies oneself by saying e.g. "Office A Finance, this is _____ speaking." 4) The caller is advised if the call will be transferred to another person or another local;

Prepared by	Date	Reviewed by	Date	Approved by	Date
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