



Interested Parties	Needs and expectations	Risk	Opportunity	Action Plan to Address R/O	Implementation & Integration in the QMS Processes	Evaluation of Effectiveness
Employees	<p>Clear and defined work instructions</p> <p>Appropriate learning and development interventions based on their position competency requirements.</p> <p>Additional monetary and non-monetary incentives</p>	Poor performance of employees, demotivated workforce, employees not being able to meet the competency requirements of the position	<p>Employee orientation including QMS/IMS orientation</p> <p>QMS Manuals as basis for work instructions</p>	<p>Preparation of Video/briefing for new employees' orientation and on boarding</p> <p>Update and provide QMS Manuals, OPCRs/DPCRs/IPCRs, supported by coaching from DMs, DCs</p> <p>the Administrative Services Department thru the training section should ensure conduct of appropriate learning and development interventions based on the Individual Development Plan (IDP) , Employee Competency Assessment (ECA), Training Effectiveness Monitoring and Assessment (TEMA) Report, and Employee Competency Gap Monitoring Report (ECGMR)</p> <p>PSD to look for appropriate trainings for each employee</p>	Implementation of the QMS policy on clause 7 on Resources, and implementation of the systems and procedures provided in the PSD manual of systems and procedures	OPCR/IPCR/quarterly accomplishment reports/ internal audits, internal quality audits, internal client satisfaction survey, 3rd party CSS
Contractors/Suppliers	Prompt payment to external providers (contractors/suppliers)	Dissatisfied External Providers/ Delays in delivery results to hampered operations	Ensure timely payments based on complete submission of documents	Strict implementation of systems and procedures as provided in the QMS manual	Procurement Procedure Accounting Procedure Treasury Procedure	OPCR/IPCR/quarterly accomplishment reports/ internal audits, internal quality audits, internal client satisfaction survey, 3rd party CSS

Lessees	Strict implementation of the terms and conditions of lease contract	Pretermination of lease contracts, poor customer satisfaction rating, service complaints	Establish goodwill with lessees or Eviction of delinquent lessees	Review existing terms and conditions of lease contracts, provide communication and feedback mechanisms, develop and implement complaint management system	Incorporate opportunities for improvement in the AMD systems and procedures .	OPCR/IPCR/quarterly accomplishment reports/ internal audits, internal quality audits, internal client satisfaction survey, 3rd party CSS
Regulatory bodies	Compliance to all legal and other regulatory requirements	imposition of appropriate sanctions, penalties, interest charges, surcharges, non grant of PBB incentives, civil and criminal liabilities.	conduct of regular review of PNOG compliance to LOR	Strict observance of deadlines and timelines as indicated in the GCG PES scorecard and commitments in the workplans and programs	Strict implementation of the policies, systems and procedures in the QMS and IMS manuals.	OPCR/IPCR/quarterly accomplishment reports/ internal audits, internal quality audits, internal client satisfaction survey, 3rd party CSS

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