



PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE

QUALITY MANAGEMENT SYSTEM MANUAL

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Section 1. Purpose

In compliance with Executive Order (EO) No. 605, series of 2007 which provides the adoption of the ISO 9000 Quality Management System (QMS), a Presidential Communications Operations Office (PCOO) QMS Manual is hereby created to provide the scope and structure of the PCOO-QMS which includes policies, among others, needed to assure quality in the provision of its products and services.

The establishment of a QMS will ensure that the PCOO's operations, services, and decisions respond to all of the requirements of its clients, and that the resources and processes are aligned with the PCOO's strategic directions.

Section 2. Definition of terms.

7S System - an expanded version of 5S of Good Housekeeping, which teaches organization to optimize physical workspace for safety, and effectiveness. 7S is the new technology which consists of seven (7) phases namely: Sort, Set in order, Sweep, Standardize, Self-discipline, Safety, and Spirit.

ISO 9001:2015 - the international standard specifying requirements for quality management systems, is the most prominent approach to quality management systems. While some use the term "QMS" to describe the ISO 9001 standard or the group of documents detailing the QMS, it actually refers to the entirety of the system. The documents only serve to describe the system.

Management Review - review process requires Top Management to periodically review the Quality Management System to ensure its continuing suitability, adequacy, and effectiveness while addressing the possible need for changes to quality policy, objectives, targets and other elements of the QMS.

QMS Audit - the process that ensure the compliance of the PCOO to the requirements of the ISO:9001:2015 QMS.

QMS Scope Statement - is a general statement determining the boundaries and applicability of the Quality Management System.

Quality Management System - is defined as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. A QMS helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

Quality Policy - is simply a general statement of the organization's commitment to quality.

Relevant Interested Parties - a person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

Section 3. Organizational Profile.

3.1 History

A. Creation of the PCOO

Pursuant to EO No. 04 issued on 30 July 2010, the Office of the Press Secretary (OPS) was reorganized into the PCOO and the Presidential Communications Development and Strategic Planning Office (PCDSPO). In 2016, under the Duterte Administration, the PCOO absorbed the units previously assigned under PCDSPO, which was abolished by EO No. 111, s. 2019.

The PCOO, as the prime communications arm of the Executive Branch, is responsible for informing and engaging the public on the government's policies and programs.

B. PCOO as the lead agency in implementing the Freedom of Information Program

On 23 July 2016, President Rodrigo Roa Duterte issued EO No. 02, which operationalizes in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Public Disclosure and Transparency in the Public Service.

On 29 December 2016, Memorandum Order (MO) No. 10 was issued designating the PCOO as the lead agency in the implementation of EO No. 02. Thereafter, Undersecretary Kristian R. Ablan, was designated as the FOI Program Director through the PCOO Department Order No. 017, s. 2017. Further, Freedom of Information – Project Management Office (FOI-PMO) was created on 22 September 2017 through PCOO Department Order No. 018, s. 2017.

3.2 Mandate

To serve as the premier arm of the Executive Branch in engaging and involving the citizenry and the mass media in order to enrich the quality of public

discourse on all matters of governance and build a national consensus thereon.

3.3 Mission

To serve as the primary vehicle for consciousness-raising, constituency-building, and social mobilization in support of the policies, programs, and projects of the Presidency.

To serve as a tool for informing, educating, enlightening the citizenry about matters of national importance for inspiring the citizenry to deepen their civic engagement.

3.4 Vision

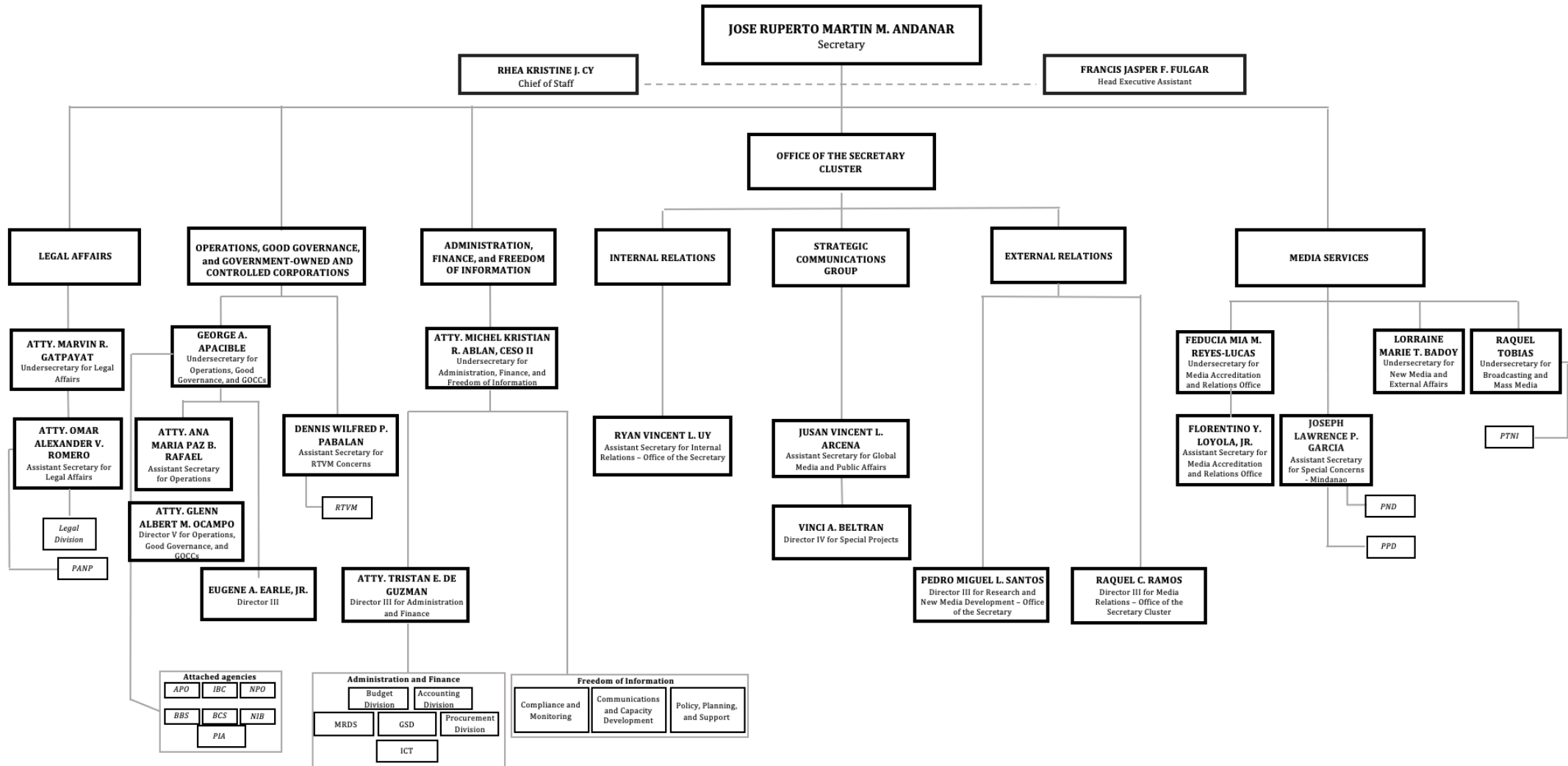
The PCOO is the lead communications arm of the Government and a vehicle of understanding for a well-informed and enlightened citizenry, proud of its heritage and attuned to global realities.

3.5 Core Values

Proactive
Reliable
Open

3.6 Organizational Structure

3.6.1 Organizational Chart



3.6.2 Functions of the Offices

Office	Mandate
Office of the Secretary Cluster	
Office of the Secretary	<p>The Office of the Secretary (OSEC) exercises the supervision and control over the entire PCOO and its attached agencies. It makes major decisions and promulgates issuances pertinent to the operations of the Office and the pursuance of its objectives and programs.</p> <p>OSEC delegates to and/or consults with appropriate offices/units on action items required of the PCOO.</p> <p>The Secretary also appoints officers and employees of the PCOO, except for those whose appointment is vested in by the President. The Secretary exercises disciplinary powers over PCOO officials and employees in accordance with existing laws.</p> <p>Further to this, the Secretary serves as the CORDS (Cabinet Officer for Regional Development and Security) for Region 10.</p>

Office	Mandate
Office of Assistant Secretary for Global Media and Public Affairs	The Office of the Global Media and Public Affairs (OGMPA) is the lead communications team of the OSEC and the PCOO. OGMPA focuses on local and international media communications, crisis communications management, strategic communications, and the dissemination of information about the policies, programs, and projects of the administration to the public.
Office of the Assistant Secretary for Internal Relations	The Office of the Assistant Secretary for Internal Relations handles the administrative and finance requirements of the OSEC Cluster. It ensures that all related requirements to support the operations of the OSEC Cluster are processed and provided accordingly.
Office of the Director for Special Projects	The Office for Special Projects, a unit of the OGMPA, implements inter-agency communication projects as assigned by the Secretary or the head of OGMPA. It provides communications assistance to the Executive Branch, including the Pre-SONA Forums. It also spearheads the “Youth For Truth” program of the PCOO.

Office	Mandate
Office of the Director for Research and New Media Development	The Director for Research and New Media Development keeps track of current issues and developments affecting the administration and provides inputs and strategies on how to address these primarily using new media platforms.
Office of the Director for Media Relations	The Director for Media Relations is in charge of managing the local media engagements and relations of the Secretary, including interviews and face-to-face meetings and conferences.
<p align="center">Office of the Undersecretary for Administration, Finance, and Freedom of Information (OUAF-FOI)</p>	
Office of the Undersecretary for Administration, Finance and Freedom of Information	<p>The Undersecretary supervises the Administration and Finance Cluster, and the FOI-Project Management Office.</p> <p>As Undersecretary for Administration and Finance, he supervises the Administration and Finance Cluster. He ensures that budget utilization is planned and delivered. He provides efficient and fast processing of financial documents of the PCOO. He establishes different financial systems and procedures for the smooth operations of the PCOO. He further enhances the human resource management for proper implementation of hiring and selection processes, personnel administration,</p>

Office	Mandate
	<p>training and development, performance evaluation, including collective negotiation between management and employees. He also takes charge in drafting policy instruments (e.g. draft bills, executive orders, administrative orders, memorandum circulars, guidelines, and statements). The Undersecretary convenes consultations and workshops relevant to drafting of said policy instruments, and provides technical knowledge with various stakeholders and lobbying the proposed legislations of the PCOO.</p> <p>As FOI Program Director, he oversees, develops, and operationalizes programs and mechanisms for the implementation of EO No. 2, s. 2016 or the FOI Program across the Executive Branch, and all other FOI initiatives, including the administration of the electronic FOI platform of the Program.</p>
Office of the Director for Administration and Finance	<p>The Office of the Director for Administration and Finance ensures the efficient and effective support to the policy, programs and projects of the Undersecretary for Administration, Finance and FOI.</p> <p>Its core function is to provide general administration, support, and coordination of services of the PCOO. It also supervises and leads specific programs to ensure the smooth implementation of policies and sustain the operations of the PCOO.</p>

Office	Mandate
<i>Administration</i>	
General Services Division	<p>The General Services Division (GSD) is responsible for the provision of services relating to human resource management, cash disbursement, maintenance, motor pool, records management, property and supply management, custodial and general utility services for the PCOO. The GSD supervises the operations of the following Sections:</p> <ul style="list-style-type: none"> 1.1 Cash 1.2 Personnel Section 1.3 Training Section 1.4 Maintenance Section 1.5 Property and Supply Section 1.6 Records Section 1.7 Special Administrative Concern Office <p>Functions:</p> <ul style="list-style-type: none"> 1. Oversee the operations of GSD Sections; 2. Review/draft office policies and guidelines; 3. Handle special projects and programs; 4. Conduct inspection of newly acquired properties, supplies, and equipment; 5. Process requests for new phone line application; 6. Process requests for retention of phone line subscription; 7. Preparation of obligation request and status (ORS) for PCOO mobile and broadband accounts;

Office	Mandate
	<p>8. Preparation of ORS for janitorial and security services, and Utilities;</p> <p>9. Process payment for gas consumption;</p> <p>10. Process request for shuttle service;</p> <p>11. Process requests for maintenance and repair of vehicles; and</p> <p>Regular coordination with Service Providers.</p>
Cash Section	<p>The Cash Section is responsible for handling all receipts and payments of the PCOO.</p> <p>Functions:</p> <ol style="list-style-type: none"> 1. Collect payment; 2. Release/disburse cash; 3. Prepare List of Due and Demandable Accounts Payable - Advice to Debit Account and Advice of Checks Issued and Cancelled; 4. Prepare Financial Data Entry System; 5. Prepare monthly report of collections and deposits, disbursements, and accountability; 6. Prepare Reports of Checks Issued and Report of Authority to Debit Account Issued; and 12. Prepare Billers DES, Bureau of Internal Revenue tax payments.
Personnel Section	<p>Personnel Section provides Human Resource Management services specifically in Recruitment, Selection and Placement, Compensation & Benefits, and other concerns that shall promote</p>

Office	Mandate
	<p>professionalism, camaraderie, and continuous organizational and individual enhancement of PCOO employees.</p> <p>Functions:</p> <ol style="list-style-type: none"> 1. Process application for leave and leave monetization; 2. Process request for HR-related documents; 3. Process application for internship; 4. Act as secretariat for the Human Resource Management Personnel Selection Board, and the Review and Compliance Committee; 5. Process Land Bank of the Philippines remittances; 6. Maintain 201 Files of Employees; 7. Prepare payroll and other employee benefits; 8. Prepare the contracts of Contract of Service individuals; 9. Prepare Special Order (SO) for training activities; 10. Update Department of Budget and Management - Personal Services Itemization and Plantilla of Personnel (DBM-PSIPOP); 11. Prepare appointment papers; 12. Process PCOO ID; 13. Process documents in relation to separation of employees; and 14. Prepare employee engagement activities.
Training Section	<p>Training Section provides competency-based learning and development services to pursue optimal performance and service excellence.</p>

Office	Mandate
Maintenance Section	<p>The Maintenance Section is responsible for the inspection of building facilities to ensure the safe and efficient operation of the PCOO's equipment and machineries.</p> <p>Functions:</p> <ol style="list-style-type: none"> 1. Process requests of various Offices and units of PCOO and evaluate reported electrical, safety and environmental issue/s; 2. Performs minor and major repairs; 3. Conduct routine inspection of air conditioning units; and 4. Conduct routine inspection of restrooms, walls, ceilings, and electricals; 5. Computes and certifies correctness of water and electricity consumption; and <p>Computes and certifies time / service rendered for janitorial and security services.</p>
Property and Supply Section	<p>The Property and Supply Section is responsible for the efficient management of the PCOO's properties and equipment, and supplies.</p> <p>Functions:</p> <ol style="list-style-type: none"> 1. Issue properties, supplies, and equipment aligned with the office's/unit's Project Procurement Management Plan (PPMP); 2. Prepare Property Acknowledgment Receipt (PAR) and Inventory Custodian Slip (ICS);

Office	Mandate
	<ol style="list-style-type: none"> 3. Conduct inspection of newly acquired properties, supplies, and equipment; 4. Conduct physical inventory of PCOO's property, plant, and equipment; and 6. Conduct disposal activities of unserviceable properties and equipment.
Records Section	<p>The Records Section is responsible for the dissemination, archival, and retrieval of records and other documents.</p> <p>Functions:</p> <ol style="list-style-type: none"> 1. Disseminate administrative issuances; 2. Maintain scanned and physical records of documents; 3. Maintain database of issuances; 4. Mail/Deliver documents; and 5. Process request for certified true copies.
Special Administrative Concern Office (SACO)	<p>The SACO is responsible for the preparation of Foreign Travel Order/Authority, and facilitates the official flight travel arrangements of PCOO officials and employees.</p> <p>Functions:</p> <ol style="list-style-type: none"> 1. Maintain travel database; 2. Process flight booking and rebooking; and 5. Draft Foreign Travel Order and Authority.

Office	Mandate
Media Research and Development Staff (MRDS)	<p>The MRDS shall lead in program alignment and monitoring, organizational review and institutional effectiveness processes, and innovative programs development through evidence-based research that shall stimulate civic engagement through enlightened public discourse with the end view of promoting civic responsibilities, greater love of country, and its institutions. Its undertakings fall under three categories</p> <ul style="list-style-type: none"> ● Planning and Programming ● Project Evaluation ● Research Management <p>Functions:</p> <ul style="list-style-type: none"> ● Provides assistance in the implementation of policies, projects and programs; ● Lead in the conduct of institutional effectiveness activities such as strategic and annual planning, quality management systems, program alignment and review process, compliance reporting, evaluation and assessment activities; ● Provide technical assistance in programs or projects related to leadership, learning and development and institutional effectiveness through workshops, coaching, and other resources independently or in partnership and collaboration with PCOO units, offices, other attached agencies as well as public and private local and foreign institutions with similar concern;

Office	Mandate
	<ul style="list-style-type: none"> • Lead the conduct of research, monitoring public opinion, and use and analysis of other relevant data and information; • Coordinate and cooperate with other organizational units within the agency as well as its stakeholders; • Monitors the submission of the required documents as stated in the PBB guidelines; <p>Consolidates, reviews, validates and evaluates the initial submission of offices based on the requirements of the Administrative Order 25 Inter-Agency Task Force (AO 25 IATF); and</p> <p>3. • Represents the PCOO in the general assemblies and other Performance Based Bonus-related activities and cascade the information to all PCOO employees.</p>
<p>Information and Communications (ICT) Division</p>	<p>The ICT Division ensures that essential ICT resources are provided to the respective PCOO Offices and Units to help achieve the PCOO's Mission and Vision.</p> <p>The allocation of resources is aimed to enhance the competence and productivity of the PCOO employees. Resources may include manpower, infrastructure, and other information systems.</p> <p>The main functions of the ICT Division are the following:</p>

Office	Mandate
	<ul style="list-style-type: none"> Web management, development and maintenance of the following websites: <ol style="list-style-type: none"> PCOO website (www.pcoo.gov.ph); Official Gazette website (www.officialgazette.gov.ph); Malacanang Museum website; (www.malacanang.gov.ph) and Office of the Presidential Spokesperson (www.pcoo.gov.ph/ops). System administration and maintenance <p>Administers, manages, and maintains the network server and virtual machines, ICT infrastructure and all information systems, network security, cybersecurity, IP PBX telephone system, Point to Point IP radio, web secured access of employees, biometric and payroll system, database, and electronic mail (E-mail). The ICT Division also monitors and maintains the CCTV set in place at the various units of the PCOO.</p> Development and maintenance of the information systems of the PCOO <p>The ICT Division develops and maintains the PCOO's information systems to increase productivity and efficiency of the employees, and thus improve services. It is also</p>

Office	Mandate
	<p>cost-efficient as most of the information systems that are currently being used were developed in-house by the EDP personnel. This in-house development supports innovations in the day-to-day operation of this office. Also, the EDP Division developed the Mobile application for the Official Gazette website.</p> <p>Also, the ICT Division developed the mobile application for the Official Gazette website.</p> <ul style="list-style-type: none"> • Technical support service <p>The ICT Division provides technical assistance and troubleshoots Information Technology hardware and software assigned to various units of the PCOO, including the Malacañang Press Corps (MPC) members.</p>
Procurement Division	<p>Procurement Division is primarily responsible for the performance of the following procurement-related functions:</p> <ul style="list-style-type: none"> • Provide administrative support to the Bids and Awards Committee (BAC) and the Technical Working Group (TWG); • Organize and make all necessary arrangements for BAC and the TWG meetings and conferences; • Prepare minutes of meetings and resolutions of the BAC; • Take custody of procurement documents and other records

Office	Mandate
	<p>and ensure that all procurements undertaken by the Procuring Entity are properly documented;</p> <ul style="list-style-type: none"> • Manage the sale and distribution of Bidding Documents to interested bidders; • Advertise and/or post bidding opportunities, including Bidding Documents, and notices of awards; • Assist in managing the procurement processes; • Monitor procurement activities and milestones for proper reporting to relevant agencies when required; • Consolidate PPMPs from various units of the Procuring Entity to make them available for review as indicated in Section 7 of the RIRR or RA No. 9184 and prepare the APP; and • Act as the central channel of communications for the BAC with end-user or implementing units, PMOs, other units of the line agency, other government agencies, providers of goods, infrastructure projects, and consulting services, observers, and the general public.
<i>Finance</i>	
Accounting Division	The Accounting Division is responsible in providing an accurate, reliable and timely report of transactions as well as

Office	Mandate
	<p>the propriety and safeguard of the assets of the agency.</p> <p>The Accounting Division is responsible for validating, analyzing, recording and reporting of PCOO financial transactions in accordance with Commission on Audit (COA) Government Accounting Manual (GAM) and Philippine Public Sector Accounting Standards (PPSAS) to stakeholders.</p>
Budget Division	<p>The Budget Division facilitates the budget preparation, execution and reporting activities of the PCOO in compliance with government rules and regulations.</p> <p>Its specific functions are:</p> <ul style="list-style-type: none"> · is involved in the budget preparation and budget legislation activities in accordance with the National Budget Call of the DBM through the consolidation of the annual, special and supplemental budget in accordance with the programs, activities and projects of the PCOO. · Assists the management in the presentation of the PCOO proposed budget before the DBM, House of Representatives and the Senate. · Allocates the approved budget to all units of PCOO and ensures the

Office	Mandate
	<p>utilization of funds in accordance with the approved General Appropriations Act (GAA).</p> <ul style="list-style-type: none"> · Prepares and submit the monthly, quarterly and annual Budget and Financial Accountability Reports (BFARs) to DBM and COA and prepare the interim reports required by management. · Gives technical advice to management on budgetary matters.
Freedom of Information - Project Management Office (FOI-PMO)	<p>FOI-PMO is the lead in the implementation of EO No. 2, s. 2016, and all other FOI programs or initiatives, including the electronic FOI in the Executive Branch. Thus, mandated to:</p> <ol style="list-style-type: none"> 1. Oversee the implementation of the FOI Program in the Executive Branch as mandated by MO No. 10 s. 2016; 2. Develop programs and mechanisms to enhance the capacity of government agencies to comply with FOI program; 3. Conduct and facilitate the necessary capacity and institutional building programs for all concerned government agencies and instrumentalities; <p>Establish linkages and partnerships with government agencies and stakeholders as regards the FOI Program implementation.</p>

Office	Mandate
Office of the Undersecretary for Legal Affairs	
Office of the Undersecretary for Legal Affairs	<p>The Office of the Undersecretary for Legal Affairs (OULA) serves as a reliable, proactive, and innovative adviser of the Secretary in the effective and efficient implementation of quality legal services and provide strategic directions to the Legal Cluster through a solution-focused approach and dynamic guidance.</p>
Office of the Assistant Secretary for Legal Affairs	<p>The Office of the Assistant Secretary for Legal Affairs (OALA) prides itself as the legal problem solver of the PCOO. The OALA aims to solve PCOO's legal problems and lay out systems that make these extinct, through the development and institutionalization of necessary procedures, rules, guidelines and internal orders, as well as the promotion of its effective implementation.</p> <p>The OALA, under the guidance of the OULA, provides a unified central legal service and offers quality legal support services to the offices under the PCOO, through the preparation of legal documents, opinions, reports, etc.</p> <p>Ultimately, the OALA strives to be a valued and trusted legal support office, recognized for its expertise, credibility, and reliability. The legal affairs cluster (OULA and OALA) ensures to deliver its full mandate in order to empower the rest of the offices under the PCOO to perform its primary mandate of</p>

Office	Mandate
	effectively communicating the policies and activities of the Government.
Legal Division	<p>Legal Division shall provide the necessary legal services in the PCOO, particularly the following:</p> <ol style="list-style-type: none"> 1. Provide legal advice to the officials and units concerned of the PCOO; 2. Prepare contracts and other legal documents to which the PCOO is party; 3. Interpret laws and rules affecting the operations of the agency; 4. Provide comments on proposed legislations; and 5. Assist the Office of the Solicitor General (OSG) in suits involving the agency's officials or employees, <i>among other tasks</i>.
<p align="center">Office of the Undersecretary for Operations, Good Governance, and Government-Owned and Controlled Corporations</p>	
Office of the Undersecretary for Operations, Good Governance, and Government-Owned and Controlled Corporations (GOCCs)	<p>The Undersecretary manage, control and/or supervise, as may be necessary, the various government agencies and offices involved in information gathering and dissemination (Section 2(d), EO No. 4 (s. 2010)).</p> <p>He controls and supervises IBC-13, People's Television Network Inc. (PTNI), and APO (Section 4(d), (f), (i) EO No. 4 (s. 2010))</p>

Office	Mandate
	<p>He oversees and supervises on matters in relation to good governance, including Chairperson of the Adjudication Committee</p> <p>He Co-Chairs the Strategic Communications (StratCom) of the Directives Coming from the Inter-Agency Task Force – National Task Force (IATF-NTF)</p> <p>He also holds the chairmanship, on behalf of the Office of the Secretary in ad hoc committees, including, but not limited to Gender and Development Focal Point System (GFPS), ASEAN-SCI, and ISO 9001:2015 Implementation.</p>
Office of the Assistant Secretary for Operations	<p>The Assistant Secretary serves as the focal office to ensure smooth and efficient operations of the external engagements of the agency such as the establishment and participation in building partnerships and network cooperation with government agencies, non-government organization and PCOO line agencies pertaining to the activities under the #RealNumbersPH (the government's authoritative body providing monthly tracking of information for anti-illegal drugs operations), Inter-Agency Committee on Anti-Illegal Drugs (ICAD) Advocacy Cluster, Subcommittee on Culture's Unified Culture Awareness Campaign, Council for the Welfare of Children (CWC) Board meetings, Federalism Campaign/Constitutional Reform and other related assigned</p>

Office	Mandate
	<p>programs and projects among agencies under the Executive Branch.</p>
<p>Office of the Director V for Operations, Good Governance, and Government-Owned and Controlled Corporations (GOCCs)</p>	<p>The Director assists in the management, controls and/or supervises, as may be necessary, the various government agencies and offices involved in information gathering and dissemination (Section 2(d), EO No. 4 (s. 2010))</p> <p>He assists in the control and supervision of IBC-13, PTNI, and APO (Section 4(d), (f), (j), EO No. 4 (s. 2010))</p> <p>He also leads in the implementation of projects/ activities/ programs (P/A/Ps) in relation to the oversight and supervision on matters in relation to good governance, including Chairperson of the Adjudication Committee</p>
<p>Office of the Director III for Operations</p>	<p>The Director III for Operations together with the Director V for Operations, GOCCs and Good Governance, assists in the control and supervision of IBC-13, PTNI, and APO (Section 4(d), (f), (j), EO No. 4 (s. 2010)).</p> <p>He also leads in the implementation of projects/ activities/ programs (P/A/Ps) in relation to the oversight and supervision on matters in relation to operations, good</p>

Office	Mandate
	governance, including ISO 9001:2015 Implementation and the creation of the Citizens Charter and supervision of GOCCs.
Office of the Undersecretary for Media Accreditation and Relations Office	
Office of the Undersecretary and Assistant Secretary for Media Accreditation and Relations Office (MARO)	The Undersecretary ensures that all Presidential engagements along with other government activities are well-organized and disseminated for media coverages. Responsible for the implementation and management of proper procedures and protocols before, during, and after the Presidential engagements, including media interviews in coordination with the Office of the President Event Management Cluster (OP-EMC).
Office of the Undersecretary for New Media and External Affairs	
Office of the Undersecretary for New Media and External Affairs	The Undersecretary is responsible for the implementation and management of multimedia platforms and new media technologies in the execution of campaigns (for the President and the Executive Branch) and in the publication of materials and collaterals to fulfill the communication objectives of the PCOO.

Office	Mandate
Office of the Undersecretary for Broadcasting and Mass Media	
Office of the Undersecretary for Broadcasting and Mass Media	To ensure that vital information from the government is properly disseminated to the public by means of utilizing the traditional government media or the PTNI otherwise known as People's Television Network (PTV), To evaluate PTV's programs and operations and recommend necessary changes/adjustments when needed, and to ensure that there is harmonious relationship between private media and the government.
Office of the Assistant Secretary for Special Concerns	
Office of the Assistant Secretary for Special Concerns-Mindanao	The Office of Assistant Secretary for Special Concerns-Mindanao (OASSCM) is responsible for the documentation and dissemination of official photos, news releases, and transcripts of Presidential activities through the Presidential Photographers Division (PPD) and the Presidential News Desk (PND). It also serves as the satellite office of the PCOO in Davao City. It is primarily responsible for mobilizing the policies, programs, and projects of the President, particularly in Mindanao. The office is also mandated to build strong, sustainable, and mutual professional relations with the media who cover Presidential events in Davao City, and in Mindanao. The office has its own administrative support staff,

Office	Mandate
	news team, MARO team and PND team. It is also a member of the OP-EMC assisting in the preparation for and management of Presidential engagements.
Presidential Photographers Division	The PPD under the Office of Assistant Secretary for Special Concerns-Mindanao serves as the close-in photographers of the President and is tasked to document, and disseminate official photos of Presidential activities to various stakeholders.
Presidential News Desk	The PND mandate is to transcribe the President's speeches and write News Releases on Presidential activities for distribution to media entities and to the public.

3.7 Relevant Interested Parties.

The following are the interested parties and relevant requirements that have significant impact in the operations of the PCOO.

Interested Party	Requirements		Action Plans to Address
	Needs	Expectations	
CITIZENRY			
Citizen/Public	Information	Timely delivery of requested information Accurate	1) Daily monitoring and recording of requests

Interested Party	Requirements		Action Plans to Address
	Needs	Expectations	
		information	<p>received</p> <p>2) Validation of information by doing research</p> <p>3) Release of information within turnaround time</p>
Malacañang Press Corps	Advisory on public briefings	Timely and accurate information on public briefings	<p>Validation of information and double checking of media advisory prior to dissemination</p> <p>Timely release of Media Advisory</p>
Media	Accreditation	Efficient processing of accreditation papers	Timely approval and release of accreditation papers
Samahan ng mga Empleyado ng Tanggapang Pampahayagan (SETAP)	Membership in the organization	Effective collective negotiation and bargaining between the organization and management pertaining to rights, benefits, and entitlements under the law	<p>Regular meetings and consultation by the members</p> <p>Promptly address issues and concerns of employees as to the enforcement of rights, benefits and entitlements under the law</p>
PCOO Employees		<p>Career Development</p> <p>Training</p> <p>Adequate and</p>	<p>Annual Training Needs and Assessment</p> <p>Human Resource Information</p>

Interested Party	Requirements		Action Plans to Address
	Needs	Expectations	
		timely release of salary Contracts and employment papers Benefits Coaching and mentoring Open Communication Data Privacy	System Financial Management Notification System Internal Feedback
ATTACHED AGENCIES			
Attached Agencies 1. APO Production Unit 2. Bureau of Broadcast Services 3. Bureau of Communications Services 4. Intercontinental Broadcasting Corporation 5. News and Information Bureau 6. National Printing Office 7. Philippine Information Agency (PIA) 8. PTNI 9. Radio Television Malacanang	Guidance in content production Transmittal of requests for public service announcements (PSA) Transmittal of requests for highly-sensitive security printing	Recommendation of well thought out contents Timely transmittal of requests	1. Research and study every recommendation to be given to attached agencies; 2. Coordination and monitoring of the requests for printing; 3. Provide seminars and workshops on effective government communications and news branding; 4. Timely coordination, transmittal and monitoring of requests for

Interested Party	Requirements		Action Plans to Address
	Needs	Expectations	
(RTVM)			PSAs
OTHER GOVERNMENT AGENCIES			
Government Agencies under the Executive Branch	<p>Certificate of Compliance</p> <p>FOI Technical Assistance (Onboarding requests, Technical Problems)</p> <p>Assistance on information dissemination regarding government programs</p>	<p>Compliance on FOI requirements at the end of the year</p> <p>Prompt assistance</p> <p>Timely release of Public Service Announcements</p>	<p>100% of government agencies be capacitated about the FOI Program</p> <p>100% personnel capacitated on how to address problems encountered by agencies to provide prompt response and service</p> <p>Setting of turnaround time and regular monitoring of requests for assistance in information dissemination.</p>
AO Secretariat 25	<p>FOI Final Compliance List</p> <p>PBB-related documents</p>	<p>Timely submission of FOI compliant list of agencies under the Executive Branch</p> <p>Timely submission of PBB-related documents</p>	<p>100% of government agencies be capacitated about the FOI Program</p> <p>100% compliance with annual GQMC requirements</p>
Legislative Branch	Necessary information,	Provision of accurate, well-	100% of the necessary

Interested Party	Requirements		Action Plans to Address
	Needs	Expectations	
(House of Representatives and Senate of the Philippines)	data, and researches to assist in drafting bills	researched and up-to-date information, data and research	information or data prepared by conducting research. On-time delivery of requests
COA	<ol style="list-style-type: none"> Report on Physical Count of Property, Plant and Equipment (RPCPPE) and Report on Physical Count of Inventories Financial reports such as financial statements (Annual, Monthly, Quarterly) Documents as required by COA Circular No 2012-01 	<p>Compliance to requirements and timely submission of needed documents.</p> <p>Compliance to monthly, quarterly, and annual submission of financial reports</p> <p>Compliance with submission of all documents required by COA Circular No. 2012-01</p>	Inventory of supplies shall be conducted and finalized a month prior to the deadline of submission of reports
DBM	<ol style="list-style-type: none"> Agency Procurement Request (APR) and Annual Procurement Plan for Common-Use of Supplies and Equipment 	Compliance to the requirements and timely submission of the needed documents	Reports finalized a month prior to the deadline of submission of reports

Interested Party	Requirements		Action Plans to Address
	Needs	Expectations	
	(APP-CSE); 2. Financial Reports; 3. Monthly Disbursement Report		
SERVICE PROVIDERS			
Suppliers and Service Providers		Contract Clear instructions and open communication Timely release of payment	Terms of Reference Records of Meetings Communication records and database

Section 4. Quality Policy

We provide timely, relevant, and quality information and communication services to promote a well-informed and enlightened citizenry.

We adhere to and continually improve our quality management system to consistently deliver customer satisfaction.

Section 5. PCOO Quality Management System

5.1 QMS Scope Statement.

The PCOO ISO 9001:2015 QMS is applied to the Presidential Communications Management System, which includes the following core processes, as well as the interacting management and support processes. The core process of the PCOO are as follows:

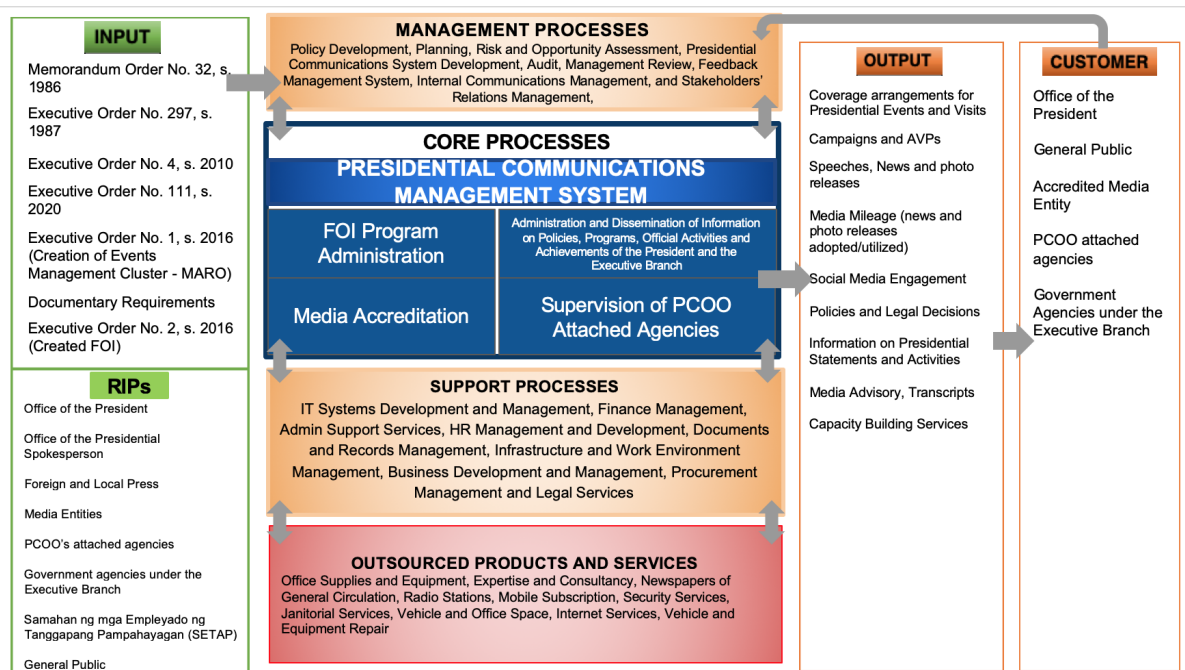
1. Administration and Dissemination of Information on Presidential Statements and Activities;
2. FOI Program Administration;
3. Media Accreditation; and
4. Supervision of PCOO Attached Agencies

All clauses of the ISO 9001:2015 are applied to the operations of PCOO operations with exceptions, as follows:

Operational Process	Non-Applicable Clause
Administration and Dissemination of Information on Presidential Statements and Activities	Clause 7.1.5.2 Measurement Traceability
FOI Program Administration	Clause 7.1.5.2 Measurement Traceability
Media Accreditation	Clause 7.1.5.2 Measurement Traceability Clause 8.3 and its sub clauses
Supervision of PCOO Attached Agencies	Clause 7.1.5.2 Measurement Traceability Clause 8.3 and its sub clauses

The PCOO does not utilize any measuring equipment to provide validity of measurement results. Furthermore, the services delivered for the processes of Media Accreditation set from the policies and protocols set by the Office of the President and Office of the Presidential Security Guards and supervision of PCOO Attached Agencies follow policies and protocols set/from Republic Act No. 10149 or also known as the “GOCC Governance Act of 2011”. Customization or redesigning of such processes have to undergo policy formulation that may be beyond PCOO’s control.

5.2 PCOO QMS Process Map



To demonstrate the commitment in developing and implementing the QMS within the organization, and continually improve its effectiveness, the management responsibility is exercised through policy development, planning, performance review and evaluation, and feedback management system.

The implementation of the Presidential Communications Management System Core Processes commences through the provision of inputs such as statutory and regulatory laws as well as the requirements and/or expectation of the organization's interested parties, with the aim of satisfying their requirements.

Meanwhile, management responsibility is exercised through policy development, performance review and development, and feedback management system.

The BAC Procurement System involves the planning and carrying out of acquisitions and procurement of the goods, services, and infrastructure projects, in accordance with applicable laws, rules and regulations.

The resources needed to support the performance of the QMS are provided through the competency-based Human Resource Management (HRM) applications, infrastructure management, document management, financial management, procurement management, and legal compliance management.

Section 6. Management Processes

6.1 Policy Development

The PCOO's policy formulation process starts through the proposals of different PCOO Offices and Units or when issues and concerns are identified during implementation of process and programs, and ends with a resulting output of policy research. The Office of the Undersecretary for Administration, Finance and FOI drafts the needed policy which undergoes consultation with the concerned offices and units. It will then be reviewed for related legal issuances and policies by the Office of the Undersecretary for Legal Affairs. Once the legal vetting process has been completed, the draft policy is endorsed to the PCOO Secretary for approval. The approved policy is disseminated to all concerned through the PCOO Records Section.

6.2 Planning

The planning and management activities of the agency ensure the alignment of its mission and vision with the attainment of its organizational outcome and major final outputs. Deliverables such as the Physical and Financial Plans, budget proposals and office performance commitment reviews required under the Strategic Performance Management System form part of the overall strategy implementation.

The agency monitors outputs for scheduled activities, checks the service delivery processes and gathers data and reports against performance targets in order to promote efficiency, accountability and continual improvement.

6.3 Risk and Opportunity Management

Offices regularly conduct risk and opportunities assessment taking into consideration the context of the organization, internal and external issues, the requirements of relevant interested parties or stakeholders, output product, and services extended by the PCOO.

The Risk Management Cycle of PCOO involves five steps: Organizational Risk Scanning; Risk Identification, Risk Assessment, Strategy Formulation; and Risk Mitigation and Control.

PCOO implements these measures to ensure that risks are identified, assessed, managed and controlled.

6.4 Presidential Communications Systems Development

The PCOO ensures that the agency uses up-to-date systems in order to support well-organized and productive work by all officials and employees. The office likewise develops and implements proper maintenance of its systems.

The PCOO through the ICT Division ensures that applicable in-house or outsourced system development projects adhere to the standards of software development. One example of the PCOO's in-house system development project that adheres to these standards is the System Development Lifecycle's (SDLC) planning, design specifications, integration and testing, and support operations. On the other hand, if the system is outsourced, the same is expected and required to pass the ICT's assessments which include but are not limited to Vulnerability Assessment and Source Code Analysis Review. The ICT Division's in-house system development also uses Agile Methodology and standard versioning tools like Git.

6.5 QMS Audit

The PCOO performs internal audits on the effectiveness of its established QMS in accordance with Office Order No. 20-038-A as a tool for determining the agency's level of conformity to applicable requirements. To effectively gather valuable information that contributes to the understanding of the PCOO's Management System implementation, effectiveness and efficiency, the PCOO audit program is conducted consistently and effectively by competent QMS auditors. QMS audit results, that include good practices, improvement opportunities, as well as conformities and nonconformities, are reported to PCOO's top management as input to planning and decision-making.

6.6 Management Review

The PCOO's top management reviews the QMS at least annually or whenever deemed necessary to determine continued suitability, adequacy and effectiveness in satisfying the organization's requirements to ISO 9001 standards.

Accordingly, the following inputs and outputs are generated from these reviews:

1. Improvement of the effectiveness of the QMS and its processes;
2. Improvement of services related to client needs;
3. Internal and External Audit Results;
4. Customer satisfaction feedback reports and
5. Resource needs.

The review of QMS performance by PCOO's top management follows pertinent PCOO guidelines set for its effective and efficient conduct.

6.7 Stakeholders Relations Management

PCOO serves as the lead communications arm of the Philippine government that focuses on local and international media communications, crisis communications management, strategic communications, and the dissemination of information about the policies, programs, and projects of the administration to the public. PCOO initiates various communications programs and fosters its relations to its stakeholders to effectively communicate the government programs and policies, locally and internationally.

Various communication activities are intended for the management of stakeholders relations and are channeled through the following:

- Letters;
- Emails;
- Phone calls
- Official website of PCOO and attached agencies;
- Social media postings;
- Statements;
- Press Releases;
- Social engagement (events, caravans, media engagement);
- Media analysis;
- Publications (digital, manual)
- Pressers (virtual, face-to-face);

- Reporting tours;
- Event coverage;
- Podcasts;
- News programs;
- Film;
- Documentaries;
- Advertisements;
- Public service announcements;
- Video Teleconferences;
- Radio (through the attached agency); and
- Television (through the attached agency).

6.8 Feedback Management System

To monitor customer perception and satisfaction on PCOO's services, the PCOO employs a feedback management system in line with Administrative Order No. 25 which established the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF). Offices and units regularly conduct a Citizen/Client Satisfaction Survey in order to assess and continuously improve the effectiveness of their services.

6.9 Internal Communications Management

The internal communications management of the PCOO seeks to foster effective communication between its officials and employees. Its initiatives include meetings (physical and virtual) and other communication tools like orders, memoranda, letters, and collective negotiation agreement, among others.

Section 7. Operational Processes

7.1 Administration and Dissemination of Information on Policies, Programs, Official Activities and Achievements of the President and the Executive Branch

All official statements of the President are conveyed by the Presidential Spokesperson. These statements reach the public through the extensive information drive of the PCOO. The PCOO, together with its partner

agencies and private media entities, ensures the proper delivery of information for a well-informed and enlightened citizenry.

The MARO represents PCOO in planning and managing all presidential engagements along with OP-EMC. The MARO ensures Standard Accreditation Procedure and Organized Media movement and coverage.

The MARO ensures that all presidential engagements along with other government activities are well-organized and disseminated for media coverages. The PCOO is also responsible in the implementation and management of proper procedures and protocols before, during, and after the presidential engagements, including media interviews in coordination with OP-EMC members.

The PCOO manages the timely delivery of press releases and photos through the Presidential News Desk and Presidential Photographers Division and administers the President's Official Facebook Page as well as his other social media sites. The PCOO also provides reliable presidential coverages, through RTVM that is being used as a source of information by both public and private mass media entities.

7.2 FOI Program Administration

The FOI Program Administration aims to operationalize in the Executive Branch the People's Constitutional Right of Access to Information. PCOO, through its FOI-PMO, has been designated to be the lead agency in its implementation. Requests for government information at the PCOO may either be one of these modes - through standard form or through electronic FOI. PCOO's designated Receiving Officer and Decision Maker must decide the request within the time provided by PCOO's FOI Manual. An appeal remedy is also allowed if the requesting party is dissatisfied with the decision. Moreover, the FOI-PMO conducts capacity-building activities for government agencies under the Executive Branch as to the FOI Program implementation in their respective offices. Requests for training, seminar, or consultation are made to the FOI-PMO.

Also, compliance to the FOI Program has been included as a requirement for government agencies to be granted their Performance-Based Bonus. Requirements for compliance relative to the FOI Program are submitted to the FOI-PMO.

A more detailed FOI Program Administration process is contained in the FOI Comprehensive Manual as well as other relevant issuances.

7.3 Media Accreditation

The PCOO through the MARO assures harmonious relationships with all the media outlets covering all presidential engagements and interviews. The MARO guarantees systematic accreditation, organized presidential coverages, informative briefing, efficient delivery of information, well-coordinated access to venues and events and outstanding media relations in catering all media expectations and needs.

7.4 Supervision of PCOO-attached National Government Agencies (NGAs) and GOCCs

The PCOO, through the Office of the Secretary and the Office of the Undersecretary for Operations, Good Governance, and GOCCs is responsible for:

1. Coordinating, managing, and supervising PCOO's attached agencies, bureaus and GOCCs:
 - Discuss/follow up and implement the guidelines/policies which are carried out by the Directors, General Managers and members of the Board of Directors of GOCCs in support of the Office of the President and Office of the Secretary;
 - Monitor and ensure the efficient operations of each bureau and GOCC.
2. Representing the Secretary in Cabinet meetings, gatherings, and events when duly directed.

Section 8. Support

8.1 Human Resource Management and Development

The PCOO implements human resource management and development to maximize employee performance in service of an employer's assigned roles and responsibilities. The agency's HR processes are in reference to the Omnibus Rules on Appointments and Other Human Resource

Actions (ORA OHRA) and Rules on Administrative Cases in the Civil Service (RACCS) by the Civil Service Commission (CSC).

- Recruitment- Opportunity for employment in PCOO is open to qualified Filipino citizens and positive efforts are exerted to attract the best qualified. Employees are selected on the basis of fitness to perform the duties and assume the responsibilities of the position.
- Performance Management- CSC's Strategic Performance Management System (SPMS) through the Individual Performance Commitment Review (IPCR) and the Office Performance Commitment Review (OPCR) forms are used in measuring employee and organizational performance. This mechanism also serves as the basis in determining employee strengths and weaknesses, wherein various learning and development strategies, whichever is appropriate, will be applied for the purpose of converting the identified weakness to strength.
- Learning and Development - To ensure that PCOO employees are properly equipped with all the knowledge, skills and competencies necessary in the effective performance of their functions, below are the learning and development interventions to be implemented:
 - New Employee Orientation;
 - On-site Training and Seminar;
 - Off-site Training and Seminar;
 - Leadership Training and Seminar
 - Scholarship Program; and
 - Annual team building activity.

Offices may also request to participate in training programs offered by external training institutions provided that they comply with the internal guidelines of the agency. Further, an evaluation tool is used to assess the effectiveness of the interventions.

- Employee Welfare - Along with the SETAP, the agency's labor union, several programs designed to take care of the welfare of the employees are conducted which include free medical check-up, free haircut and zumba classes. Other programs and celebrations, such as the PCOO Sports Festival, are also held to give employees time to relax and have fun.

- Rewards and Recognition - To ensure that the employees are motivated and productive, PCOO has its rewards and recognition programs. Among which is the Loyalty Award which is given to personnel as a sign of gratitude for reaching 10, 15, 20 years of service in the agency. A Retirement Ceremony is held for this purpose.

8.2 Procurement Management

The procurement process of the PCOO abides by the provisions of Republic Act No. 9184, also known as the Government Procurement Reform Act, and supplemented by the PCOO Office Order No. 20-014 containing the Procedural Guidelines for the Procurement of Goods/Services.

The control of the procurement process is established by having all purchase requests (PRs) pass through an established approval process starting with the end-user, i.e. PCOO office/unit, and passing through the Procurement Division before being approved by the BAC and the Authorized of the Head of the Procuring Entity.

8.3 IT Systems Development and Management

The EDPD ensures that the essential ICT resources are provided to the respective offices to help achieve the PCOO's Mission and Vision. The allocation of resources is aimed to enhance the competence and productivity of PCOO employees. Resources include manpower, infrastructure, and other information systems. The main functions of EDPD are web management development and maintenance, network administration and maintenance, development and maintenance of the information systems of the PCOO-Proper, and technical support.

8.4 Infrastructure and Work Environment Management

The PCOO adopts the 7s (Sort, Set in order, Sweep, Standardize, Self-Discipline, Safety and Spirit) as its basic policy in maintaining cleanliness, orderliness and safety in the workplace. Employees are oriented with this process in order to promote good governance and a healthy environment.

The Maintenance Section is also responsible for the preparation of proper preventive maintenance plans that are implemented relative to

housekeeping, Office maintenance, and disaster and emergency equipment. It also maintains records pertaining to inventory, repairs, maintenance schedule, documents related to the Maintenance Section's functions and other documents required for said Unit.

8.5 Legal Services Management

The Legal Services includes the drafting and review of contracts, Memorandum of Agreements/Understanding, deeds of donation, legal forms and other related documents, rendering of legal opinion/advice, investigation and evaluation of complaints, and prosecution of administrative cases.

The Legal Services also include the provision of comments on draft rules and regulations, such as the Department, Office, and Special Orders of the PCOO, and relevant draft bills pending in Congress.

8.6 Documents and Records Management

The PCOO implements a procedure for records management system that complies with the rules, regulations, and standards set by the National Archives of the Philippines (NAP), National Privacy Commission, National Intelligence Coordination Agency, and the ISO, to ensure proper management of PCOO records.

Office Order No. 21-18 contains the process of maintaining a hybrid records management system which involves both paper and electronic records in order to establish a framework of uniform record keeping application and practices, effective retention and disposal processes and uphold efficient process of storing, retrieving, archiving and preservation of records.

8.7 Finance Management

Financial Management is the efficient and effective management of PCOO funds in delivering its services in accordance with laws and rules of the General Appropriations Act (GAA), Department of Budget and Management (DBM), Commission on Audit (COA), and other relevant regulatory government agencies. Financial Management comprises budgeting, accounting and managing of treasury which includes sub-

processes such as obligating, disbursing, collecting, recording, and reporting of PCOO financial transactions.

8.8 Administration Support Services Management

The Administrative Support Services is responsible for providing assistance and support in formulating policies, plans, and programs related to the department's human resource and development, property management, engineering and maintenance, records management system, and other general administrative services, and ensure effective implementation thereof and compliance with government regulations and standards such as the Citizens Charter, Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and rules issued by the CSC.

Section 9. QMS-Related Guidelines.

Guidelines on documented information, internal quality audit, nonconformity and corrective actions, client feedback program, and risk and opportunities assessment are issued in separate policies to support the implementation of the QMS.


Section 10. Revision or Updating of the QMS Manual.

The Document Management Team shall lead the bi-annual review of the QMS Manual. All revision and updating of this Manual shall be approved by the QMS Committee.

Section 11. Effectivity Clause. This Manual shall take effect immediately.

Recommending Approval:


ATTY. KRISTIAN R. ABLAN, CESO II
Co-Chairperson, QMS Committee


GEORGE A. APACIBLE
Co-Chairperson, QMS Committee

31 August 2021


JOSE RUPERTO MARTIN M. ANDANAR
Secretary

ANNEX A - CORRELATION MATRIX

This section provides a matrix to correlate the requirements of ISO 9001:2015 against the relevant sections in this document and should be used to determine where the new and amended clauses are located.

ISO 9001:2015		This Document	
4.0	Context of the Organization	3.0	Organizational Profile
4.1	Understanding the Organization and its Context	3.0	Organizational Profile
4.2	Needs and Expectations of Interested Parties	3.7	Relevant Interested Parties
4.3	Scope of Quality Management System	4.1	QMS Scope Statement
4.4	Quality Management System and its Processes	5.0	PCOO Quality Management System
5.0	Leadership	6.0	Management Processes
5.2	Quality Policy	2.0	Quality Policy
6.0	Planning	6.2 6.3	Planning Risk and Opportunity Management
7.0	Support	8.0	Support
8.0	Operation	7.0	Operational Processes
9.0	Performance Evaluation	6.4 6.5	QMS Audit Management Review
10.0	Improvement	10.0	Revision or Updating of the QMS Manual

ANNEX B – ABBREVIATION LIST

ABBREVIATION	MEANING	PAGE
AO 25 IATF	Administrative Order 25 Inter-Agency Task Force	18
BAC	Bids and Awards Committee	20
BFARS	Budget and Financial Accountability Reports	23
COA	Commission on Audit	22
CORDS	Cabinet Officer for Regional Development and Security	8
CSC	Civil Service Commission	43
CWC	Council for the Welfare of Children	26
DBM - PSIPOP	Department of Budget and Management - Personal Services Itemization and Plantilla of Personnel	14
e-mail	electronic mail	19
EO	Executive Order	4
FOI-PMO	Freedom of Information – Project Management Office	5
GAA	General Appropriations Act	23
GAM	Government Accounting Manual	22
GFPS	Gender and Development Focal Point System	26
GOCCs	Government-Owned and Controlled Corporations	25
GSD	General Services Division	12
IATF-NTF	Inter-Agency Task Force – National Task Force	26
ICAD	Inter-Agency Committee on Anti-Illegal Drugs	26
ICS	Inventory Custodian Slip	15
ICT	Information and Communications Technology	18
IPCR	Individual Performance Commitment Review	44
MARO	Media Accreditation and Relations Office	28
MO	Memorandum Order	5
MPC	Malacañang Press Corps	20
MRDS	Media Research and Development Staff	17
OALA	Office of the Assistant Secretary for Legal Affairs	24
OASSCM	Office of Assistant Secretary for Special Concerns-Mindanao	29
OCPR	Office Performance Commitment Review	44

ABBREVIATION	MEANING	PAGE
OGMPA	Office of the Global Media and Public Affairs	9
OP-EMC	Office of the President Event Management Cluster	28
ORA OHRA	Omnibus Rules on Appointments and Other Human Resource Actions	44
ORS	Obligation request and status	12
OSEC	Office of the Secretary	8
OULA	Office of the Undersecretary for Legal Affairs	24
OUAF-FOI	Office of the Undersecretary for Administration, Finance and Freedom of Information	10
PAR	Property Acknowledgment Receipt	15
PCDSPO	Presidential Communications Development and Strategic Planning Office	5
PCOO	Presidential Communications Operations Office	4
PIA	Philippine Information Agency	32
PND	Presidential News Desk	29
PPD	Presidential Photographers Division	29
PPMP	Project Procurement Management Plan	15
PPSAS	Philippine Public Sector Accounting Standards	22
PTNI	People's Television Network Inc.	25
QMS	Quality Management System	4
RACCS	Rules on Administrative Cases in the Civil Service	44
RTVM	Radio Television Malacañang	33
SACO	Special Administrative Concern Office	16
SDLC	System Development Lifecycle's	39
SO	Special Order	14
SPMS	Strategic Performance Management System	44
StratCom	Strategic Communications	26