

Republika ng Pilipinas

*National Irrigation Administration*

(Pambansang Pangasiwaan ng Patubig)

Lungsod ng Quezon



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## MEMORANDUM

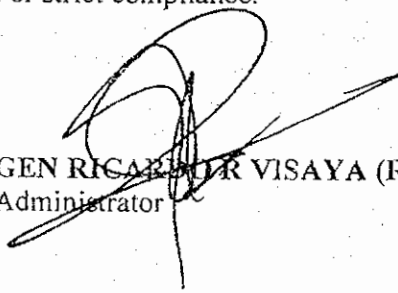
**TO :** The Senior Deputy Administrator, Deputy Administrators,  
Regional/Department/Project Managers, Division Managers, and  
All Others Concerned

**SUBJECT :** NIA's ISO 9001-2015 Quality Management System (QMS)  
Quality Workplace Program

In line with the Agency's thrust to be ISO 9001-2015 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" and "B") will serve as guidelines of the Central office and Field Offices.

For strict compliance.

  
GEN RICARDO R. VISAYA (Ret)  
Administrator

April 5, 2018  
(Date)

**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..

<b>A</b>	<b>APPLICABLE TO ALL COMPONENTS</b>	<ol style="list-style-type: none"> <li>1. At the start of the day, 5-minute "seiso" – shine is practiced to wipe the table top, equipment, etc..</li> <li>2. Work area is free from personal effects not needed for the job at hand except those articles permitted in Item D-11.</li> </ol>
<b>B</b>	<b>DOORS</b>	<ol style="list-style-type: none"> <li>3. Exit doors are clearly marked and unobstructed.</li> </ol>
<b>C</b>	<b>WALLS &amp; FLOORS</b>	<ol style="list-style-type: none"> <li>4. Paintings and other decorations do not occupy more than 50% of the available wall area.</li> <li>5. Clear and updated transaction/process flow for client services are posted in Receiving Area.</li> <li>6. One calendar is allowed per Department/Office with size no bigger than cartolina.</li> <li>7. Floor spaces are kept free from litters and maintained to be free of slip and trip hazards.</li> </ol>
<b>D</b>	<b>INDIVIDUAL TABLE DESK</b>	<ol style="list-style-type: none"> <li>8. Lay-out of individual table/desk: <ul style="list-style-type: none"> <li>- Arrange according to units and functions.</li> <li>- Spaces provide clear passageway.</li> </ul> </li> <li>9. If possible, in each area/location all tables are uniform in size and are aligned at all times.</li> <li>10. Name of staff is posted on the visible corner of the table (uniform to all tables/desks).</li> <li>11. Table top may contain 2 file boxes for current files and any one personal item such as table top calendar, or one picture frame with size no bigger than ½ of A4 bond paper, or one religious article.</li> <li>12. 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 D-11.</li> <li>13. 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.</li> <li>14. First level table drawers are used for office supplies and other</li> </ol>

		<p>office accessories that supports the worker which are neatly arranged.</p> <p>15. Bottom table drawer is used to store personal items such as bags, shoes, slippers and the like.</p> <p>16. No items such as file boxes, documents, plans, bags, shoes are placed under the table/desk.</p> <p>17. No food is kept in workstation. Eating is not allowed in individual table/desk any time of the day. Pantry is provided for eating and keeping/storing all food of the staff.</p>
<b>E</b>	<b>CHAIRS</b>	<p>18. If possible, chairs are uniform in size, type, color and materials in each area/location.</p> <p>19. Chairs, when not in used are tucked under the table.</p> <p>20. Only one pillow may be placed on the chair but size is not bigger than the size of long envelope.</p> <p>21. 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>
<b>F</b>	<b>COMPUTER TABLE/DESK</b>	<p>22. Computers are placed on an appropriate computer table/desk. UPS and AVR shall be in no case be placed on the floor.</p>
<b>G</b>	<b>CABINETS</b>	<p>23. If possible, cabinets are uniform in size, color, materials and shape in each location/area.</p> <p>24. Cabinets and file boxes must be visible/legible from one-meter distance with color coded labels/titles per department, if possible.</p> <p>25. File boxes are arranged systematically.</p> <p>26. Record folders are labelled clearly.</p> <p>27. Confidential files and expensive supplies are placed in locked cabinets, and keys are kept by at least two (2) assigned personnel.</p> <p>28. Each department/division/section/unit must have an assigned personnel to supervise the release of records and stock/supply (Documents/Records/Supply Unit Controller).</p>
<b>H</b>	<b>CONFERENCE ROOM</b>	<p>29. 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.</p>
<b>I</b>	<b>CLIENTS CHAIRS IN FRONTLINE COUNTERS</b>	<p>30. 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>31. If possible, type, size, color and material are uniform per area/location.</p>
<b>J</b>	<b>TRASH BINS</b>	<p>32. Trash bins are placed under each employee's table or at the assigned corner of the room. No leftover foods and watery</p>

		<p>trash is thrown on these bins. Pantry trash bins with sealable covers are used instead.</p> <p>33. Trash bins with sealable covers must be placed on the pantry.</p> <p>34. Trash bins are kept not overflowing and emptied at the end of the day, C.O. cut-off time is 3 PM and its equivalent time at the Region/IMO and Field Offices. After which, throwing of left over foods is prohibited.</p>
<b>K</b>	<b>OFFICE EQUIPMENT</b>	<p>35. Equipment such as LCD projector, sound system etc.. are placed inside cabinet or in secured place with lock for security and keys are kept by at least two (2) assigned personnel.</p> <p>36. Kitchen appliances such as refrigerators, microwave oven, water dispenser, oven toaster, air pot and the like are kept in the pantry.</p> <p>37. One location is assigned for each department/division/section/unit for the telephone, fax machine and printers where pen and notepads are provided and placed beside them.</p> <p>38. Photocopying machine is located in assigned area where paper supplies are readily available and accessible.</p> <p>39. Computer monitors must be on power-saving mode.</p> <p>40. Equipment are labelled with clear instruction for proper use, as necessary.</p> <p>41. Equipment are turned off and unplugged when not in use.</p> <p>42. Equipment are operated by authorized personnel only.</p>
<b>L</b>	<b>ELECTRICAL WIRE AND CORDS</b>	<p>43. Electrical wires and cords are neatly bundled with appropriate cable ties and must be properly concealed with mouldings when on floors or walls and are strategically placed to prevent accidents.</p>
<b>M</b>	<b>BULLETIN BOARD</b>	<p>44. One bulletin board for each department placed in the designated area of the department. Contains memo, announcement, events, performance/project monitoring, policies, etc.. with clear and legible labels.</p> <p>45. Kept updated and neatly arranged by the same assigned responsible person as in Item G-28.</p>
<b>N</b>	<b>WHITE BOARD</b>	<p>46. White board are clear of writings and postings at the end of the day and when not in use.</p> <p>47. Movable white boards, when not in use are placed in one corner of the room.</p> <p>48. White board markers and erasers are kept with the white boards.</p>

<b>O</b>	<b>REFERENCE MATERIALS, BOOKS AND MAGAZINES</b>	<p>49. Inventory of official references or documents are kept, maintained and arranged systematically. Borrowed and returned items are recorded in a logbook for monitoring purposes.</p> <p>50. Assigned same responsible person as in Item G-28.</p>
<b>P</b>	<b>SINK TOP IN PANTRIES AND LAVATORY IN COMFORT ROOMS</b>	<p>51. Sink top for the pantry may contain the dish rack and other kitchen equipment/items and should not occupy more than 60% of the area to provide space for washing dishes.</p> <p>52. Sink top in the lavatory may contain only soap dish and plants and must be kept dry at all times.</p> <p>53. Soiled and unwashed plates and utensils must not be left in the sink/lavatory for overnight.</p> <p>54. Comfort room dipper/s ("tabo") should be kept clean and hanged at all times.</p>
<b>Q</b>	<b>CLEANING MATERIALS AND SUPPLIES</b>	<p>55. Cleaning supplies and materials are kept inside the cabinet or at any accessible place of respective work area.</p> <p>56. Cleaning supplies/materials cabinets are maintained clean and orderly with no over spilling.</p>
<b>R</b>	<b>ITEMS THAT REQUIRE SPECIAL DISPOSAL</b>	<p>57. Toners of printers and photocopiers, fax films, batteries and scrap papers are collected by the Procurement and Property Division (PPD), Admin. Dept. at the C.O. or its equivalent in Region, IMO/Field Offices every month for disposal.</p> <p>58. One box for scrap papers is placed near the photocopying area for disposal and/or recycling.</p> <p>59. Confidential documents are shredded accordingly.</p>
<b>S</b>	<b>CHAPEL/PLACE OF WORSHIP</b>	<p>60. One ecumenical area is assigned.</p> <p>61. Flower vase is cleaned at least twice a week and spoiled flowers are replaced by fresh ones.</p>
<b>T</b>	<b>ANIMAL PETS</b>	<p>62. Animal pets such dogs, cats, chickens and others are strictly not allowed in the NIA offices and premises.</p> <p>63. Strictly no feeding of stray animals.</p>
<b>U</b>	<b>FLOWERS</b>	<p>64. Plastic plants and flowers are not allowed in all offices.</p>

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

**QUALITY WORKPLACE INSPECTION (SAFETY/HAZARD) CHECKLIST**

<b>Office/Location:</b> _____		<b>Date:</b> _____	
<b>Inspectors:</b>		(GP) - Good Practice	
1. _____		(C) - Conformity	
2. _____		(OFI) - Opportunity for Improvement	
3. _____		(PNC) - Potential Non-Conformity	
4. _____		(NA) - Not Applicable	
<b>General</b>	<b>Location</b>	<b>Condition</b>	<b>Comments</b>
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?			
<b>Building</b>	<b>Location</b>	<b>Condition</b>	<b>Comments</b>
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?			
<b>Material Storage</b>	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?			
<b>Lighting</b>	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?			
<b>Air Quality</b>	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?			
<b>Sanitation</b>	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 accommodations			
- lunchrooms			
<b>Emergency Equipment</b>	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?			
<b>Bulletin Boards and Signs</b>	Location	Condition	Comments
Are they clean and readable?			
Are the posted materials changed/removed frequently?			
<b>Floors</b>	Location	Condition	Comments
Is there loose material, debris, worn carpeting?			
Are the floors maintained to be free of slip and trip hazards?			
<b>Stairways and Aisles</b>	Location	Condition	Comments
Are they clear and unblocked?			
Are stairways well lighted?			
Are handrails, handholds in place?			
Are the aisles marked and visible?			
<b>Office Equipment</b>	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?			
<b>Accommodation</b>	Location	Condition	Comments
Are accommodation 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?			
<b>Service Vehicles</b>	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?			
<b>Security</b>	Location	Condition	Comments
Has a Security Control Plan been developed?			
Are security control measures implemented?			
Do employee/s feel safe?			
<b>Health Services</b>	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?			
<b>Disaster Management</b>	Location	Condition	Comments
Has the Office/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 implentation of the Agency's Disaster and Calamities Management Program?			