



# CLSU

## Quality Manual

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### A. INTRODUCTION

The Central Luzon State University (CLSU), in its commitment towards service excellence, formulated this Quality Manual that details the policies and directions of CLSU to ensure that all its services and processes meet the specified requirements of both its clients and stakeholders.

This Quality Manual likewise provides the manner in which CLSU implements its quality management system that satisfies the requirements of the internationally recognized ISO 9001 Standard and provides a documentary guide to the university's quality system.

Maintenance of this Quality Manual is the responsibility of CLSU's Quality Management representatives. All questions regarding this document shall be directed to the:

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and

Head, Quality Management System Core Unit  
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### B. CLSU PROFILE

The Central Luzon State University (CLSU) started as a farm school, the Central Luzon Agricultural School (CLAS), through Executive Order No. 10 issued on April 12, 1907 by the then governor of the province of Nueva Ecija, James F. Smith. He declared a public agricultural domain in Muñoz as the site of the agricultural school.

As a farm school, the major activities of CLAS included skills training and a disciplined community life for farm productivity and sound family living. The students learned the rudiments of better farming methods, agricultural mechanics, and homemaking arts. These activities soon evolved into a model vocational-agricultural teaching and learning program which became its legacy to



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the country in so far as the CLAS experience was concerned. As a result, CLAS became a byword for productive farming methods.

CLAS was converted into the Central Luzon Agricultural College (CLAC) by virtue of Executive Order No. 393 issued by then President Elpidio Quirino on December 31, 1950. The existence of CLAC coincided in large part to the early beginning of higher education in agriculture in the Philippines. It was the first state institution in the country to offer a four-year curriculum for training teachers of vocational agriculture. One of the unique features of this program was the requirement of practicum, a special instruction requiring certain hours per week of actual work. The underlying concerns in practicum were “learning-by-doing”, acquisition of practical skills and expertise; upholding the value and dignity of work; and forestalling of the “white-collar” mentality. Hence, CLAC was known as “the mother of vocational agricultural schools” in the country.

CLAC became the Central Luzon State University on June 18, 1964, by virtue of Republic Act No. 4067. As embodied in its enabling act, the “university shall primarily give professional and technical training in agriculture and mechanic arts besides providing advanced instruction and promoting research in literature, philosophy, the sciences, technology, and art”.

Now, for more than 100 years, CLSU stands proud as one of the more renowned and prestigious higher education institutions in the country. It straddles on a 658 hectare-campus in the Science City of Muñoz, Nueva Ecija, and 150 kilometers north of Manila. Then and now, the university is a shining example of an institution that has been dedicating itself to the task of producing responsible and committed human resources and providing services with an indelible mark of excellence.

CLSU’s journey towards total quality management began with the adoption of its 2014-2018 Medium Term Development Plan and 25-year Strategic Framework by its Board of Regents (BOR). Consistent with the thrusts of the national government and the Commission on Higher Education (CHED), the university targets ISO 9001 certification and the strengthening of its quality management system as major thrusts to ensure quality assurance.



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### 1. The Management Team

The governance of CLSU is vested in its Board of Regents (BOR) with the university president serving as the chief executive officer having general powers of providing general direction, supervision, and control of the university's major programs like academic, research and development, administrative, and business operations. The university president is assisted by a vice president for each of the programs and supported by the deans, directors, and unit heads, adopting the concept of shared management.

The vice president for academic affairs is directly responsible for implementing academic policies and overseeing curricular, instructional, and other academic-related activities. The vice president for research and extension assumes responsibility on matters pertaining to research, capacity building, technology promotion and utilization. The vice president for administration spearheads planning and is directly responsible for administrative and financial operations. The vice president for business affairs is directly responsible for all production and business-related activities of the university.

### 2. Organizational Structure

The Board of Regents is the highest governing body of CLSU. Directly under it is the university president. Next in the hierarchy are the four vice presidents, deans, directors, department heads, and section/unit heads. The major policy making bodies of the university are the Academic Council and the Administrative Council.

Details of the organizational structure and the current organizational chart of CLSU are included in the CLSU Code.

## C. VISION, MISSION, AND QUALITY POLICY STATEMENTS

The vision, mission, and quality policy are anchored on the university philosophy which states that the ultimate measure of the effectiveness of Central Luzon State University as an institution of higher learning is its contribution to and impact on the educational, economic, social, cultural, political and moral well-being, and environmental consciousness of the people it serves.



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### 1. Vision

CLSU as a world-class National Research University for science and technology in agriculture and allied fields.

### 2. Mission

CLSU shall develop globally competitive, work-ready, socially-responsible, and empowered human resources who value life/long learning; and generate, disseminate, and apply knowledge and technologies for poverty alleviation, environmental protection, and sustainable development.

### 3. Core Values and Principles

We refer to the following as the “Essence of CLSU” to reflect and to further the values and principles that make CLSU great and unique.

- **Quality and Excellence**

CLSU believes that the relentless pursuit of quality and excellence constitutes the foundational element of its existence.

- **Innovativeness and Creativity**

CLSU considers research as its lifeblood to be further nurtured and cultivated as it provides the energy and dynamism in its quest to become a comprehensive research university.

- **Inclusiveness and Stewardship**

CLSU supports and sustains an equitable community that will have access to the benefits of education and discovery.

- **Transformative and Caring**

CLSU commits to provide a teaching and learning environment that provides opportunities for critical and analytical thinking, character building, and skills and leadership training where adequate facilities and resources are available and accessible.



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- **Efficiency and Effectiveness**

CLSU upholds and maintains that an efficient and professional administration and corporate organization is required to advance the university's vision and mission.

- **Hard Work and Integrity**

CLSU practices the values of hard work and integrity as the cornerstones of performance and output for career development and professional growth.

- **Transparency and Accountability**

CLSU operates under the principles of transparency and accountability where freedom, independence, and autonomy are respected but balanced by shared management principles, openness, and responsibility.

- **Commitment to Public Service**

CLSU recognizes that its core purpose is to serve the interest of the people in Central Luzon, the country, and the Asian region through the creation, dissemination, and application of knowledge.

#### 4. Quality Policy Statements

The provision of quality service is foremost to CLSU. Hence, all actions are guided by the following:

- "Excellent service to humanity is our commitment."
- "We are committed to develop globally-competent and empowered human resources, and to generate knowledge and technologies for inclusive societal development."
- "We are dedicated to uphold CLSU's core values and principles, comply with statutory and regulatory standards, and continuously improve the effectiveness of our quality management system."
- "*Mahalaga ang inyong tinig upang higit na mapahusay ang kalidad ng aming paglilingkod.*"





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### D. QUALITY MANAGEMENT SYSTEM

The Quality Management System (QMS) defines the scope, and the management, core, and support processes.

#### 1. Scope of the Quality Management System (QMS)

The QMS of CLSU embodies all processes needed to provide professional and technical training and advance instruction in agriculture and mechanic arts; promote research, literature, philosophy, science and technology for people empowerment, global competitiveness, and sustainable development.

CLSU's QMS satisfies the full range of requirements specified by ISO 9001 standards.

##### a. Managing the Quality Management System

The quality management representatives (QMRs) are responsible for managing the CLSU QMS. They are duly authorized through a memorandum order which specifies their responsibilities which are as follows:

- ensure that the QMS processes are established, implemented, and maintained;
- report to the top management on how well, or poorly, the QMS is performing including the identification of any need for improvement;
- ensure that the faculty and staff are aware of customer requirements and their role in satisfying these needs; and
- serve as the contact persons for the certification body or for customer complaints.

The QMRs are assisted by the QMS core unit of the Quality Assurance Office which shall spearhead all activities related to the university's quality management system in compliance to the ISO 9001 standards. The head of the QMS core unit is likewise designated through a memorandum order.



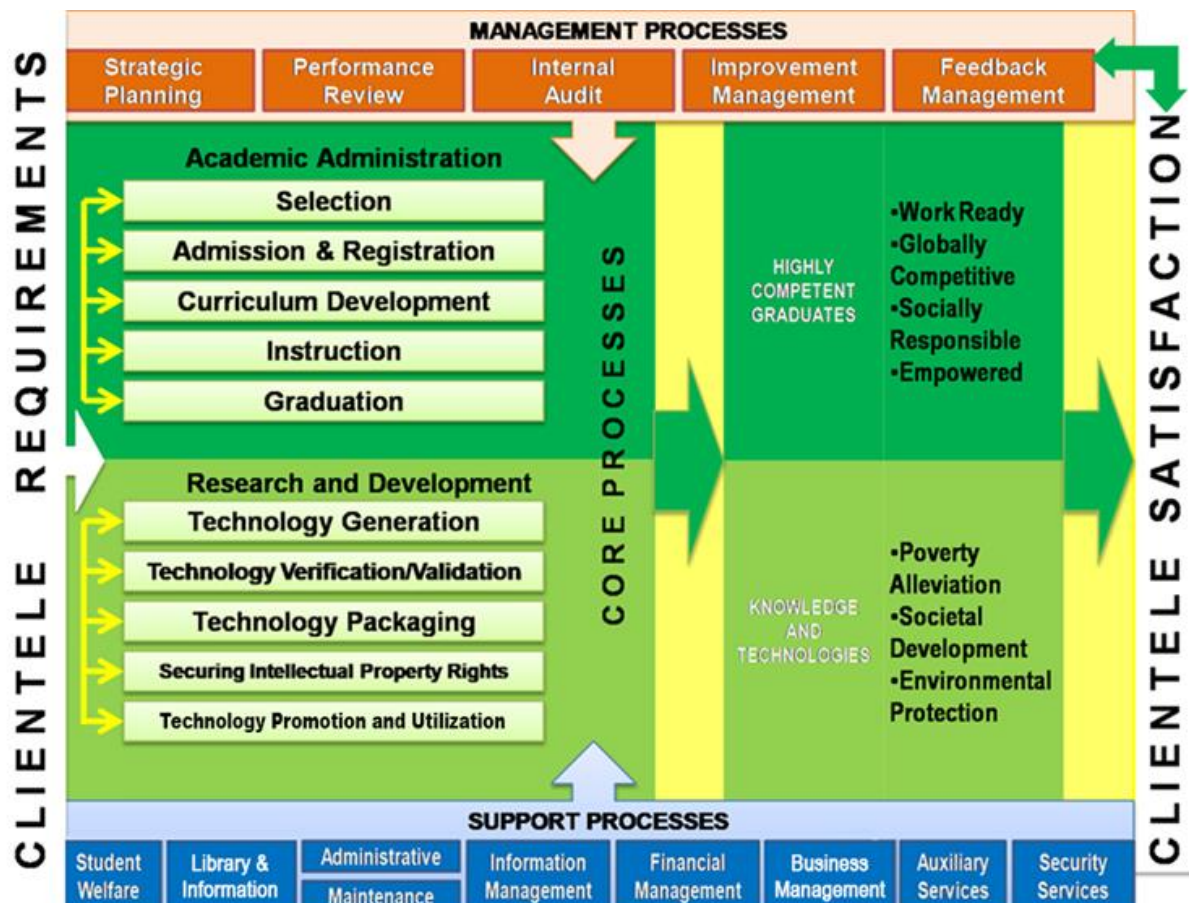
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### b. Process-Based Quality Management System

CLSU adheres to the principle that desired results can be achieved more efficiently when activities and related resources are managed as a process, and that the management of the interrelated processes leads to the efficient and effective realization of CLSU's vision, mission, goals, and objectives.

Consistent with this principle, CLSU adopted the process-based quality management system model as shown below:



The processes are classified into three: management processes that include processes on strategic planning, performance review, internal



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audit, improvement management, and feedback management; core processes that relate to the provision of the university's major final outputs addressing clientele requirements which are academic administration, and research and development; and support processes that ensure the requirements of the management and core processes are addressed to provide efficient and effective services.

## 2. Management Processes

The management processes include the following:

### a. Strategic Planning

In strategic planning, the university articulates its future direction. The process ensures that the activities undertaken by its delivery units (DU) are in accordance with the strategic options identified in its long- and medium-term development plans, yearly action plans, and commitments which are included in the performance informed budget (PIB).

#### i. Action Planning

Action plans provide a process by which the strategic plan is applied. Action plans ensure the achievement of the university's mission, realization of its vision, and attainment of its strategic goals.

Plan assessment and evaluation workshops are conducted annually, usually towards the end of the current year or during the first quarter of the succeeding year. Program leaders are required to present accomplishments based on their action plans, problems encountered, constraints, and success factors. Detailed evaluation may be done by an independent committee constituted by the university president with representatives coming from the four programs.

Reference: Action Planning Procedure (OUP-PMO-PDO-P.001)



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### ii. Performance Planning

Based on the performance in the previous year and the action plan for the ensuing year, the Performance Management Team (PMT) and the Planning and Development Office (PDO) conduct meetings, where the accomplishments of each DU are presented.

Each DU is then required to submit its target for the ensuing year broken down into quarterly figures. All employees under the DUs are subsequently required to submit their performance targets.

Reference: SPMS Procedure (ADM.ADS.HRM.P.002)

### b. Performance Review

The performance review process involves the monitoring and evaluation of all targets and commitments made by the university and its delivery units (DU), faculty, and staff. This process is undertaken by the PMT, PDO and the heads of each DU.

The review shall consider the following information:

- Attainment of performance goals;
- Results of audits;
- Feedback of customer;
- Process performance and conformity;
- Status of preventive and corrective actions;
- Follow-up actions from previous performance reviews;
- Changes that could affect the QMS; and
- Recommendations for improvement.



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Performance review is undertaken during meetings at the unit, division, and management level as detailed below:

Review of:	Exe Com	Man Com	DU
1. Attainment of performance goals			
2. Results of audits			
3. Feedback of client			
4. Process performance and conformity			
5. Status of preventive and corrective actions			
6. Follow-up actions from previous performance reviews			
7. Changes that could affect the quality management system			
8. Recommendations for improvement			

Monitoring and evaluation of action plans are undertaken by the PDO up to the program level. To facilitate monitoring, each program has a planning coordinator. The PDO directly communicates with the coordinators on matters pertaining to the institutional strategic plan and yearly action plans. The program leaders are responsible in ensuring that colleges/offices/units under their respective programs can (are able to) meet their targets according to the timeframe set for each activity. In addition, program leaders are given the leeway to devise ways on how to adequately and continuously monitor their respective action plans.

Decisions and actions shall be determined resulting from the performance review process.

Reference: Performance Review Records

### c. Internal Audit

Internal audit is undertaken to ensure that the university's quality management system (QMS) conforms to the planned arrangements, corresponds to the requirements of ISO 9001, and the QMS



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requirements of the university, and is effectively implemented and maintained.

The audit program is done in conjunction with the university's annual planning cycle. The QMS core unit of the Quality Assurance Office prepares the audit plans prior to the start of a calendar year. The ISO 9001:2015 Standard serves as the primary audit criterion for the QMS audits.

Audit results and its subsequent review shall be made by the QMS core unit head including the status of corrective actions on non-conformities.

Reference: Internal Audit Procedure (OUP.QAO.QMS.P.001)

### **d. Improvement Management**

Continuous improvement of CLSU's systems is managed through the establishment and implementation of corrective action and control of its nonconforming products/services.

#### **i. Corrective Action (CA)**

Non-fulfillment of the CLSU's established procedures and guidelines and negative feedback from the clients affecting the university's quality system can be reported by its faculty and staff to the QMR, internal auditors, and department/unit heads whenever appropriate using the prescribed form and following the established procedures.

The process owners who are noted as responsible for the corrective action analyze, evaluate, and devise a plan of action to eliminate the identified cause/s of the non-conformity. The plan is implemented and verified as to its effectiveness. The records of corrective actions are maintained by the lead auditor and its status is included during management review.

Reference: Nonconformance, Corrective Action Procedure  
(OUP.QAO.QMS.P.002)



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### **ii. Non-Conforming Products/Services**

Immediate countermeasures are established for nonconformities that may arise during the provision of products or services of CLSU personnel to its clients. Whenever appropriate, the identified nonconformities are documented. For nonconformities that have already occurred, remedial actions are carried out to contain its effects and to avoid further problems.

Reference: Control of Non-Conforming Products/Services Matrix

### **e. Feedback Management**

Continuous improvement is ensured through clientele feedback.

#### **i. External Feedback**

The Central Luzon State University strongly encourages feedback from its students and stakeholders as a mechanism for enhancing the students' experience of learning and teaching, and monitoring and review of CLSU's quality and standards.

To gather student and stakeholder feedback, the following mechanisms are used:

- Faculty evaluation forms administered every semester
- Feedback coursed through the student representatives per college
- Discussion groups such as Kapihan sa OSA
- Evaluation forms after seminars/training conducted
- On-line survey through the CLSU website and other social media pages and accounts

Feedback from the students are collected and analyzed by the Office of Student Affairs (OSA), CLSU Testing and Evaluation Center (CTEC) and Student Information Drive Task Force (SIDTF). Those from the research and development stakeholders are gathered and processed by the research and extension program.





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Feedback from clients coursed through the CLSU e-mail and website, and social media pages or accounts are collected and summarized by the Strategic Communication Office (StratCom). Those from other stakeholders are collected and summarized through the Management Information System (MIS). The feedback are forwarded to the Feedback Management Committee (FMC) who will decide on the issue/concern raised. The decisions are forwarded to the concerned officials for implementation.

The FMC shall likewise monitor and evaluate on a regular basis actions made on the feedback. In all cases, the concerned students/stakeholders are informed as to the action taken on their feedback.

Reference: External Feedback Procedure (OUP.XXX.YYY.P.001)

### ii. Internal Feedback

CLSU recognizes the importance of feedback from its internal customers as a way of enhancing the delivery of its services. This is undertaken through the use of survey forms administered by all delivery units. Internal clients are requested to rate their satisfaction level as regards the service/s provided and to provide suggestions on how the service can be further enhanced. Results of the survey are discussed during DU and division meetings.

Reference: Internal Feedback Procedure (OUP.XXX.YYY.P.002)

## 3. Core Processes

### a. Academic Administration

To produce highly competent and competitive graduates, the Central Luzon State University through the Academic Affairs Program ensures that the academic programs and all academic-related services and activities of the university are well planned, coordinated, implemented, managed, and monitored; policies and guidelines are formulated and





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enforced to continuously improve and sustain the quality of the academic programs; and academic programs are evaluated regularly to ensure compliance with the standards. The Academic Affairs Program oversees the following processes:

### **i. Selection**

To maintain the high quality of education CLSU provides, the university admits only those who have the potential for academic success. To achieve this objective, admission to CLSU will be based on the applicant's academic performance in secondary school and performance in the CLSU College Admission Test (CLSU-CAT). The specific guidelines including but not limited to the criteria for determining the applicant score (AS) are approved by the Academic Council through the recommendation of the Council of Deans.

The CLSU CAT is facilitated and administered by the CLSU CTEC. It is likewise tasked to promote the CLSU CAT to different high schools through letters, posters, and caravans among others, in coordination with the different departments/colleges of the university.

After the AS is computed, CTEC forwards the official results to the Office of Admissions (OAd), which is responsible for setting the cut-off score and assigning degree programs in coordination with the respective department heads and colleges of the university. The OAd is likewise responsible for the release of results of qualified applicants.

In eventualities when the administration of the CLSU CAT is not possible such as during the time of a pandemic, natural calamities, or any other unavoidable circumstances, an alternative admission procedure will be employed using the applicant's academic performance in secondary school. The specific guidelines for the alternative admission procedure are approved by the Academic Council through the recommendation of the Council of Deans.

References: Student Selection Procedure  
(ACA.TEC.YYY.P.001)



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### ii. Admission and Registration

Official admission and registration/enrollment are needed for students to attend classes and receive credit for coursework in the university.

Prospective new students must apply for admission and submit their entrance credentials for evaluation. Returning students who did not enroll in the previous semester must apply for readmission. Should they qualify for admission/readmission and slots are available, they are then issued an admission slip (or equivalent document).

Students must satisfy the common admission/readmission requirements of the university. However, they must also satisfy additional requirements, if any, depending on the curricular program to be pursued and their student type.

Old students need not apply for readmission, provided they registered in the previous semester. The OAd evaluates their academic performance in the preceding semester/academic year, prepares their admission slip (for students in higher education), and allows them to register if they are qualified to enroll further in their curricular program.

The students proceed with their enrollment by registering online, paying their assessed school fees (if not covered by Free Higher Education), and obtaining their official certificate of registration.

Reference: Admission and Registration Procedure  
(ACA.OAD.YYY.P.001)

### iii. Curriculum Development

Curriculum development calls for a review of the CHED memorandum order/s on mandated requirements for specific programs to guide the proponents. Feedback from students, alumni, employers, and other stakeholders is also solicited and used in revising an existing curriculum.



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A department curriculum committee is usually formed to spearhead in the development of new or the evaluation and revision of existing curricular programs. The Office of the Vice President for Academic Affairs may also create a committee for the development of a new curriculum, especially if the program will be offered by multiple colleges or departments. To ensure that the set standards are met, the committee designs and develops the entire curricular structure of the course offerings. The committee also conducts feasibility study on the offering of a new curriculum program.

The proposal for the offering of new or revision of existing program is presented for approval to the following bodies: (1) faculty of department; (2) College Academic Council; (3) Council of Deans and University Curriculum Committee; and (4) University Academic Council. The proposal duly approved by the University Academic Council is transmitted to the Board of Regents (BOR) for review and approval. Once approved, the university will request for CHED Preliminary Assessment (CPA). The BOR approves the offering of the program based on the Report of the Results of the Preliminary Assessment (RRPA) or Certificate Program Compliance (COPC).

References: CHED CMOs  
Curriculum Development Procedure  
(ACA.XXX.YYY.P.001)

#### **iv. Instruction**

In consonance with the CLSU Educational Philosophy, the university is mandated to provide quality higher and advanced education services through effective instructional delivery and facilitation, efficient academic services, and relevant learning experiences.

To ensure that these objectives are carried out, the university employs only highly qualified and competent administrators, faculty, and support personnel; continuously upgrades its infrastructures, facilities, services, and the skills and



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competencies of its faculty and staff to conform to international standards; embraces high end pedagogy and instructional designs; and uses research and development results for instructional purposes.

The university president thru the vice president for academic affairs, college deans, department heads, and the faculty members monitors and evaluates the delivery of curricular programs. Suggested improvements are communicated through the college deans and discussed during academic meetings.

References: Instruction Procedure (ACA.XXX.YYY.P.002)  
Course Syllabus Preparation  
(ACA.XXX.YYY.P.004)

### **v. Graduation**

The graduation of students manifests the successful completion of their respective curricular program, as prescribed by the university.

Graduating students file an application for graduation to the OAd which evaluates their academic records to ascertain fulfillment of all requirements prescribed by their respective curricular program. The students also submit a duly accomplished university clearance.

A college pre-academic council meeting is conducted to endorse candidates for graduation to the University Academic Council. Upon approval of the Academic Council, the final list of candidates for graduation is presented to the CLSU Board of Regents for confirmation.

The degree is conferred during the commencement exercises.

References: Graduation Procedure (ACA.OAD.YYY.P.002)



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### **b. Research and Development**

Research and development as a process is multidisciplinary, consultative, problem-oriented, and demand-driven to ensure that responsive technologies are derived for inclusive growth. Research and development programs are carefully planned, implemented, managed, monitored, and evaluated in support of CLSU's mission to generate, disseminate, and apply knowledge and technologies that can contribute to societal development.

#### **i. Technology Generation**

Technology generation is the systematic activity of both basic and applied research aimed at discovering solutions to problems and/or creating new goods, knowledge and technologies in the fields of agriculture, fisheries, natural resources, arts, sciences, and education.

Proposals are prepared by the faculty and staff based on the R and D agenda, presented to the unit head/research coordinator for evaluation, and submitted to the concerned vice president for further evaluation and endorsement to the university president for final approval and allocation from internal funds. For externally-funded projects, the university president endorses the proposal to a funding agency.

Researchers will implement the R & D project according to the approved proposal and the protocol for technology generation. Monitoring and evaluation are conducted regularly during the technology generation process under the leadership of the unit head. Externally-funded projects are monitored by the funding agency representatives. Both internally and externally-funded projects are also monitored and evaluated by the ethics and review committee of the university.

References: The University Research, Extension and Training  
Program Manual of Operation  
(RET.XXX.YYY.M.001)  
Technology Generation Procedure  
(RET.XXX.YYY.P.001)



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### ii. Technology Verification/Validation

The results of the technology generation are verified/validated by the researchers in conditions outside the experimental areas using the established protocols. This can be done within or outside the campus.

Documentation of the results of verification/validation is presented to the unit head/funding agency.

References: RET Manual (RET.XXX.YYY.M.001)  
Technology Verification Procedure  
(RET.XXX.YYY.P.002)

### iii. Technology Packaging

Information and technologies generated from the completed R and D programs and activities are packaged in appropriate forms and format to suit the target clients. There are several activities that are planned to achieve the appropriate packaging of information and technologies that include:

- identification of information and technologies that are generated from R and D;
- assessment to determine the acceptability and profitability of the identified technologies;
- selection and description for promotion, utilization, and commercialization in collaboration with University of Business Affairs Program (UBAP); and
- development of technical papers, information, education, and communication (IEC) materials and other documents that will be used in technology promotion and utilization.

References: RET Manual (RET.XXX.YYY.M.001)  
Technology Packaging Procedure  
(RET.XXX.YYY.P.003)



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#### iv. Intellectual Property Rights Acquisition

Acquiring intellectual property rights (IPR) as a product of research is important to protect the intellectual property of researchers/authors (as innovators, creators and inventors) derived from CLSU-assisted, -commissioned or -contracted R and D projects. Application for IPR can be in the form of copyrights, trademarks, patents, utility models, and industrial designs.

Acquiring IPR is collectively done with the involvement of the whole University through the VP for RE, UBAP and the R and D Centers, researchers/authors and the CLSU Intellectual Property Office and Commercialization Unit (IPOCOM). Prompt disclosure by the researchers/authors to the university of any intellectual property which may be solely or jointly generated with others is necessary to facilitate monitoring and provision of assistance by the CLSU IPOCOM in terms of undertaking initial patent search particularly when applying for patent, utility model, and industrial design at the Intellectual Property Office of the Philippines (IPOPhil), on the likelihood of obtaining such. For all forms of IPR, the IPOCOM also assists in the preparation of documents needed in IPR application and eventual registration with the acquired corresponding copyright certificate, trademark certificate, and patent grant as proof of IPR.

References: CLSU Code, Book III, Title 7, Chapter 2  
Securing Intellectual Property Rights (IPR)  
Procedure (RET.XXX.YYY.P.004)

#### v. Technology Promotion and Utilization

Technology promotion and utilization refers to the process of transmitting developed technologies to ensure that such are made accessible to a wider range of stakeholders and users who eventually adopt the technologies. In technology promotion and utilization, adoption and utilization of knowledge, skills, methods/practices, and products are advocated.

Technology promotion and utilization modalities include partnership with potential technology users





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(farmers/practitioners, local government units (LGUs), cooperatives, non-governmental organizations (NGOs), etc.), establishment of science-and-technology-based farms, use of IECs/ICTs, provision of technical advisory services, and technology presentations in different fora.

Technology promotion and utilization is mainly undertaken through the university extension center. Other units involved with the same process follow the same procedures, monitoring, and evaluation guidelines.

References: RET Manual (RET.XXX.YYY.M.001)  
Technology Transfer Procedure  
(RET.XXX.YYY.P.005A)

#### 4. Support Processes

##### a. Student Welfare and Development

The Office of Student Affairs (OSA), an academic service unit headed by a dean, is the center for information, activities, and services relative to the co-curricular and extra-curricular needs of students.

The OSA aims to promote the development of students' talents, potentials, and leadership capabilities through its program thrusts of self-growth and awareness, cooperative living and learning, leadership development and enhancement, productive use of leisure time, enhanced cross-cultural adjustment and financial support.

The office pursues its objectives through various sub-units, namely, guidance services, student organizations, career development and employment services, and information management and publication.

References: CLSU Code, Book I, Title 3, Chapter 3, Article 58  
Student Handbook (ACA.OSA.YYY.M.001)





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### **b. Library and Information Services**

The University Library and Information Services provides services that are conducive to learning relative to the library needs of the students, faculty members, staff, and other clients. Specifically, the library seeks to develop an adequate collection of books, periodicals and non-print materials appropriate to the instructional program and research needs of the university, and to provide assistance to all clients for the effective and efficient use of the collections to address their needs, concerns and interests.

Library resources go through a series of technical processes before they are circulated; readers' services follow the utilization processes.

References: University Code, Book 1, Title 3, Chapter 3, Article 60  
University Library and Information Services Operation  
Manual (ACA.LIB.YYY.M.001)

### **c. Administrative Services**

The administrative processes provide appropriate organizational responses in adapting to the emerging demands and trends in the environment, resources needed in the delivery of quality service and all necessary, implementable welfare programs for the employees of the university.

#### **i. Human Resource Management and Development**

Recognizing the important role of human resources in the delivery of quality service, CLSU employs only those who meet the merit and fitness requirements of the faculty and staff positions. The personnel selection process ensures that only the best qualified personnel are hired and/or promoted to higher positions.

A faculty and staff development program is implemented to ensure an organized, equitable and regular updating, enhancement, and retooling of the workforce. Employees are scheduled to undergo advanced studies, training and seminars relevant to their teaching/job assignments. A values development



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program is likewise implemented for the employees to imbibe the values and principles espoused by the university.

The program on awards and incentives for service excellence (PRAISE) is implemented to recognize outstanding delivery units and employees based on performance and contribution to the overall accomplishment of the university goals.

References: University Code, Book II, Title 4, Chapters 1, 4 & 5  
PRAISE Procedure (ADM.ADS.HRM.P.003)  
Personnel Selection Procedure  
(ADM.ADS.HRM.P.001)  
Human Resource Development Guidelines  
(ADM.ADS.HRM.G.003)

### **ii. Procurement Management**

Procurement management ensures that supplies, materials, equipment, services, and infrastructures essential to the delivery of quality services are procured in conformance with government standards. The specified purchase requirements are identified by the delivery units during the project procurement management planning (PPMP).

The procurement plans of the various units are consolidated into an annual procurement plan (APP) which is submitted to the Budget Office for fund allocation and then approved by the Office of the President for implementation. The approved APP guides the bids and awards committee (BAC) in the actual procurement process.

The BAC monitors the procurement process and prepares the procurement monitoring report (PMR). The university adopts the agency procurement compliance and performance indicators (APCPI) to monitor, evaluate, and improve procurement activities.

References: CLSU Code, Book II, Title 5, Chapter 6  
RA 9184 (GPRA)



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### iii. Property and Supply Management

The property and supply management is the responsibility of the Property and Supply Office. Inspection is carried out by determining if deliveries meet technical specifications. The accepted goods are then placed in the warehouse for safekeeping, monitoring and control. The supplies, materials, and equipment are issued to the end-users. Actual accounting, coding, and tagging of equipment are done annually by the inventory committee.

The CLSU properties are insured by the Government Service Insurance System (GSIS) pursuant to R.A. 656 otherwise known as the Property Insurance Law. This is done to indemnify or compensate the university for any damage or loss of its properties due to fire, earthquake, storm, or other casualty. The disposal committee acts on equipment which are no longer recyclable or beyond economic repair.

References: CLSU Code, Book II, Title 5, Chapter 7  
GAAM  
Property and Supply Management Procedure  
(ADM.ADS.PSO.P.001)

### d. Maintenance

The maintenance process includes preventive maintenance, and minor and major repairs of facilities and equipment like buildings, workspace, transport, communication, and associated utilities.

Preventive maintenance refers to periodic servicing of equipment, machinery, and automotive to anticipate damage and extend their useful lives. This is done regularly based on planned schedules. Requiring minimal time and resources, minor repair works are undertaken due to normal wear and tear during operation. Major repair works, on the other hand, are done when the extent of damage may result in breakdown of equipment.



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The unit concerned under the physical plant and site development services (PPSDS) ensures that all requests for repairs are promptly attended to.

### **i. Transportation Services**

Transportation services are provided to faculty, staff, students, and other stakeholders upon request. Trips are scheduled based on the availability of vehicles. The requesting party shoulders all the expenses and ensures proper observance of the itinerary.

### **ii. Land Forming**

Land forming services include canal excavation, farm plowing, pond construction, and others. The farm machinery services responds to requests based on the availability of resources, conducts field inspection to ensure quality of work, and records completed projects.

### **iii. Janitorial Services**

Janitorial services include cleaning of grounds, trimming and watering of plants, cutting of grasses, cleaning of comfort rooms, and collection of garbage. Generally, these services are done regularly based on schedules. However, other special requests are attended to on a case-to-case basis.

### **iv. Design and Fabrication**

Building and equipment design and fabrication are the responsibility of the PPSDS. It is performed based on plans and requests from other units. Designs for buildings are based on funds, site, and user requirements. Property inspectors are assigned to assess conformance to specifications.

References: CLSU Code, Book 1, Title 3, Chapter 2,  
Article 47



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### **e. Information Management**

Information is vital in making timely and effective decisions. To this end, CLSU established a documented system for effective planning, operation, and control of the various processes of the university from document creation, review and approval, registration and issuance including documents of external origin.

In the same manner, CLSU established the procedures and controls to ensure that records are readily identifiable, easily retrievable, accessible when needed, provided with adequate and suitable storage, protected from physical deterioration, loss or damage, secured from data tampering and/or unauthorized access, retained as long as they are needed, and disposed of properly when use is no longer needed.

These processes are managed by the Records Office at the university level and the document controllers at the level of the delivery units. The university's information system is managed by the Presidential Management Office, charged in providing timely, reliable, accurate, and comprehensive information to the university president.

References: Control of Documents Procedure  
(ADM.ADS.REC.P.001)  
Control of Records Procedure (ADM.ADS.REC.P.002)  
PMO Procedure (OUP.PMO.YYY.P.001)

### **f. Financial Management**

The key objective of CLSU's financial management process is to ensure regular and adequate supplies of funds and optimum fund utilization to realize the goals and objectives set by the university while strictly implementing accounting and auditing rules and regulations.

All expenditures and disbursements are in accordance with the approved budget of the university as spelled out in the General Appropriations Act (GAA) for funds coming from the national government and the program of receipts and expenditures (PRE) for internally generated funds. For income-generating units, expenditures are in line with their approved work and financial plan.



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To facilitate the expenditure and disbursement process, the forms, guidelines, procedures and controls provided in the Electronic National Government Accounting System (e-NGAS) and Government Accounting and Auditing Manual (GAAM) is strictly and uniformly implemented.

References: University Code, Book 2, Title 5, Chapters 2 - 3  
National Government Accounting System (NGAS)  
Government Accounting and Auditing Manual (GAAM)

### **g. Business Management**

To vigorously pursue a sustainable and competitive income generating program for the university, the land, water, human, and other resources are harnessed to generate income while at the same time provide services for employees, students, and other clientele. The development of entrepreneurial skills among faculty, staff, and students, as well as other development partners, in animal production, crop production, and other non-agriculture related businesses catalyzes and complements the university's instructional, research, extension, and development programs.

The different projects are carefully planned, implemented, managed, and monitored to safeguard the resources and interests of the university.

References: University Code, Book 1, Title 3, Chapter 5  
UBAP Operations Manual, 2021.

### **h. Auxiliary Services**

The welfare of CLSU constituents and outside clients through better access to health services, provision of cheap but quality foods, domiciliary facilities, and student housing are provided through the auxiliary services.

### **i. Health and Medical Services**

The students, faculty members, and non-academic personnel and their dependents are provided the necessary health programs through the Health and Medical Services Office. The office



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maintains a pool of qualified health staff which includes medical doctors, nurses, and allied personnel who are available on a 24-hour basis to respond to emergency health needs and attend to common medical ailments during office hours.

Students undergo medical and dental examination prior to their admission to CLSU. Their records are maintained so that any medical concern is promptly and adequately acted upon.

The university health services keeps a stock of medicines for common ailments and maintains an ambulance to refer cases that it cannot handle to bigger hospitals.

References: Health and Medical Services Procedure

### **ii. Food and Lodging Services**

The Food and Lodging Services Office provides accommodation and catering services for CLSU guests and outside clientele.

Reservations for food and lodging accommodations are verified as to availability prior to approval. Food to be served and lodging preference are closely coordinated with the requesting party. In the preparation of food, strict adherence to the protocols is observed to ensure sanitation and food safety.

References: Food and Lodging Services Procedure  
(ADM.AUX.FLS.P.001)

### **iii. Student Housing Services**

The university, through the Office for Student Housing Services, provides dormitory accommodations to eligible students. Freshman students are given priority in accommodation. Limited accommodation slots are given to old residents where admission is based primarily on the evaluation of their previous semester performance.



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Student residents are trained in efficient home management and better interpersonal relationships. Moreover, the values of discipline, leadership and cooperation are instilled among the residents through training and relevant activities.

Proper monitoring of all residents as well as the cleanliness and orderliness of every room is directly supervised by house parents and dorm managers.

References: Student Handbook 2020-2021  
University Code, Book 1, Title 3, Article 45

### **i. Security Services**

Maintenance of peace and order within the CLSU premises is a primordial concern. Hence, the university has a pool of security officers who keep a 24-hour watch over the lives and properties of students, faculty members, non-academic staff, visitors, and campus residents.

Incidents of violations that would compromise peace and order, and the safety of the constituents and their properties are reported to the university security force (USF) which immediately conducts a thorough investigation. The corresponding report is addressed to the agency head who will make the necessary action.

The USF maintains hotline numbers for easy communication when needed. The security officers are also equipped with needed gears and equipment to easily apprehend violators.

Reference: University Code, Book 1, Title 3, Chapter 1, Article 36



## **CLSU QUALITY POLICY STATEMENT**

**Excellent service to humanity is our commitment.**

**We are committed to develop globally-competent and empowered human resources, and to generate knowledge and technologies for inclusive societal development.**

**We are dedicated to uphold CLSU's core values and principles, comply with statutory and regulatory standards and to continuously improve the effectiveness of our quality management system.**

**Mahalaga ang inyong tinig upang higit na mapahusay ang kalidad ng aming paglilingkod.**