



Republic of the Philippines
Bangsamoro Autonomous Region in Muslim Mindanao
OFFICE OF THE CHIEF MINISTER

Bangsamoro Government Center, Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600

MEMORANDUM

Order No. **36598**

Series of 2024

TO : **ALL OFFICES AND DIVISIONS**
Office of the Chief Minister
Bangsamoro Autonomous Region in Muslim Mindanao

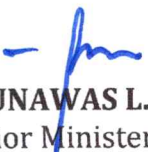
SUBJECT : **OCM QUALITY WORKPLACE STANDARDS**

DATE : **01 Rabi-ul-Akhir 1446 AH | 04 October 2024**

1. In line with the ongoing implementation of Quality Management System (QMS) within the Office of the Chief Minister, you are hereby directed to adhere to the 5S Good Housekeeping Program within your respective offices, as outlined in the attached OCM Quality Workplace Standards.
2. Maintaining a clean and organized workplace is a key focus of the ISO 9001:2015 standards, specifically outlined in clause 7.1.4 which requires the organization to determine, provide, and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.
3. All heads of offices and division chiefs are expected to take a proactive role in this initiative, ensuring that the 5S methodology is systematically applied and sustained, and that all personnel are fully engaged in maintaining the standards of cleanliness and organization.
4. Regular 5S inspections will be carried out by the designated 5S Inspection Team to assess compliance with the program, and identify opportunities for continuous improvement.
5. This Order shall take effect immediately and remain in full force until further notice.

For information and compliance.

By Authority of the Chief Minister
AHOD B. EBRAHIM


ABUNAWAS L. MASLAMAMA
Senior Minister

OCM-BARMM AMS-RD
AAA169815



Bangsamoro Autonomous Region in Muslim Mindanao
Office of the Chief Minister
OFFICE OF THE SENIOR MINISTER
RELEASED
Name: ABDUL AZIS LU ALI
Date: 21 OCT 2024 Time: 10:40 AM

Bangsamoro Autonomous Region in Muslim Mindanao
OFFICE OF THE CHIEF MINISTER
Records Division - AMS
RELEASED
BY: Hanan EG
DATE: 21 OCT 2024
TIME: 11:08 AM

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01
	Subject: QUALITY WORKPLACE STANDARDS		Rev.: 0 Effectivity Date:
Prepared by:  MOHAMAD MURAD U. PASIGAN <i>Chief Administrative Officer</i>	Reviewed by:  DIR. NARCISA D. MACOG <i>Management Representative</i>	Approved by:  ABUNAWAS L. MASLAMAMA <i>Senior Minister</i>	

1. PURPOSE

This document intends to provide the guidelines on ensuring that the 5S Good Housekeeping Program is observed and implemented, with the goal to build a culture of continuous improvement towards ensuring quality workplace.

2. SCOPE

The controls specified in these standards apply to support the Chief Minister in implementing effectively the 5S Good Housekeeping Program in offices, services, and divisions of the Office of the Chief Minister (OCM) Proper.

These standards cover the Hard 5S and Soft 5S to be observed by offices, services, and divisions of the OCM Proper in the performance of office-based operations on a day-to-day basis.

3. DEFINITION OF TERMS

5S	refers to the five-step methodology that, when followed, creates a more organized and productive workspace. 5S serves as a foundation for deploying more advanced lean production tools and processes.
<i>Seiri</i>	also known as “sort”. refers to the elimination of the things that are not needed in the workplace.
<i>Seiton</i>	also known as “set in order”. refers to organizing or arranging items in a systematic order.
<i>Seiso</i>	also known as “shine”. refers to cleaning the workspace and equipment.

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the OCM's official document stamps are considered “Uncontrolled”

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code:	
			OCM.AMS-GSD.S.01	
	Subject:		Rev.: 0	Issue Date:
QUALITY WORKPLACE STANDARDS				

<i>Seiketsu</i>	also known as “standardize”. refers to maintaining a high standard of housekeeping and workplace organization at all times.
<i>Shitsuke</i>	also known as “sustain”. refers to the consistent practice of 5S standards.
Hard 5S	refers to the physical implementation of tools and processes to support the organization and cleanliness of the workspace, such as visual management systems and designated storage areas.
Soft 5S	refers to the organizational and behavioral aspects of maintaining a clean, safe, organized, and professional workspace.

4. STANDARDS FOR HARD 5S

Area:	A. Individual Workstation		
Purpose:	This is intended to make office files, paperwork, and supplies easier to access for a clean and organized office.		
Applicable Waste to Eliminate:	Waiting and Motion	Applicable S:	Sort (<i>Seiri</i>) Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Desk	1.1.The following things are allowed on top of the desk during office hours: 1.1.1. Documents and supplies or equipment to be used for the day (stapler, paper, table calendar, and others); 1.1.2. Monitor, printer, speakers, and mouse and mouse pad; and		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER	Document Code: OCM.AMS-GSD.S.01	
		Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS		

	1.1.3. Any personal item or object that could fit within the dimension of 8.3 x 11.7 inches (A4 size). 1.2. Cleanliness and orderliness must be ensured at all times; and 1.3. Only CPU, AVR/UPS, pedestal, individual trash bin, and one pair of slippers must be allowed under the table.
2. Chair	2.1. The chair must be dirt-free, well-maintained, and functional; 2.2. The chair must be durable to avoid accidents; 2.3. A pillow could be placed on backrest/headrest; and 2.4. Jacket/blazer, if any, could be placed on the backrest of the chair when not worn and must be removed at the end of the day.
3. Drawer	3.1. The drawer must be clean inside and out; 3.2. The drawer must be well-maintained, not dilapidated; 3.3. Files/documents must be neatly arranged and clearly labelled; and 3.4. All drawers must not contain unnecessary items.
4. Laptop/ Computer	4.1. Must be clean inside (files must be saved in folders and not on the desktop) and outside; 4.2. Proper naming and organizing of files must be observed 4.3. Desktop Wallpaper must follow the prescribed office design; 4.4. Wires must be properly bundled;

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code:	
			OCM.AMS-GSD.S.01	
	Subject:		Rev.: 0	Issue Date:
QUALITY WORKPLACE STANDARDS				

	4.5. No personal files must be stored in the PC such as commercial ads, music, applications, and downloads, except for personal gadgets; 4.6. CPUs must be placed under the desk; 4.7. Computers must be turned off and unplugged after office hours; and 4.8. Speakers and other audio devices must be on mute mode during office hours. Ear phones may be used on one ear only. Stenographers may use headsets.
--	---

Area:	B. Common Office Spaces		
Purpose:	This is intended to maintain office space and amenities shared among staff.		
Applicable Waste to Eliminate:	Waiting and Motion	Applicable S:	Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Common Office Space (lobby, pantry, conference room, storage area, reception area, open space, and others)	1.1 Each office must have at least one (1) fire extinguisher and must be placed in a designated strategic area; 1.2 Storage of office documents and other supplies must be placed in an elevated area to protect from damages caused by man-made and natural calamities; 1.3 Common office space must be free from dust, unpleasant odor, and solid or liquid litter; and 1.4 Common office space must be well-lit and well-ventilated.		
2. Office Equipment (shared printers, shredders, ring binders, etc.)	2.1 Office equipment must be dust-free, well-functioning, and well-maintained; 2.2 Office equipment must be located in strategic areas;		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER	Document Code: OCM.AMS-GSD.S.01	
		Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS		

	2.3 Complex equipment manuals must be readily available; 2.4 Office equipment must only be used by the office staff; 2.5 Moveable office equipment must be returned to its designated area immediately after use; and 2.6 Sockets of electronic equipment/devices must be unplugged after office hours.
3. Plants	3.1 Only living, non-edible, and non-hazardous plants must be displayed in appropriate areas; 3.2 Plants must not cause distraction or hindrance in the performance of employee's duties and functions; and 3.3 Plants must be properly taken care of by assigned personnel.
4. Trash Bins	4.1 Trash bins must be placed in strategic areas in each office; 4.2 Trash bins must be covered, well-labelled, and properly segregated (i.e., Recyclable, Biodegradable, and Non-Biodegradable); 4.3 Trash bins must be collected and emptied every day after office hours; and 4.4 Trash bins must not overflow.
5. Corridors and Walls	5.1 Corridors and walls must be clean and free from obstructions; 5.2 ARTA-required signages must be posted in strategic areas; 5.3 Signage and office-related visuals must be maintained by the Quality Workplace Team; and 5.4 Safety signs posted must be glowing in the dark;

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject:		QUALITY WORKPLACE STANDARDS	

	5.5 Each division must have a functioning wall clock synchronized with the Philippine Standard Time.
6. Waiting Areas	6.1 Furniture must be well-maintained; 6.2 Client Satisfaction Survey Forms (CSSF) and the drop box must be readily available and placed in a conspicuous area; and 6.3 Waiting areas must be comfortable and free from foul odors.
7. Filing Cabinets, and Shelves	7.1 Supplies management must adopt the FIFO (First in First Out) method; 7.2 Documents must be well-organized and labelled; and 7.3 Offices must have their filing classification system.

Area:	C. Toilet		
Purpose:	This is intended to maintain the space for employees and guests to attend to their personal necessities and grooming needs.		
Applicable Waste to Eliminate:	Waiting and Motion	Applicable S:	Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Toilet Cubicle	1.1. Toilet bowls must be free from dirt and stains; 1.2. Bidets must be on its proper mounter when not in use; 1.3. Sanitary tissue must be readily available; 1.4. The floor must be clean and dry; 1.5. Sanitary bins must be available inside the cubicle; and 1.6. Flushing system must be working properly.		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS			

2. Sanitary Bins	2.1. Sanitary bins must be collected and emptied every day; 2.2. Sanitary bins must be covered; and 2.3. Sanitary bins must not be overflowing.
3. Lavatory	3.1. Lavatory must be well-maintained; 3.2. Faucets must be closed when not in use; 3.3. Hand soap and sanitizers must be readily available; 3.4. Mirrors must be clean and spotless; and 3.5. Sanitary tissues must be readily available.
4. Toilet Supplies and Equipment	4.1. Mops must be cleaned and stored in a designated storage area when not in use; 4.2. Janitorial supplies must be properly arranged and readily available in the storage area; 4.3. Availability of toilet supplies and equipment must be regularly monitored through a checklist; and 4.4. Containers of cleaning supplies must be tightly sealed.
5. Floor	4.1. The floor must be clean, dry, and free from foul odor; and 4.2. Floor drain must be properly installed and free from clogging.
6. Door	6.1. The door must be well-maintained and closed at all times.

Area:	D. Stockroom/Storage Room
Purpose:	This is intended to maintain the space for storage of office supplies, cleaning materials, and other equipment.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject:		QUALITY WORKPLACE STANDARDS	

Applicable Waste to Eliminate:	Waiting, Inventory, and Motion	Applicable S:	Sort (<i>Seiri</i>) Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Physical Environment	1.1.Storage spaces must be well-lit and well-ventilated; 1.2.Storage spaces must be maintained, ensuring dry and cool atmosphere; 1.3.Passageways must be free from obstruction; and 1.4.Storage spaces must be pest-free.		
2. Supplies/Storage Cabinets	2.1.Storage cabinets must be closed at all times; 2.2.Supplies must be organized and clearly labeled; and 2.3.Unnecessary equipment and materials must not be kept inside the filing drawers/cabinets.		
3. Authorized Personnel	3.1.The storage room must be restricted except for authorized personnel; and 3.2.Only under special occasion that the storage can be accessed by the other personnel from other office.		

Area:	E. Conference Room		
Purpose:	This is intended to maintain the space to hold meetings and other official gatherings.		
Applicable Waste to Eliminate:	Waiting and Motion	Applicable S:	Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS			

1. Conference Table	1.1.Conference table must be well-maintained; and 1.2.Conference table must be cleared when not in use.
2. Conference Chair	2.1.Conference chairs must be neatly arranged around the conference table; 2.2.Extra chairs must be readily available; 2.3.Conference chairs must be free from dust, cobwebs, stickers, and other dirt; and 2.4.Conference chairs must be in functional condition.
3. Projector and Screen	3.1.Projector must be mounted properly for best output display; 3.2.Projector must be working with clear resolution/display; and 3.3.Screens must be free from dents and other unnecessary markings.
4. Microphone	4.1.Built-in microphones must be installed on the tables at the main conference room; 4.2.Microphones must be sanitized; 4.3.Microphones must be functional; and 4.4.Microphones must be dry and free from damages that may cause electrocution.
5. Sound Systems with Control Booth	5.1.Sound systems and its control booth must be placed in strategic areas; 5.2.Sound systems must be well-maintained to ensure functionality; 5.3.Control booth must be dry and organized; and

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS			

	5.4.Wires must be properly bundled to avoid tripping.
6. Air Conditioning Units	6.1.Air conditioning units must be functional, well-maintained, and strategically installed inside the room; and 6.2.Air conditioning units must be turned off after office hours.
7. Lighting	7.1.Lights must be functional, well-maintained, and strategically installed inside the room; and 7.2.Lights must be turned off when not in use.

Area:	F. Bulletin Board		
Purpose:	This is intended to maintain the space for the posting of relevant information i.e. memoranda, notices, circulars and other promotional materials		
Applicable Waste to Eliminate:	Overproduction	Applicable S:	Sort (<i>Seiri</i>) Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Bulletin Board	1.1.The make of the bulletin boards may either be a cork board or white board; 1.2.The orientation of the bulletin board must be landscape and must not exceed the dimension of 4 x 6 feet; and 1.3.Bulletin board must be placed in conspicuous areas in the office.		
2. Content	2.1.The content of the bulletin board must only include official and relevant materials such as issuances, announcements, events, and performance-based contents;		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER	Document Code: OCM.AMS-GSD.S.01	
		Rev.: 0	Issue Date:
	Subject:		QUALITY WORKPLACE STANDARDS

	2.2.The content must be regularly updated and neatly arranged; 2.3.The content must be visible and legible for the viewers; and 2.4.The content must not contain inappropriate and derogatory contents.
--	--

Area:	G. Prayer Room		
Purpose:	This is intended to maintain the space for the performance of religious obligations.		
Applicable Waste to Eliminate:	Waiting and Motion	Applicable S:	Sort (<i>Seiri</i>) Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Prayer Room	1.1.Prayer rooms must be well-maintained, well-lit and ventilated; 1.2.Prayer mats/carpets must be well-maintained; 1.3.A bookshelf for religious books/articles must be provided and well-maintained.		

Area:	H. Parking Area		
Purpose:	This is intended to maintain and secure the space for parking vehicles.		
Applicable Waste to Eliminate:	Waiting, Transportation, and Motion	Applicable S:	Sort (<i>Seiri</i>) Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Parking Area	1.1.Parking spaces for officials, guests, and employees must be separate; 1.2.Parking area must have separate designated spaces for 4-wheeled vehicles, motorcycles, and bicycles;		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS			

	1.3.Cars must be parked according to lines drawn on street and pavement; 1.4.The cleanliness and orderliness of the parking area must be maintained; 1.5.The parking area must be safe and secured; and 1.6.Concrete pavements in the parking area must be regularly maintained.
--	--

Area:	I. Entrance and Exit Passage		
Purpose:	This is intended to maintain safe and hazard-free entry and exit points.		
Applicable Waste to Eliminate:	Waiting and Motion	Applicable S:	Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Entrance and Exit Passage	1.1.Entrance and exit passage must be dry and free from obstruction; 1.2.In case of damp floor, a signage must be placed to caution passers; 1.3.Entrance and exit passage must be clean and well-maintained; 1.4.Entrance and exit passage must have clear visuals for access doors; 1.5.Glow-in-the-dark signage must be placed on the walls that lead to exit areas; and 1.6.Glass doors must have signage to avoid accidents.		

Area:	J. Pantry
--------------	------------------

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject:		QUALITY WORKPLACE STANDARDS	

Purpose:	This is intended to maintain cleanliness of kitchen wares and ensure proper storage of food items.		
Applicable Waste to Eliminate:	Inventory and Motion	Applicable S:	Sort (<i>Seiri</i>) Set in Order (<i>Seiton</i>) Shine (<i>Seiso</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Kitchen Sink	1.1.Kitchen sink must be well-maintained and organized; 1.2.Dish soap must always be available; and 1.3.Kitchen sink must be free from unwashed dishes to avoid pest infestation.		
2. Kitchen Wares	2.1.Kitchen wares must be washed with dish soap after use; 2.2.Kitchen wares must be placed in their proper designation after washing; and 2.3.Appliances must be unplugged and washed, if necessary, after use.		
3. Food	3.1.Food and other perishable items must be regularly checked for expiry dates; 3.2.Spoiled and/or expired food must be discarded; 3.3.Food items must be properly labelled and segregated to prevent contamination; and		

6. STANDARDS FOR SOFT 5S

Area:	K. Wearing of Office Attire
Purpose:	This is intended to maintain professional image and ensure proper identification of employees.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---



**Bangsamoro Autonomous Region in Muslim
Mindanao**
OFFICE OF THE CHIEF MINISTER

Document Code:

OCM.AMS-GSD.S.01

Rev.:

0

Issue Date:

Subject:

QUALITY WORKPLACE STANDARDS

Applicable Waste to Eliminate:	Motion	Applicable S:	Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Dress Code	1.1. Employee's ARTA ID must be worn at all times within office premises; 1.2. Officials must adhere to the following uniform schedule: 1.2.1. Monday – Gray Uniform 1.2.2. Tuesday – Green Uniform 1.2.3. Wednesday- Brown Uniform 1.2.4. Thursday – Off White Uniform 1.2.5. Friday – Freestyle, subject to the provision of CSC MC No. 19, series 2000 1.3. On Fridays, employees must remain in an appropriate business attire, wearing of “<i>maong</i>” pants, although generally prohibited, may be considered as appropriate attire when paired with collared polo/shirt (for male employees), or any appropriate blouse or shirt (for female employees). 1.4. The following attires are strictly prohibited: 1.4.1. Gauzy, transparent or net-like shirt or blouse and skimpy dress; 1.4.2. Sando, strapless or spaghetti-strap blouses (unless worn as an undershirt); 1.4.3. Sandals, <i>bakya</i>, and slippers (except for those with special medical conditions); 1.4.4. Tattered jeans, micro-mini skirt, walking shorts, cycling shorts, leggings, tights, jogging pants; and 1.4.5. Other revealing and outlandish attires. 1.5. Other prohibitions		

Check the Master Document Register.
Verify that this is the current version before use.

Documents that do not bear the OCM's official document stamps are considered “Uncontrolled”

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS			

	1.5.1. Ostentatious display of jewelry, except for official special occasions; and 1.5.2. Wearing of heavy or theatrical make-up. 1.6. The following employees are exempted from strictly wearing of office uniforms: 1.6.1. Those on official business outside the office; 1.6.2. Those who are in the state of mourning; 1.6.3. Pregnant women; and 1.6.4. Those who are engaged in work which entails the soiling or dirtying of clothes (i.e. mechanics, maintenance personnel, and the likes, provided that it is approved by their respected supervisors).
--	---

Area:	L. General Conduct		
Purpose:	This is intended to maintain professionalism of employees and visitors, and to ensure the adherence of employees' conduct to the Civil Service requirements.		
Applicable Waste to Eliminate:	Waiting, Non-Utilized Talent, Motion, and Extra Processing	Applicable S:	Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Employees	1.1. Civil Service rule on prescribed office hours and no noon break policy must be strictly observed; 1.2. Any unnecessary noises among employees within the office premises are highly discouraged; 1.3. Employees must secure an approved locator slip (official/personal transactions) before leaving the office premises during office hours; 1.4. Employees must conserve energy by avoiding use of electronic devices on activities that are not office-related;		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS			

	1.5. Employees must not engage in gossip, and other unnecessary and vulgar conversations; 1.6. Proper office protocol must be observed and followed; 1.7. “Clean as you go” (CLAYGO) must be practiced at all times; 1.8. Disclosing of confidential information to unauthorized personnel and visitors is strictly prohibited; 1.9. Employees must be required to undergo workplace safety and security training/drills such as fire and earthquake drills; and 1.10. Employees must be required to undergo regular drug test as part of the crime-free workplace promotion, subject to guidelines issued by the OCM.
2. Visitors	2.1.Visitors must submit themselves and their belongings for inspection at the front desk; 2.2.Visitors must fill-out necessary information in the visitor’s log before entry; 2.3.Visitor’s ID must be worn at all times when inside the office premises; 2.4.Vendors must not be allowed to vend/sell inside the offices; 2.5.Visitors must not be allowed to loiter inside the premises of the office; and 2.6.Visitors must be properly guided to their point of destination and the exit.

Area:	M. Memorization of OCM Quality Policy
-------	--

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered “Uncontrolled”
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject:		QUALITY WORKPLACE STANDARDS	

Purpose:	This is intended to reinforce the importance of quality at all organization levels, in compliance with ISO 9001:2015 Clause 5.2.2 [b], which requires that the policy be communicated, understood, and applied within the organization.		
Applicable Waste to Eliminate:	Non-Utilized Talent	Applicable S:	Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Vision and Mission Alignment	1.1. Employees must memorize and embody the following OCM Quality Policy: <i>Guided by the principles of moral governance, we, the OCM-BARMM, in pursuit of becoming a premier institution, commit to provide responsive support to the Chief Minister in the overall regional administration towards the attainment of the aspirations of the Bangsamoro people.</i> <i>This we pledge by delivering effective and efficient services, while ensuring compliance with relevant requirements, and fostering continual improvement of our quality management system.</i>		

Area:	N. Safety and Security		
Purpose:	This is intended to maintain the security and safety of officials/employees and properties.		
Applicable Waste to Eliminate:	Waiting, Transportation, Motion, and Extra Processing	Applicable S:	Sort (<i>Seiri</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. ID System	1.1. Appropriate access IDs for visitors, employees, and VIPs must be issued; and 1.2. IDs must contain security features to determine its authenticity.		
2. Detector	2.1. Detectors must always be operational;		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject:		QUALITY WORKPLACE STANDARDS	

	2.2.Pregnant women must be exempted from passing through the detector and must be inspected manually instead.
3. Security Officers	3.1.Security officers for day and night time shifts must be assigned; 3.2.Security officers must wear proper uniforms during their shift; 3.3.Security officers must observe courtesy and vigilance at all times; 3.4.Security officers must be knowledgeable on security measures; 3.5.Security officers must have undergone proper training on safety and security measures prior to deployment; and 3.6.Security officers on night duties must perform bedtime routines such as checking the lights and equipment of the offices.
4. CCTV	4.1.CCTV units and other security devices must be functional and regularly checked; 4.2.Control room must be properly manned; and 4.3.All data captured must be properly recorded and stored.
5. Safety Signage and Device	5.1.Safety signage and devise must be posted or placed in prominent positions at strategic locations in a language understandable to all (RA 11058, Chapter III, Sec 9).

Area:	O. Telephone		
Purpose:	This is intended to maintain the use of telephones as official form of communication among offices.		
Applicable Waste to Eliminate:	Waiting and Extra Processing	Applicable S:	Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER	Document Code: OCM.AMS-GSD.S.01	
		Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS		

1. Telephone	1.1.Telephone calls must be answered with courtesy, and return call promptly; 1.2.Telephone calls must be answered within three (3) rings; 1.3.The person answering the phone must identify oneself by saying “Assalamu Alaykum! Office of the Chief Minister, this is (name) speaking. How may I help you, Sir/Ma’am?” 1.4.The caller must be advised if the call will be transferred to another person or department/division; 1.5.The person taking the call must take note of the date/time, name, and message of the caller if the personnel that the caller has a concern with is not available; 1.6.Prank calls that involve threats to the safety and security of either or both the staff and the office must be reported immediately; and 1.7.Telephone directory must be made available to all offices in the Office of Chief Minister.
--------------	---

Area:	P. Email and Records		
Purpose:	This is intended to maintain the standard in the use of email and records as means of communication among offices.		
Applicable Waste to Eliminate:	Waiting and Extra Processing	Applicable S:	Sort (<i>Seiri</i>) Set in Order (<i>Seiton</i>) Standardized (<i>Seiketsu</i>) Sustain (<i>Shitsuke</i>)
Component	Standards		
1. Emails and Records	1.1.Proper level of formality in addressing the contact must be observed; 1.2.Appropriate and courteous greeting and closing must be used;		

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER		Document Code: OCM.AMS-GSD.S.01	
			Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS			

	1.3.Spelling and grammar must be checked before sending; 1.4.Proper email subject must be indicated; 1.5.Necessary reference files, if any, must be attached; 1.6.“Reply to all” option must be used appropriately; 1.7.Emails must be acknowledged immediately upon receipt; 1.8.Messages must be kept brief and direct to the point; 1.9.Proper formatting must be used (i.e., no background, use of proper capitalization and punctuation, and avoidance of multi-colored fonts); 1.10.Confidential documents must only be sent or disclosed to the proper addressee; 1.11.Records officers must follow Guidelines on Restricted Access Records; 1.12.Documents electronic back-up system must be available and maintained; 1.13.Backup internet connection must be readily available in case the primary internet connection is disrupted; 1.14.Proper communication protocol must be followed; 1.15.Standard email format must be followed; 1.16.Email operator must identify the proper recipients from the email checklist of Record Division; 1.17.Record management and databases must be regularly maintained and updated;
--	---

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---

	Bangsamoro Autonomous Region in Muslim Mindanao OFFICE OF THE CHIEF MINISTER	Document Code: OCM.AMS-GSD.S.01	
		Rev.: 0	Issue Date:
	Subject: QUALITY WORKPLACE STANDARDS		

	1.18.Client must accomplish request slips in accessing documents; and 1.19.Access to email must be limited to the Head of the Office and designated staff.
--	---

7. REVISION HISTORY

Rev. No.	Nature of Change	Issue Date	Prepared by	Reviewed by	Approved by
0	● Initial issue		Quality Workplace Team	Dir. NARCISA D. MACOG Management Representative	ABUNAWAS L. MASLAMAMA Senior Minister

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the OCM's official document stamps are considered "Uncontrolled"
--	---