



The Isabela **CHRONICLE**

The Official Newsletter of the Schools Division Office of Isabela, City of Ilagan, Isabela

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EDITORIAL

BEYOND CERTIFICATION

Look back at the pains and gains of SDO-Isabela's journey towards ISO certification.

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FEEDBACK LOOP

CUSTOMER'S DELIGHT

How satisfied are the customers on the frontline services of SDO-Isabela?

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DepEd R02, 6 divisions pass ISO audit

SDO-Isabela posts no minor, major non-conformities

TIMOTEO H. BAHIWAL

The 'tedious' preparation paid off when the External Audit Team certified that the enrolled processes of DepEd Regional Office and the six divisions are compliant with International Organization for Standardization (ISO) 9001: 2015.

The announcement was made by Rannie L. Bernardino the, lead auditor of the ISO External Audit Team on November 23 at DepEd R02 Conference Hall.

Regional Director Estela L. Cariño said that passing the ISO standard is credited to the collaborative efforts of all the functional divisions of the region and the SDOs of Batanes, Tuguegarao City,

Cagayan, Isabela, Cauayan City and Santiago City.

The year-round preparation and journey towards certification started in January 2018 and the Director described it 'tough' considering the geographical divisions putting harmonization and interfacing a challenge.

In SDO-Isabela, the challenge leapt at second level because of the large scope of the division.

But SDS Reynante Z. Caliguiran said the preparation sailed 'smoothly' since everyone was on track during the early stage up to the final audit visit.

This was confirmed by Dr.



COMPLIANT. Dr. Lourdes Narciso, ISO external auditor, commends the Curriculum Implementation Division (CID) for an organized conduct of instructional supervision, technical assistance, and learning resource quality assurance. (Photo by T.H. BAHIWAL)

Lourdes Narciso, the external auditor assigned in SDO-Isabela, saying that the division demonstrated the ability in providing quality services that meet customer and regulatory requirements.

In a post audit conference, she announced that Isabela did not have any minor or major non-conformities

but suggested that the opportunities for improvement be addressed.

In response, the different units in the division are now fine-tuning the areas for improvement to scale up delivery of services.

ISO 9001: 2015 is an international standard that specifies requirements for Quality Management System.



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ISO MATTERS

MARCIAL S. CACAL

ISO may be strange to some. But in common term, it simply means quality, efficiency, and timeliness of services to satisfy customers' needs.

In SDO-Isabela, OIC-SDS Reynante Z. Caliguiran assured that customers will expect speedy and efficient services to give everyone a taste of 'customer's delight' because this division passed the ISO audit and is now recommended for certification.

What are the benefits of ISO certification?



SUSTAINABILITY

JOSE RAFAEL P. GUIVAB

'Everyday should be an ISO day'

ASDS Rachel Llana called for continual improvement of services by making 'everyday an ISO day' during the first Month-end Staff Meeting, Nov. 29.

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OIC-SDS Caliguiran sets strategic direction for SDO-Isabela



JAY J. GALLEGOS

He feels 'at home' to his real home. Now that he is back in SDO-Isabela as OIC-Schools Division Superintendent, he vows to make the division a home of quality education.

The strategic direction of SDO-Isabela in delivering quality, relevant, nurturing and liberating education has been set and OIC-SDS Reynante Z. Caliguiran communicated this to all schools district supervisors and secondary school heads in his first Division Management Committee (ManCom) Meeting at Raniag High School, Raniag, Ramon, Isabela on November 6.

The SDS used the division's tagline, 'Sa SDO-Isabela, At Home Ka' in his presentation of the division masterplan in implementing various programs and projects that improve learning outcomes.

He stressed the need of intensifying student tracking system and of strengthening the coverage of inclusion programs to ensure that all school-aged children - regardless of race, ethnicity, and culture - are in school.

This could be done, he said, by expanding the inclusive programs like Alternative Learning System (ALS), Indigenous Peoples Education (IPEd), Special Education (SPED), and others.

"We also need to integrate schools in the remote areas, work for the completion

of primary to secondary schools, and create additional junior and senior high schools to provide learners better access to basic education," he said.

In terms of upgrading the quality of human resource, OIC-SDS Caliguiran called for the adoption of the Philippine Professional Standards for Teachers (PPST) and told that the division has invested for the continuing professional development of teaching and non-teaching personnel.

Citing the results of the 2017 National Achievement Test (NAT) where Isabela posted 37.76% MPS for elementary and 40.76% for secondary, the SDS stressed the importance of beefing up programs that raise 21st century skills of learners and the need of expanding the use of technology in instructional delivery.

The division, he said, has crafted innovative projects like Project I-TEACH along this thrust and assured that his administration shall prioritize programs that will raise achievement rate.

He stressed the importance of leading and managing schools 'with a heart' and called for efficient implementation of DepEd programs and projects to realize the goals of 'Ambisyon 2040,' a 25-year vision of the Philippine government which foresees a strong and educated republic.

BACK HOME



DON ANGELO DE GUZMAN

After serving for three years at the Schools Division Office of Batanes, ASDS Rachel R. Llana is back to SDO-Isabela on October 2.

She considers her return to her 'home' a great opportunity to serve her fellow Isabeleños and to lead the Isabela team towards the realization of DepEd's 'Ambisyon 2040.'

Prior to her appointment as ASDS, she served as secondary school principal at Angadanan National High School, Palayan Region High School in Alicia and San Mateo Vocational and Industrial School.

Her first stint at SDO-Isabela came with the preparation of the division to ISO certification.

Since she is one of the internal auditors of the region, she was able to keep the division on track until it passed the External Audit on November 23.



ASDS Abuan lauds contributions of personnel in SDO-Isabela's ISO journey

JAY J. GALLEGOS

ASDS Edna P. Abuan commended the contributions of the whole SDO-Isabela team to the ISO journey when she addressed the SDO personnel in the Monday convocation, November 26.

The ASDS said the biggest credit goes to those who labored so hard and affirmed that even the 'smallest ones' have a share on this feat.

She recalled the early stage of the ISO journey when everybody was a total stranger, citing instances of 'silent resistance' and clueless faces of what the division was heading on.

But she said everything changed when the ISO frontliners of the division

championed the participation of every personnel.

"Then everybody embraced the ISO journey. Majority worked beyond office hours just to finish the documents on time. Sleeping was never an option then," she told.

She shared that the commitment of SDO personnel tightened in the final stage of the journey, recalling how the CID turned like a poll precinct during the finishing touches of ISO documents.

"But everything paid off when the External Audit Team announced that we passed and that the division is recommended for certification," she said.

The ISO preparation took for a year and ASDS Abuan was hands-on from the initial stage to the final external audit.

HANDS-ON

From the initial stage of the ISO journey up to the final external audit, ASDS Edna P. Abuan, kept everyone on track. She even championed the participation of all SDO personnel to embrace ISO standards.



CREATING HOMEY AMBIENCE

EDLYN M. BAUI

The Schools Division Office of Isabela is now exuding a homy ambience.

That's because every office is embracing the 7s principle of good housekeeping.

The 7s is the basic approach for productivity and quality of improvement in all types of business.

It is intended to maximize the physical work space for efficiency and effectiveness.

It also improves identifying and storing used items, maintaining ordeliness in the area, and sustaining the new order for workers' safety.

7s stands for sort, systemize, sweep, standardize, safety, self-discipline and sustain.

The SDO declares 4:55p.m. everyday as 7s time, which means tables should be cleared and clutter should be disposed to set the work place for the next day.

CONTINUAL IMPROVEMENT

'Everyday should be an ISO day'

JOSE RAFAEL P. GUIYAB

Everyday should be an ISO day, said ASDS Rachel R. Llana when she addressed SDO-Isabela personnel in the first Month-end Meeting at the division's conference hall, November 29.

Recalling the best practices of the division during the external audit, ASDS Llana said these must be sustained to provide customers 'timely, efficient, and quality' services.

"We should not only aim for customer satisfaction but we should work for customer delight," she said.

The ASDS cited the results of the customer satisfaction survey, saying that the clients for the past three months rated the frontline services of the SDO 'outstanding.'

"The customers' feedback speaks of the quality of our services and we should continually improve our processes to ensure the realization of our Quality Policy," she said.

She also tapped the Curriculum Implementation Division (CID) to craft Customer Satisfaction Feedback Form in the implementation of

basic education program and special curricular programs to get a clear picture on how the field perceives the delivery of instruction.

Citing the crucial role of the Records Section in all transactions, ASDS Llana said the Document Tracking System (DTS) must be in place to trace where the documents go and stay.

She said the DTS used by the SDO is a modified version of that of the Development Academy of the Philippines (DAP) and will soon be enrolled to ISO.

"What is beautiful now may not be beautiful the next day, so we need to embrace continual improvement to sustain quality services," she said.



CUSTOMERS' DELIGHT. ASDS Rachel R. Llana emphasizes the need to continually improve the provision of frontline services to satisfy customers' needs and to sustain conformity to ISO standards. (Photo by J. GALLEGOS)

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BEYOND CERTIFICATION

EDITORIAL

ISO certification is not all about the badge on the wall. It is about embracing ISO in our daily operations, with or without audit visits.

We had the verdict handed in November 23. We PASSED. That most awaited word of declaration has sealed the year-round preparation and journey towards certification by the International Organization for Standardization (ISO) 9001: 2015. It was a DepEd regional victory. But the challenge continues.

The ISO journey of DepEd Regional Office and the six divisions of Batanes, Cagayan, Tuguegarao City, Isabela, Cauayan City and Santiago City has initially posted a challenge of doing harmonization and interfacing of processes. This is not to mention the geographical divisions putting harmonization a second level challenge. But it all paid off as interconnected process owners sat down and set parameters and interfacing points.

Then there was a challenge of embracing ISO standards. There was

a challenge in the transition of realigning processes responsive to the key result areas of each unit and functional division. There was a challenge of seeing the relevance of adopting ISO among the personnel. But mind setting and mastery made everyone appreciate the transformation.

Then there was a struggle of housekeeping the offices. But seeing how the 75 rules redress the office spaces gave boost to maintain the practice as it contributes to office efficiency and reduces wastage of resources.

The audit sessions were never easy. But listening to the sincerity and patience and of the auditors in reviewing documents and process flows gave us the security and assurance that we are up to real improvement.

In November 2019, we shall be welcoming back a pool of external auditors to do surveillance of our ability to maintain

the standards. Indeed, there is greater responsibility coming - that is ensuring that we are really into delivering quality services to our customers, that we are alert of identifying and embracing continual improvement and that our love spirit for ISO never dies down.

Yes, ISO certification is not all about the badge on the wall. For quality management system is not a one-stop deal but an organizational commitment of satisfying our customers guided by our policy on quality, timeliness and efficiency. It is about embracing ISO in our daily operations, with or without audit visits.

Passing the external audit will always be a cloud-nine moment for DepEd Region 02. And it takes an extra mile of spirit, passion and commitment to stay in that moment.

Commitment, passion, and dedication. These are qualities that spell the ISO journey of SDO Isabela.

DR. LOURDES NARCISO
ISO EXTERNAL AUDITOR



The preparation is tough, but everything went well because we are one in ISO.

JESUS D. ANTONIO
OIC-CHIEF, SGOD



We were so overjoyed when Dr. Des praised the CID processes during the post audit.

RODRIGO V. PASCUA
OIC-CID CHIEF





CHANGE MAKER

**REYNANTE Z. CALIGUIRAN, PhD, CESE
OIC-Schools Division Superintendent**

Sa SDO-Isabela, at home ka!

This new tagline coined by the Schools Division Office of Isabela this year is suggestive of the organization's commitment of providing quality education to all learners.

To make this dream closer to reality, the whole SDO-Isabela personnel rolled up their sleeves and got down to work in prepping the division for the International Standardization for Organization (ISO) certification audit.

When Regional Director Estela L. Cariño challenged us to make headways in boosting our respective divisions through submitting our organizations for the ISO Certification audit, I knew that we will be dealing with a herculean task right from the start. Yet, her no nonsense style of leadership and the quality of her work standard motivated us to board on this journey.

A certified home

Passing the ISO audit affirms the quality service we provide to our customers and we commit to embrace continual improvement to make SDO-Isabela a certified home of quality education.

For months, the division personnel exerted enough synergy to stay awake beating deadlines and embracing sleepless nights, especially in the final month, where everyone was pushed to limits. Fatigue was almost never felt as we were all busy like ants since we made the voluminous works as our version of sacrifice for our customers and stakeholders.

Truly, the whole preparation was not a piece of cake as I saw how everybody exhausted every ounce of effort they could offer for the organization. In those times, I became more eager to stand on the deck to lead this think tank because I saw in them the real meaning of selfless service. And just like any other success stories stemmed from hardwork, we passed the ISO audit along with other five divisions in the region this November.

However, our SDO cannot boast it can make things possible alone. As in our trying times, we got help from the stakeholders particularly from the Provincial Government of Isabela (PGI) through Governor Faustino

"Bojie" G. Dy III and Vice Governor Antonio "Tonypet" Albano. The tandem truly proved what good leadership can contribute to the education of our children.

Now, our division has proven again its competitiveness in the excellent delivery of quality education as evidenced by our remarkable feat in passing the ISO audit.

So when talks of customer focus, leadership, involvement of people, process approach, organizational context, continual improvement, fact-based decision-making, and risk-based thinking arise, SDO-Isabela can pride itself a paragon.

We are now considered as one of the leading SDOs in the region and in the country as proven by our achievements and accomplishments which were only made possible through our shared dreams, passion, and love for the future of the younger breed of Isabeleños.

And with the recommendation for ISO certification of our division, we can truly claim that Isabela is truly a definitely home of quality education.



CUSTOMER'S DELIGHT

Listening to the Voice of the Customers

The customers have spoken, and listening to their feedback gives the SDO a clear picture how satisfied they are on its different services. This also serves as basis on how the different units can further improve their processes. We gathered the results of the Customer Satisfaction Survey from September to November 2018, and the customers rated the different services 'outstanding.'



The Office of the Schools Division Superintendent (OSDS) has an average rating of 96% from September to November 2018. Services rated include those of the Finance Unit, Personnel, and the SDS office.



Average percentage of customer satisfaction rating to the services of the School Governance and Operations Division (SGOD). Units rated include the Planning and Research Unit, SMME, and HRD.



Five-star rating is given to the Curriculum Implementation Division (CID) for the Technical Assistance provided for the past three months.

FEEDBACK LOOP

How do our customers perceive our services?

Kung dati aabutin ka ng isang buwan bago marelease ang research proposal, ngayon isang week na lang. It was a 360 degree turn, entirely different from the usual services we used to receive.

MELANIE BELGICA
Teacher III

Cabatuan West Central School



Minsan mahaba ang pila sa Records Section lalo na pag Lunes. Sana dagdagan ang tao doon para mas mabilis ang transakyon. **ADAS III**



With the new ISO-accredited system in our SDO, services are excellent and orderly. There are new systems which seem unacceptable at first, but I believe these will be joyfully accepted and imbibed because of the goodness of these for the betterment of the SDO

LORNA DELA CRUZ

P-II, Buneg ES, Echague West

DO YOU HAVE ANY SUGGESTIONS? COMMENTS OR OPINIONS?

Let your voice be heard. Fill out the Customer Satisfaction Survey at the front desk of SDO-Isabela every time you avail of the different services of this division so that we know how we can serve you better.



**YOUR OPINION
MATTERS TO US!**



GLENDIA I. PIRA

For a long time, SDO Isabela has remained committed in its mandate of bringing quality education to all, especially to those in the grassroots. And as it marches towards 'Ambisyon 2040,' the division has set the strategic direction to build an educated community.

New horizons await SDO Isabela as the new set of superintendency came up with a defined set of milestones to stitch in all undertakings of the division that will serve as its blueprint in the delivery of quality education services.

The heart of this massive reform is still the most important stakeholder of DepEd – the learners. Every detail is defined according to what would make them what the department dreamt them to be. Students tracking system will be intensified, inclusion programs will be strengthened, programs to intensify 21st century skills of learners shall be beefed up.

OIC-SDS Reynante Z. Caliguiran and ASDSs Edna P. Abuan and Rachel R. Llana expressed strong determination to pursue empowerment of the torch bearers of the division, the teachers, by adopting the Philippine Professional Standards for Teachers (PPST)

and by expanding the use of technology in instructional delivery.

However tough are the endeavors that await them, the superintendency chose to lead and manage schools and institutions with a heart, making SDO a caring and nurturing home.

To cope with the demand of prompt service the hourglass is set in an automated core systems and processes in the different transactions and in the provision of services needed.

Maximum participation of all school-aged children even in the remotest areas of the division is the goal to be achieved by the present efforts in child mapping. Schools are encouraged to come up with localized interventions to students at risk of dropping out in coordination with the Drop-Out Reduction Program of the division. Project ENCODE was initiated to have an accessible data based system of learners. Special programs such as the Alternative Learning System (ALS), Special Education (SPed), Indigenous Peoples Education (IPEd) manifest huge efforts of the division to reach even the marginalized community and peoples.

Career path of students especially those in the Senior High School is intensified through the revitalized Guidance and Counseling in support to the department's Career Guidance Advocacy Program to make sure that students could make sound decision in the choice of tracks and strands of specialization with the guidance of their parents, but not sacrificing their freedom of choice.

Schools are also called upon to be vigilant against bullying by intensifying its Child Protection Programs and to be obedient to executive orders and ordinances issued by the local government of the province and the schools' respective municipalities. Interventions on teenage pregnancy and other delinquencies are also addressed with utmost concern and sensitivity.

And there is more.

SDO-ISABELA FAST FACTS

LOOK BACK at the humble beginnings of SDO-Isabela.



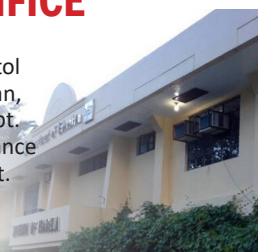
JOSE RAFAEL P. GUIYAB

**APRIL 17
1905**

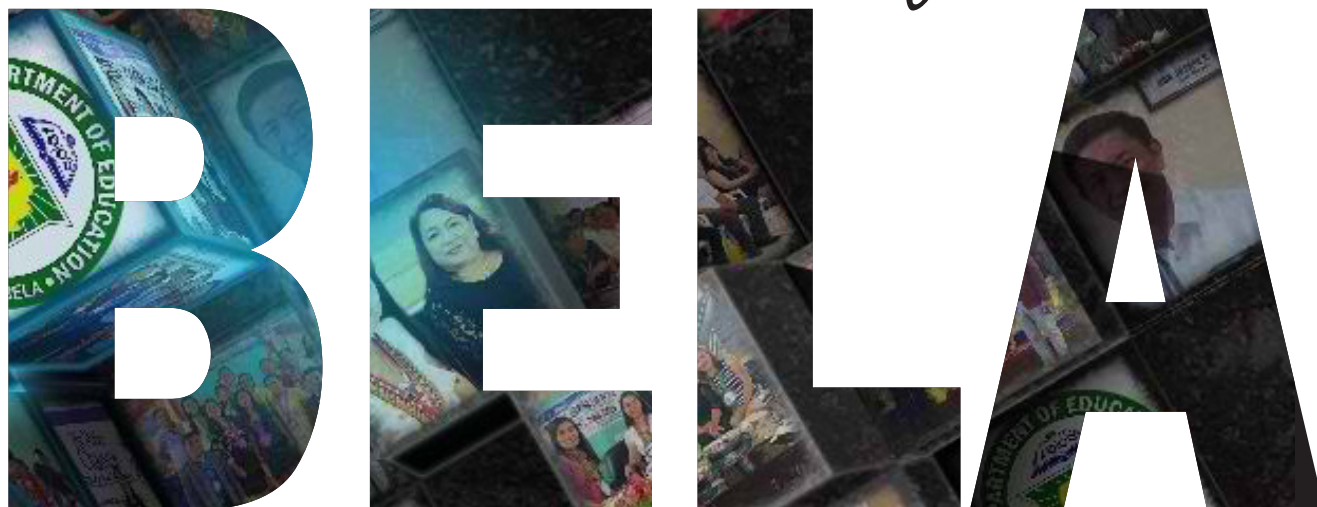
Upon petition of Provincial Governor Blas Villamor and other officials and citizens, Isabela was established as a separate schools division.

MAGNIFICENT EDIFICE

The Division Office located in a half-hectare lot within the capitol grounds of Alibagu, City of Ilagan, was built during the time of Supt. Benito S. Tumamao with assistance from the provincial government. It was formally inaugurated on April 27, 2002.



In the cradle of SDO



The Schools Division Office of Isabela is more than just a home; it is a cradle of knowledge and wisdom ensuring that every learner is properly cared, nurtured, and educated.

The battle against malnutrition is addressed not only by means of School Based Feeding Programs from the Central Office but also by school-initiated interventions from local funds like school canteen and from local stakeholders.

Among the efforts in providing better access to basic education include the expansion of Senior High School and Junior High School providers in the division. Education is brought nearer to the learners in partnership with local governments and benefactors. Elementary schools are eyed to be converted to integrated schools. Multi-grade schools are empowered and monitored. Private schools are given free technical assistance at par with the public schools in the birth of technical assistance for private schools.

Aware of the importance of the human resource to the organization, SDO-Isabela continues to operate on merit-based hiring and promotion using the Philippine Professional Standards for Teachers (PPST). School Heads and Education Program Supervisors are sent to supervisory trainings to enhance their instructional supervision skills. Teacher Induction Programs are restructured as it will be included in the Learning Action Cells (LACs) in preparation for beginning teachers' movement towards proficiency, and capability building for mismatch teachers have been set for the next three years.

The division has also invested the biggest chunk of its 2019 budget to programs and projects in English, Science and Math in order to increase achievement. The lineup of trainings and capability building programs for teachers on these priority subjects are set for next year to ensure that they are equipped with the needed knowledge and skills in implementing the curriculum.

The superintendency of SDO Isabela has already set the tone of the delivery of quality education, and its people are singing in one rhythm guided by the principles and visions embedded in the slogan it lives for, "Sa SDO-Isabela, at Home Ka."

DR. PEDRO M. ORATA

The first Filipino Superintendent of Isabela. He served as division head in 1928-1930. He is known as the "Father of Barrio School" and was awarded the Ramon Magsaysay Award in 1970.



SA SDO-ISABELA, at home ka

- I**ntensify student tracking system
- S**trengthen coverage of inclusion programs
- A**dopt the Philippine Professional Standards for Teachers
- B**oost programs to improve the 21st century skills of learners
- E**xpand the use of technology in instructional delivery
- L**ead and manage the institution and schools with a heart
- A**utomate core systems and processes
- A**ligned services and processes with ISO 9001: 2015
- T**ransparent and judicious use of education resources
- H**appy and healthy learners in child-friendly schools and communities
- O**verwhelming support of internal and external stakeholders
- M**eaningful integration of local ordinances and programs in the curriculum
- E**nhanced competencies and commitment of teachers to raise learning outcomes
- K**ind and transformational stewardship for good governance
- A**ppreciative of the diverse culture and potential of the Isabeleños

SETTING TARGETS

SDO-Isabela Planning Team enhances DEDP to improve learning outcomes



EDLYN M. BAUI



ISABELA'S PRIDE

Raniag High School hailed 'Hall of Fame' in Gawad Kalasag



MICHAEL KEVIN A. MONFORTE

The saga continues for Raniag High School (RHS) in Ramon, Isabela when it was awarded as Best Public School - Urban Category and Hall of Fame in Gawad Kalasag during the National Awarding Ceremony at AFP Theater, Camp General Emilio Aguinaldo, Quezon City, December 4.

Gawad Kalasag is organized by the NDRRMC and is considered as the country's premier annual awards for outstanding contributions in disaster risk reduction and management.

RHS Principal Marisol A. Dumon said the best practices of the school along disaster risk management and the provision of safe and enabling learning environment and facilities sealed the school's victory in Gawad Kalasag for years.

Meanwhile, OIC-SDS Reynante Z. Caliguiran described RHS victory 'historic' and encouraged all schools to benchmark on the best practices of RHS to provide safe learning environment to all learners.



DEDP ENHANCEMENT. ASDS Rachel R. Llana reviews the 2019 budget for Human Resource Training and Development (HRTD). The K to 12 Summit set in March 2019 and capability building for teachers in all learning areas received the biggest chunk with more than Php6M allotment. (Photo by **EDLYN M. BAUI**)

The Schools Division Office of Isabela has strengthened its strategies for learner-centered approach program through the assessment and analysis of curriculum, leadership and governance performance during the review and enhancement of the Division Education Development Plan (DEDP) at Baguio City, December 2-4.

The DEDP is a mother plan anchored on the strategic direction and agenda embodied in the Philippine Development Plan (PDP) for 2018-2022.

OIC-SDS Reynante Z. Caliguiran

outlined the roadmap of the division education masterplan for 2019-2022, calling for a need-based and inclusive approach in the DEDP.

He directed the Division Planning Team (DPT) to capture the education reforms and strategies to improve learning outcomes.

In response, CID Chief Rodrigo V. Pascua conferred with Education Program Supervisors and crafted plan adjustments to ensure effective and efficient implementation of the identified programs and projects (PAPs).

ASDS Rachel R. Llana

emphasized the need for schools to align their School Improvement Plan (SIP) to the DEDP to realize the division targets of improving quality, relevance and access to basic education.

Included in the enhanced DEDP are various projects that enrich curricula which address cross-cutting issues and foster 21st century skills of learners.

The SDO also targets to automate the core processes and systems of the division to continually improve processes and services.

REPEAT OF HISTORIC FEAT

Isabela wins back-to-back champ in RSPC



ALEJANDRO C. RODRIGUEZ

The Schools Division of Isabela remains a powerhouse in campus journalism after it recorded a back-to-back overall championship win in the 2018 Regional Schools Press Conference (RSPC) at the City Division of Ilagan, November 17-20.

Isabela topped the group contests and school paper contest both in elementary and secondary levels. It ranked second overall in the individual contest.

Agayan came in second while Tuguegarao City placed overall third.

Jay J. Gallegos, Isabela Journalism Coordinator, said the 'repeat of historic feat' is credited to the strengthened journalism program of the division.

He shared that specialized and intensive training for school paper advisers and campus journalists is up for next year to sustain Isabela's victory.



DEBUT. Former Isabela Journalism Coordinator Arturo B. Nano exited with an overall champ and Jay J. Gallegos entered with a repeat.