



Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE



DEPED - QUEZON
ICT UNIT

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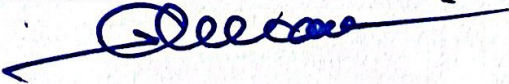
23 November 2022

DIVISION MEMORANDUM
DM No. 984, s. 2022

ANNOUNCING THE VOICE OF THE CUSTOMERS ON PROJECT DEVOLVES

To: Assistant Schools Division Superintendents
Division Chiefs
Section/Unit Heads
Public Elementary and Secondary School Heads
All Others Concerned

1. In connection with Quality Management Systems (QMS) implementation, DepEd Quezon conducted a Division survey to listen to the voice of the customers regarding the milestones of Project DeVOLVES (Deconcentration of Vital Operations for Leveraging Volumes of Education Services) which is a strategy to decentralize quality management services from the main office (in Pagbilao) down to the sub-offices in Gumaca, Real and Catanauan.
2. The survey sought to gather feedback from customers about the quality of services offered in the sub-offices, and the attitude of personnel, as well as to find out their satisfaction on the standard turnaround time of processed documents, minimizing travel risks and travel time, and cost-effectiveness. Results show that an overall satisfaction rate of 94.73% was obtained, which implies high-positive feedback from the primary beneficiaries of the project.
3. To access the report, please follow this link: tinyurl.com/vocQMSdevolves2022.
4. For information and immediate dissemination.


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