


VERSION NO. 1	MANUAL TITLE QUALITY MANUAL	DOCUMENT NO. QM 4.0
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4.0 Context of the Organization

4.1. Understanding the organization and its context

4.1.1. Philippine Science High School System (PSHSS) has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the institution. This involves:

4.1.1.1. Understanding our core products and services, and scope of the quality management system;

4.1.1.2. Identifying “interested parties” (stakeholders) who receive our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our institution; and

4.1.1.3. Understanding internal and external issues that are of concern to PSHSS. Many such issues are identified through an analysis of risks facing PSHSS. Such issues are monitored and updated as appropriate, and discussed as part of management reviews. In line with this, PSHSS determines external and internal issues (both positive and negative factors) that are relevant to its purpose and its strategic directions and that affect its ability to achieve the intended results of its quality management system.

4.1.2. PSHSS shall determine these external and internal issues by analyzing its strengths, weaknesses, opportunities and threats, or SWOT Analysis.


4.1.3. This information is then used by management to determine the institution’s strategic direction. This is defined in records of strategic/management planning and management review, and periodically updated as conditions and situations change.

4.2. Understanding the needs and expectations of interested parties

4.2.1. PSHSS shall identify the relevant interested parties and their requirements that are relevant to its quality management system.



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4.2.2. PSHSS shall monitor and review information about these interested parties and their relevant requirements to be able to consistently provide services that meet stakeholder and applicable statutory and regulatory requirements.

4.2.3. An interested party is defined as “a person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity”. PSHSS shall maintain an Analysis of Interested Parties or Statutory and/or Regulatory Bodies Log that contains the following:

- 4.2.3.1. Interested Party/Statutory or Regulatory Body (e.g. LTO)
- 4.2.3.2. Requirement Summary (e.g. Compliance with LTO requirements)
- 4.2.3.3. Supporting Documents (e.g. Registration of vehicles)

4.3. Scope of the quality management system


4.3.1. The scope of the quality management system of PSHSS covers all areas of academic and support services, which have an impact on the quality of the products and services being provided. The PSHSS Service Process covers the core and support functions as shown in QM 3.3. This can also be seen in QM 11.0 Quality Plan.

4.3.2. The scope of the QMS includes the development and delivery of special science secondary education program and support services functions of the organization as follows:

- 4.3.2.1. Curriculum Development and Review
- 4.3.2.2. Admission
- 4.3.2.3. Delivery of Instruction
- 4.3.2.4. Student Support Services
- 4.3.2.5. Student Affairs Services
- 4.3.2.6. Financial and Administrative Services



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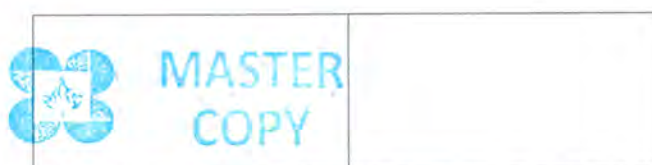
4.3.3. All ISO 9001:2015 clauses are applicable to the quality management system of PSHSS.


4.4. Quality management system and its processes

4.4.1. PSHS shall establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of ISO 9001:2015. This includes determining:

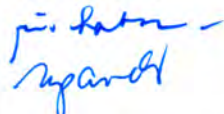
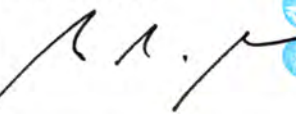

- 4.4.1.1. Inputs required and the outputs expected from these processes;
- 4.4.1.2. Sequence and interaction of these processes;
- 4.4.1.3. Criteria and methods needed to ensure the effective operation and control of these processes;
- 4.4.1.4. Resources needed for these processes and ensuring their availability;
- 4.4.1.5. Responsibilities and authorities for these processes;
- 4.4.1.6. Risks and opportunities;
- 4.4.1.7. Any changes needed to ensure that these processes achieve their intended results; and
- 4.4.1.8. Improvement on the processes and the quality management system.

4.4.2. PSHSS Service Process in QM 3.3 shows the sequence of interaction of these processes, covering strategic, academic and support processes. By identifying these processes within the institution, and then managing each of these discretely, this reduces the potential for nonconforming products and services discovered during final processes or after delivery. Each process may be supported by other activities; such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.



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- 4.4.3. PSHSS shall maintain and retain documented information to support the operation of its processes and to have confidence that the processes are being carried out as planned.

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