



Republic of the Philippines  
Supreme Court  
Manila

**MINUTES OF MANAGEMENT REVIEW MEETING HELD AT THE TRAINING CENTER, CENTENNIAL BUILDING, SUPREME COURT, MANILA ON DECEMBER 28, 2017.**

**IN ATTENDANCE:**

**HON. MARIA LOURDES P. A. SERENO**  
Chief Justice

**HON. ROMEO F. BARZA**  
Presiding Justice, Court of Appeals

**HON. EFREN N. DELA CRUZ**  
Acting Presiding Justice, Sandiganbayan

**HON. ROMAN G. DEL ROSARIO**  
Presiding Justice, Court of Tax Appeals

**HON. ELMO M. ALAMEDA**  
Executive Judge, RTC-Makati City

**HON. DON ACE MARIANO V. ALAGAR**  
MeTC-Quezon City

**ATTY. THELMA C. BAHIA**  
Deputy Court Administrator

**ATTY. MARIA REGINA ADORACION FILOMENA M. IGNACIO**  
Assistant Court Administrator and  
Chief, Office on Halls of Justice

**ATTY. FELIPA B. ANAMA**  
Clerk of Court *En Banc*

**ATTY. EDGAR O. ARICHETA**  
Division Clerk of Court, First Division

**ATTY. MA. LOURDES C. PERFECTO**  
Division Clerk of Court, Second Division

**ATTY. MISAEL BATTUNG III**  
Deputy Division Clerk of Court, Third Division

**ATTY. BASILIA T. RINGOL**  
Chief, Judicial Records Office

16

**ATTY. EDEN T. CANDELARIA**  
Chief, Office of Administrative Services

**ATTY. CORAZON G. FERRER-FLORES**  
Chief, Fiscal Management and Budget Office

**ATTY. CARLOS N. GARAY**  
Assistant Chief, Management Information Systems Office

**INVITEES:**

**ATTY. ANNA LI R. PAPA-GOMBIO**  
Deputy Clerk of Court *En Banc*

**ATTY. MARIFE M. LOMIBAO-CUEVAS**  
Office of the Clerk of Court *En Banc*

**ATTY. THERESA G. CINCO-BACTAT**  
Assistant Clerk of Court *En Banc*-Court of Appeals

**GUESTS:**

**ATTY. MARIA LOURDES E. B. OLIVEROS**  
Office of the Chief Justice

**ATTY. THEODORE TE**  
Chief, Public Information Office-SC

**ATTY. RACHELLE UY-TRINIDAD**  
OCC, Second Division-SC

**ATTY. ABIGAIL G. DOMINGO-LAYLO**  
Division Clerk of Court-CA

**MS. CECILIA B. JACINTO**  
FMBO-SC

**MR. GUILLERMO S. NACARIO, JR.**  
Sandiganbayan

**MS. LEONORA BAUTISTA**  
OCC-MeTC, Quezon City

**SECRETARIAT:**

**MS. MARIA M. ALOBA**  
Office of the Clerk of Court *En Banc*

**MS. JOYCE G. DE OCAMPO** ]  
**MS. EDELAINE S. MANALO** ] Office of Administrative Services, SC  
**MR. PROCESO M. MAGBANUA III** ]

## **I. CALL TO ORDER / CENTENNIAL PRAYER**

The meeting was called to order at 10:30 a.m. The Honorable Chief Justice Maria Lourdes P. A. Sereno presided over the meeting.

Atty. Eden T. Candelaria, Chief, Office of Administrative Services (OAS) led the Centennial Prayer.

## **II. MATTERS TAKEN UP**

### **1. OVERVIEW OF THE ISO-ALIGNED QUALITY MANAGEMENT SYSTEM (QMS) DOCUMENTATION (I.E. QUALITY MANUAL)**

The Chief (OAS) presented to the Body a brief overview of the ISO-aligned documentation, the proposed Quality Manual for the Judiciary, which covers one (1) core process of the Court *i.e.* from filing and receiving of cases (judicial) until the issuance of the court's initial action.

The Chief Justice explained that the management review to be conducted today is only "*provisional*" considering that the aforesaid Quality Manual is still pending approval by the Court *En Banc*.

### **2. MANAGEMENT REVIEW AGENDA**

Atty. Basilia T. Ringol, Chief, Judicial Records Office (JRO) presented the Management Review Agenda.

### **3. REVIEW OF THE QUALITY POLICY FOR CURRENT ADEQUACY**

The Quality Policy formulated states that: "*The Philippine Judiciary is an independent and co-equal branch of the government that is empowered by the Constitution to exercise judicial power. It is committed to provide independent, impartial, effective and efficient administration of justice to secure the public's right to speedy and fair disposition of their cases.*"

The proposed Quality Policy was reviewed and accepted as is.

### **4. INTERNAL AUDIT RESULTS**

- **Non-Conformities / Corrective Actions**

The Non-Conformities were validated and the corrective actions were recommended, as follows:

**Office: OCC-En Banc, Supreme Court**

No.	Criteria	Evidence
1.	Clause 7.1.2, ISO 9001:2015 Organization shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.	The persons necessary for the effective implementation of the core functions of the SC OCC EB has been determined but not provided. Per its Plantilla, it should have a full complement of 102 officers and employees but only 47 positions have been filled up.
2.	Clause 7.1.3 (a) ISO 9001:2015 The organization shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.	The SC OCC EB has failed to provide sufficient working space necessary to accommodate the required number of personnel based on its Plantilla.

The problem of lack of space for additional personnel is being addressed with the planned transfer of the Supreme Court to its new building in Taguig City so that it can have enough office space for all 112 needed personnel.

**Office: MISO, Supreme Court**

No.	Criteria	Evidence
1.	Clause 7.1.3 (b) Hardware and Software 7.1.3 (d) Information and Communication Technology 7.1.5 Monitoring and Measuring	Determination of software issue: The person concerned shall determine if software application was developed in-house or commercial/ outsourced.  The Audit Team gathered information from SC that some offices are using unlicensed productivity software.

The Enterprise Information Systems Plan (EISP) program of the Supreme Court will provide all the necessary software for the entire judiciary. It is in the process of implementation.

The Supreme Court has a policy of using only licensed software or open source software. It will remind the employees of this policy.

No.	Criteria	Evidence
2.	Clause 5.1.2 Customer focus 7.1.2 People 7.2 Competency	Manpower is insufficient but competent enough to handle and implement the task assigned by the Chief.

The MISO is currently reviewing a proposal for its organizational re-engineering.

**Office: Court of Appeals**

The Committee **NOTED** the report that the Court of Appeals does not have any observation on Non-Conformity.

**Office: Judicial Records Office - Sandiganbayan**

No.	Criteria	Evidence
1.	The Organizational Chart of the Sandiganbayan indicates that the Judicial Records Office is composed of twenty (20) personnel.	Fourteen (14) positions are filled up and six (6) positions are vacant rendering said office undermanned.

As of this meeting, the Sandiganbayan Presiding Justice informed that four (4) more positions have been filled up, leaving only two (2) positions vacant.

**Office: Legal and Technical Services - Sandiganbayan**

No.	Criteria	Evidence
2.	Consolidation report/ recommendation are processed upon referral of multiple number of cases by the Judicial Records Division. Clause 4 of the ISO 9001:2015 QMS requires that the organization shall: (a) maintain documented information to support the operation of its processes; and (b) retain documented information to have confidence that the processes are being carried out as planned.	The Office does not keep a file copy/database of the report/recommendation on the consolidation of multiple number of cases. Transmittal of the report to the Judicial Records Division is being recorded in the logbook.

The Sandiganbayan shall devise a system that will allow the Legal Office to retain a document evidencing its action.

No.	Criteria	Evidence
3.	The Organizational Chart of the Sandiganbayan indicates that the Office of Legal and Technical Services is composed of seven (7) lawyers.	Five (5) lawyer positions are filled up and two (2) are vacant.

The new appointments are under process.

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**Office: MISD - Sandiganbayan**

No.	Criteria	Evidence
4.	The Organizational Chart of the Sandiganbayan shows that the MISD is composed of seven (7) plantilla personnel.	The 7 plantilla personnel of the MISD that provide services to almost 400 computer users are filled up, however, there is a need for additional personnel to accommodate all their clients.

There is a pending request for additional plantilla items with the Supreme Court.

No.	Criteria	Evidence
5.	Regular maintenance of the CMIS.	Maintenance report is not documented.

The Sandiganbayan is reviewing its processes in the MISD.

No.	Criteria	Evidence
6.	The computer specifications to be used are given by the MISD.	The CMIS program is not compatible with the new computers thus the program cannot be used.

The Sandiganbayan will be adopting an electronic court system which is currently being piloted in the lower courts.

**Office: Court of Tax Appeals and Regional/Metropolitan Trial Courts**

The Committee **NOTED** the report that the Court of Tax Appeals, the Regional Trial Courts and Metropolitan Trial Courts do not have any observation on Non-Conformity and Opportunities for Improvement.

**5. REVIEW OF PROCESS PERFORMANCE**

**a. Adequacy of Resources**

There is a need to review the resources of the entire Judiciary to conform with the requirements of quality performance. This includes human resource requirements, work environment infrastructures and quality system resource requirements.

The Judiciary is implementing a judiciary-wide plantilla review, a process re-engineering and standardization of all its processes. It also has a judiciary-wide

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Budget Committee. It is delegating and downloading resource availments to the lowest sub-unit possible. An example of this is the delegation to the lower courts of its Miscellaneous and Other Operating Expenses (MOOE).

**b. Performance of External Providers**

The Key External Providers of the Judiciary have already been identified, including the measure of control in evaluating their performance relevant to attaining the organizational targets. The Body feels this is a concern best addressed by the respective Offices of Administrative Services of every court.

The Office of Administrative Services (OAS) of every Court is delegated the duty to evaluate the identification and performance of key external providers.

**c. Actions taken to address risks and opportunities**

The Supreme Court is already reviewing the jurisdiction of the various courts and addressing the problem of vexatious suits. It is also rationalizing the assessment of filing and other legal fees. It is also undergoing an assessment of how many more courts need to be created to address the increase in population that must be serviced, together with the Judicial and Bar Council. It maintains a very active relationship with the Department of Budget and Management and the appropriate congressional committees to alert them to the increasing resource requirements for the Judiciary. It is also heavily engaged in discussions with development partners for technical assistance and other forms of aid, especially in its most complicated reform programs involving automation of all court processes and all backroom support processes. Lately, it has been implementing a more active information campaign to increase public awareness in the increasing accessibility of court services, including small claims courts, Expanded Justice on Wheels Program, the continuous trial program, and other recent reform programs.

**6. CUSTOMER SATISFACTION AND FEEDBACK**

Internal and external issues were discussed and it was noted that some issues were taken from clients' feedback for the period November to December 2017 only, or after the workshop on QMS had been conducted. A standard form to measure customer satisfaction was adopted during that workshop. Since this is the first management review undertaken for an ISO-aligned core process, and considering said timeline of two (2) months, *changes* in internal and external issues is not yet applicable.

**7. OVERALL PERFORMANCE OF THE QMS**

The performance monitoring used the *accomplishment reports* under the SMPS- OPCR was for the period January to June 2017.

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Considering that this is the first management review and noting the difference between the time elements used in the Customer Feedback which cover the period November to December 2017; and the OPCR documents used was for the period January to June 2017, the information on performance and effectiveness of the QMS is not yet applicable to the Judiciary.

### **8. OTHER RECOMMENDATIONS FOR IMPROVEMENT OF SERVICE**

The entire Judiciary is going through a reform program of all its processes and the Judicial Reform Program has been rolling on and has been implemented *in phases for many years now*. This compliance with the new PBB System is just being done in tandem with already deep on-going reforms.

The tremendous amount of public support and the development partners' support has been pushing the Judiciary to adopt the first possible successful nationwide automation program connecting more than 2,000 courts in more than 750 sites.

Further, the Judiciary shall determine the external and internal issues relevant to its purpose and strategic direction; review such issues; provide corrective measures; and monitor the same in accordance with its Annual Planning Procedure to achieve the intended results of its QMS.

### **III. ADJOURNMENT**

There being no further matters to be taken up, the meeting was adjourned at 1:15 p.m.

Recorded by:

  
**MARIA M. ALOBA**  
*Secretariat*

Noted by:

  
**HON. MARIA LOURDES P. A. SERENO**  
*Chief Justice*