

CERTIFICATE of COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, MARIA PATRICIA V. AZANZA, Filipino, of legal age, Director of the INDUSTRIAL TECHNOLOGY DEVELOPMENT INTSTITUTE, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE including its (*number of regional offices/branches/service/offices/Campuses*) has established its service standards known as the Citizen's charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure)
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's charter.
- 7) The citizen's Charter shows the process improvements, specifically on the streaming of procedures and shortened turnaround time, on the most availed frontline services:

Our Business is Industry

000-00-172031-4

Membership:

- ♦ General Conference on Weights and Measures (CGPM)
- ♦ Asia Pacific Metrology Programme (APMP)
- ♦ Asia Pacific Legal Metrology Forum (APLMF)

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Cashier Section, Administrative Division	Turn-around time on the issuance of Official Receipt and generation of various accounting reports.	Developed a database information system on the issuance of Official Receipt which automates the generation of various accounting reports such as Cash and Check Deposit Slip, List of Collection and Deposit (LCD), Report of Collection and Deposit (RCD) and Cash Receipts Record (CRR).	Shortened the turnaround time on the issuance of official receipt to customer from the previous 4-5 minutes to 1-2 minutes only per transaction. Automatic generation of various accounting reports.
Standards Testing Divisions (STD) Sample Validation (Receiving of Samples for Testing)	Turn – around time for the whole sample validation	Incorporation of the Unified Laboratory information management system (ULIMS) of the OneLab project	<ul style="list-style-type: none"> • Shorter time for customer information retrieval in the system, thus faster input of customer details for the transaction processed • Faster selection of test parameters to be availed by the customer since the parameters were already categorized per sample matrix • Whole processed improved from 30-45 mins sample validation before to roughly 10-20 mins now, assuming an average number of samples and test parameters

	<p>More convenient customer satisfaction feedback form</p>	<p>Customer Satisfaction feedback form was revised to 5- scale evaluation per item evaluated and each item was translated to <i>Filipino</i> language to be more convenient to customers</p>	<ul style="list-style-type: none"> • Some of the customers who submitted samples for testing are assistant staff of companies of individuals, thus the improved version of the customer feedback is very convenient
<p>Release of Test Reports</p>	<p>Turn-around time for the releasing of test reports</p>	<p>Improved retrieval of test reports through the improved coding system of test requests and sample codes</p> <p>Additional modes of release of test reports</p>	<ul style="list-style-type: none"> • Faster release of test results to customers since the coding system of test request and sample codes are more specific to the laboratory or section where the tests were conducted • For the convenience of customer, email transmittal of test reports are offered to customers, as well as

	Protection of confidentiality of customer's test results	Enhanced protection of customer's confidentiality through the Standards Testing Division Terms and conditions	<p>courier services</p> <ul style="list-style-type: none"> • Test results are only released to the person who submitted the test samples; authority to claim is required for the authorized representative thus ensuring utmost confidentiality
<p>National metrology Divisions (NMD)</p> <p>Applying for a Calibration/ Testing of measuring instruments</p> <p>Applying for a Calibration/ testing of measuring instruments</p> <p>Claiming of Reports and Samples</p> <p>Claiming of Reports and Samples</p>	<p>Filling out of "Request form", "Gate pass" and "On-site agreement form"</p> <p>Validation of request by laboratory staff</p> <p>Issuance of reports</p> <p>Release of sample or calibrated equipment</p>	<p>Carbonless triplicate copies of all forms are made available at the Receiving Unit</p> <p>Section heads have identified Laboratory personnel tasked to validate specific technical services at particular schedules within the day</p> <p>Signed reports are required to be available one day before the due date</p> <p>Laboratories are required to bring the sample/ calibrated equipment to the "Releasing Unit" one day before the due date or in exceptional cases on the due date</p>	<ul style="list-style-type: none"> • Shortened time for customer to fill out the forms as they do not need to fill out 3 copies of every form • Less waiting time for customer and faster validation process • Faster issuance of reports; less waiting time • Faster release of sample or calibrated equipment; less waiting time

<p>Advanced Device and Materials Testing Laboratory (ADMATEL)</p>	<p>1. Guaranteed 1 day Turnaround time for the interim report for 1 sample.</p> <p>2. Final Report is released within due date. (usually 3 to 5 working days)</p>	<p>a. Radical change in management</p> <ul style="list-style-type: none"> - Appointment of new Laboratory Manager - Creation of Technical Manager position <p>b. Infusion of qualified and competent personnel for critical positions</p> <ul style="list-style-type: none"> - Adequately filled-up critical positions (i.e., Laboratory Heads and analysts) for laboratory operations - Full-time technical and nontechnical personnel - Enhanced and rigorous recruitment process <p>c. Streamlining of operational processes</p> <ul style="list-style-type: none"> - Cross-training of laboratory Analysts across multiple equipment to improve machine utilization and flexibility when new samples arrive or for test requests with extreme urgency. The Laboratory Heads were also trained extensively to operate the equipment in their respective laboratories. 	<p>1. Turnaround Time for Interim Reports</p> <p>Before: 2 to 3 days</p> <table border="1" data-bbox="1000 393 1428 1057"> <thead> <tr> <th>2016</th> <th>Actual (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>0.60</td><td>1.00</td></tr> <tr><td>Feb</td><td>1.20</td><td>1.00</td></tr> <tr><td>Mar</td><td>1.30</td><td>1.00</td></tr> <tr><td>Apr</td><td>0.70</td><td>1.00</td></tr> <tr><td>May</td><td>1.10</td><td>1.00</td></tr> <tr><td>Jun</td><td>0.80</td><td>1.00</td></tr> <tr><td>Jul</td><td>0.97</td><td>1.00</td></tr> <tr><td>Aug</td><td>1.93</td><td>1.00</td></tr> <tr><td>Sep</td><td>0.79</td><td>1.00</td></tr> <tr><td>Oct</td><td>0.66</td><td>1.00</td></tr> <tr><td>Nov</td><td>0.55</td><td>1.00</td></tr> <tr><td>Dec</td><td>0.33</td><td>1.00</td></tr> <tr><td>Avg.</td><td>0.91</td><td></td></tr> </tbody> </table> <p>Remarks:</p> <p>In Feb and March – new lab personnel were hired only in the said months</p> <p>In May & August – High load of samples</p> <p>2. % Reports within due date</p> <p>Acceptable limit (90% and above)</p> <p>Before: Overdue reports are more than 10%.</p> <table border="1" data-bbox="1000 1623 1428 1809"> <thead> <tr> <th>2016</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>90%</td><td>90%</td></tr> <tr><td>Feb</td><td>96%</td><td>90%</td></tr> <tr><td>Mar</td><td>98%</td><td>90%</td></tr> </tbody> </table>	2016	Actual (days)	Target (days)	Jan	0.60	1.00	Feb	1.20	1.00	Mar	1.30	1.00	Apr	0.70	1.00	May	1.10	1.00	Jun	0.80	1.00	Jul	0.97	1.00	Aug	1.93	1.00	Sep	0.79	1.00	Oct	0.66	1.00	Nov	0.55	1.00	Dec	0.33	1.00	Avg.	0.91		2016	Actual	Target	Jan	90%	90%	Feb	96%	90%	Mar	98%	90%
2016	Actual (days)	Target (days)																																																							
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- A more aggressive commitment of 24-hrs turnaround time of interim reports. Final reports are released within 3 to 5 days. Both metrics are measured and monitored every month.

- Monthly monitoring of Turnaround time, % Reports within due date and Customer satisfaction.

Apr	100%	90%
May	99%	90%
Jun	100%	90%
Jul	97%	90%
Aug	94%	90%
Sep	90%	90%
Oct	100%	90%
Nov	90%	90%
Dec	93%	90%
Avg.	96%	


3. Customer Satisfaction (% Satisfied Customers)

2016	Actual	Target
Jan	100%	90%
Feb	100%	90%
Mar	100%	90%
Apr	100%	90%
May	100%	90%
Jun	100%	90%
Jul	100%	90%
Aug	100%	90%
Sep	100%	90%
Oct	100%	90%
Nov	100%	90%
Dec	100%	90%
Avg.	100%	

<p>Technological Services Division (TSD)</p> <p>Knowledge translation: 1. Communication & promotion</p> <p>2. Technology transfer</p>	<p>Seized opportunity offered by social media by social media engagement in additions to tri-media channels</p> <p>Support FOI-drafting using DOST template</p> <p>Actively supported the creation of the DOST Tech Trans Protocol & its implementation</p>	<p>Created & improved on line (IFB, website) platforms; monitoring; improve media relations/ rapport</p> <p>Named FOI receiving officers & decision makers; submitted draft to DOST- FOI committee</p> <p>Pursue institutionalization of tech transfer protocol by involving R & D and technical groups; conduct seminars</p>	<ul style="list-style-type: none"> Heightened engagement w/ clients; quicker response; increased media mileage/online exposure Institutionalization of the process led to smooth flow of communication towards customer satisfaction Appreciation of the process; improved cooperation/realization of the value of promotion towards transfer of tech or service
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This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this (day) of (month), 2017 in (city, province), Philippines.


MARIA PATRICIA V. AZANZA, Ph.D.
 Director
 Industrial Technology Development Institute

SUBSCRIBED AND SWORN to before me this (day) of (month) 2017 in (city, province), Philippines, With affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

NOTARY PUBLIC

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 SERIES OF 2017

MAY 31 2017

ATTY. JESUS F. APUYOD
 Appointment No. 16 (2016-2017)
 Notary Public for Taguig, Pateros and Pasig
 Until December 31, 2017
 4140 Gen. Santos Aya., Lower Bicutan, Taguig City
 Rol No. 57266
 PTR No. A-2508926 / 3 Jan. 2017 / Taguig City
 IBP Lifetime No. 012164 / IRSM Chapter
 MCLE Compliance No. V-0021579 / 15 Jan. 2016