	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-02
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
		PAGE NUMBER	1 of 5
SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>GENERATION AND APPROVAL OF REGULAR R&amp;D PROJECTS</b>		

### 1.0 Objective:

To ensure that all Regular R&D Projects satisfy the requirements of the Institute and government plans and programs.

### 2.0 Scope:

This procedure covers all Regular R&D Projects from preparation of project proposal up to the assignment of project code.

### 3.0 Definition of Terms :

**Regular R & D Project** - refers to research and development project of the Institute that is funded by GAA (General Appropriations Act).

**Project Proposal** - refers to the plan and description of the research project prepared by the researcher.



**Capsule Proposal** - a form with a prescribed format used for preparing a detailed description and plan of the proposed research project and submit for approval. These include the project title, objectives, background/rationale, expected output, definition, plan of activities and deliverables, personnel and budget requirements.


**Project Code** - the number assigned to R&D project for purposes of identification, records and release.

### 4.0 Documented Information:

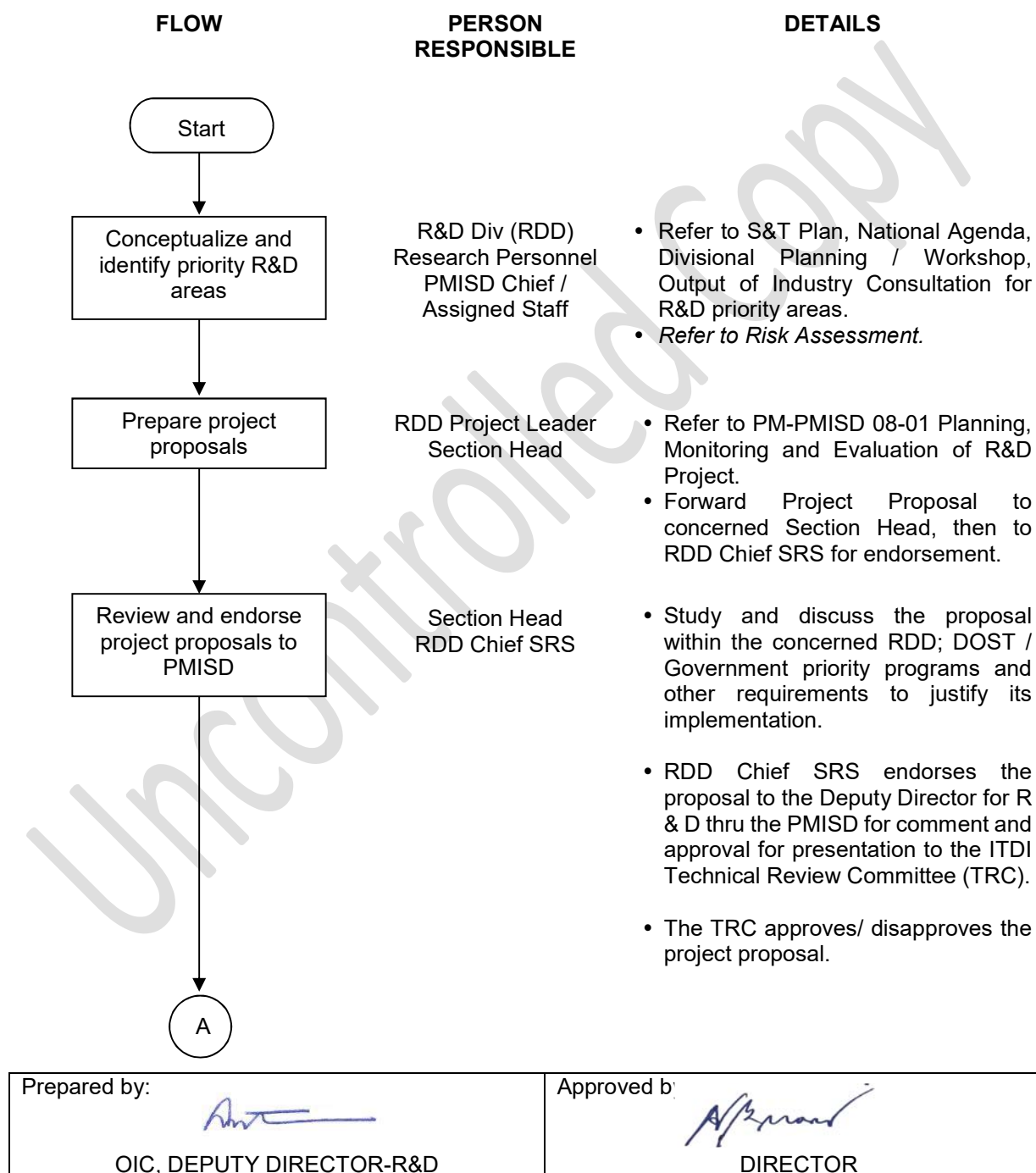
Yearly List of Approved R&D Projects  
Approved Project Proposal File  
Archive Project Proposal File


Planning Cycle for R&D Projects (PMISD)

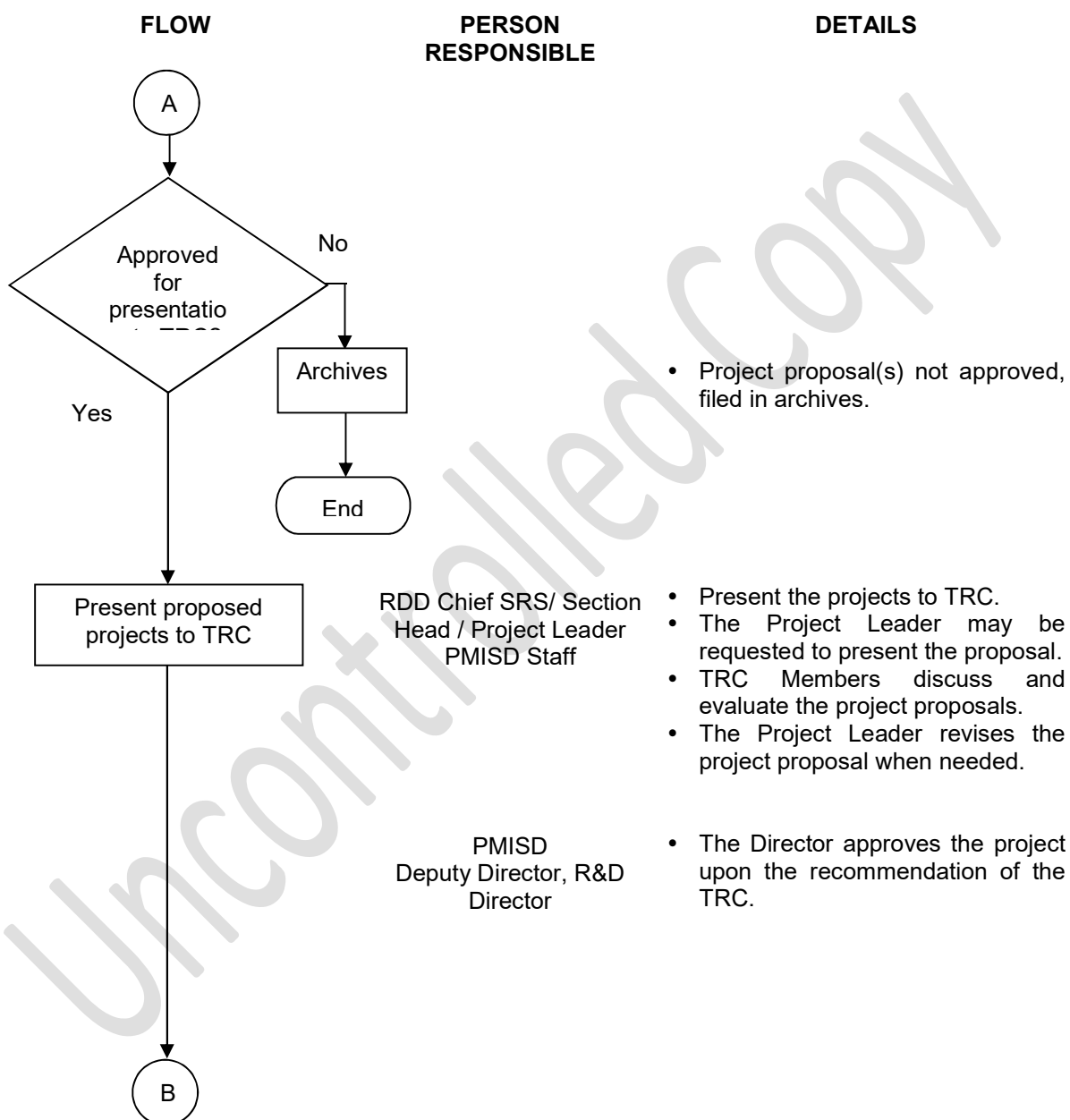
Prepared by:  OIC, DEPUTY DIRECTOR-R&D	Approved by:  DIRECTOR
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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-02
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
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SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>GENERATION AND APPROVAL OF REGULAR R&amp;D PROJECTS</b>		


#### 6.0 Procedure:

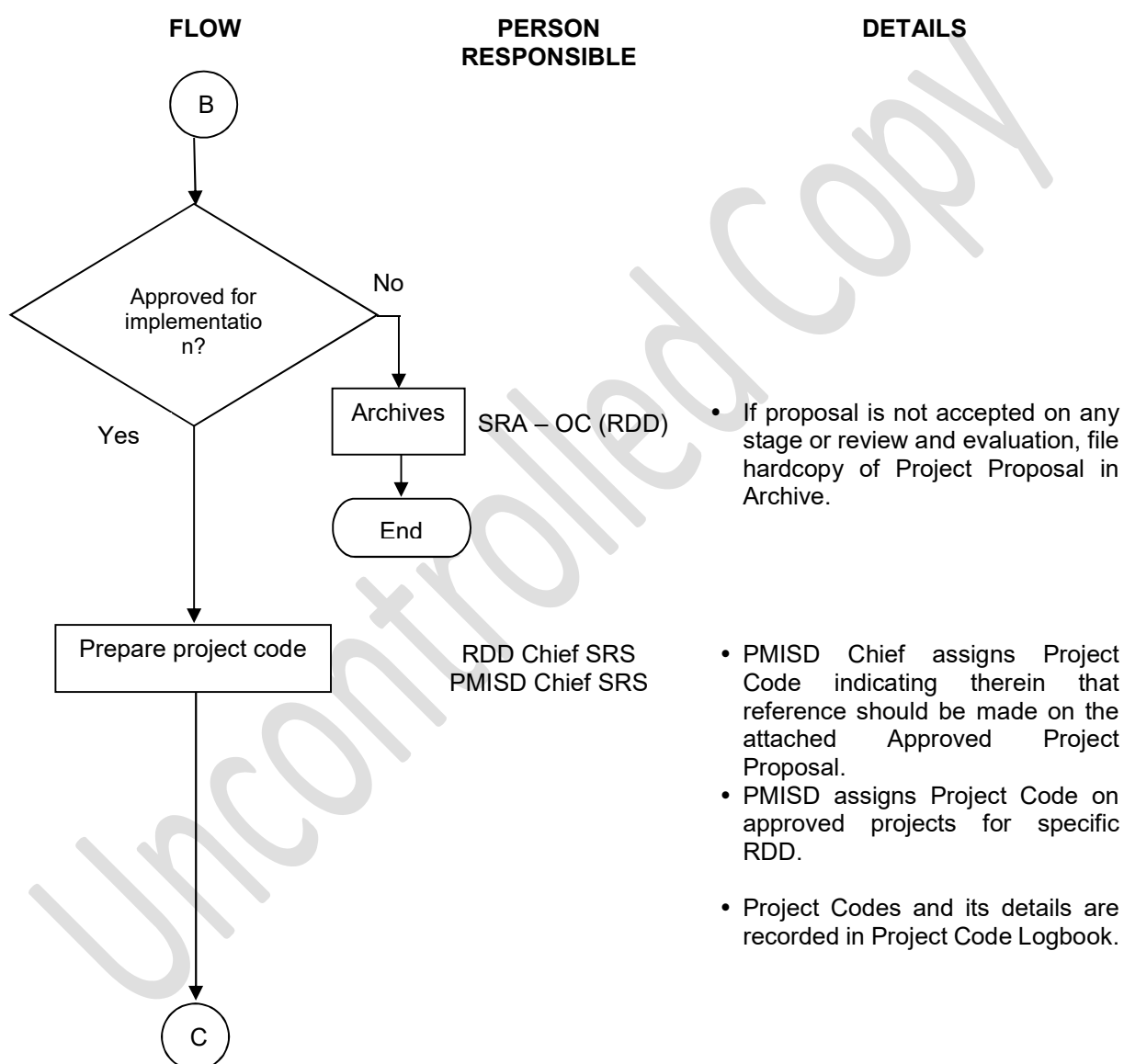




	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-02
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SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>GENERATION AND APPROVAL OF REGULAR R&amp;D PROJECTS</b>		




Prepared by:  OIC, DEPUTY DIRECTOR-R&D	Approved by:  DIRECTOR
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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-02
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>GENERATION AND APPROVAL OF REGULAR R&amp;D PROJECTS</b>		



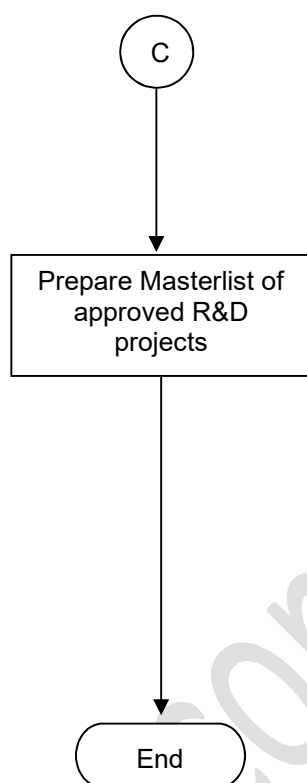
Prepared by:  OIC, DEPUTY DIRECTOR-R&D	Approved by:  DIRECTOR
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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-02
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SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>GENERATION AND APPROVAL OF REGULAR R&amp;D PROJECTS</b>		

### FLOW

### PERSON RESPONSIBLE

### DETAILS



PMISD Chief SRS  
PMISD Staff  
RDD Chief SRS

- PMISD Chief prepares a masterlist of approved regular R&D projects for implementation in the coming year.
- PMISD furnishes concerned R&D division with the Final Masterlist of Approved regular R&D projects for implementation.
- The RDD - OC through its document custodian keeps the Masterlist in record file for reference.

Prepared by:




OIC, DEPUTY DIRECTOR-R&D

Approved by:



DIRECTOR

	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-03
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
		PAGE NUMBER	1 of 3
SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>IMPLEMENTATION OF APPROVED REGULAR R&amp;D PROJECTS</b>		

#### 1.0 Objective:

To ensure that the output of the R&D project conforms to the customer requirements.

#### 2.0 Scope:

This procedure covers all activities from project mobilization, laboratory processing, test and evaluation, regular project monitoring and discussion up to completion of projects.

#### 3.0 Definition of Terms:

**Completed Project** - refers to completion of a project according to the targeted milestones.

**Output** - refers to the final outcome of materials research, process research, and equipment and product prototyping.

**Quarterly milestone** - refers to the expected output that must be delivered every three (3) months.



**Gantt Chart** - a list of activities and a related information organized in a chart that graphically show detailed activities and duration of the project.

#### 4.0 Records:


Revised Detailed Project Proposal (Approved Project(s))  
Yearly List of Approved R&D Projects (divisional) for implementation

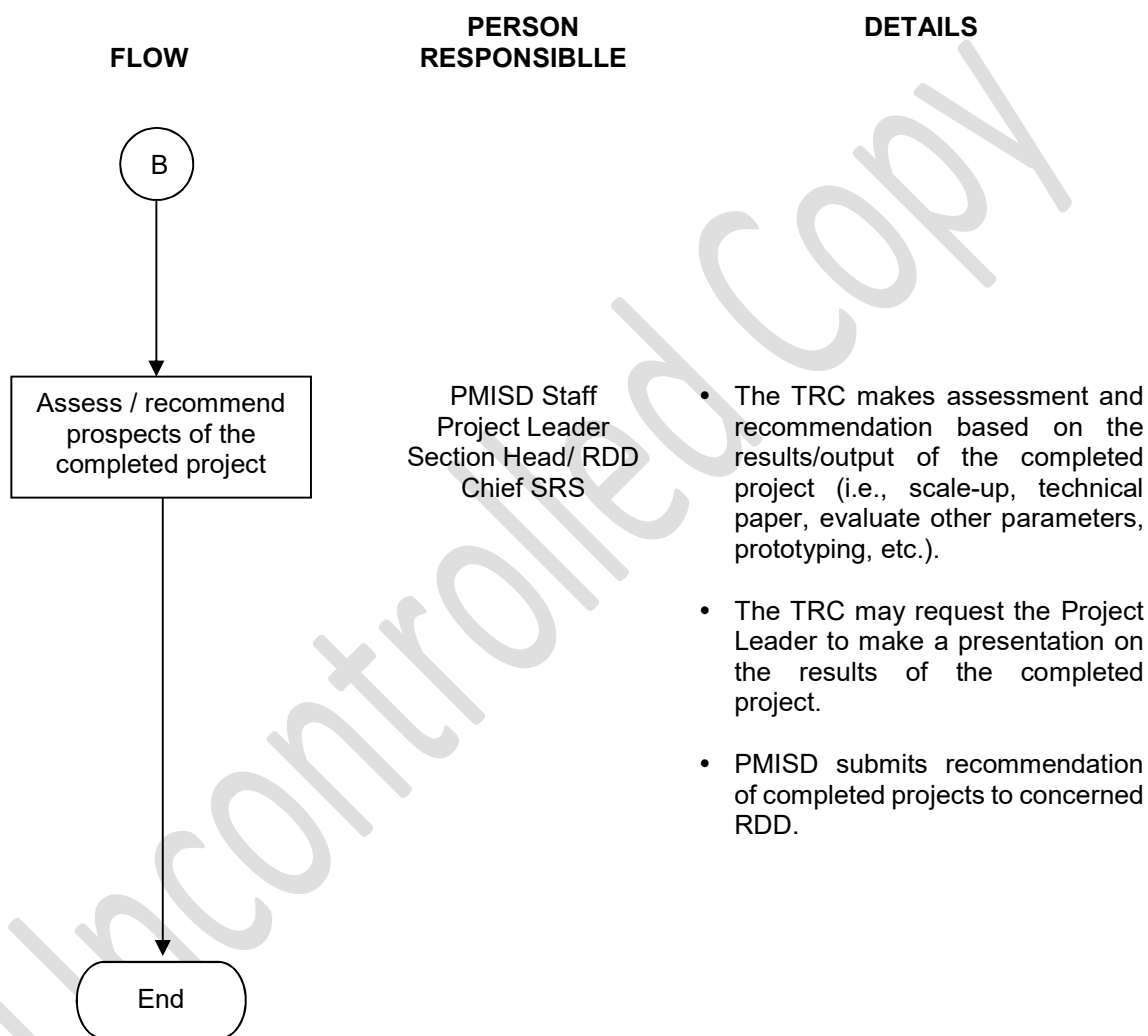
#### 5.0 Documented Information:



Planning Cycle for R&D Projects (PMISD)  
WI-PMISD-PMS 08-01, Call for Submission of Project Proposals/Reports  
WI-PMISD-PMS 08-03, Evaluation of Proposals/ Projects  
WI-PMISD-PMS 08-04, Monitoring / Validation of Project Accomplishments  
WI-TSD-BDS 08-01, Monitoring of Technology Transfer Projects

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-03
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
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SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>IMPLEMENTATION OF APPROVED REGULAR R&amp;D PROJECTS</b>		



Prepared by:  OIC, DEPUTY DIRECTOR-R&D	Approved by:  DIRECTOR
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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-01
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
		PAGE NUMBER	1 of 9
SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		

### 1.0 Objective:

To ensure that all technical services satisfy the requirements of the Customer.

### 2.0 Scope:

This procedure covers all activities from the receipt of customer's request for technical services up to implementation and collection of honorarium/incentives by concerned staff.

### 3.0 Definition of Terms:

**Technical Services (TS)** - any assistance/services being provided to customers (i.e., individuals, industry/business sectors, academe, non-government organizations, other government institutions/agencies covered by a Memorandum of Agreement (MOA) or Conforme Letter (CL). Technical Services include testing and analytical service, use of facilities and equipment, product/process development and improvement, design / fabrication of equipment and facilities, consultancy, specialized training. These services are made available to provide technical support to different industry sectors, namely, food processing, packaging design and material, chemicals and minerals, materials science, microbiology and genetics, environmental, fuels and energy.

**Specialized Testing and Analytical services** - refer to the testing and analytical services other than those provided by the Standards Testing Division (STD).

**Use of facilities and equipment** - refers to the use of the Institute's laboratory and pilot plant facilities and processing equipment for the conduct of R & D related activities.



**Product/Process Development/Improvement** - a systematic work, drawing on existing knowledge gained from research that is directed to producing new materials, products and processes.


**Equipment Design/Fabrication** - a systematic work drawing on research and development results that is directed to producing new machines/equipment or improvement of same.

**Technology Business Incubator (TBI)** - assistance to local entrepreneurs and product innovators to enable them achieve commercial operation by providing optimum conditions for growth such as common service facilities, technical assistance, management advisory services, and access to inexpensive and responsive business consulting services.

**Consultancy** - refers to analyzing business needs, problems, opportunities of customers in the context of requirements and recommends possible solutions to achieve its goals.

**Specialized Training** - refers to training services which are required to address the identified specific needs related to the organization's goal.

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-01
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
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SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		

**Conforme Letter (CL)** - an agreement entered into between the Institute and the Customer in lieu of rendering technical service.



**MOA** - refers to Memorandum of Agreement.


#### 4.0 Documented Information:

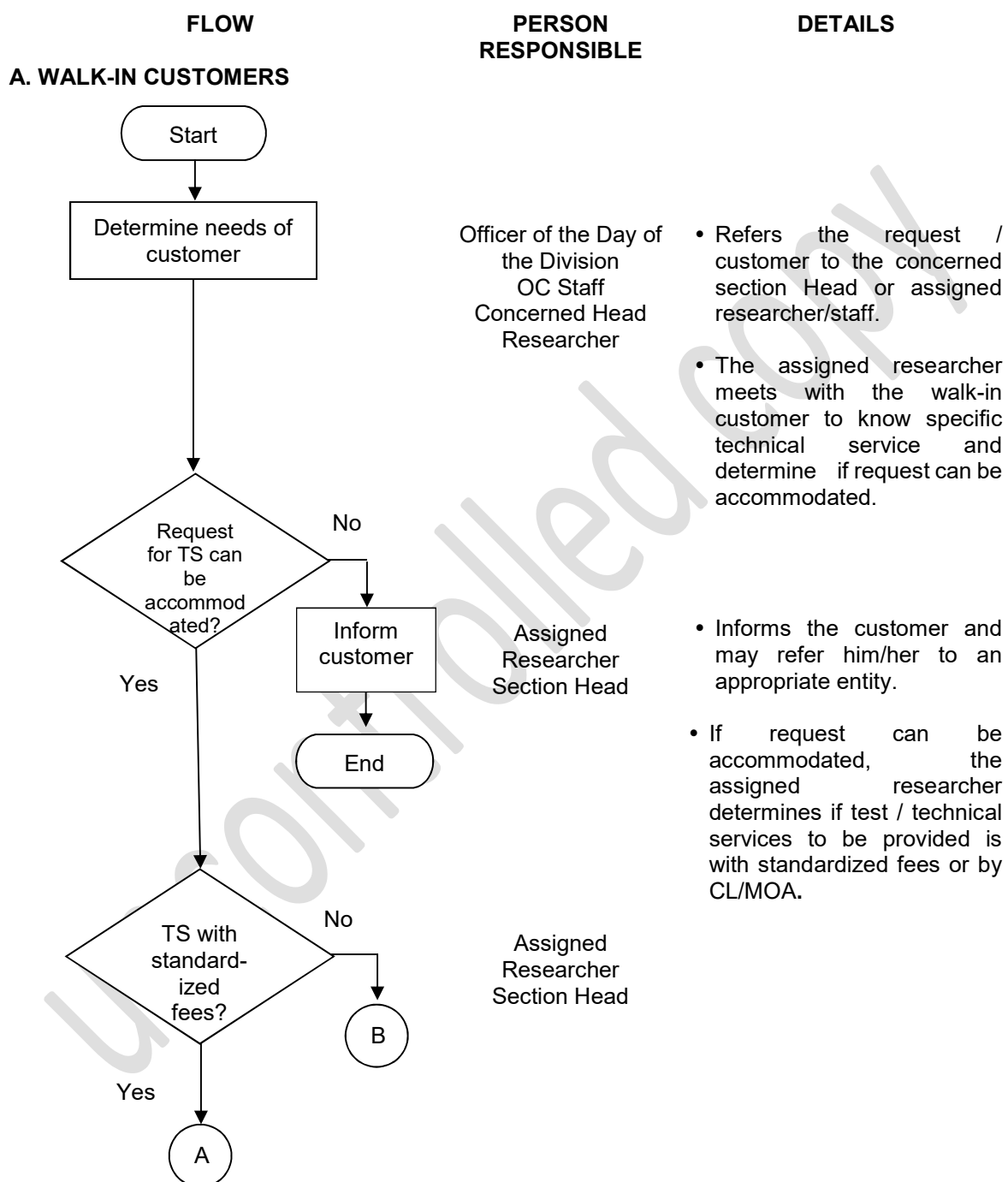
Letter of Request for Technical Services File  
Approved Request for Technical Services  
Approved CL/MOA with Capsule Project Proposal  
Official Receipt (photocopy)  
Accomplished Customer Satisfaction Survey Form  
Special Order of Working Personnel

ITDI AO 003 Guidelines in the Computation of Fees and Charges for ITDI Contract Projects  
and Other Technical Services  
List of Technical Services with Standard Fees  
American Society for Testing and Materials (ASTM) Standards  
Association of Official Analytical Chemists (AOAC) Standards Official Method of Analysis  
BFAD Administrative Order on Foods  
CODEX  
Department of Energy Standards  
International Standard (AOAC, AOCS, Codex, Merck Index)  
NEMA & Philippine Distribution Code  
Philippine National Standards (PNS) on Foods  
PNS and ISO Standards for Essentials Oils  
R.A. 6969 – Toxic Substances and Hazardous and Nuclear Wastes Control Act  
R.A. 8749 – Philippine Clean Air Act  
R.A. 9003 – Ecological Solid Waste Management Act  
R.A. 9275 – Philippine Clean Air Act  
United States Pharmacopeia (USP)

#### 5.0 Procedure:


Prepared by: 	Approved by: 
OIC, DEPUTY DIRECTOR-R&D	DIRECTOR

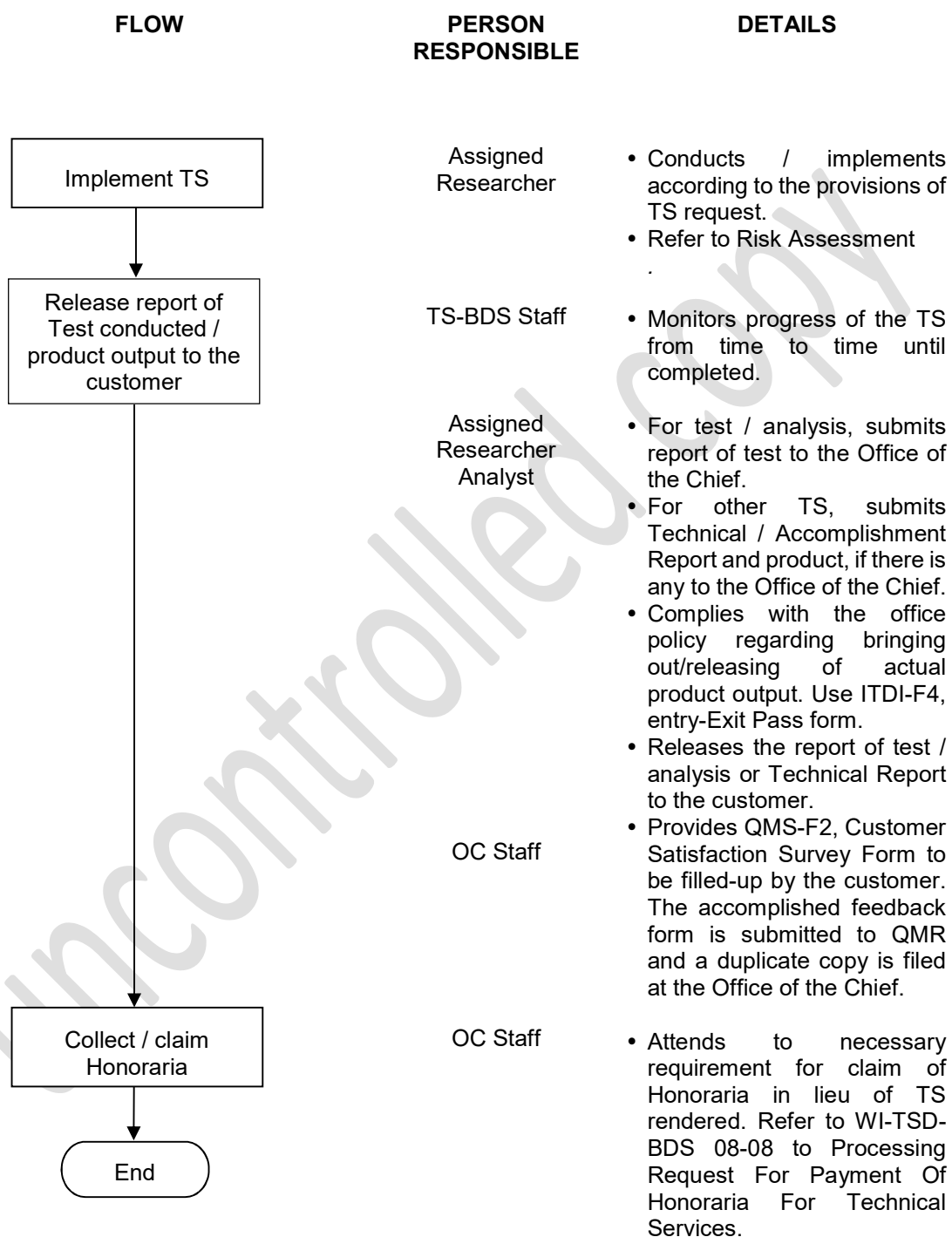
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-01
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		





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OIC, DEPUTY DIRECTOR-R&D	DIRECTOR




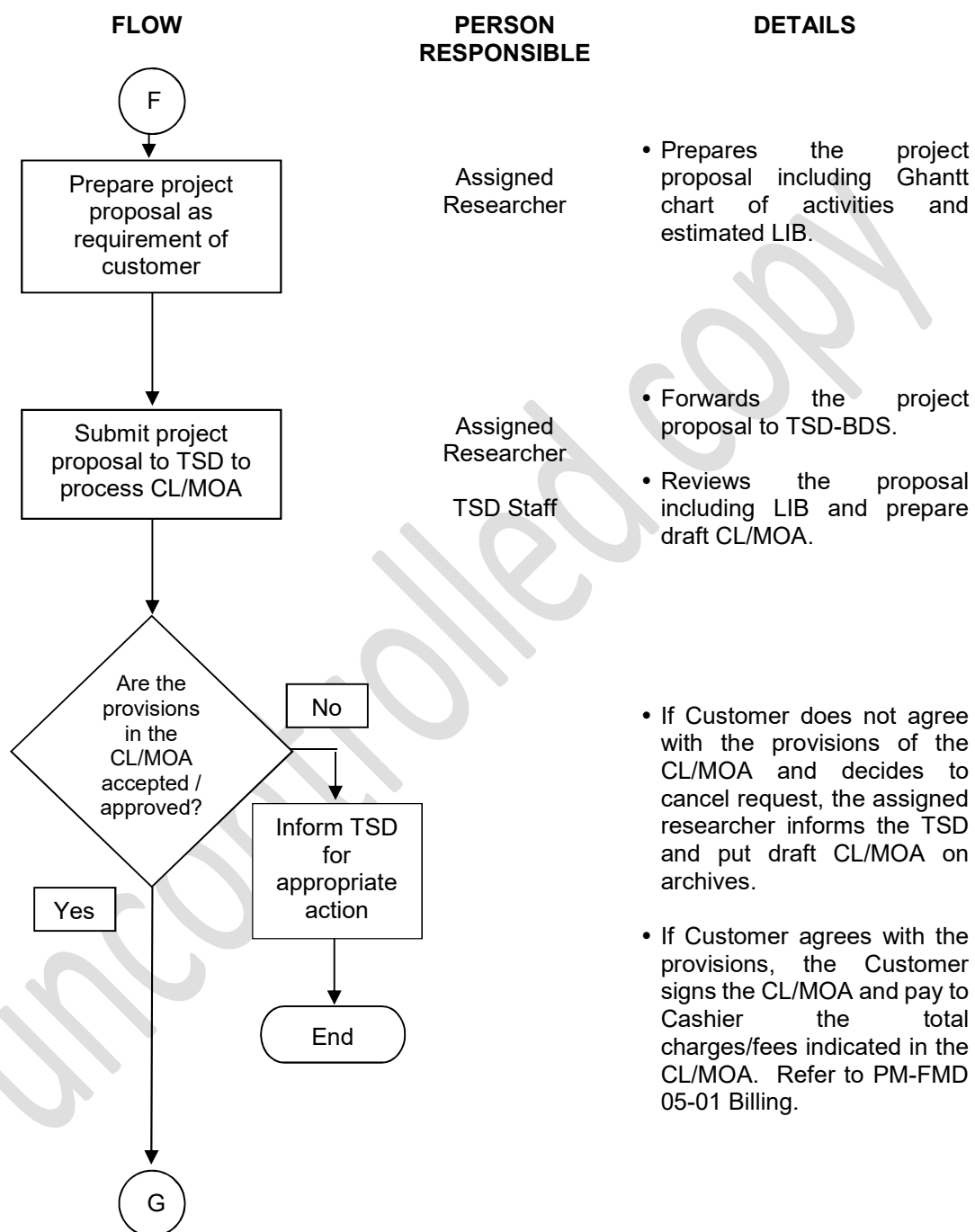
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-01
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SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		






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OIC, DEPUTY DIRECTOR-R&D	DIRECTOR

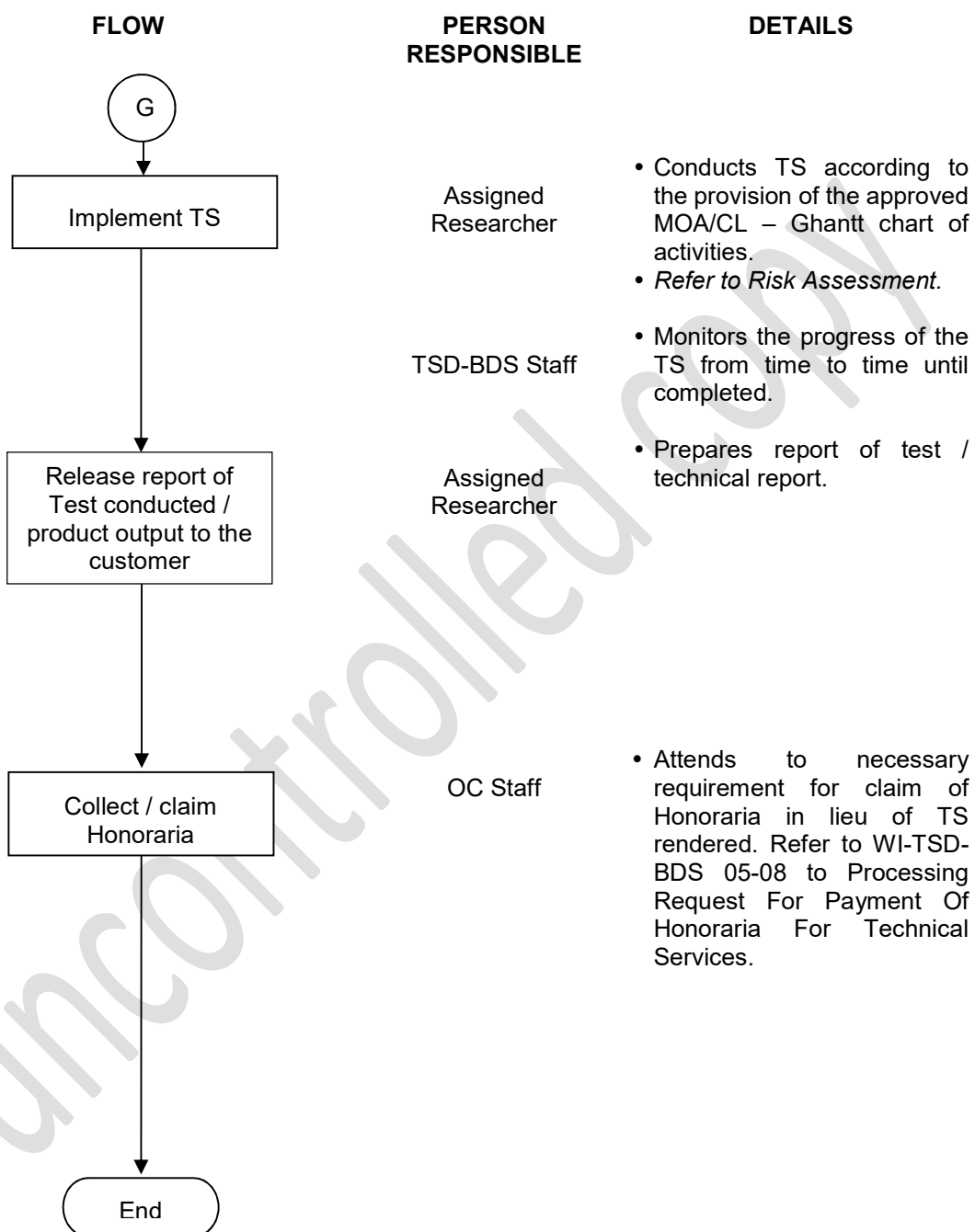




	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-01
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		




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OIC, DEPUTY DIRECTOR-R&D	DIRECTOR

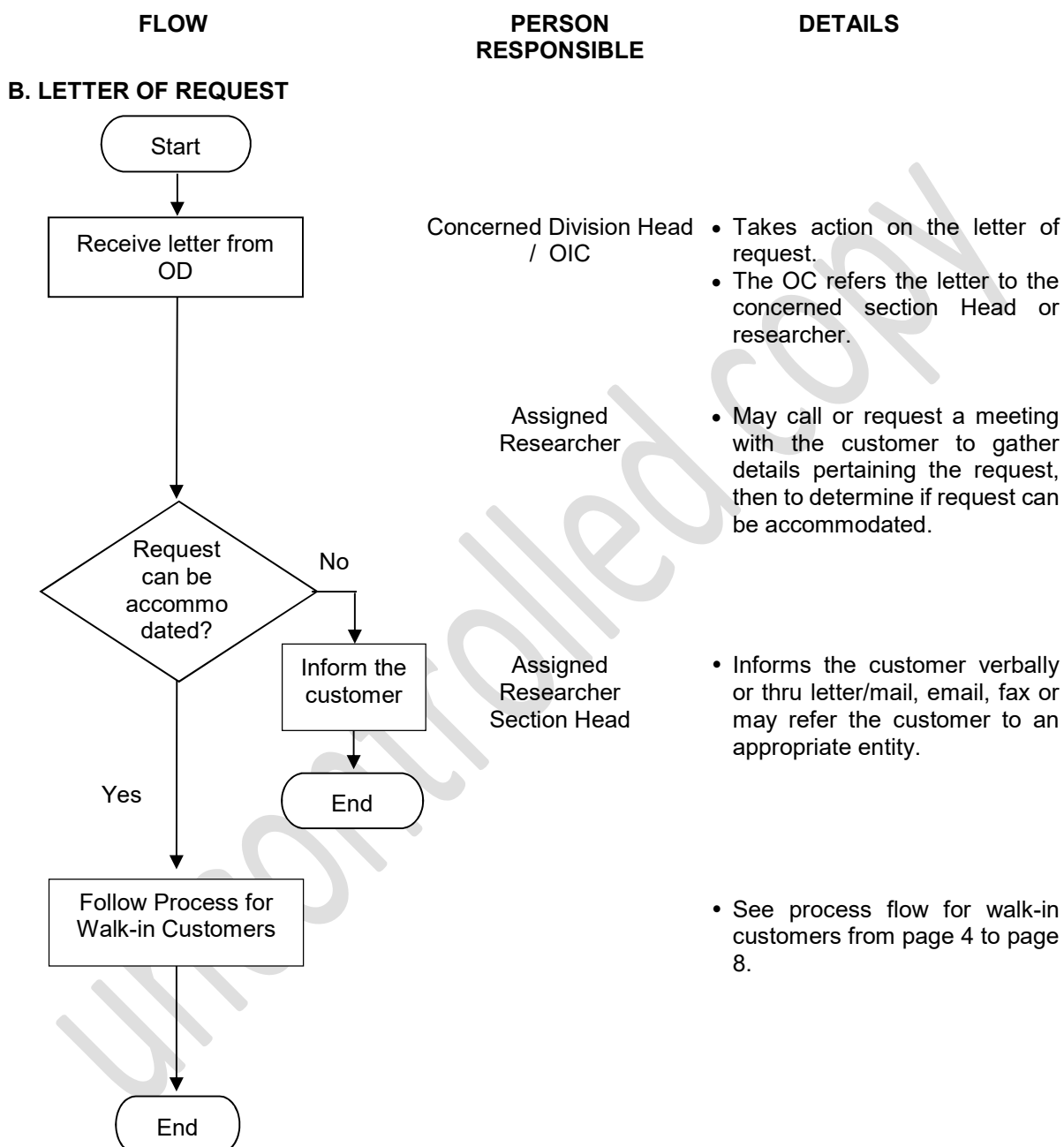
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-01
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
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SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		





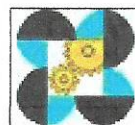
Prepared by: 	Approved by: 
OIC, DEPUTY DIRECTOR-R&D	DIRECTOR



	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 08-01
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	2
		PAGE NUMBER	9 of 9
SECTION	PRODUCTION AND SERVICE PROVISION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		



Prepared by: 	Approved by: 
OIC, DEPUTY DIRECTOR-R&D	DIRECTOR



# PROCEDURES MANUAL

## GENERATION AND APPROVAL OF REGULAR R&D PROJECTS

### 1.0 Objective:

To ensure that all Regular R&D Projects satisfy the requirements of the Institute and government plans and programs.

### 2.0 Scope:

This procedure covers all Regular R&D Projects from preparation of project proposal up to the assignment of project code.

### 3.0 Definition of Terms :

**Regular R & D Project** - refers to research and development project of the Institute that is funded by GAA (General Appropriations Act).

**Project Proposal** - refers to the plan and description of the research project prepared by the researcher.

**Capsule Proposal** - a form with a prescribed format used for preparing a detailed description and plan of the proposed research project and submit for approval. These include the project title, objectives, background/rationale, expected output, definition, plan of activities and deliverables, personnel and budget requirements.

**Project Code** - the number assigned to R&D project for purposes of identification, records and release.

### 4.0 Records:

Yearly List of Approved R&D Projects  
Approved Project Proposal File  
Archive Project Proposal File

### 5.0 References:

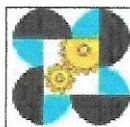
Planning Cycle for R&D Projects (PMISD)

Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR



# PROCEDURES MANUAL

SECTION

PRODUCT REALIZATION

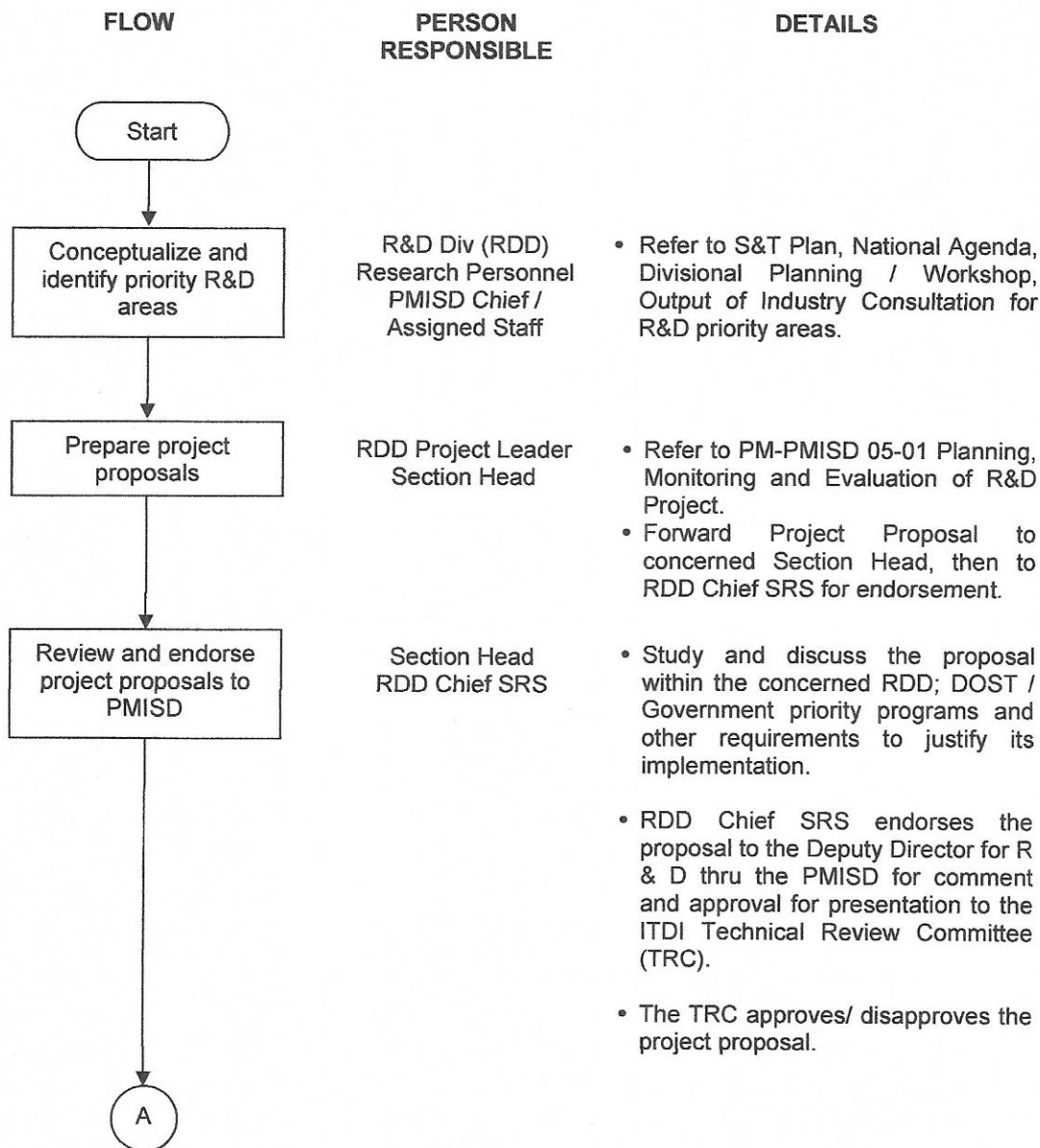
EFFECTIVITY DATE

01 September 2016

SUBJECT

## GENERATION AND APPROVAL OF REGULAR R&D PROJECTS

### 6.0 Procedure:



Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR



# PROCEDURES MANUAL

SECTION

PRODUCT REALIZATION

EFFECTIVITY DATE

01 September 2016

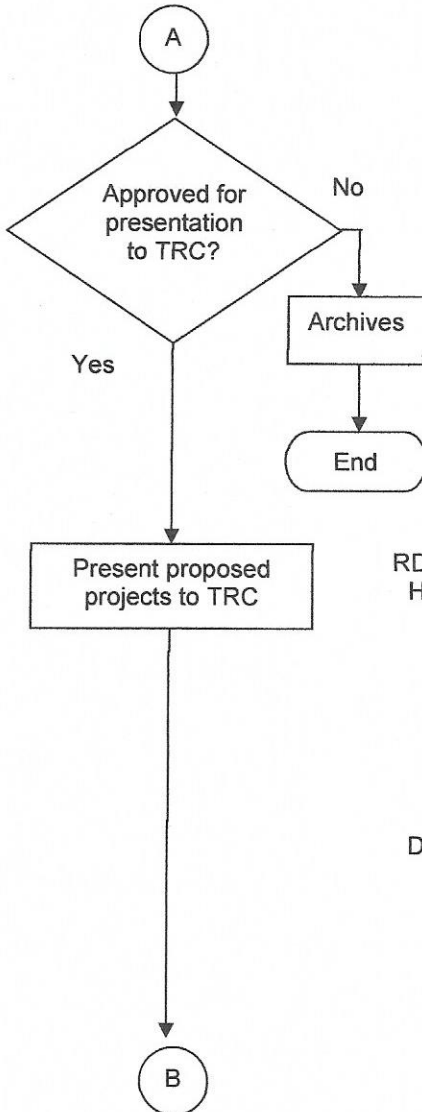
SUBJECT

## GENERATION AND APPROVAL OF REGULAR R&D PROJECTS

FLOW

PERSON  
RESPONSIBLE

DETAILS



RDD Chief SRS/ Section  
Head / Project Leader  
PMISD Staff

- Project proposal(s) not approved, filed in archives.

- Present the projects to TRC.
- The Project Leader may be requested to present the proposal.
- TRC Members discuss and evaluate the project proposals.
- The Project Leader revises the project proposal when needed.

PMISD  
Deputy Director, R&D  
Direcotr

- The Director approves the project upon the recommendation o the TRC.

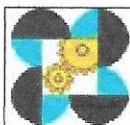
Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR





# PROCEDURES MANUAL

SECTION

PRODUCT REALIZATION

EFFECTIVITY DATE

01 September 2016

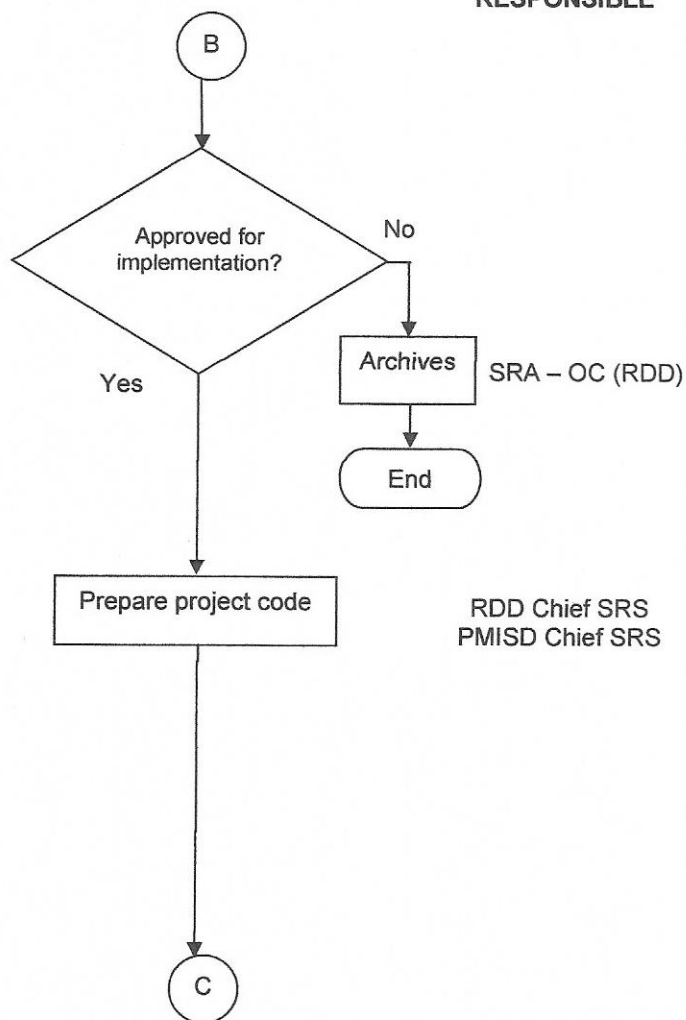
SUBJECT

## GENERATION AND APPROVAL OF REGULAR R&D PROJECTS

### FLOW

### PERSON RESPONSIBLE

### DETAILS



SRA – OC (RDD)

- If proposal is not accepted on any stage or review and evaluation, file hardcopy of Project Proposal in Archive.

RDD Chief SRS  
PMISD Chief SRS

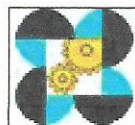
- PMISD Chief assigns Project Code indicating therein that reference should be made on the attached Approved Project Proposal.
- PMISD assigns Project Code on approved projects for specific RDD.
- Project Code and its details are recorded in Project Code Logbook.

Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR



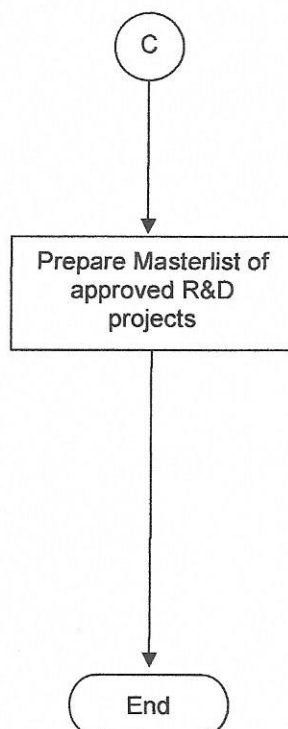
# PROCEDURES MANUAL

## GENERATION AND APPROVAL OF REGULAR R&D PROJECTS

### FLOW

### PERSON RESPONSIBLE

### DETAILS



PMISD Chief SRS  
PMISD Staff  
RDD Chief SRS


- PMISD Chief prepares a masterlist of approved regular R&D projects for implementation in the coming year.
- PMISD furnishes concerned R&D division with the Final Masterlist of Approved regular R&D projects for implementation.
- The RDD - OC through its document custodian keeps the Masterlist in record file for reference.

Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR

	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 05-01
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	1
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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	01 September 2016
SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		

### 1.0 Objective:

To ensure that all technical services satisfy the requirements of the Customer.

### 2.0 Scope:

This procedure covers all activities from the receipt of customer's request for technical services up to implementation and collection of honorarium/incentives by concerned staff.

### 3.0 Definition of Terms:

**Technical Services (TS)** - any assistance/services being provided to customers (i.e., individuals, industry/business sectors, academe, non-government organizations, other government institutions/agencies covered by a Memorandum of Agreement (MOA) or Conforme Letter (CL). Technical Services include testing and analytical service, use of facilities and equipment, product/process development and improvement, design / fabrication of equipment and facilities, consultancy, specialized training. These services are made available to provide technical support to different industry sectors, namely, food processing, packaging design and material, chemicals and minerals, materials science, microbiology and genetics, environmental, fuels and energy.

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**Equipment Design/Fabrication** - a systematic work drawing on research and development results that is directed to producing new machines/equipment or improvement of same.

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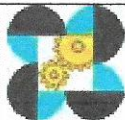
Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR



	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-ITDI 05-01
	<b>PROCEDURES MANUAL</b>	REVISION NUMBER	1
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SUBJECT	<b>PROVISION OF TECHNICAL SERVICES</b>		

**Conforme Letter (CL)** - an agreement entered into between the Institute and the Customer in lieu of rendering technical service.

**MOA** - refers to Memorandum of Agreement.

#### 4.0 Records:

Letter of Request for Technical Services File  
 Approved Request for Technical Services  
 Approved CL/MOA with Capsule Project Proposal  
 Official Receipt (photocopy)  
 Accomplished Customer Satisfaction Survey Form  
 Special Order of Working Personnel

#### 5.0 References:

ITDI AO 003 Guidelines in the Computation of Fees and Charges for ITDI Contract Projects and Other Technical Services  
 List of Technical Services with Standard Fees  
 American Society for Testing and Materials (ASTM) Standards  
 Association of Official Analytical Chemists (AOAC) Standards Official Method of Analysis  
 BFAD Administrative Order on Foods  
 CODEX  
 Department of Energy Standards  
 International Standard (AOAC, AOCS, Codex, Merck Index)  
 NEMA & Philippine Distribution Code  
 Philippine National Standards (PNS) on Foods  
 PNS and ISO Standards for Essentials Oils  
 R.A. 6969 – Toxic Substances and Hazardous and Nuclear Wastes Control Act  
 R.A. 8749 – Philippine Clean Air Act  
 R.A. 9003 – Ecological Solid Waste Management Act  
 R.A. 9275 – Philippine Clean Air Act  
 United States Pharmacopeia (USP)

Prepared by:

  
 OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

  
 DIRECTOR





# PROCEDURES MANUAL

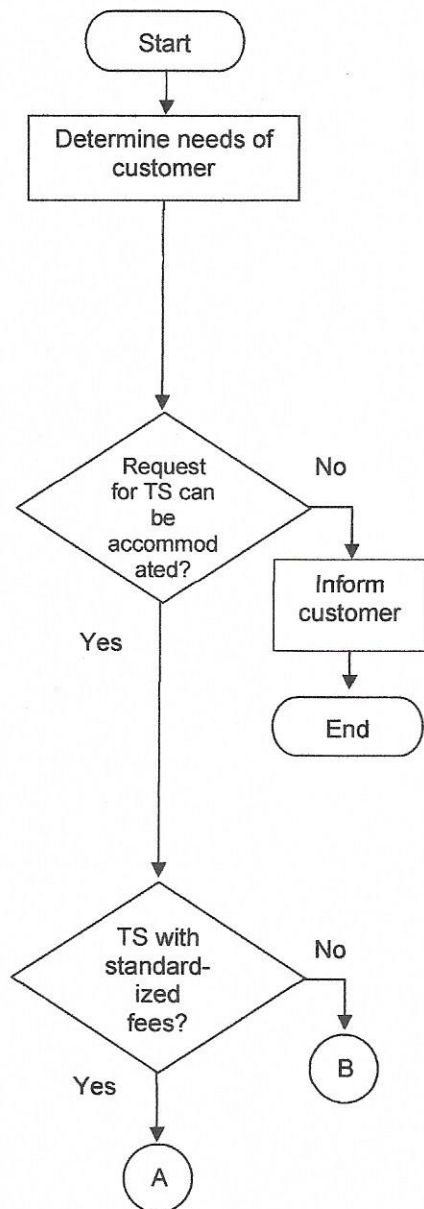
### 6.0 Procedure:

#### FLOW

#### PERSON RESPONSIBLE

#### DETAILS

#### A. WALK-IN CUSTOMERS



Officer of the Day of  
the Division  
OC Staff  
Concerned Head  
Researcher

- Refers the request / customer to the concerned section Head or assigned researcher/staff.

- The assigned researcher meets with the walk-in customer to know specific technical service and determine if request can be accommodated.

Assigned  
Researcher  
Section Head

- Informs the customer and may refer him/her to an appropriate entity.

- If request can be accommodated, the assigned researcher determines if test / technical services to be provided is with standardized fees or by CL/MOA.

Assigned  
Researcher  
Section Head

Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR



# PROCEDURES MANUAL

## PROVISION OF TECHNICAL SERVICES

### FLOW

### PERSON RESPONSIBLE

### DETAILS

A

Fill-up prescribed  
Request form

Assigned  
Researcher

- Provides the prescribed form to be filled-up by the client / customer, ITDI F2 Request for Technical Services (with Standardized Fees). Refer WI-TSD-BDS 05-07 Processing Requests for Technical Services with Standardized Fees.

Process Request

Assigned  
Researcher  
Division Head/OIC

- Validates the filled-up request form and indicates the corresponding fees and charges and due date; the get approval from the Chief/OIC.
- Forwards the accomplished request form to TSD for TS Reference number.

Pay TS fees /  
charges to the  
Cashier

OC Staff  
TSD-BDS Staff

OC Staff

- Assists the customer to pay the actual total TS fees / charges to ITDI Cashier. Official Receipt is issued to the customer upon payment.
- Obtains a copy of the O.R. and accomplished request form; then receives the sample / material for testing from the customer.

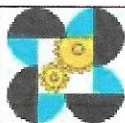
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Prepared by:

OIC, DEPUTY DIRECTOR-R&D

Reviewed / Approved by:

DIRECTOR



# PROCEDURES MANUAL

SECTION

PRODUCT REALIZATION

EFFECTIVITY DATE

01 September 2016

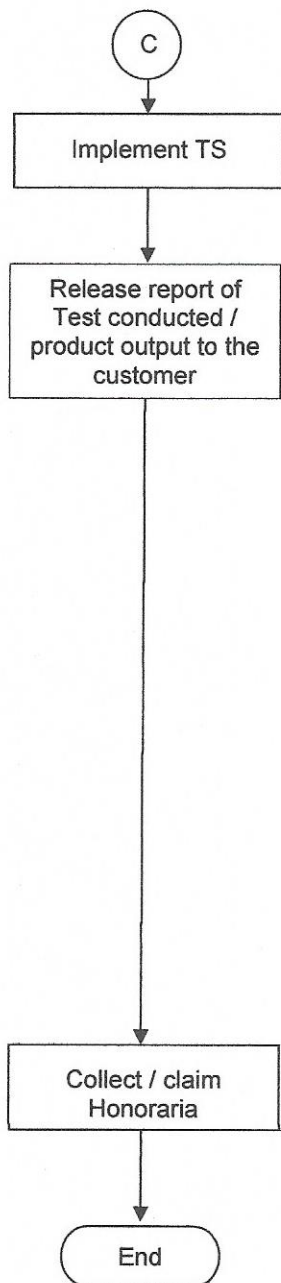
SUBJECT

PROVISION OF TECHNICAL SERVICES

## FLOW

## PERSON RESPONSIBLE

## DETAILS



Assigned  
Researcher

- Conducts / implements according to the provisions of TS request.
- *Refer to Risk Assessment*

TS-BDS Staff

- Monitors progress of the TS from time to time until completed.

Assigned  
Researcher  
Analyst

- For test / analysis, submits report of test to the Office of the Chief.
- For other TS, submits Technical / Accomplishment Report and product, if there is any to the Office of the Chief.
- Complies with the office policy regarding bringing out/releasing of actual product output. Use ITDI-F4, entry-Exit Pass form.
- Releases the report of test / analysis or Technical Report to the customer.

OC Staff

- Provides QMS-F2, Customer Satisfaction Survey Form to be filled-up by the customer. The accomplished feedback form is submitted to QMR and a duplicate copy is filed at the Office of the Chief.

OC Staff

- Attends to necessary requirement for claim of Honoraria in lieu of TS rendered. Refer to WI-TSD-BDS 05-08 to Processing Request For Payment Of Honoraria For Technical Services.

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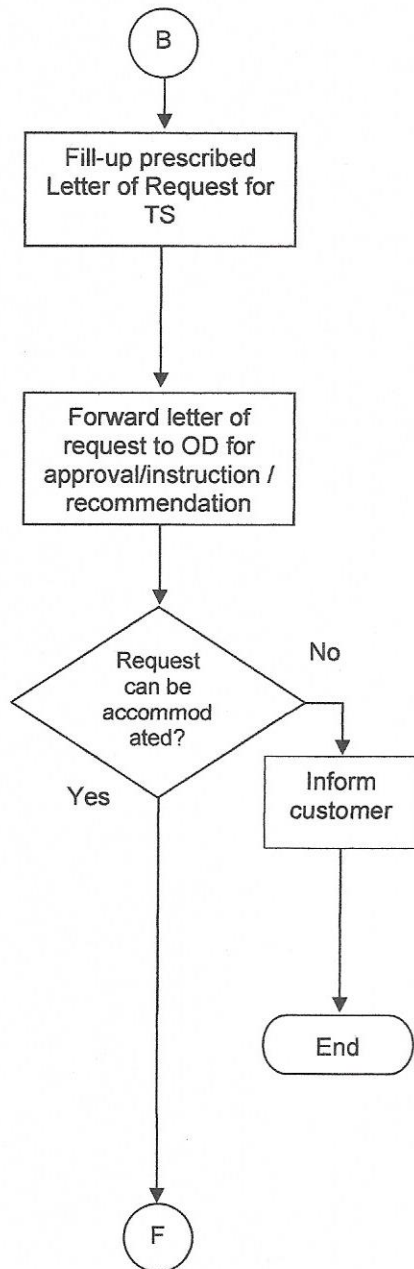
# PROCEDURES MANUAL

## PROVISION OF TECHNICAL SERVICES

### FLOW

### PERSON RESPONSIBLE

### DETAILS



Assigned Researcher

- For TS by CL/MOA, customer fills-up the ITDI F1 Letter of Request for Technical Services form.
- Informs the customer that his/her request for TS will be forwarded to Office of the Director for approval.

OC Staff

- Advises the customer to call the office for status of request.

OD/TSD Staff  
OC Staff

- Returns the Letter of Request to concerned division for appropriate action.

Assigned Researcher

- Informs the customer if request can or can not be accommodated.

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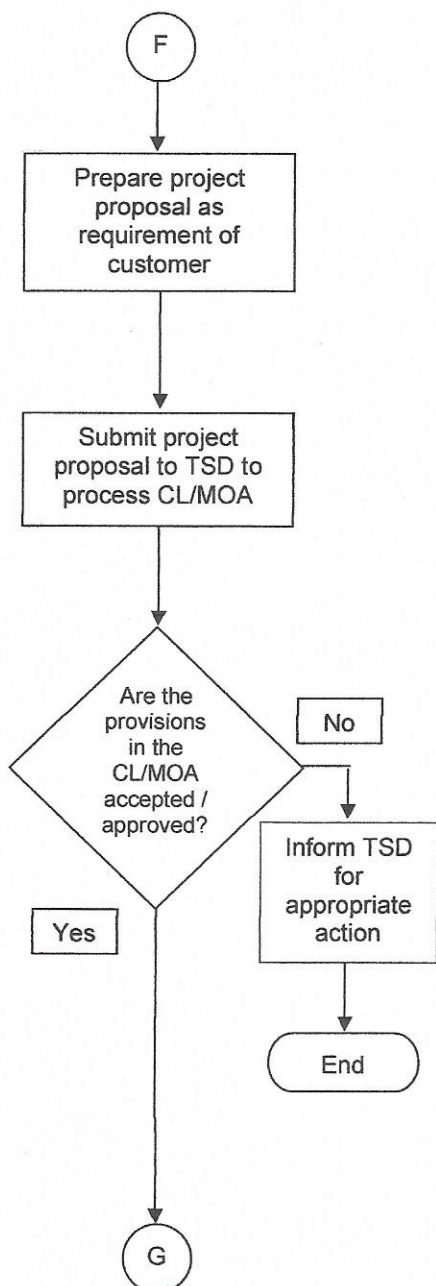
# PROCEDURES MANUAL

## PROVISION OF TECHNICAL SERVICES

### FLOW

### PERSON RESPONSIBLE

### DETAILS



Assigned  
Researcher

- Prepares the project proposal including Gantt chart of activities and estimated LIB.

Assigned  
Researcher

- Forwards the project proposal to TSD-BDS.

TSD Staff

- Reviews the proposal including LIB and prepare draft CL/MOA.

- If Customer does not agree with the provisions of the CL/MOA and decides to cancel request, the assigned researcher informs the TSD and put draft CL/MOA on archives.

- If Customer agrees with the provisions, the Customer signs the CL/MOA and pay to Cashier the total charges/fees indicated in the CL/MOA. Refer to PM-FMD 05-01 Billing.

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# PROCEDURES MANUAL

SECTION

PRODUCT REALIZATION

EFFECTIVITY DATE

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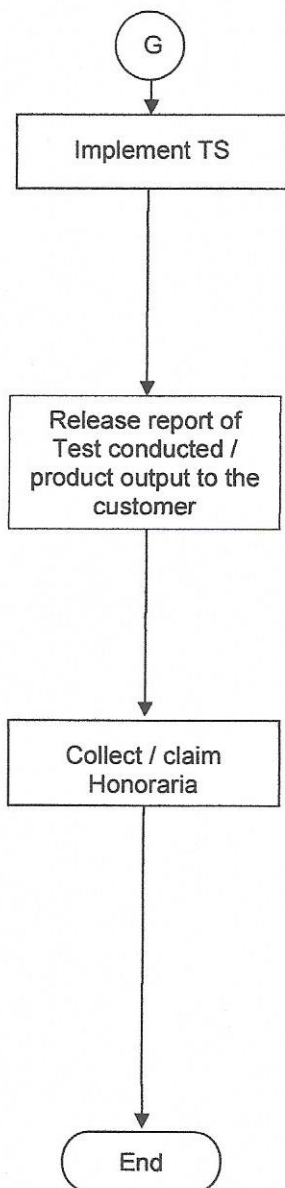
SUBJECT

## PROVISION OF TECHNICAL SERVICES

### FLOW

### PERSON RESPONSIBLE

### DETAILS



Assigned  
Researcher

- Conducts TS according to the provision of the approved MOA/CL – Gantt chart of activities.
- Refer to Risk Assessment.

TSD-BDS Staff

- Monitors the progress of the TS from time to time until completed.

Assigned  
Researcher

- Prepares report of test / technical report.

OC Staff

- Attends to necessary requirement for claim of Honoraria in lieu of TS rendered. Refer to WI-TSD-BDS 05-08 to Processing Request For Payment Of Honoraria For Technical Services.

Prepared by:

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Reviewed / Approved by:

DIRECTOR



DOCUMENT CODE	PM-ITDI 05-01
REVISION NUMBER	1
PAGE NUMBER	9 of 9
EFFECTIVITY DATE	01 September 2016

## PROCEDURES MANUAL

SECTION PRODUCT REALIZATION

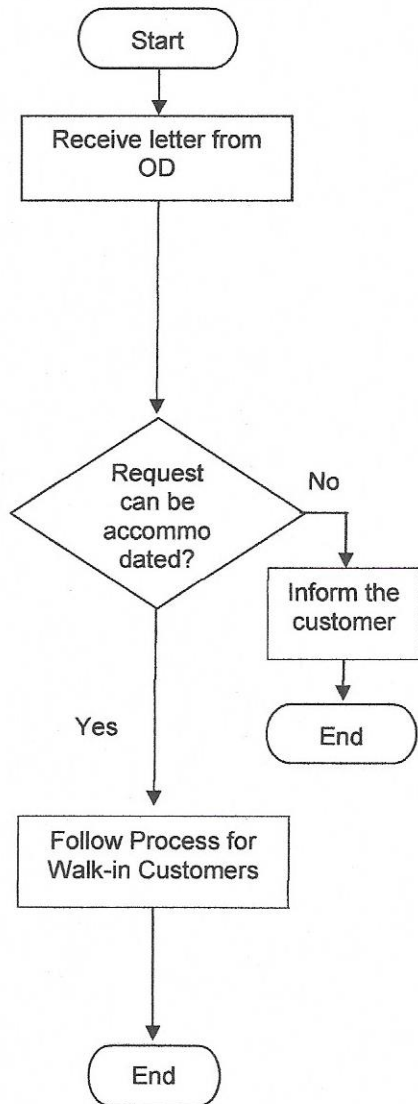
SUBJECT PROVISION OF TECHNICAL SERVICES

### FLOW

### PERSON RESPONSIBLE

### DETAILS

#### B. LETTER OF REQUEST



Concerned Division Head  
/ OIC

- Takes action on the letter of request.
- The OC refers the letter to the concerned section Head or researcher.

Assigned  
Researcher

- May call or request a meeting with the customer to gather details pertaining the request, then to determine if request can be accommodated.

Assigned  
Researcher  
Section Head

- Informs the customer verbally or thru letter/mail, email, fax or may refer the customer to an appropriate entity.

- See process flow for walk-in customers from page 4 to page 8.

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