



**DepED MEMORANDUM**  
No. 40 , s. 2006

JAN 27 2006

**THE QUALITY SERVICE DEVELOPMENT PROGRAM FOR NON-TEACHING PERSONNEL**

To: Undersecretaries  
Assistant Secretaries  
Bureau Directors  
Regional Directors  
Directors of Services/Centers and Head of Units  
Schools Division/City Superintendents

1. The Staff Development Division-Human Resource Development Service (SDD-HRDS) will conduct a 4-day Quality Service Development Program (QSDP) for Non-Teaching Personnel on the following dates, venues and corresponding number of participants per region and divisions:


REGION	DATE	VENUE
I, II and CAR	February 7-10, 2006	Chalet Tepeyac Hotel, Baguio City
III, NCR and CO	March 7-10, 2006	Riverview Conference Center, Calamba, Laguna
IV-A, IV-B, V	May 9-12, 2006	Villa Lorenza, Pili, Rizal
VI, VII and VIII	July 11-14, 2006	Ecotech, Cebu City
X, XI, CARAGA	August 1-4, 2006	Apo View Hotel, Davao City

2. The program aims to enhance technical and interpersonal skills (IPS) of frontline personnel that they may render quality service to clients. Specifically, the Quality Service Development Program (QSDP) seeks to attain the following objectives: a) identify and inculcate values of professionalism and accountability in the workplace; b) strengthen the intra- and interpersonal relationships between and among co-workers and offices; c) promote office productivity through synergy and teamwork; and d) raise equality and fairness including respect for differences and gender awareness.

3. Participants to the program are non-teaching personnel, preferably the frontline employees, which include: HRMOs, administrative officers for training, executive assistants/secretaries, information officers and other technical staff who are capable of training the other frontliners in the regions/divisions. Those who will be trained in the Quality Service Development Program will serve as trainers for the regions/division conduct of the program. Each region shall send 35 participants coming from the regional and division levels. Please submit the names of participants to Ms. Ma. Elena B. Deacosta of the SDD-HRDS. For further inquiries, please contact telefax nos. (02) 633-7237 and (02) 638-8638.

4. Travel expenses and per diem (before and after the training) of participants are chargeable against local funds, while board and lodging of participants and project staff, travel expenses and per diem (before and after the training) of resource speakers, facilitators and project staff, supplies and materials, honoraria of resource speakers, extra duty allowance of facilitators and project staff, contingency funds and other incidental expenses of the training shall be charged against Training and Development Funds, subject to the usual accounting and auditing rules and regulations.

5. Immediate dissemination of this Memorandum is desired.

  
FE A. HIDALGO  
Undersecretary  
Officer-in-Charge

Reference:

None

Allotment: 1- -(D.O. 50-97)

To be indicated to the Perpetual Index  
under the following subjects:

EMPLOYEES  
SERVICE  
TRAINING PROGRAMS

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