



February 27, 2025

**MEMORANDUM ORDER**

No. 99  
Series of 2025

**SUBJECT : AMENDMENT TO MEMORANDUM ORDER NO. 309 SERIES OF 2024  
RE: RE-COMPOSITION OF THE ISO 9001: 2015 QUALITY MANAGEMENT  
SYSTEM- KNOWLEDGE MANAGEMENT TEAM**

Under the exigency of service and to ensure the implementation of the ISO 9001:2015 Quality Management System (QMS) activities and standards, the establishment of the Knowledge Management Team (KMT) is hereby updated and mandated. The KMT shall consist of three sub-teams, each assigned specific functions and compositions as follows:

**I. CORE MEMBERS**

Team leader : Paula R. Del Rosario, NPQSD  
Co-team leaders: Jose Diego Roxas, NSIC-PVPO  
Maria Narcisa V. Garcia, Los Baños NCRDPSC  
Kathlen B. Racho, NSQCS  
Gia Carla B. Butones, CRPSD

| Focal Member                 | Office                      |
|------------------------------|-----------------------------|
| Mary Luz Anntonette D. Lopez | Office of the Director      |
| Krizzia Nikita Velasquez     | PMO                         |
| Reginand David C. Caampued   | ADO for RDPSS               |
| Lyra Mae Lomibao             | ADO for Regulatory Services |
| Jona Vioren M. Ramos         | AED                         |
| Kristine Angeli Valdez       | PPSSD                       |
| Julie Fearl G. Doping        | CPMD                        |
| Lea O. Abando                | BAGUIO NCRDPSC              |
| Al Domenic Rose G. Corneja   | LA GRANJA NCRDPSC           |
| Ruth F. Jardeleza            | GUIMARAS NCRDPSC            |
| Cyril B Montiel              | DAVAO NCRDPSC               |

**Functions:**

- Ensures that requirements for maintaining and retaining documented information are established and implemented.

- Oversees the implementation of the Customer Feedback System within the Bureau and manages other activities related to organizational knowledge.
- Creates guidelines and conducts training on using the Bureau's official forms and templates.
- Organizes and facilitates ISO-related activities and duties as instructed by top management.

## II. CASCADING AND MONITORING FOCAL MEMBERS

| Member                                       | Office                              |
|----------------------------------------------|-------------------------------------|
| Alexis Marie T. Sagisi                       | Biotechnology                       |
| Jose Diego E. Roxas<br>Reychel M. Alcantara  | NSIC / PVPO                         |
| Ron-Jien E. Tigno                            | Procurement Management<br>Section   |
| Arnel John Z. Dacara                         | Internal Audit Unit                 |
| Jessa S. Recto                               | Accounting Section                  |
| Charmaine I. Parafina                        | Budget Section                      |
| Marebeth B. Maminta                          | Cashier Section                     |
| Roy B. Sojuaco                               | General Services Section            |
| Elizabeth Maestre                            | Information and Computer<br>Section |
| Kimberly L. Mañosca                          | Payroll Section                     |
| Rae Angelo H. Guino-o                        | Human Resources Section             |
| Mariz Urbano                                 | Property & Supply Section           |
| Valerio F. Colis Jr.                         | Records Section                     |
| Divisions                                    |                                     |
| Rusty B. Cachin                              | AED                                 |
| John Paul Delos Reyes                        | NPQSD                               |
| Joseph Audley Tuazon                         | PPSSD                               |
| John Paul D. Maminta                         | CPMD                                |
| Cyd Clarisse C. Palado<br>Jerome M. Bautista | NSQCS                               |
| Charmaine Hannah Padasas<br>Raquel V. Fidel  | CRPSD                               |
| NCRDPSC Centers                              |                                     |
| Glecy P. Bandojo                             | LOS BAÑOS NCRDPSC                   |



|                                    |                                          |
|------------------------------------|------------------------------------------|
| Cristilyn N. Cuaresma              | BAGUIO NCRDPSC                           |
| Jenine S. Lobaton                  | LA GRANJA NCRDPSC                        |
| Alex A. Tuyo<br>Percival D. Orilla | GUIMARAS NCRDPSC                         |
| Michelle Manggas Omayan            | DAVAO NCRDPSC                            |
| SPAL Offices                       |                                          |
| Giannelli Anne E. Castanas         | SPAL – Baguio                            |
| Ana Jean Cabrigas                  | SPAL – Cebu                              |
| Benedict Dusan                     | SPAL – Cagayan De Oro                    |
| John Renzon Sabado                 | SPAL – Davao                             |
| PQS Stations                       |                                          |
| Mark Paul G. Dadoy                 | Region I - PQS La Union and Ilocos Norte |
| Mark Julius B. Paris               | Region II - PQS Cagayan                  |
| Ronalyn T. Eneres                  | Region III - PQS Pampanga                |
| Mark Lester S. Nilo                | NCR - PQS South Harbor                   |
| Hazel Nicolei B. Magboo            | NCR - PQS North Harbor                   |
| Aldrin T. Tolentino                | NCR - PQS MICP                           |
| Gennielyn R. Jamora                | NCR - PQS OSEDC                          |
| Ray-an P. Cunanan                  | CPEQS                                    |
| Ma. Princes O. Onoya               | NCR - PQS NAIA                           |
| Ana Yvette P. Babao                | Region IV A - PQS Batangas               |
| Railyn Mae P. Azura                | Region IV A - PQS Quezon                 |
| Mary Catherine R. Pastor           | Region IV B - PQS Mindoro                |
| Maria B. Fernandez                 | Region IV B - PQS Palawan                |
| Ma. Carmela C. Bandales            | Region V - PQS Legazpi                   |
| Shairmain D. Toledo                | Region VI - PQS Iloilo                   |
| Ma. Theresa M. Jurilla             | Region VI- PQS Bacolod                   |
| Darlito O. Licardo                 | Region VII- PQS Cebu                     |
| Jhyssiah Magbanua                  | Region VII - PQS Dumaguete               |
| Bryan M Leonor                     | Region VIII - PQS Tacloban               |
| Lorena C. Belvis                   | Region IX - PQS Zamboanga                |
| Ronesa P. Zaballero                | Region X - PQS Cagayan de Oro            |
| Arvin J. Sabellano                 | Region X - PQS Iligan                    |
| Irene T. Labajo                    | Region X - PQS Ozamiz                    |

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|                           |                           |
|---------------------------|---------------------------|
| Nestor Jr. C. Villarin    | Region XI - PQS Davao     |
| Cherie Lou C. Pableo      | Region XI- PQS Mati       |
| Paul John V. Somolostro   | Region XII - PQS Cotabato |
| Angela J. Ernesto         | Region XII - PQS Gensan   |
| Ryan B. Ramos             | Region XIII - PQS Caraga  |
| NSQCS Satellite Offices   |                           |
| Dhaiserie L. Cabreira     | CAR - Baguio              |
| Crescinti P. Agluya       | CAR - Tabuk               |
| Monette B. Merlin         | Pangasinan                |
| Charllote I. Abad         | Ilocos                    |
| Jovelyn V. Contawe        | Isabela                   |
| Niña V. Batugal           | Cagayan                   |
| Gladies D. Bernardino     | Nueva Ecija               |
| Rowena H. Alip            | Laguna                    |
| Kathlyn Keith M. Valencia | Occidental Mindoro        |
| Jessica D. De Mesa        | Oriental Mindoro          |
| Krizia Daleene M. Cordero | Palawan                   |
| Jose N. Tormes            | Bicol                     |
| Abemelic G. Gelladula     | Iloilo                    |
| Eliene Dawn C. De La Cruz | Negros Occidental         |
| Christine D. Calamba      | Cebu                      |
| Ma. Judy L. Abrau         | Bohol                     |
| Aldrolyn D. Bulawan       | Leyte                     |
| Vanessa L. Mayorgas       | Catarman                  |
| Joecel B. Malones         | Zamboanga                 |
| Jenalyn B. Imbat          | Cagayan de Oro            |
| Kathleen S. Unana         | Davao                     |
| May P. Amarillo           | North Cotabato            |
| Keven Mark Jimenez        | CARAGA - Butuan           |
| Noraisa M. Maddie         | BARMM - Maguindanao       |

**Functions:**

- Communicates and reiterates guidelines on the use of the Bureau's official forms and templates within their respective office unit/division/center.
- Monitors to ensure that requirements for using and maintaining the Bureau's official forms and templates are established and implemented.

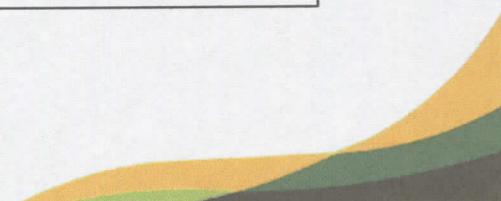
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- Serve as the *alternate focal person* for the implementation of the Customer Satisfaction guidelines.
- Attends meetings or training conducted by the BPI-QMS KMT.

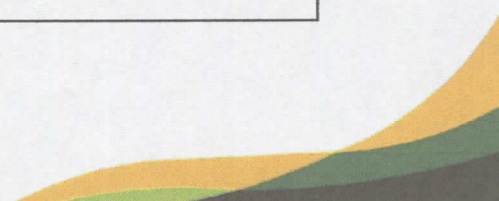
### III. CUSTOMER SATISFACTION MEASUREMENT (CSM) FOCAL MEMBERS

| Members                                         | Office                                                                        |
|-------------------------------------------------|-------------------------------------------------------------------------------|
| Jona Carla San Pedro                            | Office of the Director                                                        |
| Sean Richmond S. Villaflor                      | Assistant Director For Research, Development, and Production Support Services |
| Marielle Joy D. Wapanio                         | Assistant Director for Regulatory Services                                    |
| Lovely D. Reyes                                 | Biotechnology                                                                 |
| Viña Maristela L. De Guzman                     | NSIC / PVPO                                                                   |
| John Carlo Endiape                              | Procurement Management Section                                                |
| Jonaremy C. Paulo                               | Internal Audit Unit                                                           |
| Joan D. Garcia                                  | Accounting Section                                                            |
| Stephen Lloyd V. Laurente                       | Cashier Section                                                               |
| Pia Angela B. Gabi                              | General Services Section                                                      |
| Jhanica Mae Aciga                               | Information and Computer Section                                              |
| Jerick C. Cardeñas                              | Payroll Section                                                               |
| Annika Mae P. Zamudio                           | Human Resources Section                                                       |
| Nadine Pearl Laurente<br>Muhammad Yusuf G. Emam | Property & Supply Section                                                     |
| Royce Brando R. Rey                             | Records Section                                                               |
| Divisions                                       |                                                                               |
| Jefferson F. Varona                             | AED                                                                           |
| Ianne Shane Limpio                              | NPQSD                                                                         |
| Mikko Facturan                                  | PPSSD                                                                         |
| Blessie Joy C. Olarve                           | CPMD                                                                          |
| Cyril James Mangilit                            | NSQCS                                                                         |
| Gia Carla B. Butones<br>Leah M. Morante         | CRPSD                                                                         |
| NCRDPS Centers                                  |                                                                               |
| Maria Narcisa V. Garcia<br>Antonhy B. Bondad    | LOS BAÑOS NCRDPSC                                                             |
| Joyce Jean O. Bacayan                           | BAGUIO NCRDPSC                                                                |



|                           |                                          |
|---------------------------|------------------------------------------|
| Alona Marie A. Mandato    | LA GRANJA NCRDPSC                        |
| Alex A. Tuyo              | GUIMARAS NCRDPSC                         |
| Orlan P. Odulio           | DAVAO NCRDPSC                            |
| <b>PPSSD SPAL Offices</b> |                                          |
| Lorna Beldad              | SPAL – Baguio                            |
| Rhea May Antoni           | SPAL – Cebu                              |
| Kirby J. Duay             | SPAL – Cagayan De Oro                    |
| Ariel Client Acampado     | SPAL – Davao                             |
| <b>PQS Stations</b>       |                                          |
| Jayson Dave L. Andaya     | Region I - PQS La Union and Ilocos Norte |
| Janella Mae P. Buenavista | Region II - PQS Cagayan                  |
| Trina Rae P. Reyes        | Region III - PQS Pampanga                |
| Jelyn S. Gumatay          | NCR - PQS South Harbor                   |
| Adrian D. Bagsic          | NCR - PQS North Harbor                   |
| Cherry Jane Borlon        | NCR - PQS MICP                           |
| Henry A. Molon            | NCR - PQS OSEDC                          |
| Jona Paola A. Manalo      | CPEQS                                    |
| Diana C. Cariño           | NCR - PQS NAIA                           |
| Aila Marie B. de Villa    | Region IV A - PQS Batangas               |
| Arnel B. Repaso           | Region IV A - PQS Quezon                 |
| Lexter A. Fabula          | Region IV B - PQS Mindoro                |
| Mario Leonardo O. Pacheco | Region IV B - PQS Palawan                |
| Ma. Carmela C. Bandalas   | Region V - PQS Legazpi                   |
| Shairmain D. Toledo       | Region VI - PQS Iloilo                   |
| Jenalou P. Baynosa        | Region VI- PQS Bacolod                   |
| Jan Ravin V. Gabin        | Region VII- PQS Cebu                     |
| Wilson D. Cadalso, Jr.    | Region VII - PQS Dumaguete               |
| Clarita B. Lasquite       | Region VIII - PQS Tacloban               |
| Ivie C. Sumagang          | Region IX - PQS Zamboanga                |
| John Michael B. Pasuit    | Region X - PQS Cagayan de Oro            |
| Akisah C. Guro            | Region X - PQS Iligan                    |
| Mary Jane G. Gallo        | Region X - PQS Ozamiz                    |
| Jeanefer M. Carugda       | Region XI - PQS Davao                    |
| Jaymark A. Garcia         | Region XI- PQS Mati                      |

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|                                |                           |
|--------------------------------|---------------------------|
| Shane Juner Q. Dela Peña       | Region XII - PQS Cotabato |
| Jasper B. Balaga               | Region XII - PQS Gensan   |
| Charo Mae S. Tero              | Region XIII - PQS Caraga  |
| <b>NSQCS Satellite Offices</b> |                           |
| Jendelle Shayne B. Lagadew     | CAR - Baguio              |
| Jenny Joy P. Matnao            | CAR - Tabuk               |
| Jhomel R. Nisperos             | Pangasinan                |
| Maviene G. Tomas               | Ilocos                    |
| Jennifer M. Camayo             | Isabela                   |
| Abigail A. Pacay               | Cagayan                   |
| Ma. Sanelyn M. Miranda         | Nueva Ecija               |
| Seriña Joy O. Mondoñedo        | Laguna                    |
| Gellibeth M. Moreno            | Occidental Mindoro        |
| Dahnilyn S. Andrade            | Oriental Mindoro          |
| Jessa V. Malacad               | Palawan                   |
| Caroline A. Sanchez            | Bicol                     |
| Bryan Rey A. Moy               | Iloilo                    |
| Christy M. Bitamor             | Negros Occidental         |
| Karen Grace P. Sido            | Cebu                      |
| Regina Jane Zapanta            | Bohol                     |
| Robert M. Tagra                | Leyte                     |
| Jenalyn E. Urbano              | Catarman                  |
| Karen Joy L. Permali           | Zamboanga                 |
| Crisceljane A. Boldios         | Cagayan de Oro            |
| Melbert M. Rufa                | Davao                     |
| Maricar V. Pan                 | North Cotabato            |
| Ethyl Feye T. Alamo            | CARAGA - Butuan           |
| Jonel R. Lerios                | BARMM - Maguindanao       |

**Functions:**

- Serve as the focal person in handling the Customer Satisfaction Feedback system procedures and guidelines.
- Ensures that the requirements for using and maintaining the records/reports are established and implemented in their respective office units/divisions/centers.



- Facilitates monthly reporting and monitors monthly response.
- Attends meetings or training conducted by the BPI-QMS KMT.

This Memorandum Order shall supersede all previous orders inconsistent herewith, remain valid unless otherwise amended, revoked, or superseded, and shall take effect immediately.



**GERALD GLENN F. PANGANIBAN, Ph.D.**  
*Director*

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