



Municipality of San Vicente
Quality Management System
Guidelines on Quality Workplace

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1.0 Objective

This document serves as guide for the LGU of San Vicente employees in ensuring a quality workplace for efficient and effective delivery of products and services, which are responsive to the needs and expectations of stakeholders.

2.0 Scope

The quality workplace standards shall be applied to all offices/units of the local government unit (LGU). The guidelines as specified in this document is subject to availability of resources

3.0 Definition of Terms

Quality – a distinctive attribute or characteristic possessed by someone or something

Workplace – is a location where the government employees work; a place of work

4.0 Reference Documents

4.1 QMS Manual

5.0 Guidelines

Area: Workstations	
Purpose: 1. As the official station of the employee 2. For the employees to work on their office responsibilities	
Components: 1. Office Desk 2. Office Chairs 3. Mobile Pedestal 4. Office Equipment 5. File Cabinet 6. Customized Shelves	
Component	Standards
Office Desk	<ul style="list-style-type: none">▪ At the start of the day, a 5-minute “Seiso (Shine)” should be done to clean and wipe desk, drawers, mobile pedestal, equipment, etc.▪ If possible, all desks are uniform in size and design, and are align at all times▪ Arranged according to units and functions



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	<ul style="list-style-type: none">▪ Glass tops are not allowed for safety reasons▪ Enough space for clear passageway is provided▪ Identification of staff assigned per desk is posted on the corner, visible to the clients▪ Depending on the size of the desk, table top may contain 1-2 file boxes for current files▪ Only one personal item shall be placed on the table top (i.e. table top calendar, picture frame or religious article with a size equal to ½ of an A4 bond paper▪ If desk is with table drawers (or in a mobile pedestal), the upper drawers shall be used for office supplies and other small items office accessories to be used by the employee which are neatly arranged▪ Bottom drawers shall be used to store personal items (such as bags, shoes, slippers, etc.)▪ A signage on the staff desk should be placed (i.e. “On-Leave”, “On-OB/Travel/Field”, “On-Meeting”), during the absence of the staff/employee▪ At the end of the official working hours, table top is cleared from documents, paper works, office supplies and other items except the allowed personal item▪ No items such as file boxes, folders, documents, office supplies/equipment, bags, shoes, slippers and others; are placed under the table/desk▪ No food should be kept in workstation, eating is not allowed in individual desk anytime of the day. Pantry is to be provided for eating and storing/keeping food stuff
Office Chairs	<ul style="list-style-type: none">▪ Apply “Seiso (Shine)” at the start of the office day▪ If possible, all chairs are uniform (ergonomic) in size (mid-back/hi-back), type (with arm-rest/gas lift/sledge), color and material (fabric/mesh/leatherette) in area and location▪ When not in use, it should be tucked under the table▪ Only one pillow may be placed on the chair with a size not bigger than a long brown envelope▪ Only one jacket or shawl may be placed at the back seat during the day, but should be kept inside the personal drawer at the end of the day
Mobile Pedestal	<ul style="list-style-type: none">▪ Apply “Seiso (Shine)” at the start of the office day▪ If possible, all mobile pedestals are uniform in size, made (steel auto-lacquer finish/laminated plywood or board with caster wheels, hard top) and color▪ If not tucked under the table, it should be neatly place and aligned in a corner or at the back of each desk



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	<ul style="list-style-type: none">▪ File boxes can be temporarily place on top (for easier access of day to day documents), but should be placed back on shelves at the end of the day
Office Equipment	<ul style="list-style-type: none">▪ Apply “Seiso (Shine)” at the start of the day▪ Computers and printers should be placed on an appropriate computer desk/table▪ UPS and AVR’s shall in no case be placed on the floor▪ Electrical wires/UTP cable/Cable connectors should be properly labeled and wrapped in a wire organizer, neatly secured or laid on the desk▪ No office equipment to be placed on top of the desk, except computer monitors neatly connected to the desktop/keyboard/mouse (if not using wireless accessories)
File Cabinet	<ul style="list-style-type: none">▪ Apply “Seiso (Shine)” at the start of the day▪ File cabinets (according to use) should be uniform in size, made (steel auto-lacquer finish/laminated plywood or board), and color▪ Should be neatly arranged and aligned on secured places and easily accessible for filing and retrieval of documents
Customized Shelves	<ul style="list-style-type: none">▪ Apply “Seiso (Shine)” at the start of the day▪ Made of laminated plywood or board, with back cover, not to exceed 5 layers (of file box size per layer), open or sliding tempered glass front (for safety), and same size per purpose of use▪ Should be neatly arranged and aligned on secured places and easily accessible for filing and document retrieval



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Area: Common Areas	
Purpose: 1. An area where client/customers spend time to meet and greet 2. It also serves as employees common meet-up area	
Components: 1. Chairs 2. Floors 3. Trash Bins 4. Lightings and Ventilation 6. Accessibility 7. Landscaping	
Component	Standards
Chairs	<ul style="list-style-type: none">▪ Sufficient and uniform single chairs (in size, color, made) neatly placed and arranged▪ Clear passageway among rows of chairs
Floors	<ul style="list-style-type: none">▪ Floors should either be non-slip ceramic tiles, rough stomp cement or paver blocks▪ At all times, should be clean and sanitized
Trash Bins	<ul style="list-style-type: none">▪ Segregated trash bins with cover and foot pedal operated for bio and non-bio strategically placed on corners▪ Regularly gathered and clean of content▪ Color coded for easier throwing of waste/garbage▪ Should be of the same size, kind and with stand/pedestal
Lightings and Ventilation	<ul style="list-style-type: none">▪ LED lights should be used of enough wattage, preferably recessed or surface type downlights/panel lights▪ Electrical switches should be embedded or if surface mounting, should be concealed with PVC moulding neatly laid out▪ If area is open, high ceiling is recommended for better airflow. If enclosed, inverter-type wall or floor mounted air conditioning units with anti-bacterial properties are installed
Accessibility	<ul style="list-style-type: none">▪ Area compliant to accessibility law
Landscaping	<ul style="list-style-type: none">▪ Appropriate ornamental and indoor plants neatly placed on pots and properly arranged▪ Regularly maintained and trimmed



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Area: Lobby/Receiving Area	
Purpose: 1. An area where clients/customers gather to transact business 2. It also serves as temporary resting area for clients/customers 3. It is an area to systematically organize and address concerns of client/customer	
Components: 1. Gang Chairs 2. Floors 3. Lighting and Ventilation 4. Sofa and Benches 5. Entertainment System 6. Hot and Cold Water Dispenser 7. Trash Bins	
Component	Standards
Gang Chairs	<ul style="list-style-type: none">Uniform in size (at least 3 seater), made (steel, stainless, PVC or polyethylene), type (perforated steel, PVC or polyethylene, leather cushioned), and colorNeatly arranged and spaced for clear passagewayRegularly cleaned and sanitized
Floors	<ul style="list-style-type: none">Floors should either be non-slip ceramic tiles, granite tiles or PVC planksAt all times, should be clean, sanitized and debris free
Lightings and Ventilation	<ul style="list-style-type: none">LED lights should be used of enough wattage, preferably recessed or surface type downlights/panel lightsElectrical switches should be embedded or if surface mounting, should be concealed with PVC moulding neatly laid outIf area is open, high ceiling is recommended for better airflow. If enclosed, inverter-type wall, cassette or floor mounted air conditioning units with anti-bacterial properties are installedBack-up misting fan strategically in-placeCeiling or wall-mounted exhaust fan installed for aeration
Sofa and Benches	<ul style="list-style-type: none">A set of sofa (4-seater with center table) leatherette cushion with stainless legs is provided to add a little comfort for elderly or pregnant clients/customer located in a corner near to the receptionistBenches with thick leatherette cushion without back seat and made either of stainless steel frame or powder coated finish, same size and color, located at corner wallsRegularly cleaned, polished and sanitized



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Entertainment System	<ul style="list-style-type: none"> ▪ LED UHD Smart TV of at least 55”, either wall or ceiling hang strategically installed with a viewing height comfortable to clients/customers, and will serve as information media and counter ▪ A set of high fidelity audio system and microphone installed for TV audio enhancement, background music or paging system ▪ Speakers are wall mounted, audio control console concealed ▪ Regularly cleaned and maintained
Hot and Cold Water Dispenser	<ul style="list-style-type: none"> ▪ At least 1-2 units of hot and cold water dispenser (depending of the area) are provided to address clients/customers need ▪ If possible, a dedicated coffee maker or vending machine is also provided ▪ Paper cups are to be used in dispensing water or coffee ▪ Regularly cleaned and maintained
Trash Bins	<ul style="list-style-type: none"> ▪ Segregated trash bins with cover and foot pedal operated for bio and non-bio strategically placed on corners ▪ Regularly gathered and clean of content ▪ Color coded for easier throwing of waste/garbage ▪ Should be of the same size, kind and with stand/pedestal

Area: Client-facing areas	
Purpose: An area where clients/customers gather to transact business with the LGU	
Components: 1. Visitor’s Chair	
Component	Standards
Visitor’s Chair	<ul style="list-style-type: none"> ▪ Sufficient number of visitor’s chair provided, neatly arranged ▪ Should be of the same size, color, type (sledge or caster wheels), make (fabric, mesh, leatherette, chrome/stainless/ powder coated frame) ▪ Regularly cleaned and sanitized



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Area: Storage Rooms	
Purpose: 1. Area where cleaning materials, supplies and equipment are stored 2. Also an area for temporary storage of other supplies and equipment	
Components: 1. Supplies Rack 2. Shelves 3. Equipment Rack	
Component	Standards
Supplies Rack	<ul style="list-style-type: none">▪ Either a customized or pre-fab racking system (laminated board or powder coated), enough to accommodate supplies to be stored▪ If possible, of the same size but color coded for easier classification and identification of stored materials and supplies▪ Racks are properly labeled and arranged▪ Regularly cleaned and organized
Shelves	<ul style="list-style-type: none">▪ Boltless knock down or fabricated laminated board of not more than five layers▪ If possible, of the same size and color neatly arranged with enough spacing in between for passageway▪ Shelves are properly labeled▪ Regularly cleaned and organized
Equipment Rack	<ul style="list-style-type: none">▪ Either a customized or pre-fab racking system (laminated board or powder coated), enough to accommodate cleaning equipment's to be stored and other equipment▪ Each equipment is properly labeled/tagged▪ Racks are neatly arranged and securely placed▪ Regularly checked and maintained

Area: Pantry	
Purpose: 1. Serve as a nook area during break-time and meal-time for employees 2. A common wash area for utensils and other kitchen equipment	
Components: 1. Nook Table 2. Chairs 3. Sink Top 4. Dish Rack 5. Lighting and Ventilation	
Component	Standards
Nook Table	<ul style="list-style-type: none">▪ Either a fabricated laminated table or an HDPE Blow Molded folding table with a size good for six persons at a time



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	<ul style="list-style-type: none">▪ Should be light and sturdy, if fabricated – detachable table top▪ Properly located in an area where it does not obstruct passageway▪ Regularly cleaned and sanitized
Chairs	<ul style="list-style-type: none">▪ Heavy duty plastic chairs or folding chairs tucked under the table when not in use▪ If possible, of the same size, make, type and color▪ Extra chairs are provided but are stacked in a corner when not in use▪ Regularly cleaned and sanitized
Sink Top	<ul style="list-style-type: none">▪ PVC/Stainless/Ceramic sink top medium size installed▪ Only contain liquid/soap dish and cleaning essentials and dish rack▪ Must be kept dry at all time▪ No overnight left-over of unwashed plates and utensils▪ Plumbing fixtures at all times in good order
Dish Rack	<ul style="list-style-type: none">▪ Should be cabinet type with door, 2 layer and a pullout drawer for utensils▪ Neatly placed in the corner and dry at all times▪ Regularly cleaned and sanitized
Lighting and Ventilation	<ul style="list-style-type: none">▪ Sufficient lightings are installed utilizing LED bulbs or tube, surface type for easier maintenance▪ Ceiling type exhaust fan of at least 12" x 1-2 units (area dependent) should be installed for better airflow movement▪ Regularly check and maintained

Area: Rest Rooms/Comfort Rooms
Purpose: 1. A place of privacy for the call of nature 2. Serve as grooming and personal hygiene
Components: 1. Water Closet 2. Lavatory 3. Urinals 4. Mirrors 5. Toilet Partitioning 6. Bidet 7. Pail and Dipper 8. Toilet Rolls 9. Trash Can 10. Grab Bars/Handle Bars 11. Floors and Walls 12. Lighting and Ventilation 13. Plants and Ornaments



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Component	Standards
Water Closet	<ul style="list-style-type: none">▪ Either single or two-piece style, dual-flush type, ceramic kind, with lid and lid cover, white color▪ Lid cover should be closed before flushing▪ No objects (toilet/tissue paper and the likes) thrown inside▪ Sufficient water supply and pressure at all times▪ Regularly cleaned and sanitized
Lavatory	<ul style="list-style-type: none">▪ Either wall mounted, undermount, drop-in, vessel or pedestal type of sink; ceramic/PVC/stainless kind, white color▪ Only soap or liquid dish/dispenser should be on top▪ Should be free from stain, mark or dirt▪ Sink cover should be in-place at all times to trap particles that may clog the p-trap plumbing lines▪ Sufficient water supply and pressure at all times▪ Regularly cleaned and sanitized
Urinals	<ul style="list-style-type: none">▪ Either wall or floor mounted, water or waterless, ceramic kind and with flush valve (for water feed), white color▪ Urinal lid should be in-place at all times▪ Avoid throwing hard objects (cigarette butts and the like) so as not to cause clogging▪ Should be free from stain, mark or dirt▪ Urinal partitioning should be installed, either high density phenolic board/laminated board/frosted tempered glass▪ Sufficient water supply and pressure at all times▪ Regularly cleaned and sanitized
Mirrors	<ul style="list-style-type: none">▪ (Area dependent), it's height shall not exceed half body reflection and at least 24" wide▪ Should be securely fastened and mounted on the wall▪ Normally placed above the sink/lavatory▪ Should be free from smudge, stain or dirt▪ Regularly cleaned and maintained
Toilet Partitioning	<ul style="list-style-type: none">▪ Standard toilet partitioning dimension to be observed▪ Materials to be used either high density phenolic board, melamine board, laminated marine plywood▪ Complete of partitioning accessories (i.e. adjustable foot, self-closing hinge, indicator lock, knob handle, hook hanger, corner bracket, H-profile, top rail, side edge, channel, connectors); either nylon, stainless or aluminum materials▪ Regularly cleaned and sanitized



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Bidet	<ul style="list-style-type: none">▪ A set of toilet bidet (either abs plastic or stainless steel hose and sprayer) conveniently and securely installed beside the water closet▪ It should be re-place after use (attach to its holder bracket)▪ Regularly cleaned and sanitized
Pail and Dipper	<ul style="list-style-type: none">▪ A set of plastic pail and dipper is to be provided (upon request)▪ After use, this will be retrieve and cleaned and stored back upside down, the dipper hanged to keep it dry
Toilet Rolls	<ul style="list-style-type: none">▪ Single-ply toilet papers provided in each cubicle hanged on its holder secured to the wall▪ Should be frequently checked for immediate replacement▪ To be placed/secured on the wall away from bidet to avoid getting wet when bidet is in use
Trash Can	<ul style="list-style-type: none">▪ Each cubicle to be provided with plastic trash can with lid cover and foot pedal operated, the inside of the trash can is wrapped with plastic bag for easier gathering of waste▪ If possible, all trash can be of the same size and color▪ Regularly cleaned and sanitized
Grab Bars and Handle Bars	<ul style="list-style-type: none">▪ Toilet area dedicated for Senior Citizen and PWD should conform to the prescribed standard (size and door opening)▪ Urinal and water closet separately installed, cubicle for the water closet and partition for urinal area▪ A D-type retractable handle bars on both side of the toilet seat securely fastened to the wall, back of the seat is in-place▪ A straight grab bar (if toilet seat mounted at the center of the cubicle), or L-type grab bar (if corner mounted); is securely fastened to the wall▪ Handle bars and grab bars are of stainless steel tube material▪ Urinals installed with D-type retractable handle bars both side and securely fastened to the wall▪ Regularly clean, polished and sanitized
Floors and Walls	<ul style="list-style-type: none">▪ Floor tiles should be porcelain, ceramic or synthetic granite non-slip texture of at least 60 x 60 cm size/tile▪ Wall tiles could also be porcelain, ceramic or PVC planks; either matte or glossy finish, rectangular or square size▪ Should be frequently cleaned and sanitized▪ At all times, should be dry. Put caution signage if floor is



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	wet
Lighting and Ventilation	<ul style="list-style-type: none"> ▪ As possible, each cubicle has light. LED recessed or surface downlight of appropriate wattage is installed ▪ LED downlight (recessed or surface) evenly installed in the remaining area of the toilet ▪ If possible, design the roofing to catch natural sunlight utilizing transparent/clear UV protected polycarbonate sheets or roof ▪ Sufficient units of exhaust fan (wall or ceiling type) installed with a minimum size of 12" blade diameter ▪ Regularly cleaned and maintained
Plants and Ornaments	<ul style="list-style-type: none"> ▪ Introduce plants and ornaments placed on pots (clay or PVC) that helps purify air and neutralize odor ▪ Strategically placed and neatly arrange to avoid obstruction of passageway ▪ Watering (controlled) should be well maintained and clean regularly not to leave marks on the floor

Area: Conference Room	
Purpose: 1. Venue in holding management committee meetings 2. Venue in making presentation to guest and prospective investors 3. Serves as alternate area in conducting webinars and other close-door meetings	
Components: 1. Conference Table 2. Chairs 3. Audio-Visual Equipment 4. Office Fixtures 5. Floor and Ceiling 6. Lightings and Ventilation	
Component	Standards
Conference Table	<ul style="list-style-type: none"> ▪ Ideally, the size and shape of the conference table depends on the size of the area and the maximum number of users ▪ It is made either of all laminated-melamine board top with grommet and wire organizer, and carcass wood frame bottom; or aluminum frame bottom ▪ It is neatly placed or arranged (if modular type) and at the center of the projection wall ▪ Regularly cleaned and sanitized



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Chairs	<ul style="list-style-type: none">▪ All conference chairs should be uniform in size (hi-back or mid-back), type (HD wheel casters or sledge), kind (with arm rest and gas lifted), made (fabric, mesh or leatherette) and color▪ Should be tucked under the conference table when not in use or every after use▪ Regularly cleaned and sanitized
Audio-Visual Equipment	<ul style="list-style-type: none">▪ Depending on the size of the room; audio system installed is sufficient in wattage power, high fidelity audio output calibrated to avoid feedbacks, wall or ceiling mounted micro speakers, speaker wires and audio control are concealed, wireless microphone or conference system is used▪ Visual presentation is either thru: wireless HDMI transmit – receive from source to UHD LED Smart TV 65” above display size, or using an ultra-short throw projector (ceiling or table mount) of high lumens to a pull-down wall projection screen of 70” size and above installed▪ Projection screen when not in use should be retracted▪ Wireless clicker and laser pointer is readily available▪ Audio output of TV or projector is connected to the audio system set-up▪ Regularly cleaned and maintained
Office Fixtures	<ul style="list-style-type: none">▪ Glass doors and windows should either have: roller sunscreen or combination blinds installed, manual or motorized rolling, or thick curtains of pastel colors, or both▪ A multi-purpose adjustable table is provided for projector or laptop stand▪ Regularly cleaned and maintained
Floor and Ceiling	<ul style="list-style-type: none">▪ For a distortion-free and better audio reception, tiled floors if possible should be carpeted; or if not, wood planks or parquet are installed▪ Drop ceiling is ideal for aesthetic and use of acoustic boards is recommended, for better audio frequency absorption
Lightings and Ventilation	<ul style="list-style-type: none">▪ LED panel lights or downlights (recessed or surface type) of sufficient wattage are to be installed▪ Lightings lay-out should conform to the conference table placement/arrangement for a better illumination over the table▪ Lighting switches are group-based controlled for easier lighting effects during visual presentation



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	<ul style="list-style-type: none"> ▪ Air-conditioning units to be installed are all inverter split-type either; wall-mounted, floor mounted or cassette type, and with anti-bacterial properties protection. Cooling capacity of the units are dependent on the volume of the room ▪ Regularly cleaned and maintained
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Area: Training/Meeting Room	
Purpose: 1. Serve as a place in conducting trainings, seminar-workshops and the like 2. A place where other small-medium participants of the meeting convene 3. A multi-purpose place for other official employees meeting	
Components: 1. Training Tables 2. Chairs 3. Audio-Visual Equipment 4. Office Fixtures 5. Floor and Ceiling 6. Lightings and Ventilation 7. Audio Room and Stock Room 8. Trash Bins	
Component	Standards
Training Tables	<ul style="list-style-type: none"> ▪ Ideally, a 3-seater (front facing)/6-seater (side facing) tables are to be used ▪ It should be melamine or laminated top with powder/auto-lacquer coated tubular or round frame bottom with adjustable foot and collapsible ▪ Minimum table width is 60cm with layer for documents and other effects ▪ Neatly arranged and aligned depending on the kind of meeting set up and participants ▪ Regularly cleaned and sanitized
Chairs	<ul style="list-style-type: none"> ▪ HDPE chairs are to be used, without armrest, one color and stackable
Audio-Visual Equipment	<ul style="list-style-type: none"> ▪ Depending on the size of the room; audio system installed is sufficient in wattage power, high fidelity audio output calibrated to avoid feedbacks, wall or ceiling mounted micro speakers, speaker wires and audio control are concealed, wireless microphones are used ▪ Visual presentation is either thru: wireless HDMI transmit – receive from source to UHD LED Smart TV 65” above display size, or using an ultra-short throw projector (ceiling



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	<p>or table mount) of high lumens to a pull-down wall projection screen of 70" size and above installed</p> <ul style="list-style-type: none"> ▪ Projection screen when not in use should be retracted ▪ Wireless clicker and laser pointer is readily available ▪ Audio output of TV or projector is connected to the audio system set-up ▪ Regularly cleaned and maintained
Office Fixtures	<ul style="list-style-type: none"> ▪ Windows are shielded of either: roller sunscreen or combination blinds installed, manual or motorized rolling, or thick curtains of pastel colors, or both ▪ A multi-purpose table is provided for projector or laptop stand ▪ Regularly cleaned and maintained
Floor and Ceiling	<ul style="list-style-type: none"> ▪ For a distortion-free and better audio reception, tiled floors if possible should be carpeted; or if not, wood planks or parquet are installed ▪ Drop ceiling is ideal for aesthetic and use of acoustic boards is recommended, for better audio frequency absorption
Lightings and Ventilation	<ul style="list-style-type: none"> ▪ LED luminaire, panel lights or downlights (recessed or surface type) of sufficient wattage are to be installed ▪ Lightings lay-out evenly installed to well illuminate the room regardless of the set up in-use ▪ Lighting switches are group-based controlled for easier lighting effects during visual presentation ▪ Air-conditioning units to be installed are all inverter split-type either; wall-mounted, floor mounted or cassette type, and with anti-bacterial properties protection. Cooling capacity of the units are dependent on the volume of the room ▪ Regularly cleaned and maintained
Audio Room and Stock Room	<ul style="list-style-type: none"> ▪ A dedicated audio room is allotted at the back side of the room with enough space for all the audio equipment and accessories in-place in a flight case or steel shelves ▪ Room is with air-condition (min.3/4 Hp) for audio system cooling ▪ When not in use, all equipment's are covered with sheets and lid cover of microphone case re-place ▪ Regularly cleaned and maintained ▪ Stock room adjacent to audio room with enough space for storing tables and chairs not in use ▪ Tables (collapsed) are neatly arranged standing against



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	<p>the wall, and chairs are stacked by five's (x 5's) arranged not to block passageway going to audio room</p> <ul style="list-style-type: none">▪ Regularly cleaned and sanitized
Trash Bins	<ul style="list-style-type: none">▪ At least two (2) trash bins (of same size and color) with lid, foot pedal operated and with plastic bag inside for quick and easier disposal of garbage▪ Always kept clean and sanitized

6.0 Review and Amendment

This procedure is periodically reviewed every three (3) years to ensure up-to-date information and relevance. It undergoes appropriate review, approval, storage, and retention process in accordance with the Control of Documented Procedure.

7.0 Approval

Prepared by:


ALFREDO V. TAN
General Services Officer

Reviewed by:


LYDIA A. RODRIGUEZ
Municipal Administrator

Approved by:


AMY ROA ALVAREZ
Municipal Mayor