

MOVIE AND TELEVISION REVIEW AND CLASSIFICATION BOARD

MANAGEMENT REVIEW MEETING

Minutes of the Meeting

December 19, 2017

Liezl S. Martinez Hall

4th Floor MTRCB Building No. 18 Timog Avenue, Quezon City

FROM	ISSUES / CONCERNS	RESPONSIBILITY	TARGET DATE	STATUS	REMARKS
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Present: Refer to Attendance Sheet

Discussion Points:

	The meeting started at 9:00 am.				
Atty. Nemenzo	Presided the management review meeting.	-	-		
	1. Status of Action from the Previous Management Review				
Atty. Nemenzo	This is the first MTRCB Management Review, therefore, there are no pending actions from previous management review.	-	-		
	2. Business for the Day				
Atty. Nemenzo	<p>2.1. <u>Changes In External and Internal Issues that are relevant to the QMS</u></p> <p>All Unit Heads presented the status of their SWOT Analysis. No changes were observed from the time that their SWOT Analysis were prepared.</p>	-	-		
Gloria Bismanos	<p>2.2. <u>Customer satisfaction and feedback from relevant interested parties</u></p> <p>2.2.1. <u>Customer Satisfaction</u></p> <p>Clients provided a rating of 4.33, 5 being the highest. We are able to hit beyond our target of 4.0.</p>	-	-		

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	<p><u>2.2.2. Feedbacks from the surveys</u></p> <p>The following feedbacks from relevant interested parties were gathered:</p> <ul style="list-style-type: none"> - Satisfied - Accommodating and always ready to assist whenever necessary 	-	-		
	<p><u>2.2.3. Customer Complaints</u></p> <p>No complaints received for the year from customers.</p>	-	-		
	<p><u>2.2.4. Suggestion Box</u></p> <p>No feedbacks were gathered from the suggestion box. Although suggestion boxes are visible and available in strategic locations.</p>	-	-		
	<p><u>2.2.5. Others</u></p> <p>No other feedbacks received from relevant interested parties.</p>	-	-		

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Atty. Nemenzo	<p>2.3. <u>Extent to which Quality Objectives have been met</u></p> <p>The OPCR (Quality Objectives) of MTRCB was released last January 2017. All targets deployed for the midyear were all achieved except for targets waiting for the yearend accomplishments. The status on the attainment of targets of the OPCR will be fully gauged at the end of the year.</p> <p>A separate report will be prepared to assess overall attainment of MTRCB OPCR.</p>	-	-	I	
Atty Presquito, Atty Nemenzo, Suasan Bandolin	<p>2.4. <u>Process performance and conformity of products and services (OPCRs and IPCRs)</u></p> <p>The OPCR/ IPCRs per division for January – December 2017 (partial) were presented.</p>	-	-	I	
	<p>All targets were attained by the Administrative and Finance Division, Legal Affairs Division, Office of the Chairperson, Office of the Executive Director, Review and Classification Unit, Monitoring and Inspection Unit, Human Resources Unit, Budget Unit, Cash Disbursement Unit, Records Management Unit, and Accounting Unit.</p>	-	-	I	