



UNIVERSITY OF THE PHILIPPINES DILIMAN
Quality Assurance Office

CITIZEN'S CHARTER 2026

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UP Quality Policy

The University of the Philippines commits to meeting standards of academic excellence as guided by the UP Charter and defined within the changing context of national, regional, and global developments that profoundly impact universities worldwide.

UP is committed to creating and sustaining a quality culture in all its programs and constituent units supported by a quality management system of global standards to fulfill its vision, mission, and mandate.

Vision

The UP Diliman Quality Assurance Office takes the lead in the implementation of an innovative and sustainable quality management system by 2030.

Mission

The Quality Assurance Office shall:

- **ANCHOR** academic and administrative excellence standards of performance on global quality assurance practices.
- **PROMOTE** Quality Assurance programs through capacity-building initiatives and external engagements.
- **IMPLEMENT** Quality Assurance policies, systems, and procedures towards operational efficiency and effectiveness.
- **MONITOR & EVALUATE** academic programs and administrative support services in pursuit of continuous improvement.

INTERNAL SERVICES



Outbound Benchmarking

1

Request submitted by the University of the Philippines Diliman (UPD) units to conduct benchmarking activities with external organizations

OFFICE	Quality Assurance Office			
CATEGORY	Internal Service			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C (Government to Citizen), G2G (Government to Government)			
WHO MAY AVAIL	University of the Philippines (UP) Degree Granting Units (DGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent for Outbound Benchmarking (1) Electronic Copy		Agency - Division: UPD Quality Assurance Office		
2. Outbound Benchmarking Activity Request Form (1) Electronic Copy		Agency - Division: UPD Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DGU informs QAO of the outbound benchmarking plans through email and submits requirements. Online: qa.upd@up.edu.ph	1.1 QAO sends the necessary documents to be filled out by the unit, with instructions: - Outbound Benchmarking Activity Report - Benchmarking Activity Evaluation Form - UP Benchmarking Guide	None	5 minutes	University Researcher (UR) III; Quality Assurance Office (QAO)
	1.2. QAO checks the completeness of the report and the feedback form. -If incomplete, the QAO notifies the DGU regarding the information to be provided.		5 minutes	
	1.3. QAO receives and files the Benchmarking Activity Report and feedback form.		5 minutes	
2. Receives acknowledgement email Online: qa.upd@up.edu.ph	2. QAO sends an acknowledgement email to DGU.	None	5 minutes	
Total Processing Time:		Working Days: 20 minutes		
Total Processing Fee:		Total Standard Fee: <i>None</i>		

Application for Academic Program Improvement (API) Funding

2

Application submitted by Degree-Granting Unit (DGU) to the QAO for Academic Program Improvement (API) funding

OFFICE	Quality Assurance Office			
CATEGORY	Internal Service			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C (Government to Citizen), G2G (Government to Government)			
WHO MAY AVAIL	University of the Philippines (UP) Degree Granting Units (DGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement				
1. Duly Accomplished API Application Form in the API Portal (1) Electronic Copy		Agency - Division: UPD Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DGU submits application forms via the API portal. Online: API Portal	1.1 QAO checks the application for completeness of information and compliance to endorsement workflow.	None	5 minutes	API Secretariat; Quality Assurance Office
	1.2. If incomplete, QAO informs applicant about the details that need appropriate action.		5 minutes	API Secretariat; Quality Assurance Office
	1.3. QAO prepares the documents required for the desktop review of API applications. QAO prepares the documents required for the desktop review of API applications. QAO assigns applications to QA Committee members for cluster review.		2 working day/s	API Secretariat; Quality Assurance Office
	1.4. Cluster review. Evaluate API applications. Endorse for approval to the Committee en banc.		20 working day/s	QA Committee; Quality Assurance Office

Application for Academic Program Improvement (API) Funding

2

Application submitted by Degree-Granting Unit (DGU) to the QAO for Academic Program Improvement (API) funding

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Deliberation meeting for decision on applications	None	1 working day	QA Committee; Quality Assurance Office
2. Receives decision Online: API Portal	2. QAO tags the QAC decision in API portal		30 minutes	API Secretariat; Quality Assurance Office
Total Processing Time:		Working Days: 23 working days, 40 minutes		
Total Processing Fee:		Total Standard Fee: <i>None</i>		

External Review, Assessment, or Accreditation of Degree Programs (Type A-F)

3

Submission by the Degree-Granting Unit (DGU) to the Quality Assurance Office for External Review, Assessment, or Accreditation of Degree Programs and the general External Quality Assessment (EQA) process

OFFICE	Quality Assurance Office			
CATEGORY	Internal Service			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C (Government to Citizen), G2G (Government to Government)			
WHO MAY AVAIL	University of the Philippines (UP) Degree Granting Units (DGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement				
1. Final Self-Assessment Report (SAR); Self-Study Report (SSR), or equivalent document (1) Electronic Copy		Agency - Division: UPD Quality Assurance Office		
2. Checklist for External Assessment / Accreditation / Review (1) Electronic Copy		Agency - Division: UPD Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DGU uploads SAR/SSR/equivalent documents in QA Portal Online: QA Portal	1.1 QAO submits SAR/SSR, or equivalent document to the chosen accreditation body, assessment body, or external reviewer.	None	1 working day	UR III / PDO III (QAO EQA); Quality Assurance Office (QAO)
	1.2. QAO prepares onboarding session for DGU of the program to be assessed		1 working day	
2. DGU attends onboarding session (may be in person/online) Location: In person or online	2. QAO prepares a customized assessment, review, or accreditation visit itinerary to be sent to the unit via email.		1 hour	
3. DGU prepares for the assessment, review, or accreditation visit	3.1. QAO conducts multiple readiness tests and consultation meetings with DGU		3 working days	

External Review, Assessment, or Accreditation of Degree Programs (Type A-F)

3

Submission by the Degree-Granting Unit (DGU) to the Quality Assurance Office for External Review, Assessment, or Accreditation of Degree Programs and the general External Quality Assessment (EQA) process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. DGU prepares for the assessment, review, or accreditation visit	3.2. QAO provides DGU with instructions to fill in the guidebook data via email.	None	5 working days	UR III / PDO III (QAO EQA); Quality Assurance Office (QAO)
4. DGU provides QAO with the requested data for the production of the guidebook via email (eqa_qao.upd@up.edu.ph) Online: eqa_qao.upd@up.edu.ph	4.1. QAO monitors the completeness of data submitted by the DGU		5 working days	
	4.2. QAO prepares the draft guidebook.		14 working days	Media Production Manager (QAO KM); Quality Assurance Office (QAO)
	4.3. QAO provides the DGU with a copy of the guidebook (digital and physical copy)		1 working day	UR III / PDO III (QAO EQA); Quality Assurance Office (QAO)
5. DGU undergoes assessment, review, or accreditation visit Online: eqa_qao.upd@up.edu.ph	5.1. QAO provides the DGU with a copy of the guidebook (digital and physical copy)		1 working day	
	5.2. QAO conducts a debriefing meeting for the program to assess the conduct of the visit, strengths, and points for improvement (in person/online)		1 working day	
	5.3. DGU receives a copy of the final assessment and/or evaluation report		15 minutes	
Total Processing Time:			Working Days: 32 working days, 1 hour, 15 minutes	
Total Processing Fee:		Total Standard Fee: <i>None</i>		

Request for Performance Budget Monitoring System (PBMS) Portal Account

4

Request submitted by the University of the Philippines Diliman (UPD) units to the Diliman Performance Monitoring Team (DPMT) to create a Performance Budget Monitoring System (PBMS) Portal Account

OFFICE	Quality Assurance Office			
CATEGORY	Internal Service			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G (Government to Government)			
WHO MAY AVAIL	University of the Philippines (UP) Delivery Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement				
1. Email Request for creation of PBMS Portal Account Applicant / Client for new DU Administrators and DU Encoders (1) Electronic Copy		Applicant/Client		
2. Request Letter and Directory Template signed by the Dean/Director/Unit Head (1) Electronic Copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting unit sends an email request to the DPMT (pmt.upd@up.edu.ph) to create a portal account. Online: pmt.upd@up.edu.ph	1.1 DPMT will send a directory template to be filled out by the requesting unit.	None	15 minutes	Media Production Manager (DPMT Secretariat); Quality Assurance Office (QAO)
2. The requesting unit fills out the directory template to be signed by the unit head and forwards it to DPMT. Location: In person or online	2. Once accomplished directory template is received, DPMT creates an account.		20 minutes	

Request for Performance Budget Monitoring System (PBMS) Portal Account

4

Request submitted by the University of the Philippines Diliman (UPD) units to the Diliman Performance Monitoring Team (DPMT) to create a Performance Budget Monitoring System (PBMS) Portal Account

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting unit sends an email request to the DPMT (pmt.upd@up.edu.ph) to create a portal account. Online: pmt.upd@up.edu.ph	1.1 DPMT will send a directory template to be filled out by the requesting unit.	None	15 minutes	Media Production Manager (DPMT Secretariat); Quality Assurance Office (QAO)
Total Processing Time:		Working Days: 50 minutes		
Total Processing Fee:		Total Standard Fee: <i>None</i>		

Processing Requests for In-House Quality Assurance (QA) Capacity Building Activities

(E.G. INSPIRE, ISO, Benchmarking, etc.)

5

OFFICE	Quality Assurance Office			
CATEGORY	Internal Service			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G (Government to Government)			
WHO MAY AVAIL	University of the Philippines (UPD) Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement				
1. Identified performance gap (1) Electronic Copy		Agency - Division: UPD Quality Assurance Office		
2. List of Target Participants (1) Electronic Copy		Agency - Division: UPD Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit submits a letter request containing training gaps identified (supported by a Training Needs Assessment) and target participants to the QAO through email. Online: qa.upd@up.edu.ph (cc: iqa_qao@up.edu.ph)	1.1 QAO to acknowledge email and forward request to QAO Director (qa.upd@up.edu.ph), copy furnished IQA (iqa_qao@up.edu.ph)	None	1 working day	QAO KMT (Information Officer); Quality Assurance Office (QAO)
	1.2. QAO to review the training gap / Training Needs Assessment conducted by the unit; forwarded to the QAO Director for review and clearance to proceed with program design and development		7 working days	QAO IQA (UES III / PDO III); Quality Assurance Office (QAO)
	1.3. If cleared, QAO shall conduct research activities for program design and development.		7 working days	
	1.4. If not cleared, notify the unit through email.		1 working day	

Processing Requests for In-House Quality Assurance (QA) Capacity Building Activities

5

(E.G. INSPIRE, ISO, Benchmarking, etc.)

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit submits a letter request containing training gaps identified (supported by a Training Needs Assessment) and target participants to the QAO through email. Online: qa.upd@up.edu.ph (cc: iqa_qao@up.edu.ph)	1.5. QAO prepares a training program design proposal to be reviewed by the QAO Director.	None	7 working days	QAO IQA (UES III / PDO III); Quality Assurance Office (QAO)
	1.6. QAO Director reviews the proposal.		3 working days	
	1.7. If approved, QAO releases the training design proposal to the requesting unit.		1 working day	
	1.8. If for revision: Revise the training design and present it again to the QAO Director.		1 working day	
2. Requesting unit approves the training design and initiates planning activities. Online: qa.upd@up.edu.ph	2. IQA Team receives unit feedback and reports to the QAO Director.	None	1 working day	QAO IQA (UES III / PDO III); Quality Assurance Office (QAO)
Total Processing Time:		Working days: 29 working days		
Total Processing Fee:		Total Standard Fee: <i>None</i>		

EXTERNAL SERVICES



Request for In-bound Benchmarking

1

Request submitted by external units to the University of the Philippines Diliman (UPD) units for in-bound benchmarking

OFFICE	Quality Assurance Office			
CATEGORY	External Service			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C (Government to Citizen), G2G (Government to Government)			
WHO MAY AVAIL	other State Universities and Colleges (SUCs) and Higher Education Institutions (HEIs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Standard Requirement				
1. Letter of Request/Email Request for In-bound Benchmarking (1) Electronic Copy		Agency - Division: requesting agency - requesting division		
2. UPD Benchmarking Activity Request Form (1) Electronic Copy		Agency - Division: Quality Assurance Office - External Quality Assurance		
3. In-bound Benchmarking Activity Report (1) Electronic Copy		Agency - Division: Quality Assurance Office - External Quality Assurance		
4. Benchmarking Activity Evaluation Report (1) Electronic Copy		Agency - Division: Quality Assurance Office - External Quality Assurance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. External unit sends an email/letter request onsite or via email to the Quality Assurance Office. Online: qa.upd@up.edu.ph Onsite: Room 310, 3F, National Engineering Center, Osmeña Ave. cor. Agoncillo St., University of the Philippines Diliman, Quezon City	1.1. Sends necessary documents to be filled out by the external unit, with instructions.	None	5 minutes	University Researcher (UR) III / Project Development Officer (PDO) III; Quality Assurance Office (QAO)

Request for In-bound Benchmarking

1

Request submitted by external units to the University of the Philippines Diliman (UPD) units for in-bound benchmarking

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. External Unit accomplishes and sends the accomplished UPD Benchmarking Activity Request Form to the DGU. Online: qa.upd@up.edu.ph	2.1. DGU reviews the request and coordinates with the requesting unit for the program of activities.	None	7 working days	Focal Person of the DGU.; Any of requesting office / division
	2.2. With the finalized program and details of the benchmarking activity, the DGU provides the accomplished and approved Benchmarking Activity Request form to the QAO for filing.		5 minutes	
	2.3. DGU sends a copy of the APPROVED Benchmarking Activity Request Form to the requesting unit.		5 minutes	
Total Processing Time:		Working Days: 7 working days, 15 minutes		
Total Processing Fee:		Total Standard Fee: <i>None</i>		



qao_admin.upd@up.edu.ph



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