




Republic of the Philippines
Department of Education
 REGION II – CAGAYAN VALLEY
 SCHOOLS DIVISION OF NUEVA VIZCAYA

UNNUMBERED DIVISION MEMORANDUM

To: OIC-Assistant Schools Division Superintendent
 Chief - School Governance, Operations Division
 Chief - Curriculum Implementation Division
 Public Schools District Supervisors/District in Charge
 School Heads of Public Secondary Schools
 All Others Concerned

FROM:  **RACHEL R. LLANA PhD., CESO VI**
 Officer-In-Charge
 Office of the Schools Division Superintendent

DATE: May 25, 2021

SUBJECT: **RESULT OF THE MONTHLY CUSTOMERS' SATISFACTION
 FEEDBACK FOR THE MONTH OF APRIL 2021**

1. The Customers' Satisfaction Feedback aims to ensure timely, complete and efficient running of the different office's operations. Cognizant to this, this office announces the result of the Monthly Customers' Satisfaction Feedback for the month of April 2021.
2. The result does not only to recognize those who exceeded the expected performance but also to challenge everyone to really internalize the heart of the International Organization's Standards (ISO) which is customers' satisfaction.
3. Below are the summarized results of the feedback, to wit:

Summary	First Week	Second Week	Third Week	Fourth Week	Average
OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT					
1. SDS OFFICE	-	-	-	-	-
2. ASDS OFFICE	-	4	-	-	4.00
3. LEGAL UNIT	-	4	-	-	4.00
4. RECORDS OFFICE	3.99	3.98	4	4	3.99
5. ACCOUNTING OFFICE	4	4	4	3.86	3.97
6. SUPPLY OFFICE	4	4	4	4	4.00
7. BUDGET OFFICE	4	3.79	4	-	3.93
8. ADMIN OFFICERV OFFICE	-	4	-	4	4.00
9. CASHIER'S OFFICE	4	3.91	4	4	3.98



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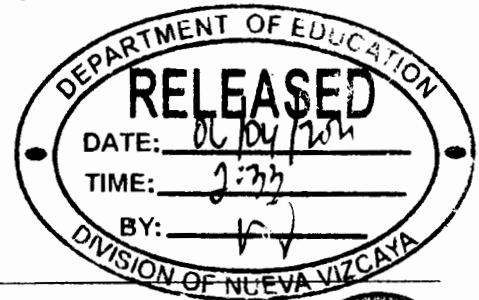
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10. HUMAN RESOURCE OFFICE	3.94	3.96	4	4	3.98
11. ICT UNIT OFFICE	4	4	4	-	4.00
Average	3.99	3.96	4.00	3.98	3.98
OFFICE OF THE SCHOOLS GOVERNANCE AND OPERATIONS					
1. SGOD-Chief	-	-	-	-	-
2. SGOD-EPS	-	-	-	-	-
3. SGOD-SHS	-	-	4	4	4
4. SGOD-SMME	-	-	-	-	-
5. SGDO-PAR	-	4	-	-	4
6. SGOD-HRD	-	-	4	-	4
7. SGOD-SMAN	-	-	-	-	-
8. SGOD-EF	-	3.79	-	-	3.79
9. SGOD-YFU	-	4	-	-	4
10. SGOD-DRRM	-	4	-	-	4
Average	-	3.95	4.00	4.00	3.97
OFFICE OF THE CURRICULUM IMPLEMENTATION DIVISION					
1. CID Chief	4	-	4	-	4
2. CID – EPS	-	3.2	-	-	3.2
3. CID – LRMS	-	4	4	-	4
4. EPSA	-	-	-	-	-
Average	4.00	3.60	4.00	-	3.80
SUMMARY OF THE SCHOOLS DIVISION OFFICE					
1. CID	4.00	3.60	4.00	-	3.87
2. SGOD	-	3.95	4.00	4.00	3.98
3. OSDS	3.99	3.96	4.00	3.98	3.98
Average	4.00	3.84	4.00	3.99	3.95

4. Widest dissemination of this memorandum is highly encouraged and appropriate action is expected.

To be included in the Perpetual Index under the following subjects

EMPLOYEES
 LEADERSHIP
 PROFESSIONAL DEVELOPMENT
 TEACHERS
 TRAINING PROGRAMS
 VALUES FORMATION



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