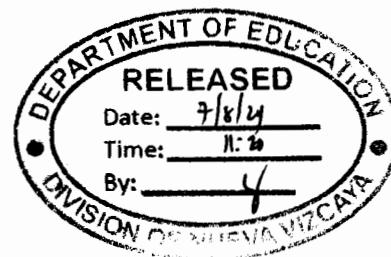


Republic of the Philippines
Department of Education
 REGION II – CAGAYAN VALLEY
 SCHOOLS DIVISION OF NUEVA VIZCAYA

UNNUMBERED DIVISION MEMORANDUM

To: 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: **ORLANDO E. MANUEL PhD., CESO V**
 Schools Division Superintendent



DATE: June 20, 2024

SUBJECT: **RESULT OF THE MONTHLY CUSTOMERS' SATISFACTION
 FEEDBACK FOR THE MONTH OF MAY 2024**

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 **May 2024**.
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					
SDS	5.00	5.00	5.00	5.00	5.00
ASDS	-	5.00	5.00	5.00	5.00
ADMIN.	5.00	-	5.00	-	5.00
RECORDS	4.96	4.99	4.99	4.97	4.98
HRMO	4.91	4.98	4.99	4.93	4.95
CASHIER	4.91	5.00	5.00	4.86	4.94
SUPPLY	4.76	-	5.00	4.81	4.86
LEGAL	-	-	5.00	4.50	4.75
ICT	-	5.00	5.00	4.64	4.88
ACCOUNTING	4.95	4.98	4.99	4.90	4.96
BUDGET	-	5.00	-	4.75	4.88
FRONT DESK OFFICER	-	-	5.00	5.00	5.00



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 SCHOOLS DIVISION OF NUEVA VIZCAYA

SECURITY SERVICES	4.99	-	5.00	4.67	4.89
AVERAGE	4.94	5.00	5.00	4.84	4.94
OFFICE OF THE SCHOOLS GOVERNANCE AND OPERATIONS					
SGOD - Chief	-	-	5.00	-	5.00
EF	5.00	5.00	-	-	5.00
PAR	5.00	-	5.00	4.86	4.95
HRD	4.81	-	5.00	5.00	4.94
SMME	-	-	5.00	-	5.00
SMAN	-	5.00	5.00	-	5.00
SHS	-	5.00	5.00	-	5.00
EPS	-	5.00	5.00	5.00	5.00
YFU	-	-	-	5.00	5.00
DRRM	-	-	5.00	-	5.00
AVERAGE	4.94	5.00	5.00	4.96	4.98
OFFICE OF THE CURRICULUM IMPLEMENTATION DIVISION					
CID Chief	5.00	5.00	5.00	4.67	4.92
CID – EPS	5.00	5.00	5.00	4.83	4.96
CID - PSDS	-	5.00	5.00	4.50	4.83
CID – LRMDs	-	-	5.00	4.00	4.50
CID - ALS	-	-	5.00	-	5.00
AVERAGE	5.00	5.00	5.00	4.50	4.87
SUMMARY OF THE SCHOOLS DIVISION OFFICE					
OSDS	4.94	5.00	5.00	4.84	4.94
SGOD	4.94	5.00	5.00	4.96	4.98
CID	5.00	5.00	5.00	4.50	4.87
AVERAGE	4.96	5.00	5.00	4.77	4.93

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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