



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: September 05, 2024



SUBJECT: **RESULT OF THE MONTHLY CUSTOMERS' SATISFACTION  
FEEDBACK FOR THE MONTH OF AUGUST 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 **August 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
<b>OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT</b>					
SDS	5.00	4.86	5.00	5.00	4.96
ASDS	5.00	4.86	5.00	5.00	4.96
ADMIN	5.00	4.86	5.00	-	4.95
RECORDS	4.96	4.93	4.96	4.93	4.94
HRMO	4.99	4.97	4.94	4.98	4.97
CASHIER	4.95	5.00	4.95	5.00	4.97
SUPPLY	5.00	4.93	4.82	5.00	4.94
LEGAL	5.00	-	4.95	5.00	4.98
ICT	4.99	5.00	5.00	5.00	5.00
ACCOUNTING	4.95	5.00	4.98	4.99	4.98
BUDGET	5.00	5.00	5.00	5.00	5.00
FRONT DESK OFFICER	5.00	5.00	5.00	5.00	5.00



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SECURITY SERVICES	5.00	5.00	5.00	5.00	5.00
<b>AVERAGE</b>	<b>4.99</b>	<b>4.95</b>	<b>4.97</b>	<b>4.99</b>	<b>4.97</b>
<b>OFFICE OF THE SCHOOLS GOVERNANCE AND OPERATIONS</b>					
SGOD - Chief	5.00	5.00	5.00	4.64	4.91
EF	-	5.00	5.00	5.00	5.00
PAR	5.00	5.00	4.98	5.00	5.00
HRD	5.00	5.00	5.00	5.00	5.00
SMME	5.00	5.00	5.00	4.57	4.89
SMAN	4.94	5.00	5.00	-	4.98
SHS	5.00	5.00	5.00	5.00	5.00
EPS	5.00	5.00	5.00	-	5.00
YFU	5.00	5.00	4.29	-	4.76
DRRM	5.00	5.00	5.00	5.00	5.00
<b>AVERAGE</b>	<b>4.99</b>	<b>5.00</b>	<b>4.93</b>	<b>4.89</b>	<b>4.95</b>
<b>OFFICE OF THE CURRICULUM IMPLEMENTATION DIVISION</b>					
CID Chief	5.00	5.00	5.00	5.00	5.00
CID – EPS	4.96	4.96	5.00	4.94	4.97
CID - PSDS	4.92	4.90	5.00	5.00	4.96
CID – LRMDs	5.00	5.00	5.00	5.00	5.00
CID - ALS	-	-	-	-	-
<b>AVERAGE</b>	<b>4.97</b>	<b>4.97</b>	<b>5.00</b>	<b>4.99</b>	<b>4.98</b>
<b>SUMMARY OF THE SCHOOLS DIVISION OFFICE</b>					
OSDS	4.99	4.95	4.97	4.99	4.97
SGOD	4.99	5.00	4.93	4.89	4.95
CID	4.97	4.97	5.00	4.99	4.98
<b>AVERAGE</b>	<b>4.98</b>	<b>4.97</b>	<b>4.97</b>	<b>4.95</b>	<b>4.97</b>

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