



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 T. MANUEL PhD., CESO V**
Schools Division Superintendent



DATE: November 08, 2024

SUBJECT: **RESULT OF THE MONTHLY CUSTOMERS' SATISFACTION
FEEDBACK FOR THE MONTH OF OCTOBER 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 **October 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	4.88	5.00	5.00	5.00	4.97
ADMIN	4.00	5.00	5.00	5.00	4.75
RECORDS	4.96	4.97	4.98	4.97	4.97
HRMO	4.97	4.99	4.97	4.97	4.97
CASHIER	5.00	5.00	4.95	5.00	4.99
SUPPLY	4.00	5.00	5.00	-	4.67
LEGAL	4.66	5.00	5.00	5.00	4.91
ICT	4.78	5.00	5.00	5.00	4.94
ACCOUNTING	4.89	4.95	4.94	5.00	4.95
BUDGET	4.90	5.00	5.00	5.00	4.97
FRONT DESK OFFICER	4.86	5.00	5.00	-	4.95



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SECURITY SERVICES	-	5.00	5.00	-	5.00
AVERAGE	4.74	4.99	4.99	4.99	4.93
OFFICE OF THE SCHOOLS GOVERNANCE AND OPERATIONS					
SGOD - Chief	5.00	-	-	5.00	5.00
EF	5.00	-	5.00	-	5.00
PAR	5.00	5.00	5.00	4.98	4.99
HRD	-	5.00	5.00	5.00	5.00
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
YFU	-	-	-	5.00	5.00
DRRM	5.00	5.00	-	-	5.00
AVERAGE	5.00	5.00	5.00	5.00	5.00
OFFICE OF THE CURRICULUM IMPLEMENTATION DIVISION					
CID Chief	4.93	5.00	5.00	5.00	4.98
CID – EPS	4.98	5.00	4.99	5.00	4.99
CID - PSDS	5.00	5.00	5.00	5.00	5.00
CID – LRMDs	5.00	4.00	5.00	5.00	4.75
CID - ALS	-	-	5.00	5.00	5.00
AVERAGE	4.98	4.75	5.00	5.00	4.93
SUMMARY OF THE SCHOOLS DIVISION OFFICE					
OSDS	4.74	4.99	4.99	4.99	4.93
SGOD	5.00	5.00	5.00	5.00	5.00
CID	4.98	4.75	5.00	5.00	4.93
AVERAGE	4.91	4.91	5.00	5.00	4.95

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