



Republic of the Philippines  
**Department of Education**  
REGION III  
**SCHOOLS DIVISION OF PAMPANGA**

November 30, 2023

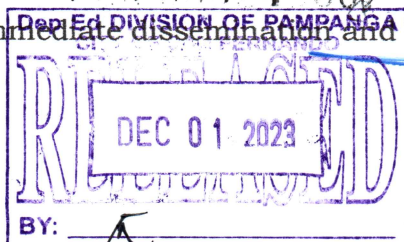
**DIVISION MEMORANDUM**

No. **627**, s. 2023

**EVALUATION OF FY 2023 YEAR-END ACCOMPLISHMENTS FOR BETTER  
PROVISION OF FRONTLINE SERVICES OF OSDS PERSONNEL**

To: Assistant Schools Division Superintendents  
Unit/Section Heads  
OSDS Personnel  
All Others Concerned

1. In preparation for the submission of the 4<sup>th</sup> quarter Program Implementation of the Schools Division of Pampanga, this office announces the preparation, presentation and evaluation of the year-end accomplishments of the OSDS personnel on **December 6-7, 2023** at a venue to be announced.
2. The participants for the said activity are the Schools Division Superintendent, Assistant Schools Division Superintendents, Unit and Section Heads and all OSDS personnel.
3. The said activity also aims to:
  - Objectively evaluate the accomplishments of each functional unit/section based on quality, timeliness and efficiency.
  - Measure and analyze customer satisfaction levels with frontline services throughout the year.
  - Establish mechanism to foster collaboration between functional units/sections and encourage effective communication and coordination to ensure a seamless and integrated approach to customer service.
  - Provide means for a continuous feedback loop that gathers insights from frontline staff, customers, and stakeholders throughout the year.
4. For immediate dissemination and strict compliance.



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Schools Division Superintendent



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