

LYCEUM OF THE PHILIPPINES UNIVERSITY-BATANGAS



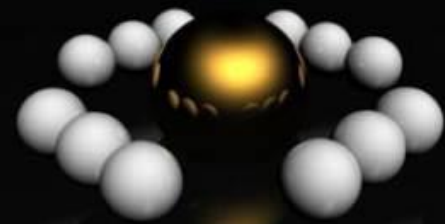
Implementing the
**Philippine Quality
Award (PQA)**
Framework Towards
the New Normal:
Response to
COVID-19 Crisis

By: ESMENIA R. JAVIER, MMT, MBA, PhD

August 11, 2020

Via Zoom

General Reminder



**“A WISE MAN
WILL HEAR,
LISTEN, AND
WILL INCREASE
HIS LEARNING”**

(PROVERBS 1:5)



Lyceum of the Philippines University Batangas

COMPANY PROFILE

- a **private Autonomous University** located in Region IV-A
- established in **1966** by the late Senator, **Dr. Sotero H. Laurel** adopting the educational philosophy of his father, former **President Jose P. Laurel**
- committed to a **culture of quality and excellence** marked by a **familial spirit** and a **harmonious work environment** which is embedded in its **vision and mission**



Taking the Lead



Lyceum of the Philippines University

Vision

An internationally recognized University dedicated to Innovation and Excellence in the service of God and Country

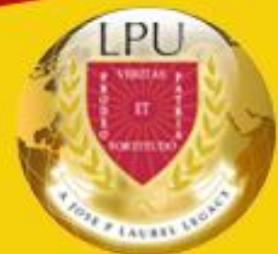
Lyceum of the Philippines University – Batangas

Vision

To be a recognized university in the Asia Pacific Region by 2022

Mission

LPU-B, espousing the ideals of Jose P. Laurel, is dedicated to the holistic development of the individual constantly in pursuit of truth and acts with fortitude (Veritas Et Fortitudo) to serve God and country (Pro Deo Et Patria). It **is committed to provide quality education and develop leaders, lifelong learners and globally competitive professionals who possess the 4C's - competence, commitment, credibility and collaboration.**



Lyceum of the Philippines University – Batangas

CORE VALUES

God-centeredness

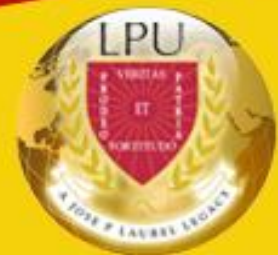
Leadership

Integrity

Nationalism

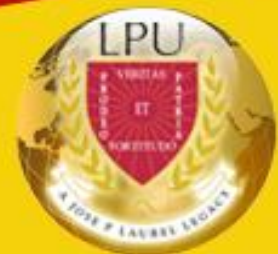
All Decisions are Based on Core Values

Taking the Lead



Lyceum of the Philippines University
Batangas

PQA Journey (Before COVID-19 Pandemic)



LPU-B PQA Journey

2018

Institutional Sustainability Assessment (ISA)



2012

Philippine Quality Award (PQA)



2010

Investors in People (IiP)



2009 **Autonomous University/ COE/COD**



1998

QMS-ISO 9001 Certification

1997

PACUCOA Accreditation



GOOD NEWS ABOUT QA MECHANISMS!

- They do not contradict with each other but rather **THEY COMPLEMENT WITH EACH OTHER;**
- They all implement the **Plan, Do, Check, Act** Principle which brings us the opportunity to **continuously** improve our performance.



LPU-B's Paradigm of BEST PRACTICES



Lyceum of the Philippines University – Batangas

LEADERSHIP BRAND

C OMPETENT

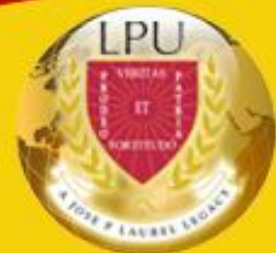
C OMMITTED

C ARING

C REDIBLE

“KEY TO COVID-19 RESPONSE”

Taking the Lead




SAMPLE OF RESULTS



Global Performance
Excellence Award
"World Class Award"
by the Asia Pacific Quality
Organization (APQO)





2012  **Philippine Quality Award (PQA)**

RECIPIENT OF THE **PHILIPPINE QUALITY AWARD** **2012**
for Commitment in Quality Management 


RECIPIENT OF THE **PHILIPPINE QUALITY AWARD** **2015**
FOR PROFICIENCY TO QUALITY MANAGEMENT 

2010  **Investors in People (IIP)**


 **Gold** Asia's **FIRST IIP – Gold Accredited University**

2009  **CHED QA Frameworks**

Autonomous University Status
3-COE's, 2-COD's

1998  **QMS-ISO 9001 Certification**

 **ISO 9001:2015 Certified University**

1997  **PACUCOA Accreditation**

Granted INSTITUTIONAL ACCREDITED STATUS More than **75% Accredited Programs**



SAMPLE OF RESULTS



**PQA - Level I "Recognition for Commitment to Quality Management"
Conferment Ceremony with President Benigno S. Aquino III
in Malacañan Palace, December 12, 2012**





SAMPLE OF RESULTS



**PQA - Level II "Recognition for Proficiency in Quality Management"
Conferment Ceremony with President Rodrigo Roa Duterte
Malacañan Palace, October 24, 2018**





ACCREDITED PROGRAMS Awards Received

- **Granted Institutional Accreditation by PACUCOA**



- **Top 1 with the Highest Number of Accredited Programs** in the Region (2012, 2013, 2014, 2015)



- **1st International Travel and Tourism Management program** to have been granted Level IV Accredited Status in the Philippines



- **1st Accountancy Program** in Region IV and in the Philippines to be granted Level IV Reaccredited Status



- **1st International Hospitality Management program** to have been granted Level IV Accredited Status in Region IV

- **1st Marine Engineering and Marine Transportation programs** to have been granted Level IV Accredited Status in Region IV

- **1st Computer Science program** to have been granted Level IV Accredited Status in Region IV

- **1st Nursing and Medical Laboratory Science programs** to have been granted Level IV Accreditation Status in Region IV

CHED RECOGNITIONS



- Granted Autonomous Status
- First HRM program in the Philippines to be Center of Excellence
- Center of Excellence in Tourism
- Center of Excellence in Medical Laboratory Science
- Center of Development in Business Administration
- Center of Development in Information Technology
- Expanded Tertiary Education Equivalency Accreditation Program (ETEEAP) deputized institution for various program



International Program Accreditation



First in the Philippines to have Full accreditation in International Centre of Excellence (The-ICE) for Hotel and Restaurant Management and Tourism programs in all levels (associate, undergraduate and graduate programs) joining 35 international schools located in 16 countries

First in the Philippines

Excellence is our way of life!

**International Accreditation conferred on
LYCEUM OF THE PHILIPPINES UNIVERSITY**
Manila • Batangas • Laguna • Cavite
for excellence in Tourism and Hospitality Education

LPU Excellence

Lyceum of the Philippines University is proud to announce that its College of International Tourism & Hospitality Management met the stringent assessment criteria of THE-ICE Standards of Excellence and was named Accredited Member of the International Centre of Excellence in Tourism and Hospitality Education (THE-ICE).

The application was assessed and endorsed by two highly qualified members of THE-ICE Assessment Panel, namely Prof. David Hartman and Dr. Andy Natorochak. LPU was acknowledged and commended most notably for the conducive learning environment, excellent culture and teaching facilities, excellent leadership, efficient systems and administrative procedures, and quality internships and placements. THE-ICE members also recognized LPU's strengths, namely the campus' dynamism and the strong, continually improved and tested student confidence and satisfaction relations, leadership and teamwork, the quality values applied and the exemplary organizational culture.

Internationally recognized, THE-ICE (www.the-ice.org) is an independent non-profit accreditation organization, focusing on the recognition, development and promotion of excellence in tourism, hospitality, event and culture and education, training and research programmes. Its membership includes some 35 world leading universities, private hotels and vocational colleges from 16 countries including but not limited to:

- Blue Mountains International Hotel Management School
- European Academy of Hospitality Management
- Griffith University
- The Hotel School Sydney
- The University of Queensland
- William Angler Botolph



- Wilbur Ross College of Hospitality Management
- SAC University of Applied Sciences, Austria
- SAC Management Centre, Innsbruck
- The University of South Pacific
- Donat Thani College
- The University of Borneo, Borneo
- Sankyu University of Applied Sciences
- Anglia Polytechnic
- Taylor's University
- University of Applied Sciences, HTW Chair



For more information, visit www.lpu.edu.ph

LPU Achievements

- Granted Autonomous Status by CHED
- Certified ISO 9001:2008
- Accredited Center of Excellence in Hotel and Restaurant Management by CHED
- Accredited Center of Development in Tourism by CHED
- 1st university granted Level 3 Business Education Status by PQC/CEA and certified by PMP for Hotel & Restaurant Management and Tourism Programs
- Accredited Institute in People Certification and recipient of the THE-ICE QUALITY AWARD 2012
- Granted RQ/AMSE Category A Youngling University by CHED
- Operational Specialist Tourism Education Regulatory and Accreditation Program (ETEEAP) by CHED

THE BAYLEAF

The Bayleaf Institute, LPU's teaching & research hand, was awarded Gold Circle for Applied and Traveler's Choice (Ranking No. 1 Hotel in Manila) by TripAdvisor.



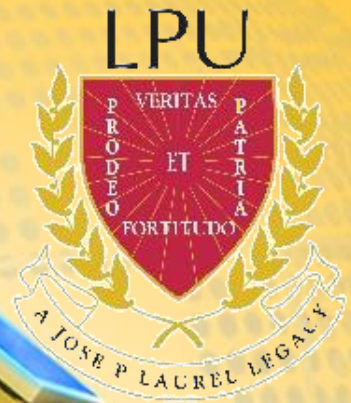


CERTIFIED
HOME OF BOARD
TOPNOTCHERS
Over 260 and Still Counting



LPU-Batangas

RESPONSE TO COVID-19 CRISIS





LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 1&2: **LEADERSHIP** and **STRATEGY**



Scanning of the environment



Design the Business Continuity Plan



Immediate Response to the Government Mandatory Requirement



Capacity building of the workforce



Mobilization of the Risk Management Committee



Investment in technological resources



Revisit of the 5-year Strategic Plan- align this with the present situation



LPU-Batangas **RESPONSE TO COVID-19 CRISIS**

CATEGORY 3: CUSTOMERS

LPU'S CORE PURPOSE

Student's holistic development to become leaders, lifelong learners and globally competitive professionals

3 DIMENSIONS OF CORE PURPOSE

Academic Excellence

Life skills and well-being

Ethical principles and Values

Laurelian Graduate Attributes (4 Cs) supporting the development of future ready skills.



LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 3: CUSTOMERS

- Adopted a new branding of the LPU Education (Branding)
- From LPU graduate attributes = Laurelian Graduate Attributes (LGA)

**Competent and
Lifelong
Learners**

C

**Communication
skills, IT skills,
Critical thinkers,
problem solvers,
entrepreneurial
skills**



**Committed to
creativity and
innovation**

C

**Research skills,
analytical skills**



**Collaborative and
Caring Team
Leaders and
Members**

C

**People
management
skills, service
oriented, growth
mindset**



**Credible and
Values-driven
Leaders and
Members**

C

**Interpersonal
skills, emotional
intelligence**





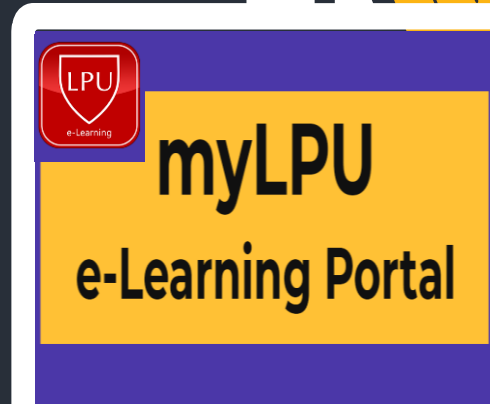
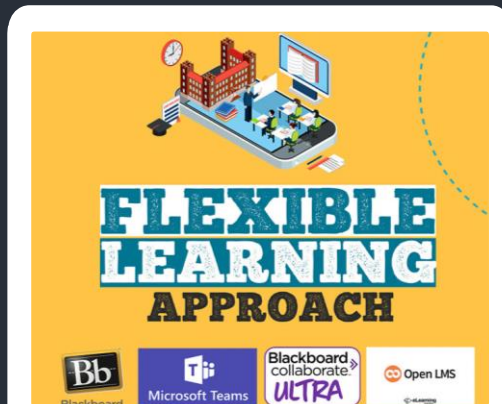
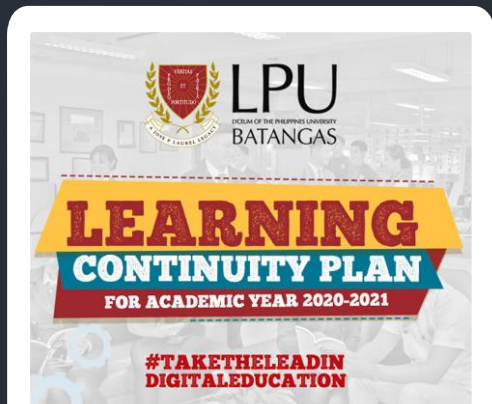
LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 3: CUSTOMERS



LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 3: CUSTOMERS





LPU-Batangas RESPONSE TO COVID-19 CRISIS

Category 5: **WORKFORCE**

VERY IMPORTANT

Capability Building

LPU
LYCEUM OF THE PHILIPPINES UNIVERSITY
BATANGAS

Webinar Series

Teaching and Learning in an Online Environment

More than 20 WEBINARS

Measure:

Performance Evaluation Rating



2020 LPU LECTURE SERIES & ICT PLANNING WORKSHOP

Theme : Digital Transformation of Education

June 2, 2020 | 8:00 AM - 5:00 PM |
June 8 2020 | 8:00 AM - 12:00 NN

2ND LPU PLENARY LECTURE SERIES

Theme : LPU- Transitioning to the New Normal through the Laurelian Learning Experience. INNOVATE. CONNECT. TRANSFORM

June 12, 2020 | 1:00 - 5:30 PM |

3RD LPU PLENARY LECTURE SERIES

Theme : Defining Outcomes, Content, and Assessment Practices Towards Quality Experience in Flexible Learning

July 1, 2020 | 2:45 - 5:0 PM |





LPU-Batangas RESPONSE TO COVID-19 CRISIS

Category 5: **WORKFORCE**

Training Package for Teachers 2020

The LPU Training package was rolled out this summer, AY 2019-2020 with the following objectives:

01

To facilitate teacher's acceptance of digital technology to be able to respond to technological advancement in teaching and learning whether Hybrid or Online.

02

Develop digital intelligence (DQ) and be able to use and control digital technology to enhance learning.

03

Develop technical skills in navigating the Learning Management System (LMS).

04

To acquire the capability to utilize other online learning tools and search engines.

05

Develop and enhance teaching skills in an online environment.

LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 3&6: CUSTOMERS & OPERATIONS



Online
Consultation/
Help Desk



Online
Counseling
Services



Online
Medical &
Dental
Consultation



Online
Registrar's
Office
Services



Online
Accounting
Services



Online
Library
Services



Online
Student
Affairs
Services



Online
Feedback/
CSM Survey



Online
Faculty
Performance
Evaluation



Other
Online
Support
Services



LPU-Batangas RESPONSE TO COVID-19 CRISIS

Category 5: WORKFORCE

Risk Management Plan

The following health and safety precautionary measures shall be implemented to ensure control against widespread of COVID19 in the campuses:

1. Disinfection/sanitation of all buildings, facilities and equipment starting May 23, 2020.
2. Alternative work arrangements among employees.
3. Scheduling of personnel who are intending to visit the campus.
4. Provision of sanitation/disinfection area/materials at the Main Gate and building entrance.
5. Provision of foot mat in the offices.
6. Floor markings at the Main Gate, entrance of the buildings and identified areas.
7. On line orientation in handling transactions among all personnel.
8. Thermal scanning at the Main Gate.
9. Prohibiting stakeholders below 21 years old and 60 years old and above to enter the campus.
10. Wearing of face mask and face shield among security personnel and nurses.
11. Monitoring of stakeholders with COVID19 symptoms using questionnaire.
12. Installation of an isolation area for persons with COVID19 symptoms.
13. Sanitation of all incoming vehicles at the Main Gate.
14. Prohibiting entrance of jeepneys at the Riverside Campus.
15. Provision of continuous supply of alcohol in strategic locations.

16. Encouraging students and employees to bring alcohol/sanitizer in small bottles everyday.



Thermal scanning at the main gate



Wearing of facemask and face shield



Monitoring of stakeholders' health status thru a checklist



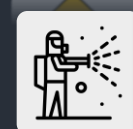
Alternative work arrangements among employees



Provision of alcohol in strategic locations



Observe physical distancing at all times



Disinfection/sanitation of buildings, facilities and equipment

Etc.



LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 3: CUSTOMERS

COMMUNITY OUTREACH



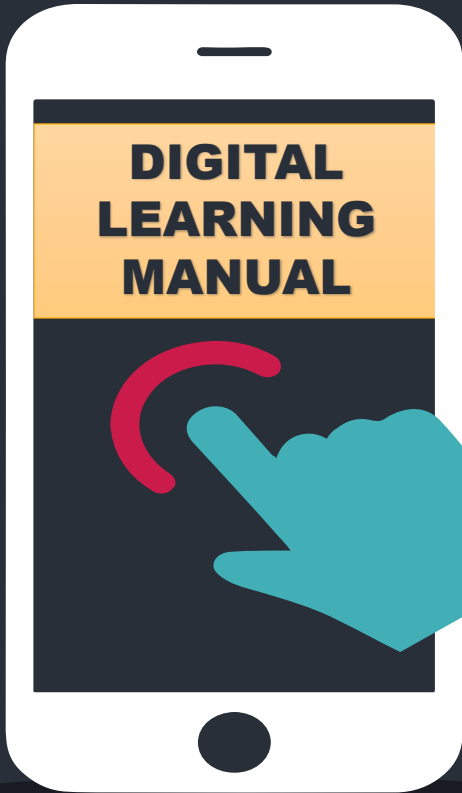
“LPU Feed the Heroes” Project for the Frontliners



LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 3: Customers

All of these are well communicated to our stakeholders



-  Lyceum of the Philippines University Batangas
-  @officialLPUBats
-  @officialpubatangas
-  inquiry@lpubatangas.edu.ph

 @Lyceum of the Philippines University Batangas





LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 3: Customers



All of these are well communicated to our stakeholders

Virtual orientation to our faculty members, staff, students and parents

LPU **STARS**

Online Freshmen, Transferees and Parents Orientation

Register at <https://bit.ly/28lpULt>

Get your Microsoft 365 license here!

AUGUST 6 9:00AM
CAMP, CON, DENT, and CIHM

AUGUST 7 9:00AM
LIMA, COE, COCJ, CCS, CBA, and CEAS

www.lpubatangas.edu.ph

LPU

LPU BATANGAS
JUNIOR HIGH SCHOOL

VIRTUAL

Moving Up & Recognition Ceremonies.

Webinar

Coffee Break with Mom and Dad with the theme "Enhancing Family Relationship In This Pandemic."

May 21, 2020 // 3:00 - 4:00PM

REGISTER NOW!
Limited slots only.

Dr. Esmeria R. Javier
Resource Speaker

FREE

LPU

LPU

3rd VIRTUAL GRADUATION CEREMONIES

Good Morning VIRUS

with **Romana Celeste Manhay**

August 4, 2020 // 10:00AM via Facebook Live

MRS. VERONICA COMIA-MELO, RMT, MBA, MSc
BS Medical Laboratory Science, Batch 2007
Quality Assurance Manager, Pioneer Clinical Laboratory & Medical Clinic, Inc.

MRS. VILMA COMIA-ESPINA, RMT, MBA, MPA
BS Medical Laboratory Science, Batch 1991
Co-Founder, Pioneer Clinical Laboratory & Medical Clinic, Inc.

LPU





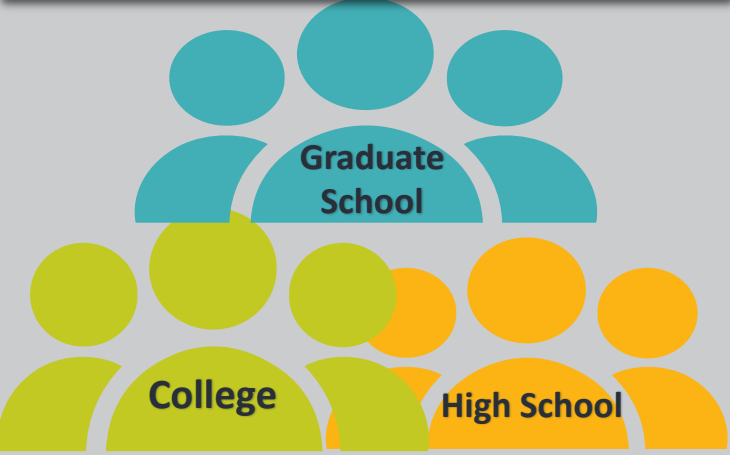
LPU-Batangas RESPONSE TO COVID-19 CRISIS

CATEGORY 7: Results

RESULTS OF RESPONSES TO COVID-19 CHALLENGES

“ If you are able to survive this crisis, then you are already lucky”... (Jack Ma, 2020)

6000+ Enrolled Students
and still counting
(for 1st Sem. 2020-2021)



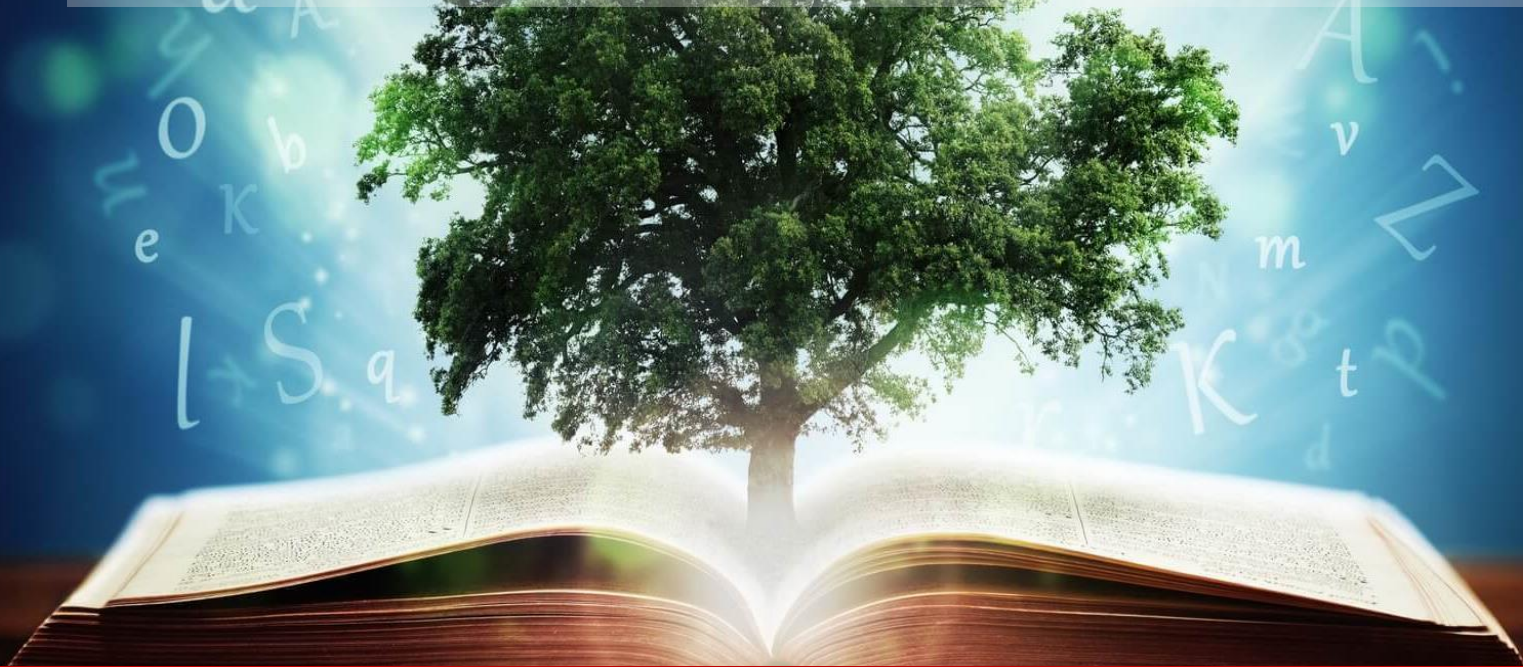
7,205 Enrolled Students
For 1st Sem. 2019-2020


More than 40 International linkages that
link with foreign students

 JAGANNATH INSTITUTE OF MANAGEMENT SCIENCES	DR International Training and Research, Thailand	 VELS UNIVERSITY <small>VELS INSTITUTE OF SCIENCE, TECHNOLOGY & ADVANCED STUDIES (VISTAS) (Deemed to be University Estd. us 3 of the UGC Act, 1956)</small> NAAC ACCREDITED <small>PALLAVARAM - CHENNAI - INDIA</small>	Global Security Solutions South Korea
 YANTAI NANSHAN UNIVERSITY <small>1988</small>	 ZHENGZHOU UNIVERSITY	 EPM & Associates FZE <small>UNITED ARAB EMIRATES</small>	Pats Medical Career Service
 UNIVERSITAS MUHAMMADIYAH SEMARANG	 高科大 NKUST	 AFTA	 ISU ISHOU UNIVERSITY



WORDS of WISDOM





**Do not be anxious
about anything,
but in everything
by prayer and
supplication
with thanksgiving
let your requests
be made known to
God.**

(Philippians 4: 6)

**We are afflicted in every
way,
BUT NOT CRUSHED
perplexed
BUT NOT DRIVEN TO DESPAIR
persecuted,
BUT NOT FORSAKEN
struck down
BUT NOT DESTROYED.**

(2 Corinthians 4:8)



**“We can do
all things
through Christ
who strengthens
us”**

Philippians 4:13



IN LPU-Batangas

WE ...

PERFORM WITH

QUALITY

ALWAYS!

Taking the lead



**Thank You
for your kind attention &
God bless us all!**

