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SPU Manila Holds Management Review and Operational Planning Session

St. Paul University Manila administrators and selected faculty members had a Management Review and Operational Planning Session in the Second Floor Ballroom of the Hotel and Restaurant Management Training Center (HRMTC) on 16 July 2018.

The session started on a bright note with the Opening Remarks of Sr. Ma. Evangeline Anastacio, SPC, University President:

C.S Lewis once said "You can't go back and change the beginning, but you can start where you are and change the ending."

It has been a year since we crafted together our strategic plan for SY 2017-2020, and we are now about to begin the second year of its implementation.

This management review is an opportune time for us to pause and to look at how we have been doing things. In our previous management reviews, we were invited to ask ourselves three questions:

- 1. What are our biggest accomplishments?** *This question helps provide a sense of forward motion and progress. Is there anything that we can be proud of? Are there any good success stories?*
- 2. What are our biggest challenges?** *What are our difficulties? Where are we struggling? These questions put us in a problem-solving mode and move us to improve processes, eliminate barriers, and enhance productivity.*
- 3. What things should we do differently?** *What can we do to improve what we have been doing? What value can we add to the services that we have been providing for our students and other clients?*

Since the time we introduced the management review process in St. Paul University Manila, we have always reviewed our accomplishments vis-à-vis the strategic and operational plans we have set. But do you know that in internationally certified organizations, the management review process was introduced in order to assess the effectiveness of the application of the institution's quality management system and its compliance to a set of standards?

Having recognized that the cornerstone of a quality organization is an effective quality management system, we focused on the setting up of a quality management system in our Management Development Program last year. However, we had to put our efforts on hold to give way to our preparations for the PAASCU accreditation visit.

I believe that there could be no other time more appropriate to resume our efforts of establishing our QMS than this management review session.

*Having said that, there is one important concept that I would like us to consider in our workshop today. **In our management review, I would like us to go beyond just looking at our accomplishments... I would like us to go into Knowledge Management. (How many of you are familiar with KM?)** Wikipedia defines KM as "the process of creating, sharing, using, and managing knowledge and information in an organization. It refers to a multidisciplinary approach to achieving organizational objectives by making the best use of knowledge."*

We can actually do knowledge management by gathering all our realizations, insights, and lessons that we have learned in the process of implementing our plans in the previous year. As we do our review, we might discover that we could have accomplished more if we had certain written policies and procedures in place. All these lessons learned can be turned into essential information which we can share with one another. In this way, we can slowly build up a good foundation for our Quality Management System. One thing that we should not miss is putting all these lessons into writing. These documents can then become valuable references or information assets not just to our unit or department but to the entire academic community.

In relation to this, we have proposed a particular format for our management review this morning. This will require some head work and this will surely entail some effort on our part, but I think this will be beneficial as it serves a dual purpose:

- a) This will keep us anchored on the present reality and help us decide on how we can proceed to draft our operational plans for the SY 2018-2019.*
- b) It will help us identify the priority needs of our department in terms of needed policies and procedures, thus leading us to establish a relevant Quality Management System.*

We do not have to work alone in this endeavor. Helen Keller puts it so well when she says, "Alone we can do so little; together we can do so much."

It would benefit us if in all our future activities, we would provide for a time to reflect on lessons learned and make the best use of this information to achieve our goals.

I would like to conclude with this quote from the Australian author, Kasi Kaye Iliopoulos:

"Knowledge without application is simply knowledge. Applying the knowledge to one's life is wisdom—and that is the ultimate virtue."

The management review and operational planning session was followed by Orientation on Budget Hearing on 17 July and Budget Hearing on 18-20 July 2018.