

Attachment 3

June 21, 2018: QMS Journey / Presentation on Quality Control Plan



Mr. Homer H. Alcon (DAP) and Director Patrick T. Aquino (DOE- EPPB)





EUMB / ERTLS



Procurement Division



REMB



ERDB



EPIMB



LEGAL SERVICES



FIELD OFFICES REPS (LVM)



OIMB

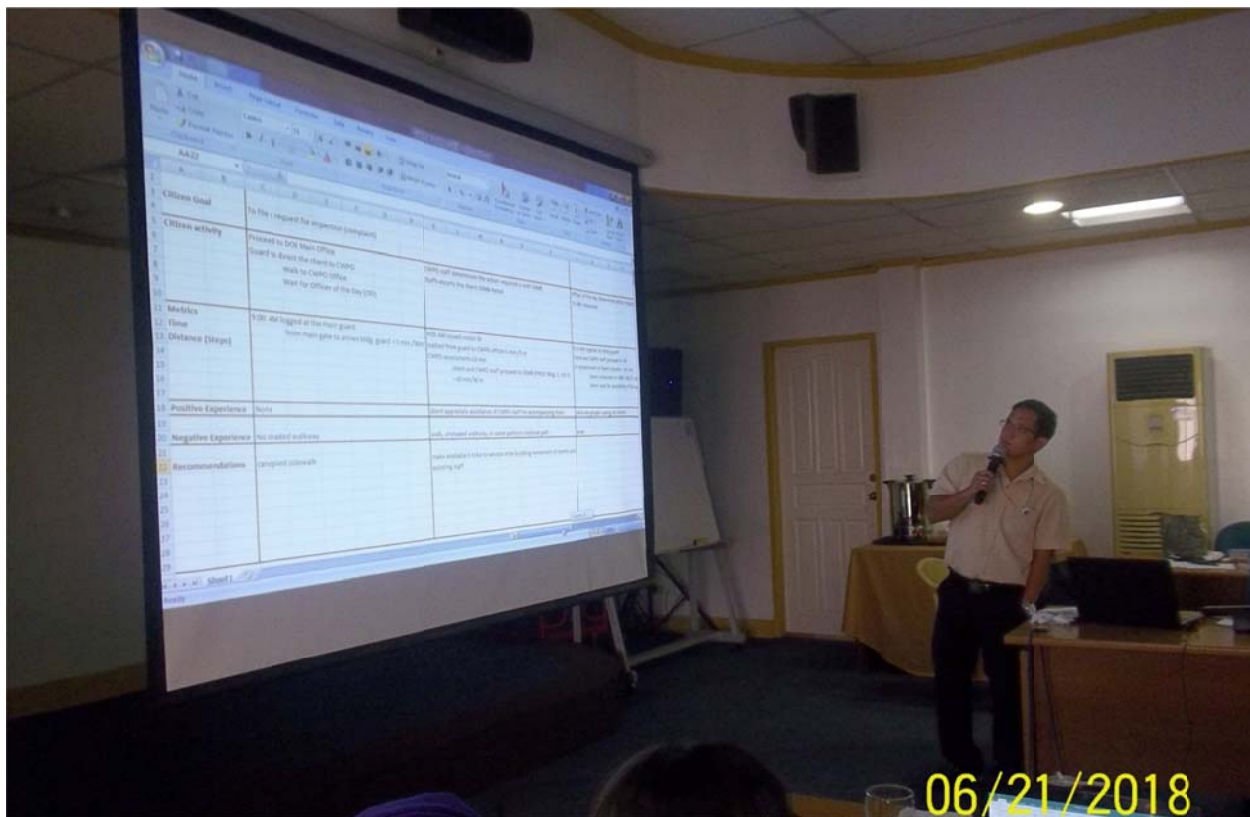


ERTLS



EPPB Staff with Dir. Patrick T. Aquino

Presentation of Results:



OIMB

STEPS:	Submission of Subcontract Application	Receipt of application	OGE issuance of confirmation of subcontract registration
CITIZEN GOAL	Submit Petroleum Subcontract Application for Registration	Wait	Wait
CITIZEN ACTIVITY OR STEPS	Walk to security guard desk to log-in/get visitors' pass Walk to Records front desk Carry documents Stand in line	Wait Stand in lobby Wait for Records' receipt stamp on receiving copy of application	Wait
METRICS: TIME AND DISTANCE	5 minutes Walk 100 meters	10 minutes	3 days per subcontract application
POSITIVE EXPERIENCE	None	None	Relief if subcontracts are registered
NEGATIVE EXPERIENCE	Exposure to sun and rain Physical pain Standing in line Boredom Unsatisfactory restroom	Physical pain Standing in line Boredom Unsatisfactory restroom	Inconvenience if there's delay in issuance of subcontract registration or if there's deficiencies
RECOMMENDATIONS	Numbering system, chairs, TV, free wifi, walking shade, improve restroom	Numbering system, chairs, TV, free wifi, improve restroom	Inform customer as soon as possible if there's reason for delay or deficiencies

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Customer Journey Map for Performance Testing and Validation of Energy Label for Household Appliances and Lighting Products

Step	Expected Documents for Testing	Evaluation	Give order of Payment	Accept Payment	Conduct of Test	Claim Test Reports	Accept
ERTLS-LATL	Accepted Documents for Testing	Receive test sample	Pay fees	Pay fees	Wait	Wait	Submit Energy
Citizen Goal	Comply to PESUP Requirements	Wait	Pay fees	Pay fees	Wait	Wait	Submit Energy
Citizen Activity or Description	<ul style="list-style-type: none"> Walk to DOE lobby and secure visitor's pass Proceed to Director's Office for endorsement to specific laboratory Walk to LATL receiving area Fill up service request form Bring sample 	<ul style="list-style-type: none"> Wait in lobby for visitor's pass Wait in receiving area at Director's Office for endorsement to specific laboratory Wait at LATL receiving area 	<ul style="list-style-type: none"> Receive order of payment 	<ul style="list-style-type: none"> Proceed to cashier Stand in line Pay fees Go back to LATL receiving area and submit Official Receipt (OR) Go Home 	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Walk to DOE lobby and secure visitor's pass Walk to LATL Receiving area Wait for release of test report 	<ul style="list-style-type: none"> Fill up form
Metric: Time Distance (steps)	<ul style="list-style-type: none"> 3 minutes walk from DOE gate to lobby 2 minutes walk from lobby to Director's Office 2 minutes walk from Director's Office to LATL receiving area 3 minutes filling up of form 	<ul style="list-style-type: none"> 3 minutes waiting for visitor's pass 10 minutes waiting in Director's Office for endorsement 2 hours wait for evaluation of test sample and approval of service request sample 	<ul style="list-style-type: none"> 15 minutes wait from preparation and approval to release of order of payment 	<ul style="list-style-type: none"> 5 minutes walk from LATL to cashier 3 minutes stand in line and pay fees 5 minutes walk from cashier to LATL 3 minutes queue time for submission of OR 	<ul style="list-style-type: none"> waiting time before claiming test report depends on the standard test requirements for each product, i.e. RAC - 1 day REF - 25.5 calendar days, Lumen Maintenance - 96 days, etc. 	<ul style="list-style-type: none"> 3 minutes walk from DOE gate to lobby 3 minutes waiting for visitor's pass 2 minutes walk from DOE lobby to LATL receiving area 3 minutes queue time for release of test report 	<ul style="list-style-type: none"> 3 minutes
Positive Experience	None	None	None	None	None	Relief	
Negative Experience	<ul style="list-style-type: none"> Standing in line Physical pain Boredome 	<ul style="list-style-type: none"> Standing in line Physical pain Boredome 	<ul style="list-style-type: none"> Standing in line Physical pain Boredome 	<ul style="list-style-type: none"> Standing in line Physical pain Boredome 	<ul style="list-style-type: none"> Standing in line Physical pain Boredome 	<ul style="list-style-type: none"> Standing in line Physical pain Boredome 	
	Remove the process of going through the Director's office	Remove the process of going				<ul style="list-style-type: none"> Provide complimentary coffee, foods, etc. at LATL receiving area 	

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