



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY  
QUALITY WORKPLACE STANDARDS



# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

## QUALITY WORKPLACE STANDARDS

### Table of Contents

I.	INTRODUCTION.....	5
II.	PURPOSE.....	6
III.	5S RESPONSIBILITIES.....	7
IV.	EXPECTED OUTPUTS.....	10
V.	THE HARD 5S.....	11
	A. WORK/ SERVICE AREAS.....	11
	B. DESKS.....	11
	C. CHAIRS.....	11
	D. CONFERENCE ROOMS.....	12
	E. MATERIALS/ SUPPLIES.....	12
	F. ITEMS/ TOOLS/ MACHINES/ EQUIPMENT.....	12
	G. IT EQUIPMENT.....	12
	H. DESIGNATED DISPLAY BOARDS/ AREAS.....	13
	I. STORAGE AREAS.....	13
	J. FILES/ DOCUMENTS.....	13
	K. TRASH BINS.....	14
VI.	THE SOFT 5S.....	15
	A. WORK ENVIRONMENT.....	15
	B. OFFICE ATTIRE.....	16
	C. GROOMING.....	17
	D. JEWELRY/ ACCESSORIES.....	18
	E. TELEPHONE COURTESY.....	18
	F. EQUIPMENT AND WORK HOURS UTILIZATION.....	19
	G. CONDUCT DURING MEETINGS, SEMINARS AND CONFERENCES.....	20
	H. CLIENTS AND VISITORS.....	21
VII.	STANDARDIZING AND SUSTAINING 5S TIEZA ACTIVITIES.....	22
	A. EVERYDAY OFFICE 5S.....	23
	B. 5S AUDITS IN THE WORKPLACE.....	25
	C. REWARDS AND RECOGNITION MECHANISM.....	25
	D. OFFENSES AND FINES/ PENALTIES.....	26



## **I. Introduction**

5s, as one of the fundamental tools of continual improvement, is a system for workplace organization and standardization.

The 5s principles that are written down in the guideline define the provisions for 5s implementation in the TIEZA workplace, which all employees are expected to perform.

However, given that 5s is one of the continual improvement tools, frequent enhancement and/or modification of this guideline shall be carried out by the Quality Workplace Committee (QWC), managers, 5s teams, and employees in accordance with their respective workplace requirements and needs (i.e. identification and documentation of TIEZA best practices for maintain a clean, organized and productive work environment).

It is emphasized that as part and parcel of TIEZA's Quality Workplace Standards, this guideline requires departments to submit the required outputs to the designated personnel, as stated in this document.

Further, the 5S activities identified in this guideline may also be included in or be in support of TIEZA's 5S Implementation Plan that will be created by the QWC, in collaboration with the Departmental 5S Teams.

For 5S standards related to TIEZA's centralized filing system of documents and records, as well as the maintenance of the TIEZA building (i.e. fixtures, utilities, etc.), there are separate work instructions prepared by the QWC to ensure that TIEZA's central filing system and building requirements and standards are within the parameters stated in ISO QMS-related guidelines, as well as government-rules and regulations on government-documents, records, and office buildings.

It is emphasized that a 5S Office System is about more than keeping things clean and organized for it also includes office etiquette.

Thus, this document also includes several 5S standards that address workplace decorum, otherwise known as Soft 5S.

In TIEZA, person's conduct on the job has a direct bearing on the proper and effective accomplishment of official duties and responsibilities.

Hence, TIEZA employees are expected to approach their duties in a professional and business-like manner and maintain such an attitude throughout the workday.

TIEZA front-liners and other employees who are in direct contact with the public bear a heavy responsibility since their conduct and professionalism significantly impacts the image of TIEZA.



## TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY QUALITY WORKPLACE STANDARDS

Through this guideline, it is expected that employees shall maintain professionalism decorum at all times, even while on official travel or otherwise away from their regularly assigned post-of-duty. This also applies to employees who enter TIEZA premises, even on their regular day-off.

This guideline applies to all TIEZA employees, including contract employees, trainees and/or OJTs; and is designed to encourage them to maintain a level of behavior and performance that will promote efficiency in the workplace.

Similar to the Hard 5S standards, the Soft 5S standards that are identified in this document shall also be subject to continuous enhancement/ improvement by the QWC, managers, 5S teams and employees.

### II. Purpose

With this guideline TIEZA aims to:

1. Reduce the following:
  - a. Non-value adding activities;
  - b. Search time for locating supplies, documents and records; and
  - c. Unnecessary motion and transportation of goods. *office supplies.*
2. Improve space utilization, workspace control and office protocols; and
3. Ensure that quality workplace standards are consistently practiced and improved from time-to-time to adapt to the changing needs and environs of the TIEZA building, workplace and employees.

### III. 5S Responsibilities

Role	Responsibilities
<b>Quality Management Representative</b>	<ol style="list-style-type: none"><li>a. Disseminates progress report to Top Management and employees; and</li><li>b. Reviews and/ or recommends 5S activities for implementation</li></ol>
<b>Quality Workplace Committee</b>	<ol style="list-style-type: none"><li>c. Ensures that the Quality Workplace Standards are properly implemented in the TIEZA departments and offices;</li><li>d. Orients janitors as to the office's standards on collecting and disposing so that they too will have a similar system for collecting and disposing waste by type from the office; and</li><li>e. Documents all revisions and/ or additions to TIEZA 5S standards and shares the same with employees.</li></ol>
<b>Department and Division</b>	<ol style="list-style-type: none"><li>a. Implement the Quality Workplace Standards;</li></ol>



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**QUALITY WORKPLACE STANDARDS**

Role	Responsibilities
<b>Managers</b>	<ul style="list-style-type: none"> <li>b. Monitor Compliance;</li> <li>c. Submit cases of violations to the Administrative Services Department (ASD) for appropriate disciplinary action;</li> <li>d. Remind employees to regularly review and enhance the TIEZA 5S office protocols and periodically read the HR Employee's Handbook and RA 6713.</li> <li>e. Provide positive leadership and serve as role model for their subordinates by demonstrating a commitment and sense of responsibility to their job and loyalty to TIEZA.</li> <li>f. Treat employees with dignity, respect and in fair and equitable manner.</li> <li>g. Make daily rounds of the workplace and inspect the performance of employees regarding the Hard and Soft 5S activities.</li> <li>h. Ensure that contributions of all employees are supported and encouraged without regard to non-merit factors.</li> <li>i. Take proactive steps in creating and maintaining a workplace free of discrimination, intimidation and other offensive behaviors and materials.</li> <li>j. Communicate to their staff that they shall not tolerate or condone the following behaviors in the workplace:               <ul style="list-style-type: none"> <li>1. Any form of discrimination;</li> <li>2. Any form of harassment;</li> <li>3. Abusive behaviors; and</li> <li>4. Aggressive conduct.</li> </ul> </li> <li>k. Managers shall be held accountable if they fail to take appropriate action to correct intimidating and offensive activities in the workplace.</li> </ul>
<b>5S Team Leaders and Team Members</b>	<ul style="list-style-type: none"> <li>a. Establish procedures and standards to identify necessary and unnecessary items (including paperwork and files) in each department or unit, depending on the frequency of use and how to store and dispose them;</li> <li>b. Organize tools and equipment in an order that promotes optimum work flow;</li> </ul>



## TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY QUALITY WORKPLACE STANDARDS

<b>5S Team Leaders and Team Members</b> <i>Continued</i>	<ul style="list-style-type: none"><li>c. Identify methods to place items in ways that best support the employees doing the work to promote a highly efficient work environment.</li><li>d. Develop and assign specific cleaning and organizing tasks for the work area.</li><li>e. Ensure that each employee knows his/her responsibilities.</li><li>f. Establish standards and a schedule, with targets, for housekeeping and cleaning activities with personnel rotation and checklists (to include non-physical items, e.g. data files).</li><li>g. Organize a system for the following:<ul style="list-style-type: none"><li>1. Collection and disposal of waste;</li><li>2. How well things have to be cleaned and tidied; and</li><li>3. Criteria for evaluation of the cleaning and housekeeping activities.</li></ul></li><li>h. Evaluate periodically the team's and employee's performance at regular intervals, to ensure that tasks are consistently getting done.</li></ul>
<b>Employees</b>	<ul style="list-style-type: none"><li>a. Conduct themselves in a manner that their activities do not discredit TIEZA in and outside of the TIEZA workplace, in any way.</li><li>b. Continually seek improvement opportunities for the reduction of unnecessary items and clutter in the workplace.</li><li>c. Arrange and keep items in such a way that employee movement is easy and facilitate efficiency (i.e. needed items are accessible).</li><li>d. Share insights and analyze the work area for additional improvement opportunities and look for ways to reduce sources of waste and error.</li><li>e. Devise a dependable method of preventive cleaning and maintenance.</li><li>f. Clean respective areas thoroughly to prevent dirt accumulation.</li><li>g. Inspect the area after cleaning.</li></ul>



#### **IV. Expected Outputs**

The following are the expected outputs for the 5S TIEZA Activities:

<b>Role</b>	<b>Outputs</b>
5S Teams	<ol style="list-style-type: none"><li>1. Monthly Calendar of Activities sustaining the Hard and Soft 5S standards; and</li><li>2. Quarterly Progress Report of the respective department or office (i.e. documentation on how Hard and Soft 5S activities are enforced by the department or the office).</li></ol>
QWC	<ol style="list-style-type: none"><li>1. Quarterly Calendar of Activities sustaining the Hard and Soft 5S standards;</li><li>2. Quarterly Progress Report of the entire organization; and</li><li>3. Documented revisions and/or additions to TIEZA 5S standards</li></ol>
QMR	Recommended 5S activities for implementation.

#### **V. The Hard 5S**

##### **A. Work/ Service Areas**

Employees are able to walk into their respective work area and easily locate items. Work/ service areas are kept clean, tidy and functional at all times. Passageways are kept clear and free from any obstructions.

Items that are already planned for disposal are permanently removed from work areas and outdated manuals, forms, documents, etc. are stored and/or disposed in accordance with the National Archives of the Philippines' guidelines.

##### **B. Desks**

Desks are labeled with employees' first name on the right side (issued by the General Services Division (GSD)) and clear of personal and unnecessary items at the end of the workday. Figurines and Feng Shui items are not allowed. Only items essential to work are seen during office hours.

Desks are always kept clean and nothing is placed under any time.

At the end of every workday, only the following tools, equipment, and materials are allowed on the desk:

- TIEZA desk calendar;
- Telephone;
- Computer monitor and keyboard; and
- Calculator

Personal belongings are stored at the bottom drawer.





## **TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**

### **QUALITY WORKPLACE STANDARDS**

#### **C. Chairs**

Office chairs are placed in their proper locations at all times.

Jackets, coats or blazers may be hung on the arms of the office chairs or backrest during office hours, but should be properly stored at the end of every workday.

Only one throw pillow / cushion is allowed on each chair.

#### **D. Conference Rooms**

Only items used for meetings are allowed inside the conference rooms. Conference tables, chairs, and audio-visual equipment have designated locations.

Materials, tables, chairs and other equipment and supplies are returned to their designated locations after use. The conference rooms are always left clean and ready for use.

#### **E. Materials / Supplies**

Outdated materials and supplies are removed and/or archived from the work areas.

All supplies and materials are neatly arranged and safely stored in clearly marked areas or shelves.

Labels are kept posted outside each cabinet, if necessary.

#### **F. Items / Tools / Machines / Equipment**

Only the required tools/equipment/materials are in the work area. No unnecessary items are found in the office (i.e. under desks, on desks, in cabinets, bookcases, filing rooms, etc.).

Shelves on the cabinets are labeled with the items' names. If the items are stored in box, the outside of the box is labeled. Unused and unserviceable machines and equipment are returned to the General Services Division.

Locations for tools, supplies, equipment and books are clearly marked and labeled. There is a designated location or storage area for food items, dining supplies and utensils.

#### **G. IT EQUIPMENT**

Computers are clean and located in appropriate workplaces. Desktop pictures and screensavers only display TIEZA logo and TIEZA-related photos. PC cables and extension cords are neatly and safely installed and/or tied/taped properly.

#### **H. Designated Display Boards / Areas**

Information/items on the display boards are up-to-date.

Whiteboards shall always be kept clean after use, unless otherwise specified.

Markers and erasers are always available, replenished from time-to-time, and located and stored near whiteboards.

Informational items to be displayed are within standards set by GSD.

#### **I. Storage Areas**





## TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

### QUALITY WORKPLACE STANDARDS

Storage areas (i.e. for personal storage, shared storage of for official/business storage) shall be well organized:

- a. Clearly marked with location indicators and/or addresses;
- b. Labeled, showing which items are contained in each storage area for easy retrieval; and

Refrigerators, except from those of the managers' and ACOOs' are located in the pantry. Water dispensers, microwave, oven toaster, and the likes are placed in the pantry.

#### **J. Files / Documents**

Documents and hardcopy files are properly identified by label and locations and stored in a logical and orderly manner.

Only current revised documents and paperwork necessary to do the work are stored near work areas.

Computer printouts and photocopies are promptly removed from printers and photocopying machines, respectively.

#### **K. Trash Bins**

Trash bins are properly labeled and/or color-coded, specifically.

- a. Green for biodegradable; and
- b. Red for non-biodegradable.
- c. Yellow for recyclable.

Colored biodegradable plastic bags (red and green) may be used.

A separate trash bin may be allocated for paper-trash.

Trash and/or recycle bins are emptied daily or on a regular basis.

### **VI. The Soft 5S**

#### **A. Work Environment**

All employees in the office maintain proper decorum at all times, to wit:

1. Employee conduct is appropriate and supportive of a hospitable and productive work environment, free of discrimination, any forms of harassment, and abusive and aggressive behaviors.
2. Working time is respected and properly observed. Employees avoid actions which are sources of distraction to others or disrupt the workflow and office operations, including but not limited to:
  - a. Noise and voice levels are kept to a minimum. Talking very loudly, so as to cause disturbance for others, is avoided at all cost.
  - b. Loafing, malingering, gossiping and needlessly going from one table or office to another are avoided. Employees are not allowed to go to other departments unless their duties or tasks require them to do so.
3. Smoking within TIEZA premises is strictly prohibited, per Civil Service Commission Memorandum Circular No. 17 s. 2009.
4. Government and TIEZA information, records and documents are properly handled.
5. Employees safeguard and handle appropriately all classified and unclassified information that should not be given to general circulation.



## TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

### QUALITY WORKPLACE STANDARDS

Notes are, likewise, included in each standard, giving the history of its establishment and revision.

- Any operation or work standards that are no longer in use are removed from the workplace.
- A system is established to regularly assess 5S workplace standardization throughout TIEZA. This system, set-up by TIEZA management, is carried out by the QMR and departmental 5S Teams. Organization-wide assessment is carried out at least once a year and departmental assessment at least bi-annually.

#### A. Everyday Office 5S

To make 5S a part of TIEZA's regular work routine standard, a daily ten (10)-minute office 5S at the start and before the end of the workday is performed by each TIEZA employee, whereby the first three (3) 5S:

Sort, Systemize and Sweep, are implemented.

It is emphasized that each employee is responsible for his/ her own desk and work area. Taking at least ten (10) minutes at the end of each day to perform the first three (3) 5S principles shall give employees time to set themselves up so they can start work with a clean slate the next work day.

The succeeding table shows the actions of each employee to accomplish the first three (3) 5S activities daily.

<b>TIEZA EVERYDAY OFFICE 5S</b>	
<b>10-MINUTE 5S: BEGINNING OF THE WORK DAY</b>	
<ol style="list-style-type: none"><li>Check that only essential items are in the work area. Remove anything unnecessary.</li><li>Get rid of or store away paper that is no longer needed</li><li>Only documents, equipment, tools or supplies that will be used for the day should be on the desk. No personal items on the desk.</li><li>Arrange/organize items for easy access.</li><li>Put items in their proper locations.</li><li>Clean everything in the work area, including all office equipment.</li><li>Inspect equipment and machines for damage or defects and have it serviced or replaced.</li></ol>	
<b>DURING THE WORK DAY</b>	
<ol style="list-style-type: none"><li>Ensure that the work area is tidy and organized throughout the day. Clean up or organize the workspace after completion of a job and before starting the next job.</li><li>Immediately return each item/files to its assigned location after use. Never allow files and paperwork to pile up on the desk.</li><li>File cabinets must be closed properly at all times.</li></ol>	
<b>10-MINUTE 5S: END OF THE WORK DAY*</b>	
<ol style="list-style-type: none"><li>Remove anything unnecessary to do the work for the next day;</li><li>Get rid of or store away paperwork that is no longer needed for the next day.</li></ol>	



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**QUALITY WORKPLACE' STANDARDS**


**HARD 5S:** For employees found violating hard 5S principles and guidelines, the following fines and/or penalties shall be meted out:

Offense	Fines/Penalties
1 <sup>st</sup>	Verbal warning
2 <sup>nd</sup>	Written reprimand
3 <sup>rd</sup>	Fine equivalent to 25% of a day's salary
4 <sup>th</sup>	Fine equivalent to 50% of a day's salary
5 <sup>th</sup>	Fine equivalent to 75% of a day's salary
6 <sup>th</sup>	Fine equivalent to a day's salary or suspension from office without pay for a period of one (1) day
7 <sup>th</sup>	Fine equivalent to three (3) days' salary or suspension from office without pay for a period of three (3) days
8 <sup>th</sup>	Fine equivalent to six (6) days' salary or suspension from office without pay for a period of six (6) days
9 <sup>th</sup>	Fine equivalent to ten (10) days' salary or suspension from office without pay for a period of ten (10) days
10 <sup>th</sup>	Fine equivalent to fifteen (15) days' salary or suspension from office without pay for a period of fifteen (15) days


**SOFT 5S:** For violations against soft 5S principles and guidelines, the provisions, penalties and/or fines provided in the following rules and regulations shall prevail:

- PTA Code of Offenses;
- Revised Rules on Administrative Cases in the Civil Service s.2011; and
- Other CSC and TIEZA office rules and regulations/directives that were and will be promulgated in connection to these guidelines.

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