

DEPARTMENT / DIVISION/ Office	SPORTS FACILITIES DIVISION						
PURPOSE	To provide quality service to stakeholders.						
Functional OBJECTIVE	To maintain good service and relationship with clients.						
ACTIVITY/ PROCESS	Control Methods/ Process SOP/ Guidelines/ Procedures	Process Output	Responsible Authorities	RISK	IMPACT/ CONSEQUENCES	CONTROL MEASURE/ Action Plan	Opportunities
VENUE RENTAL	1.) RESERVATIONS CALENDAR OF ACTIVITIES LOGBOOK IN EACH VENUES 2.) OPERATIONS MANUAL	VENUE RENTAL AGREEMENT	OPERATION HEAD, VENUE-IN-CHARGE, BOOKING OFFICER	1.) DOUBLE BOOKING 2.) DELAYED PAYMENT NON-APPEARANCE OF MANPOWER PERSONNEL 3.)	1.) EFFECT ON INCOME 2.) ANGRY MANPOWER PERSONNEL 3.) POOR SERVICE CUSTOMER FEEDBACK 4.)	1.) LEGAL OFFICE ISSUES DEMAND LETTER 2.) REQUIRE MANPOWER PERSONNEL TO REPORT 2 HOURS BEFORE THE EVENT 3.) MONITORING OF SCHEDULE	IMPROVE RELATION OR GOOD RELATION WITH THE CLIENT -SATISFIED MANPOWER
TICKET SELLING	1.) NOTICE OF OPERATING HOURS 2.) OPERATIONS MANUAL	ISSUANCE OF TICKETS UPON PAYMENT	TICKET BOOTH SELLER	1.)LATE/ABSENT TICKET BOOTH SELLER	CUSTOMER FEEDBACK/COMPLAINTS	1.) TICKET BOOTH SELLER TO REPORT ON TIME 2.) INTERNAL ARRANGEMENT REGARDING DUTY HOURS REPLACEMENT/ STAND-BY TICKET BOOTH SELLER 3.)	IMPROVE RELATION OR GOOD RELATION WITH THE CLIENT AUTOMATED TICKET SELLING MACHINE
FREE ACCOMMODATION FOR NAT'L ATHLETES AND COACHES AT THE DORMITORY	1.) OPERATIONS MANUAL 2.) ROOMING LIST	APPROVAL OF REQUEST	DORMITORY SUPERVISOR	1.) LACK OF BEDDINGS HOUSE KEEPING ISSUES VIOLATION OF HOUSE RULES MISUSE OF FIXTURES 2.) 3.) 4.)	CUSTOMER FEEDBACK/COMPLAINTS INCREASE IN MAINTENANCE COST EVICTION/SUSPENSION OF COACHES AND ATHLETES	1.) MONITORING OF ATHLETES AND COACHES	BETTER RELATION WITH ATHLETES AND COACHES
PREVENTIVE MAINTENANCE OF FACILITY	1.) PREVENTIVE MAINTENANCE PLAN 2.) REPORT OF VENUE-IN-CHARGE 3.) INSPECTION OF ENGINEER	1.) SCOPE OF WORK AND REQUEST OF MATERIAL 2.) PM REPORTS	1.)VENUE -IN-CHARGE 2.) ENGINEER	1.) FAILURE OF IMPLEMENTATION OF PREVENTIVE MAINTENANCE SCHEDULE 2.) DELAYED PURCHASE OF MATERIALS	BIGGER DAMAGE CLIENT FEEDBACK/COMPLAINT ADDITIONAL COST	1.) ON-TIME DELIVERY AND IMMEDIATE IMPLEMENTATION OF REPAIR 2.) STRICT IMPLEMENTATION OF PREVENTIVE MAINTENANCE PLAN	IMPROVEMENT OF VENUES AND FACILITIES; LONGEVITY OF VENUES AND FACILITIES