

Marketing Service : Engaging Partner Customers

Last May 2, 2019, **RSW ONE STOP SHOP** was established inside the center, a marketing strategy for business type operation where products and services of Persons with Disability (PWDs) could be showcase. A venue where detail business transaction is formally being discusses and arrange with partner stakeholders.

Office or Division	Rehabilitation Sheltered Workshop (RSW) / Protective Services Division (PSD)			
Classification	Simple (A. Wholesale/ Retail Transaction and B. By Order Product) Highly Technical (C. Sheltered Employment Engagement)			
Type of Transaction	Government to Government (G2G) Government to Citizens (G2C) Government to Business Entities (G2B)			
Who May Avail	Individual/organization who may want to buy and sell PWD products			
A. Wholesale /Retail Transaction				
Checklist of Requirements		Where to Secure		
Personal Identification (IDs) Photo Copy		Any government offices or private entity/offices.		
Payment for desired item. (Cash or cheque)		Marketing Office		
Down payment for whole sale item		Marketing		
Consignment Basis for Person with Disability per Recommendation of RSW of SAS. Agreement (One 1) Copy		Marketing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on items/ products.	1. Promotion/ Orientation of Actual products and Items with tag Prices.	None	5 minutes	<i>SWA or Sale Representative</i> Marketing Service - RSW
2. Identification and payment of desire product	2.1. Filling up of form: Order of payment/slip. (Inclusive of	None	15 minutes	<i>SWA or Sale Representative</i> Marketing Service - RSW

/item to be sold	discount if any)			
	2.2. Receipt of Payment and sale inventory. Log book indicating Product Code, Job Order No. Quantity and Amount duly signed by customers).	Cost of raw materials + labor cost +over head +marketing expenses =Marketing Price	15 minutes	SWA or Sale Representative Marketing Service - RSW
	2.3. Issuance of official receipt.	None	5 minutes	Cashier Admin Service - RSW
TOTAL		Marketing Price	40 minutes	

B. By Order Product

Checklist of Requirement	Where to Secure
Personal Identification (IDs) and/or business registration	Any government offices or private entity/offices.
Payment computation for desired item with specification	Marketing Office
Available Raw Materials (if Possible)	ANY SUPPLIER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on items/products.	1.1 Identification of product Item per Catalog available.	None	5 minutes	SWA or Sale Representative Marketing Service - RSW
2. Presentation of product design and Identify item to be sold	2.1. Filling up of Filling Up of Job Orders for product with available Catalog.	None	15 minutes	SWA or Sale Representative Marketing Service - RSW
3. Project	3.1 Preparation of	Cost of raw	2 days	SWA or Sale Representative with

Costing	Job Order/ Costing to include sketch of innovative product with Production Service.	materials + labor cost +over head +marketing expenses		Project Supervisor. Marketing/ Production Service - RSW
	3.2 Finalization/ap proval of Job Order/Costing with canvass	= Marketing Price	1 day	
4. Payment Arrangement. a. Down Payment. b. Upon project completion	4.1 Issuance of acknowled gement receipt for down payment.	None	3 minutes	Cashier Admin Service - RSW
	4.2 Issuance of Official receipt upon complete payment.	None	3 minutes	Cashier Admin Service - RSW
	4.3 Receipt of Payment and sale inventory. Log book indicating if partially paid/completel y paid per Product Code, Job Order No. Quantity and Amount)	None	3 minutes	Cashier Admin Service - RSW
TOTAL		Marketing Price	3 days, 29 minutes	

C. Sheltered Employment Engagement

Checklist of Requirement		Where to Secure		
Personal Identification (IDs) and/or business registration and/or Security and Exchange Registration		Any government offices or private entity/offices.		
Business Concept		Marketing Office		
Available Raw Materials (if Possible)				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preliminary Meeting	1. Social preparation and dialogue meeting. a. RSW program orientation. b. Identification of possible project engagement. c. Productivity Site visit.	None	3 hours	<i>Head of Marketing Service - RSW</i>
2. Resource mapping	2. Identification of possible resource counterpart by RSW.	None	2 hours	<i>Head of Services All Services - RSW</i>
3. Project partnership meeting	3.1. Deliberation on business concept of potential partner stakeholders.	None	2 hours	<i>Center Head with Senior Staff All Services - RSW</i>

	3.2 Acceptance of project concept	None	20 minutes	<i>Center Head with Senior Staff All Services - RSW</i>
4. Drafting of MOA/Business concept	4.1 Review of MOA/Business concept with recommendation and endorsement for approval.	None	1 hour	<i>Center Head with Senior Staff All Services - RSW</i>
	4.2 Endorsement of MOA/Business Concept to the Regional Director.	None	1 hour	<i>Center Head with Senior Staff All Services - RSW</i>
5. MOA Signing	5. Ceremonial Signing of MOA with Regional Director	None	3 hours.	<i>Center Head with Senior Staff All Services - RSW</i>
6. Pre testing	6. Work study (trial and testing)	As per MOA	10 days	<i>Center Head with Senior Staff All Services - RSW</i>
TOTAL:		As per MOA	3 hours meeting in five days session and 10 days work study	

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	<p><u>For Visitors/Customers/Applicant</u></p> <p>A “Customer Satisfaction Feedback Form” is given by the Security Guard on duty to visitor/customer upon entry at RSW gate. Guard on Duty to explain the content of the slip to be dropped inside the RSW suggested box</p>
	<p><u>For Project Workers</u></p> <p>A weekly kumustahan after the flag ceremony are being facilitated by social workers to address grievance and concerns in the operation of the center.</p>
How feedbacks are processed	<p>The Integrity Management Program Committee of the Center shall review every quarter all feedback to be raise during the Senior Staff Meeting for the RSW management to address. Any decision and action to be undertaken shall be discussed in the General Staff Meeting (GSM) as one of the agenda.</p>
How to file a complaint	<p>Complaints may directly be raised by concern individual to the Center Head for appropriate action while other venue for complain could be reported directly through Regional Director at DSWD FO , Legarda or Office of the Secretary. Complain or through the following mechanism.</p> <ol style="list-style-type: none"> 1. Complain may be deposited at RSW Suggested Box” 2. Complain could be emailed at 3. Complain could be in written address directly at RSW, Escopa III,Project IV, Quezon City.
How complaints are processed	<p>Complain that are within the control of the center shall deliberated during senior staff meeting and General Staff Meeting for appropriate action.</p> <p>Complainant will be inform on the action if possible by all means.</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>