



Office of the Minister

SPECIAL ORDER NO: 001
Series of 2022

TO : ALMANZUR D. ALI – Laboratory Aide II
SUBJECT : DESIGNATION AS CUSTOMER RELATION OFFICER (CRO)
and DOCUMENT CONTROLLER (DC)
DATE : January 03, 2023

In the exigency of public service and to ensure the technical competence and reliability of analytical results, you are hereby designated as Customer Relation Officer (CRO) and Document Controller (DC) of the Bangsamoro Standards and Halal Testing Laboratories (BSHTL).

As such, you are hereby directed to perform the duties and assume the responsibilities appurtenant to the said designated as follows;

CUSTOMER RELATION OFFICER (CRO)

- Responsible for receiving customer test sample and informing customer regarding guidelines on BSHTL testing, analysis, and calibration services.
- Responsible for the releasing of test reports/ calibration certificates to the customer.
- Attends to customer inquiry and provides quotation as per request.
- Ensures the control of electronic data, protection of integrity and confidentiality of data entry, collection, storage, transmission, processing and back-up, and to prevent unauthorized access and amendments thereof (eULIMS).
- Ensures that documents within the unit are properly filed.

DOCUMENT CONTROLLER (DC)

- Ensures that the BSHTL documents are properly reviewed, approved and controlled by authorized personnel prior to use.
- Ensures that only authorized editions/ copies of appropriate documents are distributed and available at all intended locations.
- Guarantees invalid and/or obsolete documents are removed from file and properly dispose of.
- Ensures that only one (1) set of obsolete documents is retained on file for reference within its retention period.
- Other related assignment tasks.

This memorandum shall take effect immediately and shall remain in full force unless sooner revoked by the competent authority.

For strict compliance.

ENGR. AIDA M. SILONGAN, MAPD
Minister

AKA

