



**Department of Science and Technology**

# **PHILIPPINE TEXTILE RESEARCH INSTITUTE**

## **CITIZEN'S CHARTER**

**2019 (1<sup>st</sup> Edition)**



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## **I. Mandate**

The Philippine Textile Research Institute (PTRI) is the premier textile research and development arm of the Department of Science and Technology (DOST).

On January 3, 1967, the PTRI was formally established by the then National Science Development Board as the agency to undertake textile research programs.

On January 30, 1987, by virtue of Executive Order 128, the PTRI was constituted under the then reorganized National Science and Technology Authority (NSTA), now the Department of Science and Technology, and is mandated to perform the following functions:

- Conduct applied research and development for the textile industry sector;
- Undertake the transfer of completed researches to end-users or via linkage units of other government agencies; and
- Undertake technical services and provide training program.

## **II. Vision**

The PTRI is the Center of Excellence on textile science, technology and innovation for sustainable and globally-competitive Philippine textile, garment and allied industries.

## **III. Mission**

To support the Philippine textile, garment and allied micro, small and medium enterprises (MSMEs) achieve global competitiveness with unwavering commitment to work excellence and integrity, through:

- Judicious utilization of textile-based resources;
- Development of human resource capabilities; and
- Promotion of quality assurance and quality control

## **IV. Pledge**

We, the officials and employees of PTRI, pledge to uphold the Citizen's Charter of the Philippine Textile Research Institute by committing ourselves to the provision of quality services within our capabilities and the resources of the institute and in the context of all applicable regulatory and statutory requirements; we shall endeavor to do our job and assigned tasks well, and continuously improve the effectiveness of our services to ensure maximum satisfaction of our clients.

## **V. Quality Policy**

“PTRI commits to provide the highest standards of quality services, and support to local textile, and allied industries within our capabilities and resources in the context of all applicable regulatory and statutory requirements and shall continually endeavor to improve the effectiveness of our quality management system to ensure customer satisfaction.”

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**Technical Services Division**  
**Physical Testing Unit**  
**External Services**



# 1. APPARENT OPENING SIZE OF A GEOTEXTILE (AOS) (ISO 12956:2010(E); ASTM D4751-16)

Description: Using a geotextile as a medium to retain soil particles necessitates compatibility between it and the adjacent soil. This test method is used to indicate the apparent opening size in a geotextile, which reflects the approximate largest opening dimension available for soil to pass through.

<b>Office or Division</b>	Technical Services Division- Physical Testing Laboratory			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G, G2B, G2C			
<b>Who may Avail</b>	Large Firms, MSMEs, Government, Academe, private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile materials (fabrics, garments, and other allied products)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>PM-07.01-A-F2, Test Request Form</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.1 Fill-out Quotation for Testing Services form (section 2) and sign		15 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)			
	1.3 Write information in logbook then forward to Technical Manager (TMgr)			
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Physical Lab

	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Floor Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes      3 minutes	<i>Administrative Aide</i> Accounting Office      <i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3 <sup>rd</sup> Floor Room 310	6. Check amount if it conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 2,480.00 per sample	8 minutes	<i>Administrative Officer</i> Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office

	(JO) to the Physical Testing Laboratory			
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager Physical Lab</i>
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i>
	10.1 Precondition sample in the standard atmosphere for testing textiles	None	1440 minutes (24 h)	<i>Testing Personnel</i>
	10.2 Check the required standard test method	None	5 minutes	<i>Testing Personnel</i>
	10.3 Review standard test method	None	30 minutes	<i>Testing Personnel</i>
	10.4 Preparation of test specimens. (150mm dia. x 5 specimens)	None	15 minutes	<i>Testing Personnel</i>
	10.5 Write the proper sample code and right directions on the test specimens.	None	5 minutes	<i>Testing Personnel</i>
	10.6 Precondition the test specimens in the standard atmosphere for testing textiles	None	120 minutes (2 h)	<i>Testing Personnel</i>
	10.7 Prepare & Precondition the testing equipment (Milestone-Sieve Shaker)	None	60 minutes (1 h)	<i>Testing Personnel</i>
	10.8 Conduct internal calibration	None	5 minutes	<i>Testing Personnel</i>
	10.9 Set different parameters required before conduct of test (Time, Sample	None	15 minutes	<i>Testing Personnel</i>

	Code and description, initial size of glass bead) testing speed, number of specimens to be tested, etc.)			
	10.10 Place the test specimen in the shaker frame and conduct test until all specimens are tested. Starts with the smallest size (75 microns) glass beads and place 50g of one size glass beads on the center of geotextile.	None	450 minutes 15 minutes/ bead size (5 specimens; 6 different beads)	<i>Testing Personnel</i>
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i>
	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i>
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager Physical Lab</i>
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager TSD Testing Office</i>
12. None	14. Affix PTRI TSD dry seal 14.1 Reproduce two copies and file one copy for the laboratory 14.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer TSD Testing Office</i>
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Floor, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer Records Office</i>

14. Proceed to Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>₱2,480.00</b> <b>/sample</b>	<b>5 days, 2 hours, 18 minutes</b> <b>(7.5 hours/day @ 100% testing activity)</b>	

## Feedback and Complaints Mechanisms

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158 DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 2. BREAKING STRENGTH/FORCE AND ELONGATION OF FABRICS- GRAB METHOD (ISO 13934-2; ASTM D5034)

Description: Determination of the maximum force applied to a material carried to rupture and the elongation of textile fabrics (the ratio of the extension of a material to the length of the material prior to stretching expressed as a percent)

<b>Office of Division</b>	Technical Services Division- Physical Testing Laboratory			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G, G2B, G2C			
<b>Who may Avail</b>	Large Firms, MSMEs, Social Enterprise, Government, Academe, private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile materials (fabrics, garments, and other allied products)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>PM-07.01-A-F2, Test Request Form</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information 1.1 Fill-out Quotation for Testing Services form (section 2) and sign 1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR) 1.3 Write information in logbook then forward to Technical Manager (TMgr)	None	10 minutes          15 minutes	<i>Receiving Officer</i> TSD Testing Office          <i>Receiving Officer</i> TSD Testing Office
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Physical Lab

	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Floor Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment 5. Review and sign OP 5.1 Retain one copy each of TeR and OP 5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes  3 minutes	<i>Administrative Aide</i> Accounting Office  <i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3 <sup>rd</sup> Floor Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 630.00 per sample	8 minutes	<i>Administrative Officer</i> Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office



	Order (JO) to the Physical Testing Laboratory			
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO. 9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager Physical Lab</i>
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i>
	10.1 Precondition sample in the standard atmosphere for testing textiles	None	1440 min (24 hr.)	<i>Testing Personnel</i>
	10.2 Check the required standard test method	None	5 minutes	<i>Testing Personnel</i>
	10.3 Review standard test method	None	30 minutes	<i>Testing Personnel</i>
	10.4 Determine the two fabric directions (Warp and Filling) and prepare six to eight test specimens 100mm x 150mm per direction. Cut specimens with their long direction parallel either to the warp (machine) direction and to the filling (cross) direction.	None	45 minutes	<i>Testing Personnel</i>
	10.5 Write the proper sample code and right directions on the test specimens.	None	5 minutes	<i>Testing Personnel</i>

	10.6 Precondition the test specimens in the standard atmosphere for testing textiles	None	2 hours	<i>Testing Personnel</i>
	10.7 Prepare testing equipment (Universal Testing machine).	None	2 hours	<i>Testing Personnel</i>
	10.8 Conduct internal calibration	None	5 minutes	<i>Testing Personnel</i>
	10.9 Set the different parameters required before conduct of test (Gage length, Sample Code, Fabric Direction, Unit of measurement, speed of equipment, number of specimens to be tested, etc.)	None	15 minutes	<i>Testing Personnel</i>
	10.10 Set test specimen in jaw faces and conduct test until all specimens are tested for each direction	None	45 minutes	<i>Testing Personnel</i>
	10.11 Save and print raw data	None	10 minutes	<i>Testing Personnel</i>
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i>
	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i>
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager Chemical Lab</i>
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager TSD Testing Office</i>
12. None	14. Affix PTRI TSD dry seal	None	10 minutes	<i>Receiving Officer TSD Testing Office</i>

	14.1 Reproduce two copies and file one copy for the laboratory 14.2 Forward original test report and second copy to Releasing Officer			
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Floor, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer. 15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office
14. Proceed to Room 101 14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>P630.00/ sample</b>	<b>4 days, 4 hours, 13 minutes (7.5 hours/day @ 100% testing activity)</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

### 3. COLORFASTNESS TO LIGHT AATCC TM 16.3

Description: Determination of the resistance of a material to a change in its color characteristics as a result of exposure of the material to sunlight or an artificial light source (Xenon-Arc Lamp)

<b>Office of Division</b>	Technical Services Division- Physical Testing Laboratory			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G, G2B, G2C			
<b>Who may Avail</b>	Large Firms, MSMES, Social Enterprise, Government, Academe, private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile materials (fabrics, garments, and other allied products)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>PM-07.01-A-F2, Test Request Form</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information 1.1 Fill-out Quotation for Testing Services form (section 2) and sign 1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR) 1.3 Write information in logbook then forward to Technical Manager (TMgr)	None	10 minutes  15 minutes	<i>Receiving Officer</i> TSD Testing Office  <i>Receiving Officer</i> TSD Testing Office
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Chemical Lab

	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Floor Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment 5. Review and sign OP 5.1 Retain one copy each of TeR and OP 5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes  3 minutes	<i>Administrative Aide</i> Accounting Office  <i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3 <sup>rd</sup> Floor Room 310	6. Check amount if conforms with OP and TeR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of TeR	₱ 2,100.00 per sample /color	8 minutes	<i>Administrative Officer</i> Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office

	Order (JO) to the Physical Testing Laboratory			
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO. 9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager Physical Lab</i>
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i>
	10.1 Precondition sample in the standard atmosphere for testing textiles	None	1440 minutes	<i>Testing Personnel</i>
	10.2 Check the required standard test method	None	5 minutes	<i>Testing Personnel</i>
	10.3 Review standard test method	None	45 minutes	<i>Testing Personnel</i>
	10.4 Determine the two fabric directions (Warp and Filling) Cut three specimens with the long direction parallel to the machine (warp) direction, at least 70mm x 120mm with the exposed area measuring not less than 30mm x 30mm	None	45 minutes	<i>Testing Personnel</i>
	10.5 Write the proper sample code and right directions on the test specimens.	None	5 minutes	<i>Testing Personnel</i>
	10.6 Mount the specimens in frames such that the surface of the	None	45 minutes	<i>Testing Personnel</i>

	test specimens and the reference specimen are the same distance from the light source. Mount specimens on white card stock.			
	10.7 Condition the test specimens in the standard condition for testing textiles	None	2 hours	<i>Testing Personnel</i>
	10.8 Prepare testing equipment (Xenon-Arc Lamp Apparatus).	None	30 minutes	<i>Testing Personnel</i>
	10.9 Mount the test materials on the specimen rack. Make sure that all materials are adequately supported to avoid variation in the fading of the specimens.	None	15 minutes	<i>Testing Personnel</i>
	10.10 Set machine operating conditions as follows: -Light source -Black standard temperature -Chamber air temperature -Relative humidity % -Light cycle hours -Filter type -Irradiance -Water requirements	None	30 minutes	<i>Testing Personnel</i>
	10.11 Expose the test specimens and applicable standards for 20 hours or more depending on client's requirements.	None	21 hours or more depending on client's request	<i>Testing Personnel</i>



	Ensure that the side normally used as the face is directly exposed to the radiant source.			
	10.12 After test exposure is completed, remove the test specimens and comparison test standards from exposure and condition in dark room at standard conditions for testing textiles.	None	2 hours	<i>Testing Personnel</i>
	10.13 Compare the exposed portion to the masked control or to an unexposed original portion of the specimen.	None	10 minutes	<i>Testing Personnel</i>
	10.14 Quantify the color change using AATCC Gray Scale for Color Change.	None	15 minutes	<i>Testing Personnel</i>
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i>
	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i>
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager Physical Lab</i>
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager TSD Testing Office</i>
12. None	14. Affix PTRI TSD dry seal 14.1 Reproduce two copies and file one copy for the laboratory 14.2 Forward original test report and second copy	None	10 minutes	<i>Receiving Officer TSD Testing Office</i>

	to Releasing Officer			
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Floor, Room 314 13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer. 15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office
14. Proceed to Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>P2,100.00 per sample / color</b>	<b>7 days, 4 hours, 38 minutes (7.5 working hours/day @ 100% testing activity)</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158 DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

#### 4. DIMENSIONAL CHANGE (ISO 6330; AATCC TM 135)

Description: Determination of the changes in length or width of a fabric specimen subjected to specified conditions of washing in a standard washing machine. The change is usually expressed as a percentage of the initial dimension of the specimen.

<b>Office or Division</b>	Technical Services Division- Physical Testing Laboratory			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G, G2B, G2C			
<b>Who may Avail</b>	Large Firms, MSMEs, Social Enterprise, Government, Academe, private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile materials (fabrics, garments, and other allied products)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>PM-07.01-A-F2, Test Request Form</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.1 Fill-out Quotation for Testing Services form (section 2) and sign		15 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)			
	1.3 Write information in logbook then forward to Technical Manager (TMgr)			
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation	None	5 minutes	<i>Technical Manager</i> Chemical Lab

	Form and Test Request Form			
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Floor Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes       3 minutes	<i>Administrative Aide</i> Accounting Office       <i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3 <sup>rd</sup> Floor Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 565.00 per sample / cycle	8 minutes	<i>Administrative Officer</i> Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office

6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Physical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i>
	10.1 Precondition sample in the standard atmosphere for testing textiles	None	1440 min (24 hr.)	<i>Testing Personnel</i>
	10.2 Check the required standard test method	None	5 minutes	<i>Testing Personnel</i>
	10.3 Review standard test method	None	45 minutes	<i>Testing Personnel</i>
	10.4 Determine the two fabric directions (Warp and Filling), cut three specimens with the long direction parallel to the machine (warp) direction, at least 610mm x 610mm. Sample should lay on a flat surface and do not allow any section of the	None	30 minutes	<i>Testing Personnel</i>

	sample to hang over the edge of the work table.			
	10.5 Write the proper sample code and right directions on the test specimens.	None	5 minutes	<i>Testing Personnel</i>
	10.6 Mark each 610mm x 610mm test specimen with three 460mm pairs of benchmarks parallel to the test specimen length and three 460mm pairs of benchmarks parallel to the test specimen width. Each benchmark must be at least 50mm from all test specimen edges. Pairs of benchmarks in the same directions must be spaced approximately 250mm apart.	None	30 minutes	<i>Testing Personnel</i>
	10.7 Condition the test specimens in the standard condition for testing textiles	None	2 hours	<i>Testing Personnel</i>
	10.8 Prepare testing equipment (standard washing machine). Check cleanliness of wash tub	None	10 minutes	<i>Testing Personnel</i>
	10.9 Weigh test specimens and	None	10 minutes	<i>Testing Personnel</i>

	enough ballast to make a 1.8 +/- 0.1 kg load.			
	10.10 Weigh the right amount of detergent required for washing	None	5 minutes	<i>Testing Personnel</i>
	10.11 Place test specimens together with ballast and detergent inside the washing machine	None	2 minutes	<i>Testing Personnel</i>
	10.12 Select the specified water level, water temperature for the washing cycle and rinse temperature.	None	5 minutes	<i>Testing Personnel</i>
	10.13 Wash specimens	None	1 hour and 10 minutes/cycle	<i>Testing Personnel</i>
	10.14 Remove the specimens immediately after the final spin cycle, separate tangled pieces, taking care to minimize distortion.	None	5 minutes	<i>Testing Personnel</i>
	10.15 Dry the test specimens using tumble drying procedure	None	1 hour and 10 minutes	<i>Testing Personnel</i>
	10.16 Condition tested specimens in the standard condition for testing textiles	None	2 hours	<i>Testing Personnel</i>
	10.17 Measure dimensional change of the test specimens and record in proper worksheet	None	20 minutes	<i>Testing Personnel</i>



	10.18 Calculate the average dimensional change, Coefficient of Variation and Standard Deviation of the sample	None	30 minutes	<i>Testing Personnel</i>
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i>
	11.1 Prepare/type test report	None	30 minutes	<i>Testing Personnel</i>
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager Physical Lab</i>
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager TSD Testing Office</i>
12. None	14. Affix PTRI TSD dry seal 14.1 Reproduce two copies and file one copy for the laboratory 14.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer TSD Testing Office</i>
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Floor, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer Records Office</i>
14. Proceed to Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer TSD Testing Office</i>
<b>TOTAL</b>		<b>P565.00/ sample/ cycle</b>	<b>5 days (7.5 working hours/day @ 100% testing activity)</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158 DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 5. PHYSICAL QUALITY TESTING OF FIREFIGHTERS UNIFORM (BUREAU OF FIRE PROTECTION)

**Description:** Firefighters uniforms require certain parameters to provide the best protection possible for our firemen. Standard specifications were set by the Bureau of Fire Protection for this purpose and before purchasing, BFP requires quality testing to ensure that these standard specifications are met.

The different parameters are the following:

1. Dimensional Change (ISO 6330)- determination of the changes in length or width of a fabric specimen subjected to specified conditions of washing in a standard washing machine. The change is usually expressed as a percentage of the initial dimension of the specimen.
2. Failure in Sewn Seams (ASTM D1683/D1683M)- to measure the structural integrity of textile products made of woven fabrics that are sewn together using specific combination of sewing thread, stitch type, seam type and stitch density.
3. Breaking Force and Elongation of Textile Fabrics (ASTM D 5035- Raveled Strip Method)- determination of the maximum force applied to a material carried to rupture and measurement of the ratio of the extension of the material to the length of the material prior to stretching, expressed as a percent.
4. Flammability (ASTM D6413/D6413M- Vertical)- measure the vertical flame resistance of a material. Flame resistance is the property of a material whereby flaming combustion is prevented, terminated, or inhibited following application of a flaming or nonflaming source of ignition, with or without subsequent removal of the ignition source.
5. Abrasion Resistance (ASTM D4966- Martindale)- determination of the abrasion resistance of textile fabrics using the Martindale abrasion tester. Abrasion is the wearing away of any part of a material by rubbing against another surface.

Prior to conducting the different tests mentioned above, preconditioning of 5 wash cycles are done on the test specimens (two sets of firefighters uniform- 2 upper garment and 2 lower garment, one inner layer, and one fabric)

<b>Office of Division</b>	Technical Services Division- Physical Laboratory
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G, G2B, G2C
<b>Who may Avail</b>	Large Firms, MSMEs, Social Enterprise, Government, Academe, private individuals
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Two sets of firefighters uniform (upper and lower garments), One inner layer, and one fabric</li> <li>• PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>• PM-07.01-A-F2, Test Request Form</li> <li>• Order of Payment</li> <li>• Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• To be provided by client to PTL Receiving Officer (RO)</li> <li>• PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>• PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>• Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>• Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.1 Fill-out Quotation for Testing Services form (section 2) and sign		15 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)			
2. Sign in the conforme portion of the original TeR form	1.3 Write information in logbook then forward to Technical Manager (TMgr)			
	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Physical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting	4. Encode information in Accounting Module of ULIMS	None	10 minutes	<i>Administrative Aide</i> Accounting Office

Section, 3 <sup>rd</sup> Floor Room 309	and print 2 copies of FAD- Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR		3 minutes	<i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3rd Floor Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	Dimensional change P770.00/sample Sewn seam - P630.00/sample Breaking force, strip method- P1050.00/sample Flammability vertical- P1,035.00/sample	8 minutes	<i>Administrative Officer</i> Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code,	None	5 minutes	<i>Technical Manager</i>

	description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)			Physical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i>
	10.1 Precondition samples in the standard atmosphere for testing textiles	None	1440 minutes	<i>Testing Personnel</i>
	10.2 Check the required standard test method	None	5 minutes	<i>Testing Personnel</i>
	10.3 Review standard test methods	None	45 minutes	<i>Testing Personnel</i>
	10.4 Write the proper sample code and right directions on the fabric sample (for determination of dimensional change after 5 wash cycles).	None	5 minutes	<i>Testing Personnel</i>
	10.5 Determine the two fabric directions (Warp and Filling) on the fabric sample, cut three specimens with the long direction parallel to the machine (warp) direction, at	None	30 minutes	<i>Testing Personnel</i>

	least 610mm x 610mm. Sample should lay on a flat surface and do not allow any section of the sample to hang over the edge of the work table.			
	10.6 Mark each 610mm x 610mm test specimen with three 460mm pairs of benchmarks parallel to the test specimen length and three 460mm pairs of benchmarks parallel to the test specimen width. Each benchmark must be at least 50mm from all test specimen edges. Pairs of benchmarks in the same directions must be spaced approximately 250mm apart	None	30 minutes	<i>Testing Personnel</i>
	10.7 Conduct washing preconditioning on the samples using ISO 6330 (see attached procedure). All will undergo 5 wash cycles and 5 drying).	None	4 hours/sample-one wash cycle and drying  TOTAL 5 wash cycle and drying/sample= 2.5 days	<i>Testing Personnel</i>

	Only one sample can be run in the washing machine and dryer because of the weight.		<b>TOTAL for 6 samples = 15 days</b>	
	10.8 Condition the test specimens in the standard condition for testing textiles	None	2 hours	<i>Testing Personnel</i>
	10.9 Prepare specimens for the following parameters: -Flammability -Failure in Sewn Seams upper and lower garments) -Breaking Strength and Elongation -Abrasion Resistance	None	20 minutes 20 minutes  30 minutes  20 minutes	<i>Testing Personnel</i>
	10.10 Condition the test specimens in the standard condition for testing textiles	None	2 hours	<i>Testing Personnel</i>
	10.11 Measure dimensional change of the fabric test specimens and record in designated worksheet	None	100 minutes	<i>Testing Personnel</i>
	10.12 Calculate the average dimensional change, Coefficient of Variation and	None	30 min.	<i>Testing Personnel</i>



	Standard Deviation of the sample			
	10.13 Conduct test on Flammability (see attached procedure). Record results of afterflame time, afterglow time, and measured char length in designated worksheet.	None	1 hour	<i>Testing Personnel</i>
	10.14 Conduct test on Breaking Strength and Elongation (see attached procedure). Print raw data.	None	1 hour	<i>Testing Personnel</i>
	10.15 Conduct test on Failure on Sewn Seams for both upper and lower garments (see attached procedure). Print raw data.	None	1 hour	<i>Testing Personnel</i>
	10.16 Conduct test on Abrasion Resistance using Martindale Abrasion Tester (see attached procedure). Record number of cycles until rupture in designated worksheet	None	9 hours	<i>Testing Personnel</i>

	10.17 Compute the average afterflame time, afterglow time and char length for the flammability test and the average number of cycles until rupture for the Martindale Abrasion resistance. Compute also the standard deviation and coefficient of variation.	None	30 minutes	<i>Testing Personnel</i>
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i>
	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i>
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager Chemical Lab</i>
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager TSD Testing Office</i>
12. None	14. Affix PTRI TSD dry seal 14.1 Reproduce two copies and file one copy for the laboratory 14.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer TSD Testing Office</i>
13. Present copy of TeR for claiming TR in the	15. Release original test	None	15 minutes	<i>Releasing Officer Records Office</i>

Records Office, 3 <sup>rd</sup> Floor, Room 314	report to customer.			
13.1 Acknowledge receipt of TR by signing logbook	15.1 Notify customer of additional fees, if any.			
14. Proceed to Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	Receiving Officer TSD Testing Office
<b>TOTAL</b>		Dimensional change P770.00/sample Sewn seam - P630.00/sample Breaking force, strip method- P1050.00/sample Flammability vertical- P1,035.00/sample	<b>18 days, 6 hours, 38 minutes (7.5 working hours/day @ 100% testing activity)</b>	

### Conduct of Flammability Test:

Procedure	Processing Time
Preparation of Apparatus: 1. Adjust gas pressure to 17.2 kPa and ignite pilot flame. Adjust the pilot flame to a height of approximately 3 mm when measured from its lowest point. Be sure that the tip does not alter shape of the test flame during the 12s exposure time. 2. Adjust the burner flame using the needle valve in the base of the burner to achieve a flame height of 38mm. 3. Position the burner so that the middle of the lower edge of the specimen holder is centered 19mm above the burner. 4. Adjust the timer to provide a 12s flame to the specimen.	2 minutes  2 minutes  2 minutes  2 minutes
Clamp the test specimens between the two halves of the holder, with the bottom of the specimen even with the bottom of the holder. With the holder held vertically, secure the specimen in the holder with a minimum of four clamps. Position two clamps near the top of the holder, one on each side to stabilize the specimen. Similarly,	6 minutes for 10 specimens

position two clamps at the bottom of the holder, one on each side.	
Turn off the hood ventilation. Insert the specimen holder containing the specimen into the test cabinet and position the burner with the middle of the lower edge of the test specimen centered 19 mm above the burner and levelled with the bottom metal prong.	6 minutes for 10 specimens
Start the flame impingement timer and expose the specimen for 12s.	5 minutes for 10 specimens
Record any observations. Immediately after the flame is removed, start a stopwatch for measurement of the afterflame and afterglow time	5 minutes for 10 specimens
Observe how long the specimen continues to flame after the 12s exposure time. Record the afterflame time to within 0.2s.	5 minutes for 10 specimens
Observe how long the specimen continues to glow after the afterflame ceases or after removal of the flame if there is no afterflame. Record this afterglow time to the nearest 0.2s.	5 minutes for 10 specimens
Measure the char length. <ol style="list-style-type: none"> <li>1. Make a crease by folding the specimen along a line through the peak of the highest charred area and parallel to the sides of the specimen.</li> <li>2. Puncture the specimen with the hook approximately 6 mm from the bottom edge and from the side edge of the specimen.</li> <li>3. Attach a weight of sufficient mass to give a combined mass of the weight with the hook that will result in the approximate tearing force for fabrics of different basis weights.</li> <li>4. Apply the tearing force as follows. Grasp the corner of the specimen on the opposite bottom fabric edge from where the hook and weight are attached. Raise the specimen upward in a smooth continuous motion until the total tearing force is supported by the specimen. Mark the end of the tear with a line across the width of the specimen and perpendicular to the fold line.</li> <li>5. Measure the char length along the undamaged edge of the specimen to the nearest 3mm.</li> </ol>	5 minutes for 10 specimens  5 minutes for 10 specimens  3 minutes for 10 specimens  3 minutes for 10 specimens  4 minutes for 10 specimens
<b>TOTAL</b>	1 hour

### Conduct of Breaking Strength and Elongation:

Procedure	Processing Time
Preparation of Apparatus: <ol style="list-style-type: none"> <li>1. Recheck the tester zero after changing load cell or scale</li> <li>2. Check clamping mechanisms.</li> <li>3. Check total operating system.</li> <li>4. Set the distance between the clamps at 75mm.</li> <li>5. Select the force range of the testing machine for the break to occur between 10 and 90% of full scale force.</li> <li>6. Check the jaw face surfaces for flatness and parallelism.</li> </ol>	30 minutes
Mount the specimen securely in the clamp of the testing machine. Take care that the specimen is centrally located and that the long dimension is as nearly parallel as possible to the direction of the force application. Be sure that the tension on the specimen is uniform across the clamped width.	10 minutes for 13 specimens (5 warp, 8 filling)
Operate the machine and break the specimen	20 minutes for 13 specimens (5 warp, 8 filling)
<b>TOTAL</b>	1 hour

### Conduct of Failure in Sewn Seams:

Procedure	Processing Time
Preparation of Apparatus: <ol style="list-style-type: none"> <li>1. Recheck the tester zero after changing load cell or scale</li> <li>2. Check clamping mechanisms.</li> <li>3. Check total operating system.</li> <li>4. Set the distance between the clamps at 75mm.</li> <li>5. Select the force range of the testing machine for the break to occur between 10 and 90% of full scale force.</li> <li>6. Check the jaw face surfaces for flatness and parallelism.</li> </ol>	30 minutes
Mount the specimen securely in the clamp of the testing machine. Take care that the specimen is centrally located and that the long dimension is as nearly parallel as possible to the direction of the force application. Be sure that the tension on the specimen is uniform across the clamped width.	10 minutes for 13 specimens (5 warp, 8 filling)
Operate the machine and break the specimen	20 minutes for 13 specimens (5 warp, 8 filling)
<b>TOTAL</b>	1 hour

### Conduct of Abrasion Resistance (Martindale Abrasion Tester):

Procedure	Processing Time
Preparation of Apparatus: 1. Check abradant fabric 2. Change abradant fabric 3. Do not allow any oil or grease to come in contact with the specimens or abradant 4. Make sure that specimen holders are tightened properly before it is replaced onto the machine.	30 minutes
On each testing table, place a piece of felt, approximately 5.5 inches, followed by a piece of the standard fabric of the same size. Place the mounting weight on the table to flatten the fabric/felt pieces. Secure the fabric/felt to the table with the mounting weight in place then remove the weight and inspect for tucks or ridges. If necessary, repeat the mounting process.	20 minutes for 3 specimens
Assemble the holder by placing the specimens face down into the specimen holder.	5 minutes
Place the assembled holder on the machine above the table with the fabric/felt pieces and add the required weight to give a pressure on each specimen of 1.31 psi.	5 minutes
Set the counter system to record 30,000 rubs and start the abrasion machine. Machine stops automatically after 30,000 rubs.	8 hours
<b>TOTAL</b>	9 hours

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 6. MASS PER UNIT AREA (ASTM D3776/D3776M; ISO 3801)

Description: Measurement of fabric mass per unit area (weight).

<b>Office of Division</b>	Technical Services Division- Physical Laboratory			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2B, G2C			
<b>Who may Avail</b>	Large Firms, MSMEs, Social Enterprise, Government, Academe, private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Textile materials (fabrics, garments, carpets geotextiles/ geosynthetics and other allied products</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>PM-07.01-A-F2, Test Request Form</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>		
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.1 Fill-out Quotation for Testing Services form (section 2) and sign		15 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)			
	1.3 Write information in logbook then forward to Technical Manager (TMgr)			
2. Sign in the conforme portion	2. Review and sign Quotation	None	5 minutes	<i>Technical Manager</i> Physical Lab



of the original TeR form	Form and Test Request Form			
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Floor Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes       3 minutes	<i>Administrative Aide</i> Accounting Office       <i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3 <sup>rd</sup> Floor Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 250.00 per sample	8 minutes	<i>Administrative Officer</i> Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office

6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer TSD Testing Office</i>
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager Physical Lab</i>
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i>
	10.1 Precondition sample in the standard atmosphere for testing textiles	None	1 day	<i>Testing Personnel</i>
	10.2 Check the required standard test method	None	5 minutes	<i>Testing Personnel</i>
	10.3 Review standard test method	None	10 minutes	<i>Testing Personnel</i>
	10.4 Prepare 5 specimens with the required area of the standard test method used.	None	10 minutes	<i>Testing Personnel</i>
	10.5 Write the proper sample code on the test specimens.	None	5 minutes	<i>Testing Personnel</i>
	10.6 Condition the test specimens in the standard condition for testing textiles	None	2 hours	<i>Testing Personnel</i>
	10.7 Conduct intermediate check of balance	None	5 minutes	<i>Testing Personnel</i>

	10.8 Weigh the specimens to within +/-0.1% of mass on a balance. Record in worksheet	None	10 minutes	<i>Testing Personnel</i>
	10.9 Calculate the ff: -mass per unit area -standard deviation -coefficient of variation	None	10 minutes	<i>Testing Personnel</i>
9. None	11. Prepare worksheet, calculate and, check results	None	10 minutes	<i>Testing Personnel</i>
	11.1 Prepare/type test report	None	10 minutes	<i>Testing Personnel</i>
10. None	12. Review and sign test report	None	5 minutes	<i>Technical Manager Chemical Lab</i>
11. None	13. Approve release of test report	None	5 minutes	<i>Quality Manager TSD Testing Office</i>
12. None	14. Affix PTRI TSD dry seal 14.1 Reproduce two copies and file one copy for the laboratory 14.2 Forward original test report and second copy to Releasing Officer	None	5 minutes	<i>Receiving Officer TSD Testing Office</i>
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Floor, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer Records Office</i>

14. Proceed to Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>P250.00 per sample</b>	<b>3 days (7.5 working hours/day @ 100% testing activity)</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158 DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 7. WATER PERMEABILITY OF GEOTEXTILES BY PERMITTIVITY (ISO 11058:2010(E); ASTM D4491/4491M-17)

<b>Office of Division</b>	Technical Services Division- Physical Laboratory			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G, G2B, G2C			
<b>Who may Avail</b>	Large Firms, MSMEs, Government, Academe, private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile materials (geotextiles/geosynthetics and other allied products)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>PM-07.01-A-F2, Test Request Form</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information  1.1 Fill-out Quotation for Testing Services form (section 2) and sign	None	10 minutes	Receiving Officer TSD Testing Office
	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)  1.3 Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	Receiving Officer TSD Testing Office

2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Physical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Floor Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes    3 minutes	<i>Administrative Aide</i> Accounting Office    <i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3 <sup>rd</sup> Floor Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 550.00 per sample	8 minutes	<i>Administrative Officer</i> Treasury Office

5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	Receiving Officer TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	Receiving Officer TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	Technical Manager Physical Lab
8. None	10. Receive JO and sample	None	5 minutes	Testing Personnel
	10.1 Precondition sample in the standard atmosphere for testing textiles	None	1440 min (24 hours)	Testing Personnel
	10.2 Check the required standard test method	None	5 minutes	Testing Personnel
	10.3 Review standard test method	None	30 minutes	Testing Personnel
	10.4 Preparation of 6 specimens	None	30 minutes	Testing Personnel
	10.5 Write the proper sample code and right directions on the test specimens.	None	5 minutes	Testing Personnel
	10.6 Precondition the test specimens and place in the standard water temp. 18 deg. C to 22 deg. C	None	720 min (12 hours)	Testing Personnel



	10.7 Prepare testing equipment Constant Head Permeability Apparatus.	None	60 min (4 hour)	<i>Testing Personnel</i>
	10.8 Conduct internal calibration	None	5 minutes	<i>Testing Personnel</i>
	10.9 Set the different parameters required before conduct of test (Water Head & Temp. Sample Code and description. specimens to be tested, etc.)	None	15 minutes	<i>Testing Personnel</i>
	10.10 Set test specimen in support grid and conduct test until all specimens are tested for each direction	None	120 minutes (2hrs) 30min/specimen	<i>Testing Personnel</i>
	10.11 Save and print raw data and sign.	None	10 minutes	<i>Testing Personnel</i>
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i>
	11.1 Prepare/type test report	None	30 minutes	<i>Testing Personnel</i>
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Physical Lab
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
12. None	14. Affix PTRI TSD dry seal 14.1 Reproduce two copies and file one copy for the laboratory 14.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Floor, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office

14. Proceed to Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>P550.00 per sample</b>	<b>5 days, 7 hours, 12 minutes (7.5 working hours/day @ 100% testing activity)</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 8. TENSILE PROPERTIES OF GEOTEXTILES BY THE WIDE-WIDTH STRIP METHOD

### (ISO 10319:1993; ASTM D4595-11)

Description: Determination of the maximum tensile strength and elongation applied to a geotextile material and includes for the calculation of initial modulus, maximum load per unit width and strain at maximum load using optical extensometer.

<b>Office of Division</b>	Technical Services Division- Physical Laboratory			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G, G2B, G2C			
<b>Who may Avail</b>	Large Firms, MSMEs, Government, Academe, private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Textile materials (geotextiles/geosynthetics and other allied products)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form</li> <li>PM-07.01-A-F2, Test Request Form</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Floor Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> </ul>		
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Floor Room 101	1. Check completeness of information	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.1 Fill-out Quotation for Testing Services form (section 2) and sign		15 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)			
	1.3 Write information in logbook then forward to Technical Manager (TMgr)			

2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Physical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Floor Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP		3 minutes	<i>Accountant</i> Accounting Office
	5.1 Retain one copy each of TeR and OP			
	5.2 Issue 1 copy of OP and 2 copies of TeR			
4. Pay the required fees at the Treasury Unit, 3 <sup>rd</sup> Floor Room 310	6. Check amount if conforms with OP and TeR	₱ 2,180.00 per sample	8 minutes	<i>Administrative Officer</i> Treasury Office
	6.1 Encode information and generate OR in triplicate			

	6.2 Sign and issue OR with 2 copies of TeR			
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Floor Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Physical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i>
	10.1 Precondition sample in the standard atmosphere for testing textiles	None	1440 min (24 hours)	<i>Testing Personnel</i>

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

**Technical Services Division**  
**Chemical Testing Unit**  
**External Services**



## 9. ACID-INSOLUBLE LIGNIN CONTENT

Description: This method involves the determination of the amount of acid-insoluble lignin in natural fibers. Lignin is composed of aromatic, amorphous substances containing phenolic methoxyl, hydroxyl, and other constituent groups that form part of the cell wall and middle lamella. The carbohydrates in wood and pulp are hydrolyzed and solubilized by sulfuric acid; the acid-insoluble lignin is filtered off, dried, and weighed.

<b>Office or Division</b>	Technical Services Division – Chemical Testing Laboratory (TSD-Chemlab)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarns, fabric, chemicals, dyestuffs, and auxiliaries)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form (1 original)</li> <li>PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates)</li> <li>Order of Payment (1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL	1. Check completeness of information  1.1 Fill-out Quotation for Testing Services	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office



Receiving Office, 1 <sup>st</sup> Level Room 101	<p>form (section 2) and sign</p> <p>1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)</p> <p>1.3 Write information in logbook then forward to Technical Manager (TMgr)</p>		15 minutes	<i>Receiving Officer</i> TSD Testing Office
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Chemical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Level Room 309	<p>4. Encode information in Accounting Module of ULIMS</p> <p>and print 2 copies of FAD-Accounting Form No. 002, Order of Payment</p> <p>5. Review and sign OP</p> <p>5.1 Retain one copy each of TeR and OP</p> <p>5.2 Issue 1 copy of OP and 2 copies of TeR</p>	None	<p>10 minutes</p> <p>3 minutes</p>	<p><i>Administrative Aide</i> Accounting Office</p> <p><i>Accountant</i> Accounting Office</p>

4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 1,105 per sample	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Level Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Chemical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i> Chemical Lab
9. None	11.1 Air dry and pre-condition samples prior to testing		4-8 hours	<i>Laboratory Aide</i> Chemical Lab

	<u>11.2 Prepare glassware:</u>  Clean and dry condenser tubes, volumetric flasks, weighing bottles, beakers, and flasks		3 hours	Laboratory Aide Chemical Lab
10. None	12.1 Conduct constant weighing of weighing bottles and crucibles		5 hours	Testing Personnel Chemical Lab
	12.2 Prepare 72% sulfuric acid and check specific gravity of the prepared acid.  Cool acid to required temperature		5 hours   2 hours	Testing Personnel Chemical Lab   Testing Personnel Chemical Lab
	12.3 Weigh sample specimens for 3 trials moisture content, 3 trials solvent extractives, 3 trials lignin content		2 hours	Testing Personnel Chemical Lab
	<u>12.4 Determination of moisture content:</u>  Dry samples in oven.   Conduct constant weighing of samples, alternate heating, cooling and weighing.		8 hours   5 hours	Testing Personnel Chemical Lab   Testing Personnel Chemical Lab
	<u>12.5 Determination of solvent extractives part 1:</u>  Heat water bath and cool water recirculator		1 hour	Testing Personnel Chemical Lab

	to obtain required solvent temperature.  Prepare setup and perform 24 cycles of Soxhlet extraction.		7 hours	<i>Testing Personnel</i> Chemical Lab
	<u>12.6 Determination of solvent extractives part 2:</u>  Dry residue and blank in oven after overnight evaporation of solvent.  Conduct constant weighing of samples, alternate heating, cooling, and weighing.		2 hours  5 hours	<i>Testing Personnel</i> Chemical Lab  <i>Testing Personnel</i> Chemical Lab
11. None	13.1 Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i> Chemical Lab
	13.2 Prepare/type test report		30 minutes	<i>Testing Personnel</i> Chemical Lab
12. None	14. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Chemical Lab
13. None	15. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
14. None	16. Affix PTRI TSD dry seal  16.1 Reproduce two copies and file one copy for the laboratory  16.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office

<p>15. Present copy of TeR for claiming TR in the Records Office, 3<sup>rd</sup> Level, Room 314</p> <p>15.1 Acknowledge receipt of TR by signing logbook</p>	<p>17. Release original test report to customer.</p> <p>17.1 Notify customer of additional fees, if any.</p>	None	15 minutes	Releasing Officer Records Office
<p>16. Proceed to 1<sup>st</sup> Level, Room 101</p> <p>16. 1 Fill out feedback form</p>	<p>18. Retrieve and file feedback form for Monthly Analysis</p>	None	5 minutes	Receiving Officer TSD Testing Office
<b>TOTAL</b>		<b>₱ 1,105</b>	<b>11 days, 25 minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey.</p> <p>Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a></p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a></p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 10. CELLULOSE CONTENT

Description: This method involves the determination of the amount of cellulose in natural fibers. Alpha-cellulose is the pulp fraction resistant to 17.5% and 9.45% sodium hydroxide solution under conditions of the test. Beta-cellulose is the soluble fraction which is re-precipitated on acidification of the solution; gamma-cellulose is that fraction remaining in the solution.

<b>Office or Division</b>	Technical Services Division – Chemical Testing Laboratory (TSD-Chemlab)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarns, fabric, chemicals, dyestuffs, and auxiliaries)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form (1 original)</li> <li>PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>			<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Level Room 310</li> </ul>	
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL	1. Check completeness of information  1.1 Fill-out Quotation for Testing Services	None	10 minutes  15 minutes	<i>Receiving Officer</i> TSD Testing Office  <i>Receiving Officer</i>



Receiving Office, 1 <sup>st</sup> Level Room 101	<p>form (section 2) and sign</p> <p>1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)</p> <p>1.3 Write information in logbook then forward to Technical Manager (TMgr)</p>			TSD Testing Office
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Physical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Level Room 309	<p>4. Encode information in Accounting Module of ULIMS</p> <p>and print 2 copies of FAD-Accounting Form No. 002, Order of Payment</p>	None	10 minutes	<i>Administrative Aide</i> Accounting Office

	5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR		3 minutes	<i>Accountant</i> Accounting Office
4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱1,255 per sample	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Level Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory.	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.	None	5 minutes	<i>Technical Manager</i> Physical Lab

	9.1 Record JO in logbook and assign JO to Testing Personnel (TP)			
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i> Chemical Lab
9. None	11.1 Air dry and pre-condition samples prior to testing		4-8 hours	<i>Laboratory Aide</i> Chemical Lab
	<u>11.2 Prepare glassware:</u>  Clean and dry condenser tubes, volumetric flasks, weighing bottles, beakers, and flasks		3 hours	<i>Laboratory Aide</i> Chemical Lab
10. None	12. Conduct constant weighing of weighing bottles and crucibles		5 hours	<i>Testing Personnel</i> Chemical Lab
	12.1 Weigh sample specimens for 3 trials moisture content, 3 trials solvent extractives, 3 trials cellulose content.		2 hours	<i>Testing Personnel</i> Chemical Lab
	<u>12.2 Prepare reagent:</u>  Prepare chemicals and standardize solutions.		6 hours	<i>Testing Personnel</i> Chemical Lab
	Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid.		8 hours	<i>Testing Personnel</i> Chemical Lab

	Cool acid to required temperature (overnight).			
	<u>12.3 Determination of moisture content:</u>  Dry samples in oven  Conduct constant weighing of samples, alternate heating, cooling and weighing		8 hours  5 hours	<i>Testing Personnel</i> Chemical Lab  <i>Testing Personnel</i> Chemical Lab
	<u>12.4 Determination of solvent extractives part 1:</u>  Heat water bath and cool water recirculator to obtain required solvent temperature.  Prepare setup and perform 24 cycles of Soxhlet extraction.		1 hour  7 hours	<i>Testing Personnel</i> Chemical Lab  <i>Testing Personnel</i> Chemical Lab
	<u>12.5 Determination of solvent extractives part 2:</u>  Dry residue and blank in oven after overnight evaporation of solvent.  Conduct constant weighing of samples, alternate heating, cooling and weighing.		2 hours  5 hours	<i>Testing Personnel</i> Chemical Lab  <i>Testing Personnel</i> Chemical Lab
	<u>12.6 Prepare glassware:</u>			

	Clean and dry condenser tubes, volumetric flasks, weighing bottles, beakers, and flasks.		3 hours	Laboratory Aide Chemical Lab
	12.7 Conduct constant weighing of weighing bottles and crucibles.		5 hours	Testing Personnel Chemical Lab
	12.8 Weigh sample specimens for 3 trials moisture content, 3 trials solvent extractives, 3 trials cellulose content.		2 hours	Testing Personnel Chemical Lab
	<u>12.9 Prepare reagent:</u> Prepare chemicals and standardize solutions.		6 hours	Testing Personnel Chemical Lab
	12.10 Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid.  Cool acid to required temperature (overnight).		8 hours	Testing Personnel Chemical Lab
	<u>12.11 Determination of moisture content:</u> Dry samples in oven.		8 hours	Testing Personnel Chemical Lab
	Conduct constant weighing of samples, alternate heating, cooling and weighing.		5 hours	Testing Personnel Chemical Lab

	<u>12.12 Determination of solvent extractives part 1:</u>  Heat water bath and cool water recirculator to obtain required solvent temperature.  Prepare setup and perform 24 cycles of Soxhlet extraction.		1 hour       7 hours	<i>Testing Personnel</i> Chemical Lab    <i>Testing Personnel</i> Chemical Lab
	<u>12.13 Determination of solvent extractives part 2:</u>  Dry residue and blank in oven after overnight evaporation of solvent.  Conduct constant weighing of samples, alternate heating, cooling, and weighing.		2 hours       5 hours	<i>Testing Personnel</i> Chemical Lab    <i>Testing Personnel</i> Chemical Lab
	<u>12.14 Determination of acid-insoluble lignin content part 1:</u> three trials per sample with overnight settling of precipitate after testing		8 hours	<i>Testing Personnel</i> Chemical Lab
	<u>12.15 Determination of acid-insoluble lignin content part 2:</u> decant or siphon solution, filter using crucible, wash with distilled water		8 hours	<i>Testing Personnel</i> Chemical Lab

	12.16 <u>Determination of acid-insoluble lignin content part 3: Dry crucibles in oven, cool, and conduct constant weighing</u>		7 hours	<i>Testing Personnel</i> Chemical Lab
	12.17 Determination of alpha- cellulose content		8 hours	<i>Testing Personnel</i> Chemical Lab
	12.18 Determination of beta- and gamma- cellulose content		8 hours	<i>Testing Personnel</i> Chemical Lab
11. None	13.1 Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i> Chemical Lab
	13.2 Prepare/type test report		30 minutes	<i>Testing Personnel</i> Chemical Lab
12. None	14. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Chemical Lab
13. None	15. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
14. None	16. Affix PTRI TSD dry seal  16.1 Reproduce two copies and file one copy for the laboratory  16.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
15. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup>	17. Release original test report to customer.	None	15 minutes	<i>Releasing Officer</i> Records Office

Level, Room 314	17.1 Notify customer of additional fees, if any.			
15.1 Acknowledge receipt of TR by signing logbook				
16. Proceed to 1 <sup>st</sup> Level, Room 101	18. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
16. 1 Fill out feedback form				
<b>TOTAL</b>		<b>₱ 1,255</b>	<b>14 days, 25 minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey.</p> <p>Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a></p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 11. COLORFASTNESS TO HOME LAUNDERING

Description: This accelerated laundering test involves evaluation of the colorfastness to laundering of textiles, which are expected to withstand frequent laundering. Specimens are tested under appropriate conditions of temperature, detergent solution, bleaching and abrasive action such that the color change is similar to that occurring in five home laundering. Evaluation of color change and staining resulting from treatment is carried out under a controlled setup. Fabric color loss and surface changes are roughly approximated by one 45 minute test. Staining is a function of the ratio of colored to undyed fabric, fiber content of fabrics in the wash load and other end-use conditions, which are not always predictable.

<b>Office or Division</b>	Technical Services Division – Chemical Testing Laboratory (TSD-Chemlab)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G; G2B; G2C	
<b>Who may Avail</b>	Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarns, fabric, chemicals, dyestuffs, and auxiliaries)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form (1 original)</li> <li>PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Level Room 310</li> </ul>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Level, Room 101	1. Check completeness of information	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.1 Fill-out Quotation for Testing Services form (section 2) and sign		15 minutes	<i>Receiving Officer</i> TSD Testing Office
	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)			
	1.3 Write information in logbook then forward to Technical Manager (TMgr)			
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Chemical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office

3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP		3 minutes	<i>Accountant</i> Accounting Office
	5.1 Retain one copy each of TeR and OP			
	5.2 Issue 1 copy of OP and 2 copies of TeR			
4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 515 per sample	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Level Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office

7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Chemical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i> Chemical Lab
9. None	11.1 Prepare the sample for testing by cutting specimens and sewing edges, along with the multifiber		15 minutes	<i>Laboratory Aide</i> Chemical Lab
	11. 2 Prepare glassware and detergent		1 hour, 30 minutes	<i>Laboratory Aide</i> Chemical Lab
10. None	12.1 Prepare and warm-up equipment		30 minutes	<i>Testing Personnel</i> Chemical Lab
	12.2 Conduct test		1 hour	<i>Testing Personnel</i> Chemical Lab
	12.3 Air dry overnight and condition the sample at required temperature and relative humidity.		Overnight then 4 hours	<i>Testing Personnel</i> Chemical Lab
	12.4 Evaluate change in color and staining		30 minutes	<i>Testing Personnel</i> Chemical Lab
11. None	13.1 Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i> Chemical Lab

	13.2 Prepare/type test report		30 minutes	<i>Testing Personnel</i> Chemical Lab
12. None	14. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Chemical Lab
13. None	15. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
14. None	16. Affix PTRI TSD dry seal  16.1 Reproduce two copies and file one copy for the laboratory  16.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
15. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Level, Room 314  15.1 Acknowledge receipt of TR by signing logbook	17. Release original test report to customer.  17.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office
16. Proceed to 1 <sup>st</sup> Level, Room 101  16. 1 Fill out feedback form	18. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>₱ 515</b>	<b>1 day, 7 hours</b>	

## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey.</p> <p>Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3).</p> <p>Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> complaints@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 12. FIBER COMPOSITION (TWO BLENDS)

Description: This test method presents procedures for quantitative determination of fiber composition of textiles. This includes mechanical, chemical and microscopical methods and is applicable for blended fabrics composed of two fibers.

<b>Office or Division</b>	Technical Services Division – Chemical Testing Laboratory (TSD-ChemLab)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarns, fabric, chemicals, dyestuffs, and auxiliaries)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form (1 original)</li> <li>PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>			<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Level Room 310</li> </ul>	
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup>	1. Check completeness of information  1.1 Fill-out Quotation for Testing Services form (section 2) and sign	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office



Level Room 101	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)  1.3 Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Receiving Officer</i> TSD Testing Office
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Chemical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes       3 minutes	<i>Administrative Aide</i> Accounting Office       <i>Accountant</i> Accounting Office

4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 1,445 per sample (1-2 colors/fibers)	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Level Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Chemical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i> Chemical Lab
	10.1 Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid.		8 hours	<i>Testing Personnel</i> Chemical Lab

	Cool acid to required temperature (overnight).			
	10.2 Perform Fiber Identification tests: a) Microscopical analysis (longitudinal& cross-sectional view) b) Solubility analysis and confirmation tests		8 hours	<i>Testing Personnel</i> Chemical Lab
	10.3 Prepare samples for moisture & fiber composition analysis (3 trials) each & weigh		4 hours	<i>Testing Personnel</i> Chemical Lab
	10.4 Oven dry sample for moisture analysis, simultaneous with dissolution of soluble fiber in shaker, filtration and oven drying of residue		8 hours	<i>Testing Personnel</i> Chemical Lab
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i> Chemical Lab
	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i> Chemical Lab
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Chemical Lab
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
12. None	14. Affix PTRI TSD dry seal	None	10 minutes	<i>Receiving Officer</i>

	14.1 Reproduce two copies and file one copy for the laboratory  14.2 Forward original test report and second copy to Releasing Officer			TSD Testing Office
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Level, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office
14. Proceed to 1 <sup>st</sup> Level, Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>₱ 1,445</b>	<b>4 days, 3 hours, 18 minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158 DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

### 13. FIBER COMPOSITION (THREE BLENDS)

Description: This test method presents procedures for quantitative determination of fiber composition of textiles. This includes mechanical, chemical and microscopical methods and is applicable for blended fabrics composed of three fibers.

<b>Office or Division</b>	Technical Services Division – Chemical Testing Laboratory (TSD-ChemLab)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarns, fabric, chemicals, dyestuffs and auxiliaries)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form (1 original)</li> <li>PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Level Room 310</li> </ul>		
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving	1. Check completeness of information  1.1 Fill-out Quotation for Testing Services form (section 2) and sign	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office



Office, 1 <sup>st</sup> Level Room 101	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)  1.3 Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Receiving Officer TSD Testing Office</i>
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager Chemical Lab</i>
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer TSD Testing Office</i>
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS  and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes       3 minutes	<i>Administrative Aide Accounting Office</i>       <i>Accountant Accounting Office</i>

4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 2,170 per sample (3 fibers)	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Level Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Chemical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i> Chemical Lab
	Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid		8 hours	<i>Testing Personnel</i> Chemical Lab



	Cool acid to required temperature (overnight)			
	Perform Fiber Identification tests: a) Microscopical analysis (longitudinal& cross-sectional view) b) Solubility analysis and confirmation tests		8 hours	<i>Testing Personnel</i> Chemical Lab
	Prepare samples for moisture (3 trials) & fiber composition analysis (6) trials & weigh		4 hours	<i>Testing Personnel</i> Chemical Lab
	Oven dry sample for moisture analysis, simultaneous with 3 trials dissolution of 1 <sup>st</sup> soluble fiber by 59.5% sulfuric acid in shaker, filtration and oven drying of residue		8 hours	<i>Testing Personnel</i> Chemical Lab
	Dissolve 2 <sup>nd</sup> soluble fiber (3 trials) in 70% sulfuric acid in shaker, followed by filtration and oven drying of residue		8 hours	<i>Testing Personnel</i> Chemical Lab
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i> Chemical Lab
	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i> Chemical Lab

10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Chemical Lab
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
12. None	14. Affix PTRI TSD dry seal  14.1 Reproduce two copies and file one copy for the laboratory  14.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Level, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office
14. Proceed to 1 <sup>st</sup> Level Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>₱ 2,170</b>	<b>5 days, 3 hours, 18 minutes</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 14. FIBER IDENTIFICATION

Description: This test method describes physical, chemical, and microscopical techniques for identifying textile fibers found in textile products. This is used to identify the generic type of fibers.

<b>Office or Division</b>	Technical Services Division – Chemical Testing Laboratory (TSD-ChemLab)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarns, fabric, chemicals, dyestuffs, and auxiliaries)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form (1 original)</li> <li>PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Level Room 310</li> </ul>		
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Level Room 101	1. Check completeness of information	None	10 minutes	Receiving Officer TSD Testing Office
	1.1 Fill-out Quotation for Testing Services form (section 2) and sign 1.2 Encode entries in ULIMS to generate sample code and		15 minutes	Receiving Officer TSD Testing Office

	print Test Request (TeR) 1.3 Write information in logbook then forward to Technical Manager (TMgr)			
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	<i>Technical Manager</i> Chemical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Receiving Officer</i> TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP  5.2 Issue 1 copy of OP and 2 copies of TeR	None	10 minutes       3 minutes	<i>Administrative Aide</i> Accounting Office       <i>Accountant</i> Accounting Office

4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 955 per sample	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Level Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Chemical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i> Chemical Lab
	10.1 Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid. Cool acid to required temperature (overnight).		8 hours	<i>Testing Personnel</i> Chemical Lab

	10.2 Microscopical analysis (longitudinal & cross-sectional view)		4 hours	<i>Testing Personnel</i> Chemical Lab
	10.3 Solubility analysis Confirmation tests		4 hours	<i>Testing Personnel</i> Chemical Lab
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i> Chemical Lab
	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i> Chemical Lab
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Chemical Lab
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
12. None	14. Affix PTRI TSD dry seal  14.1 Reproduce two copies and file one copy for the laboratory  14.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Level, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office

14. Proceed to 1 <sup>st</sup> Level, Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer TSD Testing Office</i>
<b>TOTAL</b>		<b>₱ 955</b>	<b>2 days, 3 hours, 48 minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey.</p> <p>Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3).</p> <p>Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 15. FORMALDEHYDE CONTENT

Description: This method involves the determination of the amount of extractable formaldehyde content of textiles. Formaldehyde, a known irritant, is extracted with distilled water at 40°C then analyzed by colorimetric method using acetyl acetone reagent.

<b>Office or Division</b>	Technical Services Division – Chemical Testing Laboratory (TSD-Chemlab)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	Garment/Fabric Manufacturers and Suppliers, MSMEs, Government, Academe			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarns, fabric, chemicals, dyestuffs, and auxiliaries)</li> <li>PM-07.01-A-F1, Quotation for Testing Services Form (1 original)</li> <li>PM-07.01-A-F2, Test Request Form (1 original, 2 duplicates)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to PTL Receiving Officer (RO)</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>PTL Receiving Office, 1<sup>st</sup> Level Room 101</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Unit, 3<sup>rd</sup> Level Room 310</li> </ul>		
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill-out Quotation for Testing Services Form (Section 1) at the PTL Receiving Office, 1 <sup>st</sup> Level Room 101	1. Check completeness of information  1.1 Fill-out Quotation for Testing Services form (section 2) and sign	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office

	1.2 Encode entries in ULIMS to generate sample code and print Test Request (TeR)  1.3 Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	Receiving Officer TSD Testing Office
2. Sign in the conforme portion of the original TeR form	2. Review and sign Quotation Form and Test Request Form	None	5 minutes	Technical Manager Chemical Lab
	3. Reproduce two copies of TeR and advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	Receiving Officer TSD Testing Office
3. Present TeR and secure order of payment from Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS  and print 2 copies of FAD-Accounting Form No. 002, Order of Payment  5. Review and sign OP  5.1 Retain one copy each of TeR and OP	None	10 minutes	Administrative Aide Accounting Office
			3 minutes	Accountant Accounting Office

	5.2 Issue 1 copy of OP and 2 copies of TeR			
4. Pay the required fees at the Treasury Unit, 3rd Level Room 310	6. Check amount if conforms with OP and TeR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of TeR	₱ 1,470 per sample	8 minutes	<i>Administrative Officer</i> Budget & Treasury Office
5. Present OR and TeR to Receiving Officer, 1 <sup>st</sup> Level Room 101	7. Obtain original copy of TeR and provide one copy to client	None	2 minutes	<i>Receiving Officer</i> TSD Testing Office
6. None	8. Properly label and forward the sample together with the original TeR and Job Order (JO) to the Physical Testing Laboratory	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
7. None	9. Check sample code, description, and label, and acknowledge receipt of JO.  9.1 Record JO in logbook and assign JO to Testing Personnel (TP)	None	5 minutes	<i>Technical Manager</i> Chemical Lab
8. None	10. Receive JO and sample	None	5 minutes	<i>Testing Personnel</i> Chemical Lab

	10.1 Prepare reagent and other chemicals.  Check the concentration of formaldehyde solution by standardization using colorimetric method.		8 hours	<i>Testing Personnel</i> Chemical Lab
	<u>10.2 Prepare glassware:</u>  Clean and dry volumetric flasks, test tubes, beakers, and flasks.  Oven dry, cool, then label glassware.		8 hours	<i>Laboratory Aide</i> Chemical Lab
	10.3 Prepare and weigh test specimens.  Prepare test solution by water extraction at 40°C.		2 hours	<i>Testing Personnel</i> Chemical Lab
	10.4 Prepare standard formaldehyde solutions.  10.5 Prepare sample, blank, confirmation solutions.		3 hours	<i>Testing Personnel</i> Chemical Lab
	10.6 Conduct acetyl acetone test and dimedon confirmation test using UV-Vis spectrophotometer.		3 hours	<i>Testing Personnel</i> Chemical Lab
9. None	11. Prepare worksheet, calculate and, check results	None	45 minutes	<i>Testing Personnel</i> Chemical Lab


	11.1 Prepare/type test report		30 minutes	<i>Testing Personnel</i> Chemical Lab
10. None	12. Review and sign test report	None	30 minutes	<i>Technical Manager</i> Chemical Lab
11. None	13. Approve release of test report	None	30 minutes	<i>Quality Manager</i> TSD Testing Office
12. None	14. Affix PTRI TSD dry seal  14.1 Reproduce two copies and file one copy for the laboratory  14.2 Forward original test report and second copy to Releasing Officer	None	10 minutes	<i>Receiving Officer</i> TSD Testing Office
13. Present copy of TeR for claiming TR in the Records Office, 3 <sup>rd</sup> Level, Room 314  13.1 Acknowledge receipt of TR by signing logbook	15. Release original test report to customer.  15.1 Notify customer of additional fees, if any.	None	15 minutes	<i>Releasing Officer</i> Records Office
14. Proceed to 1 <sup>st</sup> Level, Room 101  14. 1 Fill out feedback form	16. Retrieve and file feedback form for Monthly Analysis	None	5 minutes	<i>Receiving Officer</i> TSD Testing Office
<b>TOTAL</b>		<b>₱ 1,470</b>	<b>3 days, 4 hours, 48 minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Receiving Officer of the TSD Testing Laboratory conducts survey.</p> <p>Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Other comments/suggestions are also written in this form. Customer-rater submits the filled-out form to the Receiving Officer.</p> <p>Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Test Report</li> <li>2. Timeliness of Test Report</li> <li>3. Cost of Test</li> <li>4. Behavior of Staff</li> </ol>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Index (CSI) is determined using the weighted scores of the attributes in terms of perceived importance and customer satisfaction. (WI-006-PTL-F1 to F3). Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are submitted to the Quality Manager. Verbal complaints are entertained and the customer is provided a copy of PM-07.09-A-F1, Complaint form. Filled-out form is submitted to the Quality Manager.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of test report and worksheets and interview of concerned personnel. QMgr sends Notice of Evaluation of Complaint to the customer. If complaint is on the test report (erroneous test results and/or incorrect entries/information), root cause analysis is conducted, and corrective action is undertaken. As an immediate action, amended test report is issued to supersede the original. Retesting is conducted if necessary free of charge.</p>
Contact information	<p>Telefax: 8837-1158</p> <p>DOST Trunkline: 8837-2071 to 82 local 2368</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com</p> <p>Telephone: 8837-1349   88372071 local 2367</p> <p>Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph</p> <p>Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>





	<b>PHILIPPINE TEXTILE RESEARCH INSTITUTE</b> <b>Testing Laboratory</b>	PNS ISO/IEC 17025:2017 <b>PM-07.01-A-F2</b>
	<b>PROCEDURES MANUAL FORM</b>	Page 1 of 1
	<b>Test Request</b>	Revision no.: 0
		Date of Issue: 05 July 2019

Req. Ref. No.:
Date:
Time:

CUSTOMER:	TEL NO:
ADDRESS:	FAX NO:

**1. TESTING OR CALIBRATION SERVICE**

SAMPLE	SAMPLE CODE	TEST/CALIBRATION REQUESTED	TEST METHOD	NO. OF SAMPLE/ UNITS	UNIT COST	TOTAL
					Sub-Total	
					Discount	
					<b>TOTAL</b>	

**2. BRIEF DESCRIPTION OF SAMPLE/REMARKS**

--

**3. OTHER SERVICE**


TOTAL P \_\_\_\_\_

OR NO:	AMOUNT RECEIVED:
DATE:	UNPAID BALANCE:

REPORT DUE ON:
----------------

DISCUSSED WITH CUSTOMER		
CONFORME:		
Customer/Authorized Representative	Sample/s Received by:	Sample/s Reviewed by:
REPORT NO.:		

PM-07.01-A-F2  
Revision No. 0  
05 July 2019

	PHILIPPINE TEXTILE RESEARCH INSTITUTE Testing Laboratory	PNS ISO/IEC 17025:2017 <b>PM-08.06-F1</b>
	PROCEDURES MANUAL FORM	Page 1 of 1
	Customer Satisfaction Feedback	Revision no.: 0
		Date of Issue: 05 July 2019

Control No.: \_\_\_\_\_

Name of Customer: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Type of Service: ☐ Physical Testing ☐ chemical testing

Your feedback will help us evaluate the overall performance of the laboratory and improve our service delivery system.

Please check (✓) the box to indicate your responses using the rating scale below:

ATTRIBUTES	LEVEL OF SATISFACTION				
	5	4	3	2	1
Quality of Test Report	No error <input type="checkbox"/>	1 typographical error <input type="checkbox"/>	2 or more typographical errors <input type="checkbox"/>	Error in customer's information <input type="checkbox"/>	Error in test requested/results <input type="checkbox"/>
Timeliness of Test Report	On or before due date <input type="checkbox"/>	1/2 day after due date <input type="checkbox"/>	1 day after due date <input type="checkbox"/>	2 days after due date <input type="checkbox"/>	3 days after due date <input type="checkbox"/>
Cost of test	Very reasonable <input type="checkbox"/>	Somewhat reasonable <input type="checkbox"/>	Fair <input type="checkbox"/>	Somewhat unreasonable <input type="checkbox"/>	Unreasonable <input type="checkbox"/>
Behavior of staff	Always courteous and ready to serve <input type="checkbox"/>	Generally courteous and accommodating <input type="checkbox"/>	Usually courteous <input type="checkbox"/>	Occasionally discourteous <input type="checkbox"/>	Most of the time discourteous <input type="checkbox"/>

ATTRIBUTES	LEVEL OF IMPORTANCE				
	Extremely Important 5	Quite Important 4	Important 3	Quite Unimportant 2	Unimportant 1
Quality of Test Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of Test Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behavior of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify):					
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write your other comments/suggestions:

\_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Date : \_\_\_\_\_



PHILIPPINE TEXTILE RESEARCH INSTITUTE  
*Testing Laboratory*  
 Gen. Santos Ave. Bicutan, Taguig City

**CUSTOMER RATING ON LEVEL OF IMPORTANCE**  
**2019**

No. (n)	Customer	Attributes (Based on GP-04.07-B-F1)				
		Quality of TR	Timeliness of TR	Cost of Test	Behavior of Staff	Others
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
Total Importance Score (TIS) = sum of scores						
Average Importance Score (AIS) = TIS / n						
Sum of the Total Importance Score (STIS)						
Weighting Factor (WF) = AIS / STIS						

WI-006-PTL-F1  
 Rev. No. 2  
 24-04-08



PHILIPPINE TEXTILE RESEARCH INSTITUTE  
*Testing Laboratory*  
 Gen. Santos Ave. Bicutan, Taguig City

**CUSTOMER RATING ON LEVEL OF SATISFACTION**  
**2019**

No. (n)	Customer	Attributes (Based on GP-04.07-B-F1)				
		Quality of TR	Timeliness of TR	Cost of Test	Behavior of Staff	Remarks
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
Total Satisfaction Score (TSS) = sum of scores						
Average Satisfaction Score (ASS) = TSS / n						
Weighted Score (WS) <sup>a</sup> = WF x ASS						
Total Weighted Score (TWS)						

<sup>a</sup> Where WF is taken from WI-006-PTL-F1


WI-006-PTL-F2  
 Rev. No. 1  
 24-04-08



<b>CUSTOMER RATING ON SATISFACTION INDEX</b>				
<b>2019</b>				
<b>Attributes</b>	<b>Average Importance Score (AIS)</b>	<b>Weighting Factor (WF)</b>	<b>Average Satisfaction Score (ASS)</b>	<b>Weighted Score (WS)</b>
Quality of Test Report				
Timeliness of Test Report				
Cost of Test				
Behavior of Staff				
	Total Weighted Score (TWS)			
	Highest Rating Given by a Customer Customer Satisfaction Index (CSI) $= \text{TWS} / \text{Highest Rating Given by a Customer} \times 100$			

WI-006-PTL-F3  
Rev. No. 2  
24-04-08



	PHILIPPINE TEXTILE RESEARCH INSTITUTE Testing Laboratory	PNS ISO/IEC 17025:2017
	PROCEDURES MANUAL FORM	PM-07.09-A-F1
	Complaint	Page 1 of 1
		Revision no.: 0 Date of Issue: 05 July 2019

(To be filled-out by Customer)

Control No.: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Customer: \_\_\_\_\_ Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Tel/Fax No.: \_\_\_\_\_

Test Report No.: \_\_\_\_\_

Reference No.: \_\_\_\_\_

PTRI SN: \_\_\_\_\_

Nature/description of Complaint:

☐ Test Results  
☐ Sample Description  
☐ Others, please specify

### EVALUATION OF COMPLAINT

To: \_\_\_\_\_

Please be informed that your above complaint, has been evaluated and found to be:

☐ valid and corrective actions shall be undertaken;

☐ not valid due to the following reasons:

\_\_\_\_\_

Thank you,

\_\_\_\_\_  
QMGr

## **Technical Service Division**

### **Mechanical Processing Unit**

#### **External Services**

## 16. PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS - A

**Weaving Services:** 24-in width and 3-m length

**Description:** Interlacing of blended cotton and natural textile fibers yarns with commercial thread for conversion into handwoven fabrics using the four-harness handloom equipment. This conversion is called handloom weaving, wherein two sets of yarns are interlaced with each other.

<b>Office or Division</b>	Technical Services Division – ICYT			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile material (fiber, yarns)</li> <li>TSD Form No. 001 Processing Service Request Form (1 original, 2 duplicate)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to TSD Receiving Officer</li> <li>TSD-ICYT Office, 1<sup>st</sup> Level Room 102</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Processing Service Request Form at the TSD-ICYT Office, 1st Level, Room 102	1. Check completeness of information 1.1 Fill out Section 2 1.2 Sign “Received by” portion of Section II	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	2. Review entries and sign PSR	None	5 minutes	<i>Supvg. SRS</i> TSD-ICYT Office
1.1 Sign Section II of PSR at the TSD-ICYT Office, 1st Level, Room 102	3. Advise Customer to proceed to Accounting for issuance of	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Order of Payment (OP) and Cashier for Official Receipt (OR)	None		
2. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	4. Encode information in Accounting Module of ULIMS 4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Admin Aide</i> Accounting Office
	5. Review and sign OP  5.1 Retain one copy each of PSR and OP  5.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level, Room 310	6. Check amount if conforms with OP and PSR  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of PSR	Php 270.00 (Php 90/m)	8 minutes	<i>Admin Officer</i> Budget & Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to TSD-ICYT Office, 1st Level, Room 102	7. Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
5. None	8. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Supvg SRS or designated OIC</i> TSD-ICYT Office
6. None	10. Issue JO with materials to the concerned technical staff at Chemical Processing Unit	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	11. Receive and sign JO	None	2 minutes	<i>Sr. SRS-MPU</i> TSD-ICYT Office
7. None	12. Loading of blended cotton and NTF yarns on Warping Frame Machine	None	3 hours	<i>SRS and/or SR Analyst</i> Weaving Studio
8. None	13. Unloading and transport of warped blended cotton and NTF yarns from warping frame to handloom equipment	None	30 minutes	<i>SRS and/or SR Analyst</i> Weaving Studio

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. None	14. Loading of warped blended cotton and NTF yarns on handloom equipment (Dressing/Beaming process)	None	30 minutes	<i>SRS and/or SR Analyst</i> Weaving Studio
10. None	15. Loading of warped blended cotton and NTF yarns on handloom equipment (Drawing-in/Denting Process)	None	24 hours	<i>SRS and/or SR Analyst</i> Weaving Studio
11. None	16. Weaving process	None	8 hours	<i>SRS and/or SR Analyst</i> Weaving Studio
12. None	17. Unloading of handwoven fabric from the handloom equipment	None	30 minutes	<i>SRS and/or SR Analyst</i> Weaving Studio
13. None	18. Weighing and packaging of handwoven fabric	None	30 minutes	<i>SRS and/or SR Analyst</i> Weaving Studio
<b>TOTAL</b>		<b>Php 270.00</b>	<b>4days, 5 hours, 17mins</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fill-out the feedback form (back of the Customer Satisfaction Feedback (CSF) and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly report and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaints Form at the back of the CSF. Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the Customer Complaints Form to the ROs.</p>
How complaints are processed	<p>The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p><i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 17. PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS - B

**Spinning Services with Sizing:** 150-kg processing materials (100% cotton)

Description: Conversion of 100% cotton fibers into yarns through spinning process and application of sizing chemicals on the yarns produced to improve its strength suitable for weaving;

<b>Office or Division</b>	Technical Services Division – ICYT			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile material (fibers)</li> <li>TSD Form No. 001 Processing Service Request Form (1 original, 2 duplicate)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to TSD Receiving Officer</li> <li>TSD-ICYT Office, 1<sup>st</sup> Level Room 102</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Processing Service Request Form at the TSD-ICYT Office, 1 <sup>st</sup> Level, Room 102  1.1 Sign Section II of PSR at the TSD-ICYT Office, 1 <sup>st</sup> Level, Room 102	1. Check completeness of information 1.1 Fill out Section II 1.2 Sign “Received by” portion of Section II	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	2. Review entries and sign PSR	None	5 minutes	<i>Supvg. SRS</i> TSD-ICYT Office
	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	4. Encode information in Accounting Module of ULIMS 4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Admin Aide</i> Accounting Office
	5. Review and sign OP 5.1 Retain one copy each of PSR and OP 5.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	6. Check amount if conforms with OP and PSR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of PSR	Spng = Php 110.00/kg Sizing = Php 135.00/kg	8 minutes	<i>Admin Officer</i> Budget & Treasury Office
4. Return to TSD-ICYT Office, 1st Level Room 102	7. Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
5. None	8. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Supvg SRS or designated OIC</i> TSD-ICYT Office
6. None	10. Issue JO with materials to the concerned technical staff at Chemical Processing Unit	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	11. Receive and sign JO	None	2 minutes	<i>Sr. SRS-MPU</i> TSD-ICYT Office
7. None	12. Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber	None	2 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
8. None	13. Unloading and transport of picker laps and feeding to Carding Machine	None	1.6 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
9. None	14. Carding process	None	16 hours	<i>SRS / SR Assistant/ designated laboratory aide</i> Spinning Studio
10. None	15. Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding	None	20 minutes	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
11. None	16. Drawing process (2 pass)	None	3 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. None	17. Unloading and transport of drawn sliver to Roving Frame including feeding	None	1.5 hours	SR Assistant/ designated laboratory aide Spinning Studio
13. None	18. Roving process	None	8 hours	SRS / SR Assistant/ designated laboratory aide Spinning Studio
14. None	19. Unloading and transport of roving to Ring Frame including feeding	None	1.8 hours	SR Assistant/ designated laboratory aide Spinning Studio
15. None	20. Set-up of roving to Ring Frame	None	32 hours	SRS / SR Assistant/ designated laboratory aide Spinning Studio
16. None	21. Ring spinning process	None	24 hours	SRS / SR Assistant/ designated laboratory aide Spinning Studio
17. None	22. Unloading and transport ring spun yarns to Winding Machine including feeding	None	50 minutes	SR Assistant/ designated laboratory aide Spinning Studio
18. None	23. Winding into cone	None	16 hours	SR Assistant/ designated laboratory aide Spinning Studio
19. None	24. Unloading and feeding of yarns to Sizing Machine	None	5 hours	SR Assistant/ designated laboratory aide Spinning Studio



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
20. None	25. Sizing process	None	40 hours	<i>SRS / SR Assistant/ designated laboratory aide Spinning Studio</i>
21. None	26. Weighing and packaging of yarns	None	2.7 hours	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>
<b>TOTAL</b>		<b>Php 36,750</b>	<b>19 days, 2 hours, 43 mins</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fill-out the feedback form (back of the Customer Satisfaction Feedback (CSF) and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly report and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaints Form at the back of the CSF. Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the Customer Complaints Form to the ROs.</p>
How complaints are processed	<p>The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p><i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	4. Encode information in Accounting Module of ULIMS 4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Admin Aide</i> Accounting Office
	5. Review and sign OP 5.1 Retain one copy each of PSR and OP 5.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	6. Check amount if conforms with OP and PSR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of PSR	Spng = Php 85/kg Sizing = Php 135/kg	8 minutes	<i>Admin Officer</i> Budget & Treasury Office
4. Return to TSD-ICYT Office, 1st Level Room 102	7. Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
5. None	8. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Supvg SRS or designated OIC</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FESS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	10. Issue JO with materials to the concerned technical staff at Chemical Processing Unit	None	8 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	11. Receive and sign JO	None	2 minutes	<i>Sr. SRS-MPU</i> TSD-ICYT Office
7. None	12. Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber	None	1.6 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
8. None	13. Unloading and transport of picker laps and feeding to Carding Machine	None	16 hours	<i>SRS / SR Assistant/ designated laboratory aide</i> Spinning Studio
9. None	14. Carding process	None	20 minutes	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
10. None	15. Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding	None	4.5 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
11. None	16. Drawing process (3 pass)	None	1.5 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
12. None	17. Unloading and transport of drawn sliver to Roving Frame including feeding	None	1.5 hours	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio

13. None	18. Roving process	None	8 hours	SRS / SR Assistant/ designated laboratory aide Spinning Studio
14. None	19. Unloading and transport of roving to Ring Frame including feeding	None	1.8 h	SR Assistant/ designated laboratory aide Spinning Studio
15. None	20. Set-up of roving to Ring Frame	None	32 h	SRS / SR Assistant/ designated laboratory aide Spinning Studio
16. None	21. Ring spinning process	None	24 h	SRS / SR Assistant/ designated laboratory aide Spinning Studio
17. None	22. Unloading and transport ring spun yarns to Winding Machine including feeding	None	0.83 h	SR Assistant/ designated laboratory aide Spinning Studio
18. None	23. Winding into cone	None	16 h	SR Assistant/ designated laboratory aide Spinning Studio
19. None	24. Unloading and feeding of yarns to Sizing Machine	None	5 h	SR Assistant/ designated laboratory aide Spinning Studio
20. None	25. Sizing process	None	40 h	SRS / SR Assistant/ designated laboratory aide Spinning Studio
21. None	26. Weighing and packaging of yarns	None	2.7 h	SR Assistant/ designated laboratory aide Spinning Studio
<b>TOTAL PROCESSING TIME</b>		<b>Php 33,500.0</b>	<b>19 days, 4 hours, 14 mins</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fill-out the feedback form (back of the Customer Satisfaction Feedback (CSF) and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly report and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaints Form at the back of the CSF. Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the Customer Complaints Form to the ROs.</p>
How complaints are processed	<p>The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p><i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-134s9</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>





1st Level Room 102	issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)			
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	4. Encode information in Accounting Module of ULIMS 4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	0.1667 h	<i>Admin Aide</i> Accounting Office
	5. Review and sign OP 5.1 Retain one copy each of PSR and OP 5.2 Issue 1 copy of OP and 2 copies of PSR	None	0.05 h	<i>Accountant</i> Accounting Office
3. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	6. Check amount if conforms with OP and PSR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of PSR	Spng = Php 110.00/kg Twisting = Php 35/kg	0.133 h	<i>Admin Officer</i> Budget & Treasury Office
4. Return to TSD-ICYT Office, 1st Level Room 102	7. Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client	None	0.1167	<i>Receiving Officer</i> TSD-ICYT Office
5. None	8. Accomplish 2 copies of Job	None	0.033 h	<i>Receiving Officer</i>

	Order (JO) Form (TSD Form No. 002)	None	0.05 h	TSD-ICYT Office  <i>Supvg SRS or designated OIC</i> TSD-ICYT Office
	9. Review, assign technical staff and sign JO			
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	10. Issue JO with materials to the concerned technical staff at Chemical Processing Unit	None	0.0833 h	<i>Receiving Officer</i> TSD-ICYT Office
	11. Receive and sign JO	None	0.033 h	<i>Sr. SRS-MPU</i> TSD-ICYT Office
7. None	12. Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber	None	2 h	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
8. None	13. Unloading and transport of picker laps and feeding to Carding Machine	None	1.6 h	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio
9. None	14. Carding process	None	16 h	<i>SRS / SR Assistant / designated laboratory aide</i> Spinning Studio
10. None	15. Unloading and transport of carded sliver from Carding	None	0.33 h	<i>SR Assistant/ designated laboratory aide</i> Spinning Studio

	Machine to Drawframe including feeding			
11. None	16. Drawing process (2 pass)	None	3.0 h	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>
12. None	17. Unloading and transport of drawn sliver to Roving Frame including feeding	None	1.5 h	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>
13. None	18. Roving process	None	8 h	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
14. None	19. Unloading and transport of roving to Ring Frame including feeding	None	1.8 h	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>
15. None	20. Set-up of roving to Ring Frame	None	26 h	<i>SRS / SR Assistant / designated laboratory aide Spinning Studio</i>
16. None	21. Ring spinning process	None	20 h	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>
17. None	22. Unloading and transport ring spun yarns to Winding including feeding	None	0.83 h	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>
18. None	23. Winding into cone	None	10 h	<i>SR Assistant/ designated laboratory aide Spinning Studio</i>

19. None	24. Unloading and feeding of yarns to Twisting Machine	None	5 h	SR Assistant/ designated laboratory aide Spinning Studio
20. None	25. Twisting process	None	50 h	SRS / SR Assistant / designated laboratory aide Spinning Studio
21. None	26. Unloading and feeding to Winding Machine for Rewinding	None	1.5 h	SR Assistant/ designated laboratory aide Spinning Studio
22. None	27. Rewinding process	None	10 h	SR Assistant/ designated laboratory aide Spinning Studio
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
23. None	28. Weighing and packaging of yarns	None	2.7 h	SR Assistant/ designated laboratory aide Spinning Studio
<b>TOTAL PROCESSING TIME</b>		<b>Php 21,750.00</b>	<b>20 days, 1 h, 42 mins</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fill-out the feedback form (back of the Customer Satisfaction Feedback (CSF) and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly report and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaints Form at the back of the CSF. Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the Customer Complaints Form to the ROs.</p>
How complaints are processed	<p>The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p><i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-134s9</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	4. Encode information in Accounting Module of ULIMS 4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Admin Aide</i> Accounting Office
	5. Review and sign OP 5.1 Retain one copy each of PSR and OP 5.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	6. Check amount if conforms with OP and PSR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of PSR	Spng = Php 85/kg Twisting = Php 35/kg	8 minutes	<i>Admin Officer</i> Cashier
4. Return to TSD-ICYT Office, 1st Level Room 102	7. Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
5. None	8. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Supvg SRS or designated OIC</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	10. Issue JO with materials to the concerned technical staff at Chemical Processing Unit	None	5 minutes	Receiving Officer TSD-ICYT Office Room 102
	11. Receive and sign JO	None	2 minutes	Sr. SRS-MPU TSD-ICYT Office
7. None	12. Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber	None	2 hours	SR Assistant/ designated laboratory aide Spinning Studio
8. None	13. Unloading and transport of picker laps and feeding to Carding Machine	None	1.6 hours	SR Assistant/ designated laboratory aide Spinning Studio
9. None	14. Carding process	None	16 hours	SRS / SR Assistant / designated laboratory aide Spinning Studio
10. None	15. Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding	None	20 minutes	SR Assistant/ designated laboratory aide Spinning Studio
11. None	16. Drawing process (3 pass)	None	3 hours	SR Assistant/ designated laboratory aide Spinning Studio
12. None	17. Unloading and transport of drawn sliver to Roving Frame including feeding	None	1.5 hours	SR Assistant/ designated laboratory aide Spinning Studio



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. None	18. Roving process	None	8 hours	SRS / SR Assistant / designated laboratory aide Spinning Studio
14. None	19. Unloading and transport of roving to Ring Frame including feeding	None	1.8 hours	SR Assistant/ designated laboratory aide Spinning Studio
15. None	20. Set-up of roving to Ring Frame	None	26 hours	SRS / SR Assistant / designated laboratory aide Spinning Studio
16. None	21. Ring spinning process	None	20 hours	SRS / SR Assistant / designated laboratory aide Spinning Studio
17. None	22. Unloading and transport ring spun yarns to Winding mc including feeding	None	50 minutes	SR Assistant/ designated laboratory aid Spinning Studio
18. None	23. Winding into cone	None	10 hours	SR Assistant/ designated laboratory aide Spinning Studio
19. None	24. Unloading and feeding of yarns to Twisting Machine	None	5 hours	SR Assistant/ designated laboratory aide Spinning Studio
20. None	25. Twisting process	None	50 hours	SRS / SR Assistant / designated laboratory aide Spinning Studio

CLIENT STEPS	PTRI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
21. None	26. Unloading and feeding to Winding Machine for Rewinding	None	1.5 hours	SR Assistant/ designated laboratory aide Spinning Studio
22. None	27. Rewinding process	None	16 hours	SR Assistant/ designated laboratory aide Spinning Studio
23. None	28. Weighing and packaging of yarns	None	2.7 hours	SR Assistant/ designated laboratory aid Spinning Studio
<b>TOTAL PROCESSING TIME</b>		<b>Php 18,000.00</b>	<b>20 days, 1 hour, 42 mins</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fill-out the feedback form (back of the Customer Satisfaction Feedback (CSF) and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly reports and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaints Form at the back of the CSF. Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the Customer Complaints Form to the ROs.</p>
How complaints are processed	<p>The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p><i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-134s9</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>



Republic of the Philippines  
Department of Science and Technology  
**PHILIPPINE TEXTILE RESEARCH INSTITUTE**  
**TECHNICAL SERVICES DIVISION**

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TSD Form No. 001  
Rev. 3 / 05-07-19

**PROCESSING SERVICES REQUEST**

**PART 1 (To be filled out by customer)**

Requesting Official/Person: \_\_\_\_\_ Date/Time: \_\_\_\_\_  
Company/Affiliation: \_\_\_\_\_ Designation: \_\_\_\_\_  
Address: \_\_\_\_\_ Email: \_\_\_\_\_  
Telephone No: \_\_\_\_\_ Fax No.: \_\_\_\_\_  
Sample Description: \_\_\_\_\_

**PART 2 ( To be filled out by Receiving Officer)**

No./Type of Sample: \_\_\_\_\_ Reference No.: \_\_\_\_\_  
\_\_\_\_\_ fibers \_\_\_\_\_ garments Sample No. : \_\_\_\_\_  
\_\_\_\_\_ yarns \_\_\_\_\_ fabrics Due Date: \_\_\_\_\_  
others, specify: \_\_\_\_\_

SERVICE REQUEST	WEIGHT	QTY	UNIT FEE	TOTAL FEES

Sub Total PhP \_\_\_\_\_

20% Discount for Student \_\_\_\_\_

**Total PhP** \_\_\_\_\_

Received by: \_\_\_\_\_ Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Customer/Representative Signature: \_\_\_\_\_

Mode of Charging: ( ) Cash ( ) Manager's check ( ) Charge to deposit (MOA)

Billed by: \_\_\_\_\_ OP# \_\_\_\_\_ Date: \_\_\_\_\_

Payment Received by: \_\_\_\_\_ OR# \_\_\_\_\_ Date: \_\_\_\_\_

In case of Additional Charges: \_\_\_\_\_ Additional fee: \_\_\_\_\_

Billed by: \_\_\_\_\_ OP# \_\_\_\_\_ Date: \_\_\_\_\_

Payment Received by: \_\_\_\_\_ OR# \_\_\_\_\_ Date: \_\_\_\_\_

- Note :** 1. Excess material/s from customer/s will be retained for three (3) months only, after which it/they will be disposed.  
2. Processed Materials not picked up by customers one (1) week after the due date are considered PTRI property and shall be handled accordingly.

To be accomplished in triplicate

## **Technical Services Division**

### **Chemical Processing Unit**

#### **External Services**

## 21. PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS - A

### Scouring/Bleaching Services: 1kg sample

Description: Description: Scouring and Bleaching of fibers, yarns and fabrics to extract impurities through chemical application

<b>Office or Division</b>	Technical Services Division – ICYT			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile material (fiber, yarns, fabric)</li> <li>TSD Form No. 001 Processing Service Request Form (1 original, 2 duplicate)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to TSD Receiving Officer</li> <li>TSD-ICYT Office, 1<sup>st</sup> Level Room 102</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Processing Service Request Form at the TSD-ICYT Office, 1st Level Room 102	1. Check completeness of information 1.1 Fill out Section II 1.2 Sign “Received by” portion of Section II	None	7 minutes	Receiving Officer TSD-ICYT Office
	2. Review and sign PSR	None	5 minutes	Supvg. SRS TSD-ICYT Office
1.1 Sign Section II of PSR at the TSD-ICYT Office, 1st Level Room 102	1. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	Receiving Officer TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secure order of payment from Accounting Section at the Accounting Section, 3rd Level, Room 309	4. Encode information in Accounting Module of ULIMS 4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Admin Aide</i> Accounting Office
3. None	5. Review and sign OP 5.1 Retain one copy each of PSR and OP 5.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office
4. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	6. Check amount if conforms with OP and PSR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of PSR	Php 95.00/kg	8 minutes	<i>Admin Officer</i> Budget & Treasury Office
5. Return to TSD-ICYT Office, 1st Level Room 102	7. Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
6. None	8. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Supvg SRS or designated OIC</i> TSD-ICYT Office
6. None	10. Issue JO with materials to the concerned technical staff at Chemical Processing Unit	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office
	11. Receive and sign JO	None	2 minutes	<i>Sr. SRS-CPU</i> TSD-ICYT Office
7. None	10. Weighing of fabric material	None	50 minutes	<i>Sr SRS/SRS</i> CPU Lab
8. None	12. Check and verify established recipe for the scouring bleaching as basis of application to the required service request	None	5 minutes	<i>Sr SRS/SRS</i> CPU Lab
9. None	13. Computation of chemicals generated from the new recipe	None	5 minutes	<i>Sr SRS/SRS</i> CPU Lab
10. None	14. Documentation of new recipe and required chemicals	None	5 minutes	<i>Sr SRS/SRS</i> CPU Lab
11. None	15. Preparation of materials and auxiliaries required for the scouring and bleaching process	None	10 minutes	<i>SRS /SR Analyst</i> CPU Lab
12. None	16. Verification of balance	None	5 minutes	<i>SRS /SR Analyst</i> CPU Lab



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. None	17. Preparation of the stainless vat	None	10 minutes	SRS /SR Analyst CPU Lab
14. None	18. Loading of water required for the scouring and bleaching process	None	5 minutes	SRS /SR Analyst CPU Lab
15. None	19. Heating of water inside the stainless vat	None	30 minutes	SRS /SR Analyst CPU Lab
16. None	20. Adding and mixing of chemical auxiliaries	None	5 minutes	SRS /SR Analyst CPU Lab
17. None	21. Soaking and stirring of fabric	None	15 minutes	SRS /SR Analyst CPU Lab
18. None	22. Unloading and safekeeping of soaked fabric from stainless vat	None	2 minutes	SRS /SR Analyst CPU Lab
19. None	23. Adding of bleaching agent in stainless vat	None	3 minutes	SRS /SR Analyst CPU Lab
20. None	24. Re-loading of pretreated fabric in stainless vat with bleaching agent	None	1 minute	SRS /SR Analyst CPU Lab
21. None	25. Maintaining of temperature @ 100°C	None	45 minutes	SRS /SR Analyst CPU Lab
22. None	26. Unloading of bleached fabric from stainless vat	None	5 minutes	SRS /SR Analyst CPU Lab
23. None	27. Washing of bleached fabric	None	15 minutes	SRS /SR Analyst CPU Lab
24. None	28. Preparation and filling of water of stainless vat for neutralization process	None	10 minutes	SRS /SR Analyst CPU Lab

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
25. None	29. Loading of bleached fabric in stainless vat	None	5 minutes	SRS /SR Analyst CPU Lab
26. None	30. Neutralization process	None	20 minutes	SRS /SR Analyst CPU Lab
27. None	31. Unloading of scoured and bleached fabric from the stainless vat	None	5 minutes	SRS /SR Analyst CPU Lab
28. None	32. Air drying of scoured and bleached fabric	None	16 hours	SRS /SR Analyst CPU Lab
29. None	33. Labelling and packaging	None	5 minutes	SRS /SR Analyst CPU Lab
<b>TOTAL PROCESSING TIME</b>		<b>Php 95/kg</b>	<b>2 days, 3 hours, 36 mins</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fill-out the feedback form (back of the Customer Satisfaction Feedback (CSF) and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly report and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaints Form at the back of the CSF. Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the Customer Complaints Form to the ROs.</p>
How complaints are processed	<p>The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p><i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-134s9</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>

## 22. PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS - B

**Dyeing Services:** 1kg sample Dark Shade

Description: Chemo-mechanical softening of fibers, yarns and fabrics is the process of improving the aesthetic appearance of materials through chemical and mechanical methods. This process combines the application of a softening agent and pressing machine through rollers.

<b>Office or Division</b>	Technical Services Division – ICYT			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile material (fiber, yarns, fabric)</li> <li>TSD Form No. 001 Processing Service Request Form (1 original, 2 duplicate)</li> <li>Order of Payment(1 Original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to TSD Receiving Officer</li> <li>TSD-ICYT Office, 1<sup>st</sup> Level Room 102</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Processing Service Request Form at the TSD-ICYT Office, 1st Level Room 102	1. Check completeness of information 1.1 Fill out Section II 1.2 Sign “Received by” portion of Section II	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
1.1 Sign Section II of PSR at the TSD-ICYT Office, 1st Level Room 102	2. Review and sign PSR	None	5 minutes	<i>Supvg. SRS</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign Section II of PSR	1. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> TSD-ICYT Office
3. None	5. Review and sign OP 5.1 Retain one copy each of PSR and OP 5.2 Issue 1 copy of OP and 2 copies of PSR	None	3 minutes	<i>Accountant</i> Accounting Office
4. Pay the required fees to Treasury Unit at the Treasury Section, 3rd Level Room 310	6. Check amount if conforms with OP and PSR 6.1 Encode information and generate OR in triplicate 6.2 Sign and issue OR with 2 copies of PSR	Php 500.00/kg	8 minutes	<i>Admin Officer</i> Budget & Treasury Office
5. Return to TSD-ICYT Office, 1st Level Room 102	7. Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client	None	7 minutes	<i>Receiving Officer</i> TSD-ICYT Office
6. None	8. Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> TSD-ICYT Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Supvg SRS or designated OIC TSD-ICYT Office</i>
6. None	10. Issue JO with materials to the concerned technical staff at Chemical Processing Unit  11. Receive and sign JO	None	10 minutes	<i>Admin Aide Accounting Office</i>
7. None	12. Weighing of natural textile fibers		50 minutes	<i>Sr SRS/SRS CPU Lab</i>
8. None	13. Computation of chemicals generated from the new recipe		10 minutes	<i>Sr SRS/SRS CPU Lab</i>
9. None	14. Mixing of chemicals in softening vat		10 minutes	<i>Sr SRS/SRS CPU Lab</i>
10. None	15. Heating of solution to 40°C		15 minutes	<i>Sr SRS/SRS CPU Lab</i>
11. None	16. Chemical softening of materials at 40°C		2 hours	<i>SRS /SR Analyst CPU Lab</i>
12. None	17. Air drying		8 hours	<i>SRS /SR Analyst CPU Lab</i>
13. None	18. Mechanical pressing of dried materials		20 minutes	<i>SRS /SR Analyst CPU Lab</i>
14. None	19. Labelling and packaging		5 minutes	<i>SRS /SR Analyst CPU Lab</i>
<b>TOTAL PROCESSING TIME</b>		<b>Php 500.00/kg</b>	<b>1day, 3 hours, 45 mins</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Client fill-out the feedback form (back of the Customer Satisfaction Feedback (CSF) and submit to the respective division's Receiving Officer (ROs)
How feedback is processed	Every <i>month/quarter</i> ROs processes the CSF and prepares CSF monthly/quarterly report and submits to the Division Chief. The Division Chief submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaints Form at the back of the CSF. Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the Customer Complaints Form to the ROs.</p>
How complaints are processed	<p>The ROs forwards the client complaint to the Division Chief after receipt of the client complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair. Upon evaluation, <i>PTRI Anti-Red Tape Chair</i> convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p><i>PTRI Anti-Red Tape Chair</i> provides feedback to the client within five days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: ptri@ptri.dost.gov.ph   ptridost47@gmail.com  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-134s9</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> compliants@arta.gov.ph  Telephone: 84785093</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>



Republic of the Philippines  
Department of Science and Technology  
**PHILIPPINE TEXTILE RESEARCH INSTITUTE**  
**TECHNICAL SERVICES DIVISION**

General Santos Avenue, Bicutan, Taguig City, 1631 Philippines  
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http://www.ptri.dost.gov.ph / Email : pttri@dost.gov.ph

TSD Form No. 001  
Rev. 3 / 05-07-19

**PROCESSING SERVICES REQUEST**

**PART 1 (To be filled out by customer)**

Requesting Official/Person: \_\_\_\_\_ Date/Time: \_\_\_\_\_  
Company/Affiliation: \_\_\_\_\_ Designation: \_\_\_\_\_  
Address: \_\_\_\_\_ Email: \_\_\_\_\_  
Telephone No: \_\_\_\_\_ Fax No.: \_\_\_\_\_  
Sample Description: \_\_\_\_\_

**PART 2 ( To be filled out by Receiving Officer)**

No./Type of Sample: \_\_\_\_\_ Reference No.: \_\_\_\_\_  
\_\_\_\_\_ fibers \_\_\_\_\_ garments Sample No. : \_\_\_\_\_  
\_\_\_\_\_ yarns \_\_\_\_\_ fabrics Due Date: \_\_\_\_\_  
others, specify: \_\_\_\_\_

SERVICE REQUEST	WEIGHT	QTY	UNIT FEE	TOTAL FEES

Sub Total PhP \_\_\_\_\_

20% Discount for Student \_\_\_\_\_

**Total PhP** \_\_\_\_\_

Received by: \_\_\_\_\_ Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Customer/Representative Signature: \_\_\_\_\_

Mode of Charging: ( ) Cash ( ) Manager's check ( ) Charge to deposit (MOA)

Billed by: \_\_\_\_\_ OP# \_\_\_\_\_ Date: \_\_\_\_\_

Payment Received by: \_\_\_\_\_ OR# \_\_\_\_\_ Date: \_\_\_\_\_

In case of Additional Charges: Additional fee: \_\_\_\_\_

Billed by: \_\_\_\_\_ OP# \_\_\_\_\_ Date: \_\_\_\_\_

Payment Received by: \_\_\_\_\_ OR# \_\_\_\_\_ Date: \_\_\_\_\_

- Note :** 1. Excess material/s from customer/s will be retained for three (3) months only, after which it/they will be disposed.  
2. Processed Materials not picked up by customers one (1) week after the due date are considered PTRI property and shall be handled accordingly.

To be accomplished in triplicate



## **Research and Development Division**

### **Natural Fiber Utilization Section**

#### **External Services**

## 23. NATURAL FIBER DEGUMMING

Description: Degumming is a method which involves removal of cellulosic parts from plant fibers before its use for textile manufacture. Examples of fibers which can be degummed are pineapple, banana, and abaca. For this procedure, 65 kilograms of natural fibers was considered.

<b>Office of Division</b>	Research and Development Division – Natural Fibers Utilization Section (RDD-NFUS)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Raw material (at least 65 kilograms)</li> <li>RDD Form No. 001 Service Request Form (1 original, 2 duplicate)</li> <li>Order of Payment(1 original, 1 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be secured by client to RDD Receiving Officer</li> <li>RDD Office, 2nd Level Room 203</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Budget and Treasury Section, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 <sup>nd</sup> Level Room 203	1. Check completeness of information	None	7 minutes	<i>Receiving Officer</i> RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head.  1.2 Sign "Received by" portion of Section II			
	2. Review entries and sign SRF		5 minutes	<i>Section Head</i> RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
2. Secure order of payment at the Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS  4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP  5.1 Retain one copy each of SRF and OP  5.2 Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to the Budget and Treasury Section, 3 <sup>rd</sup> Level Room 310	6. Check amount if conforms with OP and SRF  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of SRF	Pineapple – 8,020.00 /batch  Banana- 15,516.00 /batch  Abaca – 13,653.00 /batch	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present OP and OR to Receiving Officer to RDD Office, 2 <sup>nd</sup> Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at NFUS Building Staff Room 2 <sup>nd</sup> Level)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	11. Receive and sign JO	None	2 minutes	<i>Processing/ Technical Personnel</i> NFUS Office
None	12. Produce steam using boiler required for production (See attached WI-RDD-SPU 08-02)  12.1 Proceed with degumming (See attached WI-RDD-NFU 08-07)	None	2 hours  2 days	<i>Processing/ Technical Personnel</i> NFUS Building

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12.2 Unload the material and sun-dry		7 days	
	12.3 Weigh and pack degummed fibers		1 day	
None	13. Turn over processed materials to Receiving Officer for release to Customer	None	3 minutes	<i>Releasing Officer</i> NFUS Office
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 <sup>nd</sup> Level Room 203	14. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	15. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office
<b>TOTAL PROCESSING TIME</b>		Pineapple – 8,020.00 /batch  Banana- 15,516.00 /batch  Abaca – 13,653.00 /batch	<b>10 days, 3 hours and 8 minutes</b>	

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-NFU 08-07
	<b>WORK INSTRUCTIONS MANUAL</b>	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
	SECTION	EFFECTIVITY DATE	15 May 2017
SUBJECT	<b>FIBER DEGUMMING</b>		

**PERSON RESPONSIBLE:**

- Science Research Specialist II

**STEPS:**

- 1.0 Fire the boiler to produce the steam required for processing. Refer to WI-RDD-SPU 08-02.
- 2.0 Turn on the Air Compressor.
- 3.0 Turn on the main power switch of the control panel.
- 4.0 Switch on the compressor pump.
- 5.0 If air pressure is sufficient, open the valve of the air tank.
- 6.0 Unlock and open the kier cover using the pneumatic switches on the control panel.
- 7.0 Load the material to the carrier/basket.
- 8.0 Load the basket into the kier.
- 9.0 Remove the protecting cone and screw down the carrier retaining nut.
- 10.0 Fill the machine with water through the pneumatic transfer valve on the control panel, after 1 minute start the main motor.
- 11.0 When the desired water level is achieved, close the valve and stop the motor.
- 12.0 Put the required amount of chemicals.
- 13.0 Close and lock the kier cover using the pneumatic switches on the control panel.
- 14.0 Start the main and secondary pumps.
- 15.0 To add water, open the valve above the expansion tank.
- 16.0 Open the steam valve to heat the solution to desired temperature.
- 17.0 Proceed with degumming.
- 18.0 Stop the motors and open the pneumatic drain valve to drain/drop the spent solution after the required time.
- 19.0 Fill the machine with water to wash the material, see step 10.
- 20.0 Open the machine, see step 6.
- 21.0 Unload the material.
- 22.0 Switch off the machine.

Prepared by: 	Approved by:
SRS II	Section Head

## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	<p>Receiving Officer of the RDD conduct survey. Customer-rater fills-out Customer Satisfaction Feedback Form (RDD Form No. 005). Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Service</li> <li>2. Timeliness of Result/s</li> <li>3. Staff/Researcher</li> <li>4. Cost</li> </ol> <p>Other comments/suggestions are also written in this form.</p>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Measurement is determined using the weighted scores of the attributed in terms of perceived importance and customer satisfaction. Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 24. FIBER EXTRACTION (DECORTICATION)

Description: Fiber extraction, also called decortication, is a common procedure in the extraction of natural fibers from plant materials which involves crushing of fibers, washing of fiber debris, and drying. For this process, 10 kilograms of raw material was considered.

<b>Office of Division</b>	Research and Development Division – Natural Fibers Utilization Section (RDD-NFUS)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Raw material (at least 10 kilograms)</li> <li>RDD Form No. 001 Service Request Form (1 original, 2 duplicate)</li> <li>Order of Payment (1 original, 2 duplicate)</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to RDD Receiving Officer</li> <li>RDD Office, 2nd Level Room 203</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 <sup>nd</sup> Level Room 203	1. Check completeness of information  1.1 Fill out Section II for the type and cost of service and forward to Section Head.	None	7 minutes	<i>Receiving Officer</i> RDD Office
	1.2 Sign "Received by" portion of Section II  2. Review entries and sign SRF		5 minutes	<i>Section Head</i> RDD Office



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
2. Secure order of payment at the Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS  4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP  5.1 Retain one copy each of SRF and OP  5.2 Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to the Budget and Treasury Section, 3 <sup>rd</sup> Level Room 310	6. Check amount if conforms with OP and SRF  6.1 Encode information and generate OR in triplicate	145.00/hr	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Sign and issue OR with 2 copies of SRF			
4. Present OP and OR to Receiving Officer to RDD Office, 2 <sup>nd</sup> Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at NFUS Building Staff Room 2 <sup>nd</sup> Level)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	11. Receive and sign JO	None	2 minutes	<i>Technical Personnel</i> NFUS Office
None	12. Weigh raw material  12.1 Extract fiber using Decorticating Machine (See attached WI-RDD-NFU 08-01)		30 minutes  1 hour	<i>Technical Personnel</i> NFUS Building

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12.3 Wash fibers and remove of excess water using Hydro Extractor (See attached WI-RDD-NFU 08-02)		30 minutes	
	12.4 Drying of fibers		4 days	
	12.5 Weighing and packaging of fibers		30 minutes	
None	13 Turn over processed materials to SRA for release to Customer	None	3 minutes	<i>Releasing Officer</i> NFUS Office
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 <sup>nd</sup> Level Room 203	14. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	15. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Releasing Officer</i> RDD Office
<b>TOTAL PROCESSING TIME</b>		<b>145.00/ hr</b>	<b>4 days, 3 hours and 38 minutes</b>	

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-NFU 08-01
	<b>WORK INSTRUCTIONS MANUAL</b>	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	15 May 2017
SUBJECT	<b>FIBER EXTRACTION (DECORTICATION)</b>		

**PERSON RESPONSIBLE:**

- Science Aide

**STEPS:**

- 1.0 Weigh the plant material.
- 2.0 Extract the fiber from the plant material using the Decortication Machine.
- 3.0 Wash the fiber.
- 4.0 Remove the excess water by either squeezing or using the Hydroextractor.  
Refer to WI-RDD 08-02 ~~Hydroextraction~~
- 5.0 Sun-dry or air-dry the fibers.
- 6.0 Weigh the dried fibers.
- 7.0 Pack the fibers in plastic bags and put a label/sticker indicating the date, name of fiber, source and weight.

Prepared by:  SRS II	Approved by: Section Head
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<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Receiving Officer of the RDD conduct survey. Customer-rater fills-out Customer Satisfaction Feedback Form (RDD Form No. 005). Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Service</li> <li>2. Timeliness of Result/s</li> <li>3. Staff/Researcher</li> <li>4. Cost</li> </ol> <p>Other comments/suggestions are also written in this form.</p>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Measurement is determined using the weighted scores of the attributed in terms of perceived importance and customer satisfaction. Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   ptribost47@gmail.com  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

**Research and Development Division**  
**Chemicals, Dyes and Auxiliaries and By-Product**  
**Utilization Section**

**External Services**

## 25. COLOR MATCHING FOR NATURAL DYES

Description: Color matching in textiles is a procedure for formulating color recipes until the desired color is obtained. This procedure involves producing fabric based on known or requested color/s through the natural dyeing process and evaluation through colorimetric analysis.


<b>Office of Division</b>	Research and Development Division – Chemicals, Dyes and Auxiliaries and By-Product Utilization Section (RDD-CDABUS)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile material (fiber, yarns, fabric)</li> <li>RDD Form No. 001 Service Request Form (1 original, 2 duplicate)</li> <li>Order of Payment</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to RDD Receiving Officer</li> <li>RDD Office, 2<sup>nd</sup> Level Room 203</li> <li>Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 <sup>nd</sup> Level Room 203	1. Check completeness of information	None	7 minutes	Receiving Officer RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head.  1.2 Sign "Received by" portion of Section II			
	2. Review entries and sign SRF		5 minutes	Section Head RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
2. Secure order of payment at the Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002			
	5. Review and sign OP  5.1 Retain one copy each of SRF and OP  5.2 Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to the Budget and Treasury Section, 3 <sup>rd</sup> Level Room 310	6. Check amount if conforms with OP and SRF  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of SRF	130.00/ shade	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present OP and OR to Receiving Officer to RDD Office, 2 <sup>nd</sup> Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at Natural Dyes Laboratory (1 <sup>st</sup> Level, Room 115)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	11. Receive and sign JO	None	2 minutes	<i>Processing/ Technical Personnel</i> CDABUS Office
None	12. Pretreatment and mordanting of fabric (See attached WI-RDD-CDA 08-01)  12.1 Conduct three trials of dye extraction and application from selected source	None	4 hours  3 days	<i>Processing/ Technical Personnel</i> CDABUS Laboratory

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)  12.2 Precondition and evaluate dyed samples against desired color through Spectrophotometric analysis using Colorimeter		1 day	
None	12.3 Turn over processed materials to SRA for release to Customer	None	3 minutes	<i>Releasing Officer</i> CDABUS Office
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 <sup>nd</sup> Level Room 203	13. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	14. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office
<b>TOTAL PROCESSING TIME</b>		<b>130.00/shade</b>	<b>4 days 5 hours and 8 minutes</b>	

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-CDA 08-08
	<b>WORK INSTRUCTIONS MANUAL</b>	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
	SECTION	OPERATION	EFFECTIVITY DATE May 15, 2017
SUBJECT	<b>DYE EXTRACTION AND APPLICATION OF PLANT LEAVES</b>		

**PERSON RESPONSIBLE:**

- Science Aide

**STEPS:**

1.0 Material Preparation

- 1.1 Refer to WI-RDD-CDA 08-01 Pretreatment of Fibers, Yarns and Fabrics.

2.0 Extraction

- 2.1 Heat the required volume of water using liquor ratio of 1:30.
- 2.2 Weigh exact amount of chopped leaves based on the weight of the material to be dyed and specified dye concentration. For ~~Tajau~~ dyeing, steep the leaves for 24 hours.
- 2.3 Boil the leaves for 30 - 60 minutes, maintaining the volume of the solution by adding hot water.
- 2.4 Filter and set aside for dyeing.

3.0 Dye Application

- 3.1 Heat the filtered extract to an optimum temperature required for the material to be dyed.
- 3.2 Immerse the material in the dye extract. Add ferrous sulfate if black/gray color is desired.
- 3.3 Dye the material for a specified time, depending on the type of material.
- 3.4 Remove the dyed material and wash with anionic detergent
- 3.5 Spin-dry and hang.

Prepared by:  SRS II	Approved by:  Section Head
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	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-CDA 08-06
	<b>WORK INSTRUCTIONS MANUAL</b>	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	May 15, 2017
SUBJECT	<b>DYE EXTRACTION AND APPLICATION OF INDIGO (<i>INDIGOFERA TINCTORIA</i>) LEAVES</b>		

**PERSON RESPONSIBLE:**

- Science Research Assistant

**STEPS:**

1.0 Material Preparation

- 1.1 Weigh the material to be dyed.

2.0 Extraction

- 2.1 Weigh exact amount of indigo leaves.
- 2.2 Soak the leaves in water using a liquor ratio of 1:5.
- 2.3 Stand for 48 hours.
- 2.4 Remove the leaves.
- 2.5 Heat the extract to about 40-50°C for 20 minutes with glucose and sodium hydroxide.
- 2.6 Set aside for dyeing.

3.0 Dye Application

- 3.1 Add sodium hydroxide and sodium hydrosulfite to the indigo extract.
- 3.2 Immerse the material to be dyed.
- 3.3 Remove the dyed material and aerate to 10 minutes.
- 3.4 Wash with anionic detergent. (Repeat 3.2-3.4 to attain darker shades)
- 3.5 Spin-dry and hang.

Prepared by:  SRS II	Approved by:  Section Head
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the RDD conduct survey. Customer-rater fills-out Customer Satisfaction Feedback Form (RDD Form No. 005). Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Service</li> <li>2. Timeliness of Result/s</li> <li>3. Staff/Researcher</li> <li>4. Cost</li> </ol> <p>Other comments/suggestions are also written in this form.</p>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer.</p> <p>Customer Satisfaction Measurement is determined using the weighted scores of the attributed in terms of perceived importance and customer satisfaction. Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 26. NATURAL DYES SILKSCREEN PRINTING PASTE FORMULATION

Description: This procedure involves production of a printing paste from natural dyes to be applied to fabric through a silkscreen.

<b>Office of Division</b>	Research and Development Division – Chemicals, Dyes and Auxiliaries and By-Product Utilization Section (RDD-CDABUS)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Textile material (fabric)</li> <li>• RDD Form No. 001 Service Request Form (1 original, 2 duplicate)</li> <li>• Order of Payment (1 original, 2 duplicate)</li> <li>• Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>• To be provided by client to RDD Receiving Officer</li> <li>• RDD Office, 2nd Level Room 203</li> <li>• Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>• Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 <sup>nd</sup> Level Room 203	1. Check completeness of information	None	7 minutes	Receiving Officer RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head.  1.2 Sign "Received by" portion of Section II			
	2. Review entries and sign SRF		5 minutes	Section Head RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
2. Secure order of payment at the Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS  4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	5. Review and sign OP  5.1 Retain one copy each of SRF and OP  5.2 Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Accountant</i> Accounting Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the required fees to the Budget and Treasury Section, 3 <sup>rd</sup> Level Room 310	6. Check amount if conforms with OP and SRF  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of SRF	200.00/ 200mL	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office
4. Present OP and OR to Receiving Officer to RDD Office, 2 <sup>nd</sup> Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at Natural Dye Laboratory (1 <sup>st</sup> Level, Room 115)	None	5 minutes	<i>Receiving Officer</i> RDD Office



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	11. Receive and sign JO	None	2 minutes	<i>Processing/ Technical Personnel</i> CDABUS Office
None	12. Extract dye from selected source (See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)  12.1 Prepare printing paste (See attached WI-RDD-CDA 08-11)	None	4 hours  4 hours	<i>Processing/ Technical Personnel</i> CDABUS Laboratory
None	13. Turn over processed materials to Receiving Officer for release to Customer	None	3 minutes	<i>Releasing Officer</i> CDABUS Office
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 <sup>nd</sup> Level Room 203	13. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	14. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office
<b>TOTAL PROCESSING TIME</b>		<b>200.00/ 200 mL</b>	<b>9 hours and 8 minutes</b>	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the RDD conduct survey. Customer-rater fills-out Customer Satisfaction Feedback Form (RDD Form No. 005). Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Service</li> <li>2. Timeliness of Result/s</li> <li>3. Staff/Researcher</li> <li>4. Cost</li> </ol> <p>Other comments/suggestions are also written in this form.</p>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer. Customer Satisfaction Measurement is determined using the weighted scores of the attributed in terms of perceived importance and customer satisfaction. Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 26. OPEN LABORATORY

Description: Open Laboratory is a service which involves use of PTRI facility under a signed agreement. This cooperation will allow the client to employ the methodology indicated in their proposal. Fees will be dependent on utilities, chemicals, and supplied used. This service is open for academe and limited to textile-related researches only.

<b>Office of Division</b>	Research and Development Division – Chemicals, Dyes and Auxiliaries and By-Product Utilization Section (RDD-CDABUS)			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Proposal and Letter of Request</li> <li>• RDD Form No. 001 Service Request Form (1 original, 2 duplicate)</li> <li>• Order of Payment</li> <li>• Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>• To be secured by client</li> <li>• RDD Office, 2nd Floor Room 203</li> <li>• Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>• Treasury Section Room, 3<sup>rd</sup> Floor Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult technical inquiry based on the proposal at the RDD Office, 2 <sup>nd</sup> Floor Room 203	1. Receive customer inquiry and refer to concerned Section Head	None	5 minutes	<i>Receiving Officer</i> RDD Office
	2. Evaluate the requirement of the Customer		30 minutes	<i>Division/Section Head /Technical Personnel</i> RDD Office
	3. Inform the customer that request can/cannot be accommodated		2 minutes	<i>Receiving Officer</i> RDD Officer

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 If request can be accommodated, customer is asked to formalize the request through a letter, addressed to the Agency Head.	None		<i>Receiving Officer</i> RDD Officer
	4. Discuss the technical details with customer and agree on the scope and details of the request and the terms and conditions.	None	15 minutes	<i>Technical Personnel</i> RDD Office
2. Submits letter of intent address to the Agency Head at HRRMS, 3 <sup>rd</sup> Floor , Room 314	5. Receive letter of intent, control the document for tracking and upload at PTRI TRACE system.	None	2 minutes	<i>Administrative Officer</i> HRRMS
None	6. Draft reply letter to the request letter and draft Open Laboratory Contract.	None	4 hours	<i>Technical Personnel</i> RDD Office
None	7. Forward draft reply to Agency Head for review and approval at the Office of the Director	None	4 hours	<i>Receiving Officer</i> RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	8. Forward documents and signed letters to Records Section for onward transmittal to customer	None	5 minutes	<i>Administrative Assistant</i> Office of the Director
None	9. Coordinate with customer regarding comments/clarifications regarding the Open Laboratory Contract  9.1. Finalize Open Laboratory Contract	None	15 minutes  15 minutes	<i>Receiving Officer</i> RDD Office
3. Sign Open Laboratory Contract, accomplish other signatories and submit to the Receiving Officer at RDD Office, 2 <sup>nd</sup> Floor Room 203	10. Sign Open Laboratory Contract	None	4 hours	<i>Division Head</i> RDD Office and <i>Director</i> Office of the Director
None	11. Forward signed documents to HRRMS for notarization	None	5 minutes	<i>Releasing Officer</i> RDD Office
None	12. Notarize Open Laboratory Contract	200.00	1 day	<i>Administrative Officer</i> HRRMS

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Implement activities at RDD Laboratories, NFUS Building, 1 <sup>st</sup> Floor or CDABUS Laboratory, Main Building, 1 <sup>st</sup> Floor Room 117	13. Supervise laboratory activities	None	15 days	<i>Technical Personnel</i> RDD Office
5. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 <sup>nd</sup> Floor Room 203	14. Check completeness of information  14.1 Fill out Section II for the type and cost of service and forward to Section Head.  14.2 Sign "Received by" portion of Section II	None	7 minutes	<i>Receiving Officer</i> RDD Office
	15. Review entries and sign SRF		5 minutes	<i>Section Head</i> RDD Office
5.1. Sign Section II of SRF	16. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
6. Secure order of payment at the Accounting Section, 3 <sup>rd</sup> Floor Room 309	17. Encode information in Accounting Module of ULIMS	None	10 minutes	<i>Administrative Aide</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	17.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002			Accounting Office
	18. Review and sign OP		3 minutes	Accountant Accounting Office
	18.1 Retain one copy each of SRF and OP			
	18.2 Issue 1 copy of OP and 2 copies of SRF			
7. Pay the required fees to the Budget and Treasury Section, 3 <sup>rd</sup> Floor Room 310	19. Check amount if conforms with OP and SRF  19.1 Encode information and generate OR in triplicate  19.2 Sign and issue OR with 2 copies of SRF	500.00 base fee *additional payment will be added based on the actual consumption of materials/chemicals during the conduct of the experiment	8 minutes	Administrative Officer Budget and Treasury Office
8. Present OP and OR to Receiving Officer to RDD Office, 2 <sup>nd</sup> Floor Room 203	20. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	Receiving Officer RDD Office
None	21. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	Receiving Officer RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	22. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	23. Issue JO to the concerned technical staff at Smart Textile Laboratory (5th Floor) or NFUS Staff Room (2nd Floor)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	24. Receive and sign JO	None	2 minutes	<i>Technical Personnel</i> RDD Office
None	25. Prepare test report (if necessary) and submits to Section Head for review	None	1 hour	<i>Technical Personnel</i> RDD Office
None	26. Further review the report and sign report.	None	1 hour	<i>Division Head/Section Head</i> RDD Office
9. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 <sup>nd</sup> Floor Room 203	27. Release reports and material outputs to the customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
10. Fill out feedback form	28. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office
<b>TOTAL PROCESSING TIME</b>		200.00 notarization fee *500.00 base fee	<b>18 days and 39 minutes</b>	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the RDD conduct survey. Customer-rater fills-out Customer Satisfaction Feedback Form (RDD Form No. 005). Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Service</li> <li>2. Timeliness of Result/s</li> <li>3. Staff/Researcher</li> <li>4. Cost</li> </ol> <p>Other comments/suggestions are also written in this form.</p>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer. Customer Satisfaction Measurement is determined using the weighted scores of the attributed in terms of perceived importance and customer satisfaction. Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 27. POWDER PRODUCTION THROUGH SPRAY DRYING

Description: This process is the conversion of natural crude extract to powders using the spray dryer. For this procedure, 100 L of extract was considered.


<b>Office of Division</b>	Research and Development Division – Chemicals, Dyes and Auxiliaries and By-Product Utilization Section (RDD-CDABUS)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Raw material (at least 5 kg)</li> <li>• RDD Form No. 001 Service Request Form (1 original, 2 duplicate)</li> <li>• Order of Payment</li> <li>• Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>• To be secured by client</li> <li>• RDD Office, 2nd Level Room 203</li> <li>• Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>• Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 <sup>nd</sup> Level Room 203	1. Check completeness of information	None	7 minutes	<i>Receiving Officer</i> RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head.  1.2 Sign "Received by" portion of Section II			
	2. Review entries and sign SRF		5 minutes	<i>Section Head</i> RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
2. Secure order of payment at the Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS  4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002	None	10 minutes	<i>Administrative Aide</i> Accounting Office
None	5. Review and sign OP  5.1 Retain one copy each of SRF and OP  5.2 Issue 1 copy of OP and 2 copies of SRF	None	3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to the Budget and Treasury Section, 3 <sup>rd</sup> Level Room 310	6. Check amount if conforms with OP and SRF  6.1 Encode information and generate OR in triplicate	150.00/ kg material  100.00/ L extract	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Sign and issue OR with 2 copies of SRF			
4. Present OP and OR to Receiving Officer to RDD Office, 2 <sup>nd</sup> Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
None	9. Review, assign technical staff and sign JO		3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at Natural Dyes Laboratory (1 <sup>st</sup> Level, Room 115)	None	5 minutes	<i>Receiving Officer</i> CDABUS Office
None	11. Receive and sign JO	None		<i>Processing/ Technical Personnel</i> CDABUS Office
None	12. Weigh raw material and calculate required formulations (See attached WI-RDD-CDA 08-08)	None	5 minutes	<i>Processing/ Technical Personnel</i> CDABUS Laboratory

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12.1 Dye extraction (See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)  12.2 Filter extract  12.3 Spray drying (See attached WI-RDD-CDA 08-10)  12.4 Weighing and packaging of natural dye powder		2 hours   1 hour   8 hours   30 minutes	
None	13. Turn over processed materials to SRA for release to Customer	None	3 minutes	<i>Releasing Officer</i> CDABUS Office
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 <sup>nd</sup> Level Room 203	14. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	14. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL PROCESSING TIME		150.00/ kg material  100.00/ L extract	1 day, 4 hours and 43 minutes	

	Philippine Textile Research Institute		DOCUMENT CODE	WI-RDD-CDA 08-10
	<b>WORK INSTRUCTIONS MANUAL</b>		REVISION NUMBER	0
			PAGE NUMBER	1 of 1
	SECTION	OPERATION	EFFECTIVITY DATE	May 15, 2017
SUBJECT	<b>NATURAL DYE POWDER PRODUCTION THROUGH SPRAY DRYING</b>			

I

**PERSON RESPONSIBLE:**

- Science Research Assistant

**STEPS:**

1.0 Extraction

- 1.1 Refer to WI-RDD-CDA 08-03, 08-04 and 08-06 depending on the dye source.

2.0 Spray drying

- 2.1 Turn on the main breaker and the main power.
- 2.2 Switch on the LPG burner and light up the pilot light. Then the ~~temp~~ sensors will automatically display the temperature reading of the heating chamber (inlet temperature), drying chamber (outlet temperature) and cyclone.
- 2.3 Turn on the blower and pre-heat the drying chamber until the inlet temperature reaches the set temperature and the outlet temperature reaches  $100 - 105^{\circ}\text{C}$ .
- 2.4 Once the above conditions are met, the pump may now be activated. Adjust the gate valve to set the desired pressure of atomization.
- 2.5 Inspect atomization of the nozzle if ~~it~~ <sup>is</sup> even and consistent. If clogging or dripping is observed, stop the operation and clean or adjust the nozzle.
- 2.6 Outlet temperature will drop after initial feed. Increase the setting of the inlet temperature if necessary.
- 2.7 Monitor the following from time to time: flow rate, pressure and temperature.
- 2.8 After operation, turn off the pump and LPG burner. Continue running the suction blower to bring down the ~~temperature~~ <sup>pressure</sup> at room level before turning off.
- 2.9 Remove the collecting bucket and cool down the sample in an air-conditioned room to prevent moisture absorption.
- 2.10 Pack sample.

Prepared by:  SRS II	Approved by:  Section Head
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FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Receiving Officer of the RDD conduct survey. Customer-rater fills-out Customer Satisfaction Feedback Form (RDD Form No. 005). Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Service</li> <li>2. Timeliness of Result/s</li> <li>3. Staff/Researcher</li> <li>4. Cost</li> </ol> <p>Other comments/suggestions are also written in this form.</p>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer. Customer Satisfaction Measurement is determined using the weighted scores of the attributed in terms of perceived importance and customer satisfaction. Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

## 28. PRETREATMENT AND NATURAL DYEING

Description: Pretreatment is a process of removal of impurities such as dirt, waxes and non-cellulosic materials. It is a process before natural dyeing. Natural dyeing is a process of using natural. For this procedure, 1 kilogram of material per batch was considered.

<b>Office of Division</b>	Research and Development Division – Chemicals, Dyes and Auxiliaries and By-Product Utilization Section (RDD-CDABUS)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G; G2B; G2C			
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Textile material (fiber, yarns, fabric)</li> <li>• RDD Form No. 001 Service Request Form (1 original, 2 duplicate)</li> <li>• Order of Payment</li> <li>• Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>• To be secured by client</li> <li>• RDD Office, 2nd Level Room 203</li> <li>• Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>• Treasury Section Room, 3<sup>rd</sup> Level Room 310</li> </ul>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Section I of Service Request Form (SRF) at the RDD Office, 2 <sup>nd</sup> Level Room 203	1. Check completeness of information	None	7 minutes	<i>Receiving Officer</i> RDD Office
	1.1 Fill out Section II for the type and cost of service and forward to Section Head.  1.2 Sign "Received by" portion of Section II			
	2. Review entries and sign SRF		5 minutes	<i>Section Head</i> RDD Office



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Sign Section II of SRF	3. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)	None	5 minutes	<i>Receiving Officer</i> RDD Office
2. Secure order of payment at the Accounting Section, 3 <sup>rd</sup> Level Room 309	4. Encode information in Accounting Module of ULIMS	None	10 minutes	<i>Administrative Aide</i> Accounting Office
	4.1 Generate 2 copies of Order of Payment FAD-Accounting Form No. 002			
	5. Review and sign OP  5.1 Retain one copy each of SRF and OP  5.2 Issue 1 copy of OP and 2 copies of SRF	None	3 minutes	<i>Accountant</i> Accounting Office
3. Pay the required fees to the Budget and Treasury Section, 3 <sup>rd</sup> Level Room 310	6. Check amount if conforms with OP and SRF  6.1 Encode information and generate OR in triplicate  6.2 Sign and issue OR with 2 copies of SRF	Refer to Schedule of Textile Processing Fees and Schedules	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present OP and OR to Receiving Officer to RDD Office, 2 <sup>nd</sup> Level Room 203	7. Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client	None	7 minutes	<i>Receiving Officer</i> RDD Office
None	8. Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)	None	2 minutes	<i>Receiving Officer</i> RDD Office
None	9. Review, assign technical staff and sign JO	None	3 minutes	<i>Section Head</i> RDD Office
None	10. Issue JO with materials to the concerned technical staff at Natural Dyes Laboratory (1 <sup>st</sup> Level, Room 115)	None	5 minutes	<i>Receiving Officer</i> RDD Office
None	11. Receive and sign JO	None	2 minutes	<i>Processing/ Technical Personnel</i> CDABUS Office
None	12. Pretreatment and mordanting of textile material (See attached WI-RDD-CDA 08-01)  12.1 Extract dye from selected source and apply to pretreated textile material	None	4 hours  8 hours	<i>Processing/ Technical Personnel</i> CDABUS Laboratory

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)  12.2 Dry and condition the textile material		8 hours	
None	13. Turn over processed materials to SRA for release to Customer	None	3 minutes	<i>Releasing Officer</i> CDABUS Office
6. Sign in Service Request Record Book "Received by" portion at the RDD Office, 2 <sup>nd</sup> Level Room 203	14. Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass	None	3 minutes	<i>Releasing Officer</i> RDD Office
7. Fill out feedback form	15. Retrieve and file feedback form for Quarterly Analysis	None	5 minutes	<i>Receiving Officer</i> RDD Office
<b>TOTAL PROCESSING TIME</b>			<b>2 days, 5 hours and 8 minutes</b>	



**PTRI**  
PHILIPPINE TEXTILE RESEARCH INSTITUTE

<b>II. Natural Dyes</b>	
<b>A. Yarns/Fibers</b> (max. capacity per batch =1.5 kg)	
Scouring and Bleaching	95.00 /kg
- Annatto	955.00 /kg
- Indigo	1,375.00 /kg
- Mayana	1,388.00 /kg
- Talisay	796.00 /kg
- Yellow Ginger	1,438.00 /kg
- Other dye sources	1,270.00 /kg
<b>B. Pineapple, Pineapple-Silk Fabrics</b> (30" width)	
Scouring and Bleaching	
- Annatto	45.00 /yd
- Indigo	65.00 /yd
- Mayana	75.00 /yd
- Talisay	45.00 /yd
- Yellow Ginger	75.00 /yd
- Other dye sources	60.00 /yd
<b>C. Abaca Fabric</b> (30" width)	
Scouring and Bleaching	20.00 /yd
- Annatto	55.00 /yd
- Indigo	80.00 /yd
- Mayana	85.00 /yd
- Talisay	55.00 /kg
- Yellow Ginger	90.00 /kg
- Other dye sources	75.00 /kg
<b>D. Powder Production</b> (Spray Drying)	
Extraction	150.00 /kg material
Spray Drying	300.00 /3L extract
<b>III. Rental</b>	
Bobbins (blue)	50.00 /month

	Philippine Textile Research Institute	DOCUMENT CODE	WI-RDD-NFU 08-01
	<b>WORK INSTRUCTIONS MANUAL</b>	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
	SECTION	OPERATION	EFFECTIVITY DATE
SUBJECT	<b>FIBER EXTRACTION (DECORTICATION)</b>		

I  
PERSON RESPONSIBLE:

- Science Aide

**STEPS:**

- 1.0 Weigh the plant material.
- 2.0 Extract the fiber from the plant material using the Decortication Machine.
- 3.0 Wash the fiber.
- 4.0 Remove the excess water by either squeezing or using the Hydroextractor.  
Refer to WI-RDD 08-02 Hydroextraction.
- 5.0 Sun-dry or air-dry the fibers.
- 6.0 Weigh the dried fibers.
- 7.0 Pack the fibers in plastic bags and put a label/sticker indicating the date, name of fiber, source and weight.

Prepared by:  SRS II	Approved by: Section Head
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<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Receiving Officer of the RDD conduct survey. Customer-rater fills-out Customer Satisfaction Feedback Form (RDD Form No. 005). Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ol style="list-style-type: none"> <li>1. Quality of Service</li> <li>2. Timeliness of Result/s</li> <li>3. Staff/Researcher</li> <li>4. Cost</li> </ol> <p>Other comments/suggestions are also written in this form.</p>
How feedback is processed	<p>Data on the ranking of attributes are gathered and tabulated by the Receiving Officer. Customer Satisfaction Measurement is determined using the weighted scores of the attributed in terms of perceived importance and customer satisfaction. Data from customers is then processed using statistical analysis and gap analysis is prepared to determine priorities for improvement.</p>
How to file a complaint	<p>Written complaints are included in the quarterly monitoring reports and submitted to the QMR. Verbal complaints are entertained and the customer is provided a copy of the Feedback form. Filled-out form is submitted to the Receiving Officer for consolidation.</p>
How complaints are processed	<p>Complaint is evaluated (if valid) through review of Service Request Form, Job Order, and interviews of concerned personnel. Root cause analysis is conducted, and corrective action is undertaken based on the merit of the corrective action.</p>
Contact information	<p>For inquiries and follow-up, clients may contact the following  <b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   <a href="mailto:ptridost47@gmail.com">ptridost47@gmail.com</a>  Telephone: 8837-1349   88372071 local 2367  Fax: 8837-1349</p>
Contact information of CCB, PCC, ARTA	<p><b>ARTA:</b> <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>

Department of Science and Technology  
PHILIPPINE TEXTILE RESEARCH INSTITUTE  
FAD - Human Resource and Records Management Section

**CUSTOMER COMPLAINTS FORM**

To : Human Resource and Records Management Section

From : \_\_\_\_\_  
(Name of Complainant)

**Particulars of Complaints**

(Please indicate the name of person being complained, incident and evidence)

\_\_\_\_\_  
Signature of Complainant

Complaint Received by :

Date :

Noted by:

\_\_\_\_\_  
Head, HRRMS

RDD Form No. 002  
Rev. 1/15-05-17

	Republic of the Philippines Department of Science and Technology <b>PHILIPPINE TEXTILE RESEARCH INSTITUTE</b> RESEARCH AND DEVELOPMENT DIVISION
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### JOB ORDER FORM

Reference No.: \_\_\_\_\_ Job Order No.: \_\_\_\_\_

Due Date: \_\_\_\_\_

JOB DESCRIPTION <i>To be filled out by SSRS</i>	DETAILS OF JOB ORDER <i>To be filled out by Unit Head</i>	ASSIGNED TECHNICAL STAFF	SIGNATURE OF TECHNICAL STAFF

Approved by:

\_\_\_\_\_

*Section Head*

Date Completed: \_\_\_\_\_

Remarks:

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Note: To be accomplished in duplicate



RDD Form No. 005  
Rev. 2/15-05-17

 <div style="text-align: center;"> <p>Department of Science and Technology</p> <p><b>PHILIPPINE TEXTILE RESEARCH INSTITUTE</b></p> <p>Research and Development Division</p> <p>Gen. Santos Ave., Bicutan Taguig City, 1631 Philippines</p> <p>Tel Nos. (632) 827-2171 to 82 loc. 2367 Telefax No. 8371349</p> <p><a href="http://www.ptri.dost.gov.ph">http://www.ptri.dost.gov.ph</a></p> </div>
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### CUSTOMER SATISFACTION FEEDBACK FORM

Your feedback will help us evaluate the overall performance of the Research and Development Division and improve our service delivery system.

Name of Customer: \_\_\_\_\_ Reference No. \_\_\_\_\_  
 Company/School: \_\_\_\_\_  
 Address: \_\_\_\_\_

Please check ( / ) the box to indicate your response.

**RDD Services Rendered:**

- |   |  |
|---|--|
| <input type="checkbox"/> Fiber Processing           | <input type="checkbox"/> Natural Dyeing                  |
| <input type="checkbox"/> Silk Processing            | <input type="checkbox"/> Colormatching/Color Development |
| <input type="checkbox"/> Technical Consultancy      | <input type="checkbox"/> Spray Drying of Dye Extracts    |
| <input type="checkbox"/> Others, pls. specify _____ |  |

**How did you know of RDD Services?**

- ☐ newspaper/magazines      ☐ internet      ☐ others, \_\_\_\_\_

**PART I. HOW WILL YOU RATE OUR SERVICES**

CRITERIA	Outstanding	Very Satisfactory	Satisfactory	Fair	Poor
	(5)	(4)	(3)	(2)	(1)
a. Quality of Service					
b. Timeliness of Result/s					
c. Staff/Researcher					
d. Cost					
Overall Satisfaction					

**PART II. HOW IMPORTANT ARE THESE ATTRIBUTES TO YOU?**

CRITERIA	Extremely Important	Quite Important	Important	Quite Unimportant	Of No Importance At All
	(5)	(4)	(3)	(2)	(1)
a. Quality of Service					
b. Timeliness of Result/s					
c. Staff/Researcher					
d. Cost					
Overall Rating					

Comments/Suggestions: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

## **Office of the Director**

### **Technology Transfer, Information and Promotion Staff**

#### **External Services**

## 29. REGULAR TRAINING SERVICE (In-house)

Description: In- house training courses offered by the DOST - PTRI for the year. These training courses have standardized design / modules. Minimum and maximum number / target participants and training fee are determined.

<b>Office of Division</b>	Office of the Director - Technology Transfer, Information and Promotion Staff	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G; G2B; G2C	
<b>Who may Avail</b>	MSMEs, Social Enterprise, Government, Academe	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• TIPS Form 008 Training Services Request (2 original copies)</li> <li>• Accounting Form 002 Order of Payment (1 original, 1 duplicate)</li> <li>• Official Receipt (1 original, 1 duplicate)</li> <li>• TIPS Form 009 Training Contract (School/ University) / 010 Training Contract (Company) (2 original copies)</li> <li>• TIPS Form 016 Company Profile (1 copy only)</li> <li>• TIPS Form 013 Attendance Sheet (1 copy only)</li> <li>• TIPS Form 017 Registration (1 copy each)</li> <li>• TIPS Form 005 Course and Speakers' Evaluation (1 copies each)</li> <li>• Training Certificates (1 copy each)</li> </ul>		<ul style="list-style-type: none"> <li>• TIPS Room, 2<sup>nd</sup> Level, Room 200</li> <li>• Accounting Section, 3<sup>rd</sup> Level Room 309</li> <li>• Treasury Unit, 3<sup>rd</sup> Level Room 310</li> <li>• TIPS Room 2<sup>nd</sup> Level, Room 200</li> <li>• TIPS Room 2<sup>nd</sup> Level, Room 200</li> <li>• Designated training venue</li> <li>• TIPS Room 2<sup>nd</sup> Level, Room 200</li> <li>• Designated training venue</li> <li>• TIPS Room 2<sup>nd</sup> Level, Room 200</li> </ul>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Training Contract/ Technology Transfer Agreement based on agreed/confirmed training schedule, and Company/ Individual Profile at the TIPS Office 2 <sup>nd</sup> Level Room 200	1. Collect the signed Training Contract/ Technology Transfer Agreement and Company Profile / Individual Profile	None	2 minutes	<i>Training Officer</i> TIPS Office
2. Fill out Training Service Request Form at the TIPS Office 2 <sup>nd</sup> Level Room 200	2. Check completeness of information and sign.	None	3 minutes	<i>Training Officer</i> TIPS Office
	3. Review entries and sign TSR.		2 minutes	<i>Head TIPS</i> TIPS Office
	4. Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		2 minutes	<i>Training Officer</i> TIPS Office
3. Secure order of payment from Accounting Section at the Accounting Office 3 <sup>rd</sup> Level Room 309	5. Encode information in Accounting Module of ULIMS  5.1 Generate 2 copies of Order of Payment 5.2 FAD-Accounting Form No. 002	Refer to attached training service fee matrix	10 minutes	<i>Administrative Aide</i> Accounting Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Review and sign OP 6.1 Retain one copy each of SRF and OP 6.2 Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Accountant</i> Accounting Office
4. Pay the required fees to the Budget and Treasury Section Room 3 <sup>rd</sup> Level Room 310	7. Check amount if conforms with OP and SRF 7.1 Encode information and generate OR in triplicate 7.2 Sign and issue OR with 2 copies of SRF	Refer to attached training service fee matrix	8 minutes	<i>Administrative Officer</i> Budget and Budget & Treasury Office
5. Present the OR to the Training Officer at TIPS Office 2 <sup>nd</sup> Level Room Number 200	8. Convey the participants to the training venue	None	7 minutes	<i>Training Officer</i> TIPS Office
6. Fill out the Registration Form and submit to the Training Officer.	9. Review completeness of information	None	5 minutes	<i>Training Officer</i> TIPS Office
7.1 Sign in the Attendance Sheet daily during the duration of the training designated training venue 7.2 Participate in training activity at the designated training venue	10. Orient the participants regarding the Training House Rules  10.1 Implement training specified in the course design	None	1 - 10 days For complete details, refer to the Matrix of Training	<i>Training Officer</i> TIPS Office  <i>See Matrix of Training</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. After the training, fill out and submit the Course and Resource Speakers' Evaluation at the designated training venue	11. Review completeness of information and consolidate the filled-out Course and Resource Speakers' Evaluation	None	5 minutes	<i>Training Officer</i> TIPS Office
9. Receive and acknowledge the Training Certificates in the attendance sheet form at the TIPS Office 2 <sup>nd</sup> Level Room Number 200	12. Awarding of Certificates	None	5 minutes	<i>Training Officer</i> TIPS Office
<b>TOTAL PROCESSING TIME</b>			<b>52 min + training duration</b>	



**PTRI**  
PHILIPPINE TEXTILE RESEARCH INSTITUTE

### SCHEDULE OF TECHNICAL TRAINING FEES

Title of Training Course	Number of Hours	Venue	Fee (Php)
<b>SERICULTURE</b>			
Extraction and Application of Natural Dyes	24	PTRI	1,250.00 per participant
<b>FIBER TESTING AND EVALUATION</b>			
Physical Testing and Evaluation of Cotton Fibers	16	PTRI	935.00 per participant
Physical Testing and Evaluation of Other Natural Fibers ( <i>Ramie, Flax, Abaca, etc</i> )	12	PTR	1,025.00 per participant
Physical Testing and Evaluation of Manmade Fibers	12	PTRI	1,500.00 per participant
Chemical Testing and Evaluation of Textile Fibers	16	PTRI	1,450.00 per participant
<b>YARN TESTING AND EVALUATION</b>			
Physical Testing and Evaluation of Spun and Filament Yarns	24	PTRI	1,980.00 per participant
Physical Testing and Evaluation of Sewing Threads	12	PTRI	1,050.00 per participant
Chemical Testing and Evaluation of Yarns	16	PTRI	915.00 per participant
<b>FABRIC TESTING AND EVALUATION</b>			
Physical Testing and Evaluation of Fabrics	32	PTRI	3,775.00 per participant
Carpet Testing	6	PTRI	2,375.00 per participant
Physical Testing and Evaluation of Other Textile Products (upholstery materials, nonwovens, etc)	12	PTRI	1,025.00 per participant
Chemical Testing and Evaluation of Fabrics	20	PTRI	1,050.00 per participant
<b>SPINNING TECHNOLOGY</b>			
Basic Cotton Spinning	16	PTRI	600.00 per participant
Yarn Manufacturing	40	PTRI	2,000.00 per participant
<b>WEAVING TECHNOLOGY</b>			
Orientation to Powerloom Weaving	24	PTRI	1,000.00 per participant
Powerloom Weaving Technology	40	PTRI	1,565.00 per participant
Basic Handloom Weaving	40	PTRI	1,760.00 per participant
Advance Handloom Weaving	40	PTRI	1,760.00 per participant
Silk Handloom Weaving	80	PTRI	3,850.00 per participant





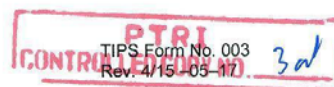
Title of Training Course	Number of Hours	Venue	Fee (Php)
<b>KNITTING TECHNOLOGY</b>			
Orientation to Knitting Technology	16	PTRI	1,190.00 per participant
Knitting Technology	24	PTRI	1,820.00 per participant
<b>FINISHING</b>			
Dyeing of Cellulosic Fibers (Ramie, Cotton, Jute, Linen, Rayon, etc)	16	PTRI	750.00 per participant
Advance Course on Dyeing of Cellulosic Fibers	32	PTRI	1,500.00 per participant
Dyeing of Indigenous Fibers (Buntal, Abaca, Nito, Sagisi, etc)	16	PTRI	680.00 per participant
Advance Course on Dyeing of Indigenous Fibers	32	PTRI	1,400.00 per participant
Dyeing of Synthetic Fibers	16	PTRI	775.00 per participant
Pinukpok Fabric Production	6	PTRI	385.00 per participant
Textile Finishing Technology	40	PTRI	1,680.00 per participant
Tie Dyeing	16	PTRI	750.00 per participant



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Client fill-out the Course and Resource Speakers Evaluation Form (CRSEF) and submit to the Training Officer.
How feedback is processed	Every quarter the Training Officer processes the CRSEF and prepares CRSEF quarterly report and submits to the Head TIPS. The Head TIPS submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Complaint Form (CCF). Client must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Client submits the CCF to the Training Officer.</p>
How complaints are processed	The Training Officer forwards the client complaint to the Head TIPS. The Head TIPS evaluates the validity of complaint and when found to be of merit, recommend and implement a corrective action, then provide feedback to the client.
Contact Information of PTRI	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>PTRI:</b> Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   ptridost47@gmail.com  Telephone: 8837-1325   88372071 local 2362  Fax: 8837-1325</p>
Contact Information of ARTA, CSC, PCC	<p>For inquiries and follow-up, clients may contact the following</p> <p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 84785093  <b>PCC:</b> 8888  <b>CCB:</b> 0908-881-6565 (SMS)</p>



Republic of the Philippines  
Department of Science and Technology  
**PHILIPPINE TEXTILE RESEARCH INSTITUTE**  
Bicutan, Taguig City



## COURSE AND RESOURCE SPEAKERS' EVALUATION

COURSE TITLE: \_\_\_\_\_ SCHEDULE: \_\_\_\_\_  
VENUE: \_\_\_\_\_

**INSTRUCTION:** Please rate the effectiveness of this course by indicating the number on the underline represented by the emoticon, based on a scale of 1-5 (5 being the highest and happiest). For ratings of 3 and below, please provide additional comments. Your frank and objective evaluation and comments will help us improve our future training programs. (Paki-bigyan ng antas o grado ang kursong pagsasanay sa pamamagitan ng paglagay ng numero sa guhit batay sa emoticon, base sa antas 1-5 (5 bilang pinaka-mataas at pinaka-masaya). Sa antas na 3 at pababa, pakibigyan ng karagdagang komento. Ang tapat na kasagutan at komento ay makakatulong sa pagkakaroon ng mga mas makabuluhang pagsasanay)



	Importance (Gaano kahalaga)	Satisfaction (Gaano nasiyahan)	Remarks (Pagpuna)
<b>1.0 Training Program/Course</b>			
1.1. Achievement of Course Objective/s (Pagkakatulad sa mga Layunin)	_____	_____	_____
1.2. Organization of Topics (Pagkakaorganisa ng mga Paksa)	_____	_____	_____
1.3. Appropriateness of Training Methodologies, e.g. lectures, open forum, workshop (Narapat na Pamamaraan sa Pagsasanay, Halimbawa: panayam, open forum at workshop).	_____	_____	_____
1.4. Effectiveness of Training Materials (Mabisang mga Gamit sa Pagsasanay)	_____	_____	_____
<b>2.0 Resource Speaker/s (RS)</b>			
2.1 RS 1: _____			
2.1.1 Mastery of the Subject Matter (Kadalubhasaan sa Paksa)	_____	_____	_____
2.1.2 Total Speaking Ability (Kakayahan sa Pagsasalita o Pagpapaliwanag)	_____	_____	_____
2.1.3 Management of Time (Pamamahala ng Oras)	_____	_____	_____
2.2 RS 2: _____			
2.1.1 Mastery of the Subject Matter (Kadalubhasaan sa Paksa)	_____	_____	_____
2.1.2 Total Speaking Ability (Kakayahan sa Pagsasalita o Pagpapaliwanag)	_____	_____	_____
2.1.3 Management of Time (Pamamahala ng Oras)	_____	_____	_____
2.3 RS 3: _____			
2.1.1 Mastery of the Subject Matter (Kadalubhasaan sa Paksa)	_____	_____	_____
2.1.2 Total Speaking Ability (Kakayahan sa Pagsasalita o Pagpapaliwanag)	_____	_____	_____
2.1.3 Management of Time (Pamamahala ng Oras)	_____	_____	_____

**3.0 Assistant Resource Speaker/s (ARs)**



- 3.1 ARS 1: \_\_\_\_\_
- 3.1.1 Knowledge of the Subject Matter (Kaalaman sa Paksa) \_\_\_\_\_
- 3.1.2 Sensitivity to Participants' Needs (Pagbibigay ng Tulong o Gabay sa mga Trainees) \_\_\_\_\_
- 3.2 ARS 2: \_\_\_\_\_
- 3.1.1 Knowledge of the Subject Matter (Kaalaman sa Paksa) \_\_\_\_\_
- 3.1.2 Sensitivity to Participants' Needs (Pagbibigay ng Tulong o Gabay sa mga Trainees) \_\_\_\_\_

**4.0 Coordinator:**

- 4.1 Responsiveness to the Training Needs (Pagtugon sa mga Kailangan ng Pagsasanay) \_\_\_\_\_

**5.0 Training Facilities**

- 5.1 Conduciveness to Training Venue (Kaayaayang Lugar ng Pagsasanay) \_\_\_\_\_

- 6.0 Topics you want to be included in future courses \_\_\_\_\_  
(Mga paksa na nais makasama sa mga darating na pagsasanay)

**7.0 Over-all Comments and Recommendations (Pang-kabuuang Puna at Mungkahi)**

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Please return this form to your Trainer or Training Coordinator. Thank you.  
(Paki balik ang form na ito sa Trainer o Coordinator)



PHILIPPINE TEXTILE RESEARCH INSTITUTE  
Technology Transfer, Information & Promotion Staff (TIPS)  
Gen. Santos Avenue, Bicutan, Taguig City



### TRAINERS' EVALUATION

Requesting Party

COURSE TITLE: \_\_\_\_\_ SCHEDULE: \_\_\_\_\_  
VENUE: \_\_\_\_\_

INSTRUCTION: Please rate the performance of our trainers by checking the appropriate box. Your frank and objective evaluation will help us improve our future undertakings

A. TRAINER (5-Outstanding, 4-Very Satisfactory, 3-Satisfactory, 2-Fair, 1-Poor)

	5	4	3	2	1
1. Mastery of the subject matter					
2. Total Speaking ability					
3. Method of instruction					
4. Clarity in answering questions					
5. Effective use of training materials					
6. Management of time					
7. Sensitivity to participants' needs					

B. ASSISTANT TRAINER

	5	4	3	2	1
1. Knowledge of the subject matter					
2. Sensitivity to participants' needs					
3. Effective use of facilities					

C. COMMENTS/RECOMMENDATIONS

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\_\_\_\_\_  
Signature over printed name

\_\_\_\_\_  
Position/Office

\_\_\_\_\_  
Date

\*DOST Regional staff shall include PSTD, his representative, or technical staff from the Regional Office.

## **Finance and Administrative Division**

### **Human Resource and Records Management Section**

#### **Internal Services**

## Human Resource and Records Management Section

### 1. Payroll Processing for Regular Employees

Description: This process involves the preparation of the Payroll of Salaries of Regular Employees of the Philippine Textile Research Institute.

<b>Office or Division:</b>	Finance and Administrative Division- Human Resource and Records Management Section (FAD-HRRMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Regular Employees of PTRI			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS (Loan & Remittance) (Original Copy) Landbank (Loan) (Original Copy) Pag-IBIG (HDMF) (Loan & Remittance) (Original Copy) PhilHealth (Remittance) (Original Copy) PTRI EA (Loan & Contribution) (Original Copy) DOSTCU (Original Copy) Withholding Tax (Original Copy) DTR of Employees (Original Copy) Balance of Leave (Original Copy)		GSIS Website (EBCS)  Landbank (Bicutan Branch) c/o BTS PAGIBIG (SM Aura Branch)  PhilHealth Website  PTRI EA  DMPC PTRI Accounting Section Individual Employees HRRMS		
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed & approved DTR to HRRMS	1.1 Check and compute absences, tardiness incurred by employees with negative leave credits during the previous month  1.2 Update balance of leave	None	5 minutes	Nurse HRRMS Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2. Download billing from GSIS Website (EBCS)	None	5 minutes	<i>Administrative Assistant</i> HRRMS Office
None	3. Obtain employees loan billing statement from Landbank	None	25 minutes	<i>Administrative Officer</i> Budget and Treasury Office
None	4. Obtain employees loan billing statement from Pag-IBIG (HDMF)	None	1 day	<i>Nurse</i> HRRMS Office
None	5.1 Obtain HMO billing and Monthly Contribution to PTRI EA 5.2 Check billing from DOST CU	None	10 minutes	<i>Administrative Assistant</i> HRRMS Office
None	6. Transmit employees Withholding Tax deduction with adjustments	None	5 minutes	<i>Accountant</i> Accounting Office
None	7. Check and update ARA submission to GSIS	None	10 minutes	<i>Administrative Officer</i> HRRMS Office
None	8. Prepare payroll and deduct all identified contributions	None	8 hours	<i>Administrative Assistant</i> HRRMS Office

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	9. Print Payroll together with DV, ORS, & Pay Slip	None	30 minutes	<i>Administrative Assistant</i> HRRMS Office
None	10. Review Payroll, DV & ORS for clearance of HR Head	None	10 minutes	<i>Administrative Officer</i> HRRMS Office
None	11. Approve & sign ORS (certified allotment)	None	5 minutes	<i>Chief AO</i> Chief FAD Office
None	12. Conduct pre-audit	None	45 minutes	<i>Administrative Officer</i> Budget and Treasury Office
None	13. Approve & sign ORS (available allotment)	None	10 minutes	<i>Administrative Officer</i> Budget and Treasury Office
None	14. Process documents (pre-audit, manual indexing & recording)	None	45 minutes	<i>Administrative Aide</i> Accounting Office
None	15. Encode index in Excel file	None	10 minutes	<i>Administrative Officer or Accountant</i> Accounting Office
None	16.1 Certify availability of funds (Payroll)  16.2 Certified correct and complete supporting documents (DV)	None	10 minutes	<i>Accountant</i> Accounting Section Office



None	17. Prepare & sign LDDAP	None	10 minutes	<i>Administrative Assistant &amp; Accountant</i> Accounting Section Office
None	18. Prepare FINDES and sign the hardcopy (Landbank Website)	None	45 minutes	<i>Administrative Aide &amp; Accountant</i> Accounting Section Office
None	19. Review and sign DV, LDDAP and FINDES	None	1 hour	<i>Chief AO</i> <i>Chief FAD</i> Office & Director Office of the Director
None	20. Prepare & sign Advice	None	10 minutes	<i>Administrative Officer</i> Budget and Treasury Office & <i>Chief AO</i> Chief FAD Office
None	21. Submit Advice & FINDES to Landbank	None	30 minutes	<i>Administrative Officer</i> Budget and Treasury Office
2. Pick-up copy of payslip from the Budget and Treasury Section	22.1 Inform employees that salaries are already available in their ATM accounts  22.2 Distribute copy of Pay Slips to the concerned employees	None	2 minutes	<i>Administrative Officer</i> Budget and Treasury Office
<b>TOTAL PROCESSING TIME:</b>		<b>2 days, 6 hours and 35 minutes</b>		

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	Employee fill-out the Customer Satisfaction Feedback Form (CSFF) and submit to the HR Head.
How feedback is processed	Every quarter HR Head processes the CSFF and prepares CSFF monthly/quarterly reports and submit to the Division Chief. The Division Chief submits the report to the Quality Management Representative (QMR).
How to file a complaint	<p>Employee fills-out the Customer Complaints Form at the back of the CSFF. Employee must ensure to provide the following:</p> <ul style="list-style-type: none"> <li>- Name of person/s being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Employee submits the Customer Complaints Form to the HR Head.</p>
How complaints are processed	<p>The HR Head forwards the employee complaint to the Division Chief after receipt of the employee complaint. The Division Chief submits the complaint to the PTRI Anti-Red Tape Chair.</p> <p>Upon evaluation, PTRI Anti-Red Tape Chair convenes the Committee and starts the investigation. The Committee prepares the report and submits to the Head of the Agency for appropriate action.</p> <p>PTRI Anti-Red Tape Chair provides feedback to the employee within five working days of the receipt of the complaint.</p>
Contact information	<p>For inquiries and follow-up, employee may contact the following</p> <p>Email: <a href="mailto:ptri@ptri.dost.gov.ph">ptri@ptri.dost.gov.ph</a>   ptridost47@gmail.com</p> <p>Telephone: 8837-1325   88372071 local 2362</p> <p>Fax: 8837-1325</p>
Contact information of ARTA, PCC & CBB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>: 1-ARTA-2782</p> <p>PCC: 8888</p> <p>CBB: 0908-881-6565 (SMS)</p>



Department of Science and Technology  
**PHILIPPINE TEXTILE RESEARCH INSTITUTE**  
FAD - Human Resource and Records Management Section

**CUSTOMER SATISFACTION FEEDBACK**

Control No : \_\_\_\_\_

Name of Client : \_\_\_\_\_

Division/Section : \_\_\_\_\_

Please check (/) the box to indicate your responses using the rating scale below:

ATTRIBUTES	LEVEL OF SATISFACTION				
	5	4	3	2	1
Quality of Service	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Timeliness of Service	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Behavior of Staff	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

ATTRIBUTES	LEVEL OF IMPORTANCE				
	5	4	3	2	1
Quality of Service	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Timeliness of Service	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Behavior of Staff	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Very Satisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

**FEEDBACK :** Please write your other comments/suggestions:

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Client's Signature : \_\_\_\_\_

Date : \_\_\_\_\_

*Complaint's Form (at the back)*

Department of Science and Technology  
**PHILIPPINE TEXTILE RESEARCH INSTITUTE**  
FAD - Human Resource and Records Management Section

**CUSTOMER COMPLAINTS FORM**

To : Human Resource and Records Management Section

From : \_\_\_\_\_  
(Name of Complainant)

**Particulars of Complaints**

(Please indicate the name of person being complained, incident and evidence)

\_\_\_\_\_  
Signature of Complainant

Complaint Received by :

Date :

Noted by:

\_\_\_\_\_  
Head, HRRMS

## DOST-PTRI DIRECTORY

General Santos Avenue, Bicutan, Taguig City 1631

Trunk Line: 8837-2071 to 82

### OFFICE OF THE DIRECTOR

OFFICE	TELEPHONE	LOCAL
Office of the Director (OD)	8837-1325	2360
Technology Transfer, Information and Promotion Staff (TIPS)	8837-1338	--
Planning and ICT Staff	8817-7920	--

### RESEARCH AND DEVELOPMENT DIVISION (RDD)

OFFICE	TELEPHONE
RDD Office	8837-1349

### TECHNICAL SERVICES DIVISION (TSD)

OFFICE	TELEPHONE
TSD Laboratory Receiving Office	8837-1158
Innovation Center for Yarns and Textiles	8837-1157

### FINANCE AND ADMINISTRATIVE DIVISION (FAD)

OFFICE	TELEPHONE	LOCAL
Chief FAD Office		2362 / 2376
Accounting Section		2372
Budget and Treasury Section		2365 / 2371
Human Resource and Records Management Section		2373 / 2378
Property, Procurement and General Services Section	8837-0444	2373

