



**PHILIPPINE TEXTILE RESEARCH INSTITUTE**

# **CITIZEN'S CHARTER**

## **I. Mandate**

The Philippine Textile Research Institute (PTRI) formally established as a line agency of NSDB under Resolution 246 R.3 on January 3, 1976 and of the Department of Science and Technology (DOST) dated January 30, 1987, is mandated to perform the following: Conduct applied research and development for the textile industry sector; Undertake the transfer of completed research and development for users or via linkage units of other government agencies; Undertake technical services and provide training program.

## **II. Vision**

To be the center of excellence on textile science and technology (S&T) development to support the Philippine textile, garment and allied industries in achieving global competitiveness.

## **III. Mission**

To support the Philippine textile, garment and allied micro, small and medium enterprises (MSMEs) achieve global excellence through the enhancement of human resource capabilities, judicious utilization of fibrous materials and auxiliaries from indigenous sources, development and application of superior processing technologies, and quality assurance.

## **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 and 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."

<b>Technical Service Division</b>	<b>5</b>
<b>External Services</b>	
<b>Physical Testing Unit</b>	
Apparent Opening Size of a Geotextile (AOS) (ISO 12956:2010(E); ASTM D4751-16)	6
PHYSICAL LABORATORY TESTING SERVICES: Breaking Strength/Force and Elongation of Fabrics- Grab Method(ISO 13934-2; ASTM D5034)	13
PHYSICAL LABORATORY TESTING SERVICES: Colorfastness to Light – AATCC TM 16.3	20
PHYSICAL LABORATORY TESTING SERVICES: Dimensional Change- ISO 6330; AATCC TM 135	27
PHYSICAL LABORATORY TESTING SERVICES: Physical Quality Testing of Firefighters Uniform (Bureau of Fire Protection)	34
PHYSICAL LABORATORY TESTING SERVICES: Mass Per Unit Area- ASTM D3776/D3776M; ISO 3801	47
PHYSICAL LABORATORY TESTING SERVICES: Water Permeability of Geotextiles by Permittivity (ISO 11058:2010(E); ASTM D4491/4491M-17)	52
PHYSICAL LABORATORY TESTING SERVICES: Tensile Properties of Geotextiles by the Wide-Width Strip Method (ISO 10319:1993; ASTM D4595-11)	59
<b>Chemical Testing Unit</b>	
CHEMICAL TESTING SERVICES: Acid-Insoluble Lignin Content	68
CHEMICAL TESTING SERVICES: Cellulose Content	74

CHEMICAL TESTING SERVICES: 82  
Colorfastness to Home Laundering

CHEMICAL TESTING SERVICES: 87  
Fiber Composition (Two Blends)

CHEMICAL TESTING SERVICES: 92  
Fiber Composition (Three Blends)

CHEMICAL TESTING SERVICES: 97  
Fiber Identification

CHEMICAL TESTING SERVICES: 101  
Formaldehyde Content

**Mechanical Processing Unit 124**

PROVISION OF PROCESSING SERVICES 125  
FOR TEXTILES AND ALLIED PRODUCTS – A

PROVISION OF PROCESSING SERVICES 130  
FOR TEXTILES AND ALLIED PRODUCTS – B

PROVISION OF PROCESSING SERVICES 135  
FOR TEXTILES AND ALLIED PRODUCTS – C

PROVISION OF PROCESSING SERVICES 140  
FOR TEXTILES AND ALLIED PRODUCTS – D

PROVISION OF PROCESSING SERVICES 145  
FOR TEXTILES AND ALLIED PRODUCTS – E

**Chemical Processing Unit 162**

PROVISION OF PROCESSING SERVICES 163  
FOR TEXTILES AND ALLIED PRODUCTS – A

PROVISION OF PROCESSING SERVICES 169  
FOR TEXTILES AND ALLIED PRODUCTS - B

<b>Research and Development Division Natural Fiber Utilization Section</b>	<b>177</b>
NATURAL FIBER DEGUMMING	178
FIBER EXTRACTION (DECORTICATION)	182
<b>Chemicals, Dyes and Auxiliaries and By-Product Utilization Section</b>	<b>186</b>
COLOR MATCHING FOR NATURAL DYES	187
NATURAL DYES SILKSCREEN PRINTING PASTE FORMULATION	191
OPEN LABORATORY	195
POWDER PRODUCTION THROUGH SPRAY DRYING	200
PRETREATMENT AND NATURAL DYEING	204
<b>Office of the Director Technology Transfer, Information and Promotion Staff</b>	<b>213</b>
REGULAR TRAINING SERVICE (In-house)	214
<b>Finance and Administrative Division</b>	
<b>Human Resource and Records Management Section</b>	<b>223</b>
<b>Internal Services</b>	
Payroll Processing for Regular Employees	224

## **Technical Services Division**

### **Physical Testing Unit**

## PHYSICAL LABORATORY TESTING SERVICES: 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 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>
Submit sample  Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
	Fill-out Quotation for Testing Services form (section 2) and sign  Encode entries in ULIMS to generate sample code and print Test Request (TeR)  Write		15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information in logbook then forward to Technical Manager (TMgr)			
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form  Reproduce two copies of TeR  Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes          5 minutes	<i>Rocelia A. Rafols</i>          <i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS  Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment  Review and sign OP  Retain one copy each of TeR and OP  Issue 1 copy of OP and 2 copies of TeR		10 minutes                      3 minutes	<i>Gerlinda Villavicencio</i>                      <i>Josue Rosal</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay the required fees to the Treasury Unit	<p>Check amount if conforms with OP and TeR</p> <p>Encode information and generate OR in triplicate</p> <p>Sign and issue OR with 2 copies of TeR</p>		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1st Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	<p>Check sample code, description, and label and acknowledge receipt of JO.</p> <p>Record JO in logbook and assign JO to Testing Personnel (TP)</p>		5 minutes	<i>Rocelia A. Rafols</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Precondition sample in the standard atmosphere for testing textiles		1440 min (24 hr.)	<i>Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Testing Personnel</i>
	Review standard test method		30 minutes	<i>Testing Personnel</i>
	Preparation of test specimens. (150mm dia. x 5 specimens)		15 minutes	<i>Testing Personnel</i>
	Write the proper sample code and right directions on the test specimens.		5 minutes	<i>Testing Personnel</i>
	Precondition the test specimens in the standard atmosphere for testing textiles		120 min (2 hours)	<i>Testing Personnel</i>
	Prepare & Precondition the testing equipment (Milestone-Sieve Shaker)		60 min (1 hour)	<i>Testing Personnel</i>
	Conduct internal calibration		5 minutes	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Set different parameters required before conduct of test (Time, Sample Code and description, initial size of glass bead) testing speed, number of specimens to be tested, etc.)		15 minutes	<i>Testing Personnel</i>
	Place the test specimen in the shaker frame and conduct test until all specimens are tested. Starts with the smallest diameter (75microns) glass beads and place 50g of one size glass beads on the center of geotextile.		450 minutes 15min/bead size (5 specimens; 6 different beads)	<i>Testing Personnel</i>
	Prepare worksheet  Calculate and check results		45 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols</i> <i>Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Affix PTRI TSD dry seal  File laboratory copy  Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report  Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101  Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL</b>			<b>Five working days, two hours and 15 minutes</b>  <b>(7.5 working hours/day @ 100% testing activity)</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## PHYSICAL LABORATORY TESTING SERVICES: 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 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, 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>
Submit sample  Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information  Fill-out Quotation for Testing Services form (section 2) and sign  Encode entries in ULIMS to generate sample code and print Test Request	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(TeR)  Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form  Reproduce two copies of TeR		5 minutes	<i>Rocelia A. Rafols</i>
	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS  Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment  Review and sign OP  Retain one copy each of TeR and OP		10 minutes	<i>Gerlinda Villavicencio</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue 1 copy of OP and 2 copies of TeR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of TeR		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1st Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO.  Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Rocelia A. Rafols</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Precondition sample in the standard atmosphere for testing textiles		1440 min (24 hr.)	<i>Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Testing Personnel</i>
	Review standard test method		30 minutes	<i>Testing Personnel</i>
	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.		45 minutes	<i>Testing Personnel</i>
	Write the proper sample code and right directions on the test specimens.		5 minutes	<i>Testing Personnel</i>
	Precondition the test specimens in the standard atmosphere for		2 hours	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	testing textiles			
	Prepare testing equipment (Universal Testing machine).		2 hours	<i>Testing Personnel</i>
	Conduct internal calibration		5 minutes	<i>Testing Personnel</i>
	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.)		15 minutes	<i>Testing Personnel</i>
	Set test specimen in jaw faces and conduct test until all specimens are tested for each direction		45 minutes	<i>Testing Personnel</i>
	Save and print raw data		10 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols</i> <i>Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Affix PTRI TSD dry seal  File laboratory copy  Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report  Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101  Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL</b>			<b>Four working days and three hours</b>  <b>(7.5 working hours/day @ 100% testing activity)</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## PHYSICAL LABORATORY TESTING SERVICES: 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 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 (fibers, yarns, 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>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Rocelia A. Rafols</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP  Retain one copy each of TeR and OP  Issue 1 copy of OP and 2 copies of TeR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of TeR		8 minutes	<i>Margery Salillas</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1st Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Rocelia A. Rafols</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Precondition sample in the standard atmosphere for testing textiles		1440 minutes	<i>Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Testing Personnel</i>
	Review standard test method		45 minutes	<i>Testing Personnel</i>
	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		45 minutes	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with the exposed area measuring not less than 30mm x 30mm.			
	Write the proper sample code and right directions on the test specimens.		5 minutes	<i>Testing Personnel</i>
	Mount the specimens in frames such that the surface of the test specimens and the reference specimen are the same distance from the light source. Mount specimens on white card stock.		45 minutes	<i>Testing Personnel</i>
	Condition the test specimens in the standard condition for testing textiles		2 hours	
	Prepare testing equipment (Xenon-Arc Lamp Apparatus).		30 minutes	<i>Testing Personnel</i>
	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.		15 minutes	<i>Testing Personnel</i>
	Set machine operating conditions as follows: -Light source -Black standard temperature -Chamber air temperature -Relative humidity		30 minutes	<i>Testing Personnel</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	% -Light cycle hours -Filter type -Irradiance -Water requirements			
	Expose the test specimens and applicable standards for 20 hours or more depending on client's requirements. Ensure that the side normally used as the face is directly exposed to the radiant source.		21 hours or more depending on client's request	<i>Testing Personnel</i>
	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.		2 hours	<i>Testing Personnel</i>
	Compare the exposed portion to the masked control or to an unexposed original portion of the specimen.		10 minutes	<i>Testing Personnel</i>
	Quantify the color change using AATCC Gray Scale for Color Change.		15 minutes	<i>Testing Personnel</i>
	Prepare worksheet Calculate and check results		30 minutes	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL</b>			<b>Seven working days, 4 hours and 53 minutes (7.5 working hours/day @ 100% testing activity)</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes:</p> <ul style="list-style-type: none"> <li>5. Quality of Test Report</li> <li>6. Timeliness of Test Report</li> <li>7. Cost of Test</li> <li>8. Behavior of Staff</li> </ul> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## PHYSICAL LABORATORY TESTING SERVICES: 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 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			
<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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Rocelia A. Rafols</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP  Retain one copy each of TeR and OP  Issue 1 copy of OP and 2 copies of TeR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR Encode information and generate OR in triplicate		8 minutes	<i>Margery Salillas</i>

	Sign and issue OR with 2 copies of TeR			
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CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly- labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1st Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Rocelia A. Rafols</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Precondition sample in the standard atmosphere for testing textiles		1440 min (24 hr.)	<i>Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Testing Personnel</i>
	Review standard test method		45 minutes	<i>Testing Personnel</i>
	Determine the two fabric directions (Warp and Filling) Cut three specimens with the long direction parallel		30 minutes	<i>Testing Personnel</i>

	to the machine (warp) direction, at least 610mm x 610mm. Sample should lay on a flat surface and do not allow			
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CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	any section of the sample to hang over the edge of the work table.			
	Write the proper sample code and right directions on the test specimens.		5 minutes	<i>Testing Personnel</i>
	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.		30 minutes	<i>Testing Personnel</i>
	Condition the test specimens in the standard condition for testing textiles		2 hours	<i>Testing Personnel</i>

	Prepare testing equipment (standard washing machine). 1. Check cleanliness of wash tub		10 minutes	Testing Personnel
	Weigh test specimens and enough ballast to		10 minutes	Testing Personnel

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	make a 1.8 +/-0.1 kg load.			
	Weigh the right amount of detergent required for washing		5 minutes	Testing Personnel
	Place test specimens together with ballast and detergent inside the washing machine		2 minutes	Testing Personnel
	Select the specified water level, water temperature for the washing cycle and rinse temperature.		5 minutes	Testing Personnel
	Wash specimens		1 hour and 10 minutes/cycle	Testing Personnel
	Remove the specimens immediately after the final spin cycle, separate tangled pieces, taking care to minimize distortion.		5 minutes	Testing Personnel
	Dry the test specimens using			Testing Personnel



	any of the following drying procedures as required by client: -Tumble dry  -Line dry -Drip dry -Screen or flat dry		1 hour and 10 minutes 1 day 1 day 1 day	
	Condition tested specimens in the standard condition for testing textiles		2 hours	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Measure dimensional change of the test specimens and record in proper worksheet		20 minutes	<i>Testing Personnel</i>
	Calculate the average dimensional change, Coefficient of Variation and Standard Deviation of the sample		30 min.	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>

Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	Virginia O. Giron
<b>TOTAL</b>			<b>Two working days, 6 hours and 23 minutes (7.5 working hours/day @ 100% testing activity)</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. Feedback on the Level of Satisfaction and Level of Importance are gathered for the following attributes: 9. Quality of Test Report 10. Timeliness of Test Report 11. Cost of Test 12. Behavior of Staff Other comments/suggestions are also written in this form.
How feedback is processed	Data on the ranking of attributes are gathered and tabulated by the Receiving Officer. 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.
How to file a complaint	Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.
How complaints are processed	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.
Contact information	Telefax: 8837-1158 DOST Trunkline: 8837-2071 to 82 local 2368

## PHYSICAL LABORATORY TESTING SERVICES: 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>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>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	Virginia O. Giron
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	Virginia O. Giron
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	Rocelia A. Rafols
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of		5 minutes	Virginia O. Giron

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Order of Payment (OP) and Cashier for Official Receipt (OR)			
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP  Retain one copy each of TeR and OP  Issue 1 copy of OP and 2 copies of TeR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of TeR		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1st Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Check sample code, description and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Rocelia A. Rafols</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Precondition samples in the standard atmosphere for testing textiles		1440 minutes	<i>Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Testing Personnel</i>
	Review standard test methods		45 minutes	<i>Testing Personnel</i>
	Write the proper sample code and right directions on the fabric sample (for determination of dimensional change after 5 wash cycles).		5 minutes	<i>Testing Personnel</i>
	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 least 610mm x 610mm. Sample should lay on a flat surface and do not allow any section of the sample to hang		30 minutes	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	over the edge of the work table.			
	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.		30 minutes	<i>Testing Personnel</i>
	Conduct washing preconditioning on the samples using ISO 6330 (see attached procedure). All will undergo 5 wash cycles and 5 drying). Only one sample can be run in the washing machine and dryer because of the weight.		4 hours/sample-one wash cycle and drying  TOTAL 5 wash cycle and drying/sample= 2.5 days  <b>TOTAL for 6 samples = 15 days</b>	<i>Testing Personnel</i>
	Condition the test specimens in the standard condition for testing textiles		2 hours	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare specimens for the following parameters: - Flammability - Failure in Sewn Seams upper and lower garments) - Breaking Strength and Elongation - Abrasion Resistance		20 minutes 20 minutes  30 minutes  20 minutes	<i>Testing Personnel</i>
	Condition the test specimens in the standard condition for testing textiles		2 hours	<i>Testing Personnel</i>
	Measure dimensional change of the fabric test specimens and record in designated worksheet		20 minutes	<i>Testing Personnel</i>
	Calculate the average dimensional change, Coefficient of Variation and Standard Deviation of the sample		30 min.	<i>Testing Personnel</i>
	Conduct test on Flammability (see attached procedure). Record results of afterflame time, afterglow time, and measured char length in designated worksheet.		1 hour 41 minutes	<i>Testing Personnel</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct test on Breaking Strength and Elongation (see attached procedure). Print raw data		1 hour 24 minutes	<i>Testing Personnel</i>
	Conduct test on Failure on Sewn for both upper and lower garments (see attached procedure). Print raw data.		1 hour 24 minutes	<i>Testing Personnel</i>
	Conduct test on Abrasion Resistance using Martindale Abrasion Testing (see attached procedure). Record number of cycles until rupture in designated worksheet		9 hours 25 minutes	<i>Testing Personnel</i>
	Compute the average after flame 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.		30 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL</b>			<b>22 working days (7.5 working hours/day @ 100% testing activity)</b>	

### Conduct of Flammability Test:

Procedure	Processing Time
Preparation of Apparatus: <ol style="list-style-type: none"> <li>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.</li> <li>2. Adjust the burner flame using the needle valve in the base of the burner to achieve a flame height of 38mm.</li> <li>3. Position the burner so that the middle of the lower edge of the specimen holder is centered 19mm above the burner.</li> <li>4. Adjust the timer to provide a 12s flame to the specimen.</li> </ol>	<p>5 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p>
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, position two clamps at the bottom of the holder, one on each side.	20 minutes for 10 specimens

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.	10 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  5 minutes for 10 specimens  10 minutes for 10 specimens  5 minutes for 10 specimens
<b>TOTAL</b>	1 hour and 41 minutes

## Conduct of Breaking Strength and Elongation:

Procedure	Processing Time
Preparation of Apparatus: 1. Recheck the tester zero after changing load cell or scale 2. Check clamping mechanisms. 3. Check total operating system. 4. Set the distance between the clamps at 75mm. 5. Select the force range of the testing machine for the break to occur between 10 and 90% of full scale force. 6. Check the jaw face surfaces for flatness and parallelism.	45 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.	13 minutes for 13 specimens (5 warp, 8 filling)
Operate the machine and break the specimen	26 minutes for 13 specimens (5 warp, 8 filling)
<b>TOTAL</b>	1 hour 24 minutes

## Conduct of Failure in Sewn Seams:

Procedure	Processing Time
Preparation of Apparatus: 1. Recheck the tester zero after changing load cell or scale 2. Check clamping mechanisms. 3. Check total operating system. 4. Set the distance between the clamps at 75mm. 5. Select the force range of the testing machine for the break to occur between 10 and 90% of full scale force. 6. Check the jaw face surfaces for flatness and parallelism.	45 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.	13 minutes for 13 specimens (5 warp, 8 filling)
Operate the machine and break the specimen	26 minutes for 13 specimens (5 warp, 8 filling)
<b>TOTAL</b>	1 hour 24 minutes

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

Procedure	Processing Time
Preparation of Apparatus: <ol style="list-style-type: none"> <li>1. Check abradant fabric</li> <li>2. Change abradant fabric</li> <li>3. Do not allow any oil or grease to come in contact with the specimens or abradant</li> <li>4. Make sure that specimen holders are tightened properly before it is replaced onto the machine.</li> </ol>	45 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.	10 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.	10 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 25 minutes

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## PHYSICAL LABORATORY TESTING SERVICES: 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<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>		
<b>CLIENT STEPS</b>	<b>PTRI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	Virginia O. Giron
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	Virginia O. Giron



CLIENT STEPS	PTRI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Rocelia A. Rafols</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP  Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to Treasury Unit	Check amount if conforms with OP and SRF  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of SRF		8 minutes	<i>Margery Salillas</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1st Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Rocelia A. Rafols</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Precondition sample in the standard atmosphere for testing textiles		1 day	<i>Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Testing Personnel</i>
	Review standard test method		45 minutes	<i>Testing Personnel</i>
	Prepare 5 specimens with the required area of the standard test method used.		30 minutes	<i>Testing Personnel</i>
	Write the proper sample code on the test specimens.		5 minutes	<i>Testing Personnel</i>
	Condition the test specimens in the standard condition for testing textiles		2 hours	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct intermediate check of balance		30 minutes	<i>Testing Personnel</i>
	Weigh the specimens to within +/-0.1% of mass on a balance. Record in worksheet		30 minutes	<i>Testing Personnel</i>
	Calculate the ff: -mass per unit area -standard deviation -coefficient of variation		30 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL</b>			<b>Two working days, 2 hours (7.5 working hours/day @ 100% testing activity)</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## PHYSICAL LABORATORY TESTING SERVICES: Water Permeability of Geotextiles by Permittivity

(ISO 11058:2010(E); ASTM D4491/4491M-17)

Description: Determination of hydraulic conductivity (water permeability) of geotextiles in terms of permittivity under standard testing conditions. A head of 50 mm (2 in.) of water is maintained on the geotextile throughout the test. The quantity of flow is measured versus time.

<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>
Submit sample	Check completeness of information	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
Fill-out Quotation for Testing Services Form (section 1)	Fill-out Quotation for Testing Services form (section 2) and sign			
	Encode entries in ULIMS to generate sample code and print Test Request			
			15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(TeR)  Write information in logbook then forward to Technical Manager (TMgr)			
	Inputs details in Test Request Form  -Req. Ref. No.  -Customer Name and Address  -Requested tests and testing fee	Refer to Schedule of Testing Fees and Schedules	15 minutes	<i>Virginia Giron or Alternate Receiving Officer Romeo M. Cometa, Jr.</i>
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form  Reproduce two copies of TeR		5 minutes	<i>Rocelia A. Rafols</i>
	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment</p> <p>Review and sign OP</p> <p>Retain one copy each of TeR and OP</p> <p>Issue 1 copy of OP and 2 copies of TeR</p>		3 minutes	<i>Josue Rosal</i>
Pay the required fees to the Treasury Unit	<p>Check amount if conforms with OP and TeR</p> <p>Encode information and generate OR in triplicate</p> <p>Sign and issue OR with 2 copies of TeR</p>		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Testing Laboratory (1st Floor, Room 107)			
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Precondition sample in the standard atmosphere for testing textiles		1440 min (24 hours)	<i>Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Testing Personnel</i>
	Review standard test method		30 minutes	<i>Testing Personnel</i>
	Preparation of 6 specimens		30 minutes	<i>Testing Personnel</i>
	Write the proper sample code and right directions on the test specimens.		5 minutes	<i>Testing Personnel</i>
	Precondition the test specimens and place in the standard water temp. 18 deg. C to 22 deg. C		720 min (12 hours)	<i>Testing Personnel</i>
	Prepare testing equipment Constant Head Permeability Apparatus.		60 min (4 hour)	<i>Testing Personnel</i>
	Conduct internal calibration		5 minutes	<i>Testing Personnel</i>



CLIENT STEPS	PTRI ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Set the different parameters required before conduct of test (Water Head & Temp. Sample Code and description. specimens to be tested, etc.)		15 minutes	<i>Testing Personnel</i>
	Set test specimen in support grid and conduct test until all specimens are tested for each direction		120 minutes (2hrs) 30min/specimen	<i>Testing Personnel</i>
	Save and print raw data and sign.		10 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols</i> <i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal  File laboratory copy  Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring copy of test request for claiming test report  Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101  Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL</b>			<b>Three working days, 5 hours and 38 minutes</b>  <b>(7.5 working hours/day @ 100% testing activity)</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

# PHYSICAL LABORATORY TESTING SERVICES: 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			
<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>
Submit sample	Check completeness of information	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
Fill-out Quotation for Testing Services Form (section 1)	Fill-out Quotation for Testing Services form (section 2) and sign			
	Encode entries in ULIMS to generate sample code and print Test Request		15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(TeR)  Write information in logbook then forward to Technical Manager (TMgr)			
	Inputs details in Test Request Form  -Req. Ref. No.  -Customer Name and Address  -Requested tests and testing fee	Refer to Schedule of Testing Fees and Schedules	15 minutes	<i>Virginia Giron or Alternate Receiving Officer Romeo M. Cometa, Jr.</i>
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form  Reproduce two copies of TeR		5 minutes	<i>Rocelia A. Rafols</i>
	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS  Generate 2		10 minutes	<i>Gerlinda Villavicencio</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>copies of FAD-Accounting Form No. 002, Order of Payment</p> <p>Review and sign OP</p> <p>Retain one copy each of TeR and OP</p> <p>Issue 1 copy of OP and 2 copies of TeR</p>		3 minutes	<i>Josue Rosal</i>
Pay the required fees to the Treasury Unit	<p>Check amount if conforms with OP and TeR</p> <p>Encode information and generate OR in triplicate</p> <p>Sign and issue OR with 2 copies of TeR</p>		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Chemical Testing Laboratory (1st Floor, Room 107)			
	Check sample code, description, and label and acknowledge receipt of JO.  Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Rocelia A. Rafols</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Precondition sample in the standard atmosphere for testing textiles		1440 min (24 hours)	<i>Assigned Testing Personnel</i>
	Check the required standard test method		5 minutes	<i>Assigned Testing Personnel</i>
	Review standard test method		30 minutes	<i>Assigned Testing Personnel</i>
	Determine the two geotextile directions (Machine and Cross Machine) and prepare six to eight 300mm x 200mm test specimens per direction. Cut specimens with their long		45 minutes	<i>Assigned Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	direction parallel either to the machine direction and to the cross-machine direction.			
	Write the proper sample code and right directions on the test specimens.		5 minutes	<i>Assigned Testing Personnel</i>
	Precondition the test specimens in the standard atmosphere for testing textiles		120 min (2 hours)	<i>Assigned Testing Personnel</i>
	Prepare testing equipment (Universal Testing machine).		120 min (2 hours)	<i>Assigned Testing Personnel</i>
	Conduct internal calibration		5 minutes	<i>Assigned Testing Personnel</i>
	Set the different parameters required before conduct of test (Gage length, Sample Code and description, Unit of measurement (N, kN), testing speed, number of specimens to be tested, etc.)		15 minutes	<i>Assigned Testing Personnel</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Set test specimen in jaw faces and conduct test until all specimens are tested for each direction		132 minutes 11min/specimen (6specimens/directions)	<i>Assigned Testing Personnel</i>
	Save and print raw data and sign.		10 minutes	<i>Assigned Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review and sign test report		30 minutes	<i>Rocelia A. Rafols Testing Personnel</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal  File laboratory copy  Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report  Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Room 101  Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL</b>			<b>Four working days and 6 hours</b>  <b>(7.5 working hours/day @ 100% testing activity)</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## **Technical Service Division**

### **Chemical Testing Unit**

## CHEMICAL TESTING SERVICES: 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, yarn, fabric, chemical, dyestuff and auxiliaries)</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 (generated by ULIMS)</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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Lolita B. Palacol</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP			
	Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
	Sign and issue OR with 2 copies of TeR			
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1 <sup>st</sup> Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Lolita B. Palacol</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Air dry and pre-condition samples prior to testing		4-8 hours	<i>Laboratory Aide</i>
	<u>Prepare glassware:</u> Clean and dry condenser tubes, volumetric flasks, weighing bottles, beakers, and flasks		3 hours	<i>Laboratory Aide</i>
	Conduct constant weighing of weighing bottles and crucibles		5 hours	<i>Testing Personnel</i>
	Prepare 72% sulfuric acid and check specific gravity of prepared acid		5 hours	<i>Testing Personnel</i>
	Cool acid to required temperature		2 hours	<i>Testing Personnel</i>
	Weigh sample specimens for 3 trials moisture content, 3 trials solvent extractives, 3 trials lignin content		2 hours	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>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>  <i>Testing Personnel</i>
	<u>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 <u>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		1 hour  7 hours  2 hours  5 hours	<i>Testing Personnel</i>  <i>Testing Personnel</i>  <i>Testing Personnel</i>  <i>Testing Personnel</i>
	Prepare worksheet Calculate and check results		4 hours	<i>Testing Personnel</i>
	Prepare/type test report		1 hour	<i>Testing Personnel</i>
	Review test report		30 minutes	<i>Lolita B. Palacol</i> <i>Donna A. Uldo</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL PROCESSING TIME</b>			<b>11 days, 25 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## CHEMICAL TESTING SERVICES: 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, yarn, fabric, chemical, dyestuff and auxiliaries)</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 (generated by ULIMS)</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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Lolita B. Palacol</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP			
	Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
	Sign and issue OR with 2 copies of TeR			
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1 <sup>st</sup> Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Lolita B. Palacol</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Air dry and pre-condition samples prior to testing		4-8 hours	<i>Laboratory Aide</i>
	<u>Prepare glassware:</u> Clean and dry condenser tubes, volumetric flasks, weighing bottles, beakers, and flasks		3 hours	<i>Laboratory Aide</i>
	Conduct constant weighing of weighing bottles and crucibles		5 hours	<i>Testing Personnel</i>
	Weigh sample specimens for 3 trials moisture content, 3 trials solvent extractives, 3 trials cellulose content		2 hours	<i>Testing Personnel</i>
	<u>Prepare reagent:</u> Prepare chemicals and standardize solutions		6 hours	<i>Testing Personnel</i>
	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>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>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> <i>Testing Personnel</i>
	<u>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>  <i>Testing Personnel</i>
	<u>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>  <i>Testing Personnel</i>
	<u>Prepare glassware:</u> Clean and dry condenser tubes, volumetric flasks, weighing bottles, beakers, and flasks  Conduct constant weighing of weighing bottles and crucibles		3 hours  5 hours	<i>Laboratory Aide</i>  <i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Weigh sample specimens for 3 trials moisture content, 3 trials solvent extractives, 3 trials cellulose content</p> <p><u>Prepare reagent:</u> Prepare chemicals and standardize solutions</p> <p>Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid Cool acid to required temperature (overnight)</p> <p><u>Determination of moisture content:</u> Dry samples in oven</p> <p>Conduct constant weighing of samples, alternate heating, cooling and weighing</p>		<p>2 hours</p> <p>6 hours</p> <p>8 hours</p> <p>8 hours</p> <p>5 hours</p>	<p><i>Testing Personnel</i></p> <p><i>Testing Personnel</i></p> <p><i>Testing Personnel</i></p> <p><i>Testing Personnel</i> <i>Testing Personnel</i></p>
	<p><u>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</p>		<p>1 hour</p> <p>7 hours</p>	<p><i>Testing Personnel</i></p> <p><i>Testing Personnel</i></p>
	<p><u>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</p>		<p>2 hours</p> <p>5 hours</p>	<p><i>Testing Personnel</i></p> <p><i>Testing Personnel</i></p>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Determination of acid-insoluble lignin content part 1: three trials per sample with overnight settling of precipitate after testing		8 hours	<i>Testing Personnel</i>
	Determination of acid-insoluble lignin content part 2: decant or siphon solution, filter using crucible, wash with distilled water		8 hours	<i>Testing Personnel</i>
	Determination of acid-insoluble lignin content part 3: Dry crucibles in oven, cool, and conduct constant weighing		7 hours	<i>Testing Personnel</i>
	Determination of alpha-cellulose content		8 hours	<i>Testing Personnel</i>
	Determination of beta- and gamma- cellulose content		8 hours	<i>Testing Personnel</i>
	Prepare worksheet Calculate and check results		4 hours	<i>Testing Personnel</i>
	Prepare/type test report		1 hour	<i>Testing Personnel</i>
	Review test report		30 minutes	<i>Lolita B. Palacol Donna A. Uldo</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL PROCESSING TIME</b>			<b>14 days, 25 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## CHEMICAL TESTING SERVICES: 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			
<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</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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Lolita B. Palacol</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP  Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
	Sign and issue OR with 2 copies of TeR			

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1 <sup>st</sup> Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Lolita B. Palacol</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Prepare the sample for testing by cutting specimens and sewing edges, along with the multifiber		15 minutes	<i>Laboratory Aide</i>
	Prepare glassware and detergent		1 hour, 30 minutes	<i>Laboratory Aide</i>
	Prepare and warm-up equipment		30 minutes	<i>Testing Personnel</i>
	Conduct test		1 hour	<i>Testing Personnel</i>
	Air dry overnight and condition the sample at required temperature and relative humidity		Overnight then 4 hours	<i>Testing Personnel</i>
	Evaluate change in color and staining		30 minutes	<i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare worksheet Calculate and check results		30 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review test report		30 minutes	<i>Lolita B. Palacol Donna A. Uldo</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL PROCESSING TIME</b>			<b>1 day, 7 hours</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## CHEMICAL TESTING SERVICES: 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 of 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</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, 1st Floor Room 101</li> <li>PTL Receiving Office, 1st 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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Lolita B. Palacol</i>
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Lolita B. Palacol</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP			
	Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of TeR		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1 <sup>st</sup> Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Lolita B. Palacol</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid 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  8 hours	<i>Testing Personnel</i>  <i>Testing Personnel</i>
	Prepare samples for moisture & fiber composition analysis (3 trials) each & weigh		4 hours	<i>Testing Personnel</i>
	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>
	Prepare worksheet Calculate and check results		4 hours	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review test report		30 minutes	<i>Lolita B. Palacol</i> <i>Donna A. Uldo</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report	Photocopy and release original test report to customer. Notify customer of additional fees, if any		15 minutes	<i>Richard O. Apuyan</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL PROCESSING TIME</b>			<b>4 days, 3 hours, 18 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</p>
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Contact information	<p>Telefax: 8837-1158 DOST Trunkline: 8837-2071 to 82 local 2368</p>

## CHEMICAL TESTING SERVICES: 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 of 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			
<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</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, 1st Floor Room 101</li> <li>PTL Receiving Office, 1st 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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	Virginia O. Giron
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	Virginia O. Giron

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Lolita B. Palacol</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP			
	Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
	Sign and issue OR with 2 copies of TeR			
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1 <sup>st</sup> Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Lolita B. Palacol</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Prepare 59.5%, 70%, 75% sulfuric acid and check specific gravity of prepared acid Cool acid to required temperature (overnight) Perform Fiber Identification tests: c) Microscopical analysis (longitudinal& cross-sectional view) d) Solubility analysis and confirmation tests Prepare samples for moisture (3 trials) & fiber composition analysis (6) trials & weigh  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  8 hours  4 hours  8 hours	<i>Testing Personnel</i>  <i>Testing Personnel</i>  <i>Testing Personnel</i>  <i>Testing Personnel</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Dissolve 2 <sup>nd</sup> soluble fiber (3 trials) in 70% sulphuric acid in shaker, followed by filtration and oven drying of residue		8 hours	<i>Testing Personnel</i>
	Prepare worksheet Calculate and check results		30 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review test report		30 minutes	<i>Lolita B. Palacol Donna A. Uldo</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL PROCESSING TIME</b>			<b>5 days, 3 hours, 18 minutes</b>	



## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## CHEMICAL TESTING SERVICES: 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 of 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			
<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</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, 1st Floor Room 101</li> <li>PTL Receiving Office, 1st 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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign  Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Virginia O. Giron</i>
			15 minutes	<i>Virginia O. Giron</i>
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Lolita B. Palacol</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP			
	Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of TeR		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1 <sup>st</sup> Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Lolita B. Palacol</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	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>
	Microscopical analysis (longitudinal & cross-sectional view)		4 hours	<i>Testing Personnel</i>
	Solubility analysis Confirmation tests		4 hours	<i>Testing Personnel</i>
	Prepare worksheet Calculate and check results		30 minutes	<i>Testing Personnel</i>
	Prepare/type test report		30 minutes	<i>Testing Personnel</i>
	Review test report		30 minutes	<i>Lolita B. Palacol Donna A. Uldo</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL PROCESSING TIME</b>			<b>2 days, 3 hours, 48 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>

## CHEMICAL TESTING SERVICES: 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Textile materials (fiber, yarn, fabric, chemical, dyestuff and auxiliaries)</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>
Submit sample Fill-out Quotation for Testing Services Form (section 1)	Check completeness of information Fill-out Quotation for Testing Services form (section 2) and sign	Refer to Schedule of Testing Fees for Textiles, Garments and Allied Products	10 minutes	<i>Lolita B. Palacol</i>
	Encode entries in ULIMS to generate sample code and print Test Request (TeR) Write information in logbook then forward to Technical Manager (TMgr)		15 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the conforme portion of TeR	Review and sign Quotation Form and Test Request Form		5 minutes	<i>Lolita B. Palacol</i>
	Reproduce two copies of TeR Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Virginia O. Giron</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of FAD-Accounting Form No. 002, Order of Payment		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of TeR and OP  Issue 1 copy of OP and 2 copies of TeR			
Pay the required fees to the Treasury Unit	Check amount if conforms with OP and TeR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of TeR		8 minutes	<i>Margery Salillas</i>
Return to PTL Receiving Office	Obtain original copy of TeR and provide one copy to client		2 minutes	<i>Virginia O. Giron</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward properly-labeled sample, original TeR and Job Order (JO) to the Chemical Testing Laboratory (1 <sup>st</sup> Floor, Room 107)		10 minutes	<i>Virginia O. Giron</i>
	Check sample code, description, and label and acknowledge receipt of JO. Record JO in logbook and assign JO to Testing Personnel (TP)		5 minutes	<i>Lolita B. Palacol</i>
	Receive JO and sample		5 minutes	<i>Testing Personnel</i>
	Prepare reagent and other chemicals Check the concentration of formaldehyde solution by standardization using colorimetric method		8 hours	<i>Testing Personnel</i>
	<u>Prepare glassware:</u> Clean and dry volumetric flasks, test tubes, beakers, and flasks Oven dry, cool, then label glassware Prepare and weigh test specimens Prepare test solution by water extraction at 40°C Prepare standard formaldehyde solutions Prepare sample, blank, confirmation solutions Conduct acetyl acetone test and dimedon confirmation test using UV-Vis spectrophotometer		8 hours  2 hours  3 hours  3 hours	<i>Laboratory Aide</i>  <i>Testing Personnel</i>  <i>Testing Personnel</i>  <i>Testing Personnel</i>  <i>Testing Personnel</i>




CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare worksheet Calculate and check results		4 hours	<i>Testing Personnel</i>
	Prepare/type test report		1 hour	<i>Testing Personnel</i>
	Review test report		30 minutes	<i>Lolita B. Palacol Donna A. Uldo</i>
	Approve release of test report		30 minutes	<i>May S. Rico</i>
	Affix PTRI TSD dry seal File laboratory copy Forward test report to Releasing Officer		10 minutes	<i>Virginia O. Giron</i>
Bring copy of test request for claiming test report Acknowledge receipt of TR	Release original test report to customer. Notify customer of additional fees, if any.		15 minutes	<i>Richard O. Apuyan</i>
Proceed to Room 101 Fill out feedback form	Retrieve and file feedback form for Monthly Analysis		5 minutes	<i>Virginia O. Giron</i>
<b>TOTAL PROCESSING TIME</b>			<b>3 days, 4 hours, 48 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Conduct survey. Customer-rater fills-out PM-08.06-F1, Customer Satisfaction Feedback form. 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> <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 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>Complaints may either be in letter form or verbal communication. Customer fills-out PM-07.09-A-F1, Complaint form.</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>



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

Req. Ref. No.:
Date:
Time:

CUSTOMER: ADDRESS:	TEL NO: 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)				Remarks
		Quality of TR	Timeliness of TR	Cost of Test	Behavior of Staff	
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





	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



**PTRI**  
PHILIPPINE TEXTILE RESEARCH INSTITUTE

**SCHEDULE of TESTING FEES for TEXTILES,  
GARMENTS and ALLIED PRODUCTS  
(February 2009)**

ISO/IEC 17025 ACCREDITED TESTS			
PHYSICAL LABORATORY (Mechanical Testing LA-2005-068B)		CHEMICAL LABORATORY (Chemical Testing LA-2005-068B)	
Test	Method	Test	Method
Breaking Force		Fiber Identification	AATCC TM 20-2007 JIS 1030-1990
- Grab	EN ISO 13934-2:1999		
- Cut and Ravelled Strip	ASTM D5035-06	Colorfastness	
- Strip	EN ISO 13934-1:1999	- Laundering	AATCC TM 61-2007 ISO 105-C06:1984
Breaking Strength		- Rubbing/Crocking	AATCC TM 8-2007 ISO-X122001
- Grab	ASTM D5034-95 (Reapproved 2001)	- Perspiration	AATCC TM 15-2007 ISO 105-E)4:1994
Fabric Weight/Mass	ISO 3801-1977	- Water	AATCC TM 107-2007 ISO 105-EO4:1994
Per Unit/Mass Per Unit	ASTM D3776-07	- Sea Water	AATCC 106-2007 ISO 105-EO4: 1994 AATCC TM 20-2007
Length			
Fabric Count	ASTM D3887-96 (Reapproved 2004) ASTM D3775-03a		
No. of Threads Per Unit	ISO 7211/2-1984		
Length			
Yarn Number (Short- Length Specimen)	ASTM D1059-01		
Dimensional Change	ISO 5077-2007 ISO 6330-2000 AATCC TM 135-2004		
Geotextiles			
- Mass per Unit Area	ISO 9864-2005 ASTM D5261-92		
- Breaking Force and Elongation	ASTM D4632-91		
Pilling Resistance (Random Tumble)	ASTM D3512-05 (Reapproved 2007)		



**PTRI**  
PHILIPPINE TEXTILE RESEARCH INSTITUTE

### PHYSICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
<b>FIBERS</b>			
Cotton Grade	Equipment Manual	Uster Colorimeter 750	350.00
Crimp Frequency	ASTM D3937		600.00
Fineness			
- Man-made	ASTM D1577	Lenzing Vibroscope S497	450.00
- Natural	ASTM D1577 (modified)		1,500.00
Lint Content	Equipment Manual	Uster MDTA 3	1,100.00
Numerical Mean Length	British Handbook No. 11		500.00
Strength			
- Bundle	ASTM D1445	Spinlab Stelometer Strength Tester	300.00
	ASTM D1294 (modified)	Instron Tensile Strength Tester 1130	2,200.00
<b>YARNS/THREADS</b>			
Abrasion Resistance	Equipment Manual	Zweigle Yarn Abrasion Tester G55	700.00
Actual Length 1 <sup>st</sup> 5,000m every additional 1,000m	ASTM D204	Zweigle Wrap Reel	600.00 200.00
Evenness	ASTM D1425	Uster Evenness Tester 3	500.00
Hairiness	ASTM D5647	Uster Evenness Tester 3 with Hairiness Module	600.00
Number of Filaments/Ply			300.00
Shrinkage			
- Boiling Water	ASTM D204; D2259		500.00
- Dry Heat			650.00
Strength & Elongation			
- Single Strand	ASTM D2256	Uster Tensorapid 3	600.00
- Skein	ASTM D1578	Instron Tensile Strength Tester 5566	600.00



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### PHYSICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
Twist			
- Combination	ASTM D1423	Zweigle Twist Tester	600.00
- Ply	ASTM 1422/Untwist Retwist		300.00
- Single			500.00
Yarn Number			
- Skein	ASTM D1907	Zweigle Wrap Reel	350.00
- Short Length	ASTM D1059	Zweigle Twist Tester	500.00
<b>FABRICS</b>			
<b>A. COLORFASTNESS</b>			
Actual Laundering	AATCC 135	Electrolux Wascator FOM7-1MP-Lab	450.00
Light (Xenon) (1-6 samples or colors)	AATCC 105-B02 AATCC 16	Atlas Ci 4000 Xenon Weather-Ometer	1,500.00
Weathering (Xenon) (1-6 samples or colors)	ISO 105-B04	Atlas Ci 4000 Xenon Weather-Ometer	1,500.00
<b>B. CONSTRUCTION</b>			
Stitch Density	IWS 229	Zweigle Traversing Thread Counter/ Pick Glass/Textest Automatic Pick Counter	500.00
Stitch Length	IIC-Starfish 3	Shirley Crimp Tester	500.00
Structure			
- Bow/Skewness	ASTM D3882		400.00
- Cover Factor	IWS 169		500.00
- Distance of Weave Repeat			200.00
- Thread/Fabric Count/ No. of Threads Per Unit Length	ASTM D3887 (knitted) ISO 7211/2 (woven) ASTM D3775 (woven)	Zweigle Traversing Thread Counter/ Pick Glass/Textest Automatic Pick Counter	200.00



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### PHYSICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
- Fabric Weight/ Mass per Unit Area	ISO 3801: 9073-1 ASTM D3776; D461	J.A. King Pneumatic Sample Cutter SASD 677 Autosorter (Uster 4)	250.00
- Fabric Width	ASTM D3774		200.00
- Thickness	ISO 5084 ASTM D1777	SDL Digital Thickness Gauge MO34A	300.00
- Yarn Number	ISO 7211/5 ASTM D1059	Zweigle Twist Tester	500.00
Type of Weave	ISO 3572		200.00
<b>C. DIMENSIONAL STABILITY</b>			
Dimensional Change	ISO 6330:5077 AATCC 135	Electrolux Wascator FOM71MP-Lab Whirlpool Automatic Washer	550.00
- 1 cycle			1,000.00
- 3 cycles			1,700.00
- 5 cycles			450.00
- additional cycle with measurement			350.00
- additional cycle without measurement			

### D. PERFORMANCE

Abrasion Resistance			
- Flex	ASTM D3885	Universal Wear Tester	700.00
1 <sup>st</sup> 10,000 cycles			300.00
additional 5,000 cycles			
- Martindale	ASTM D4966	Martindale Tester	700.00
1 <sup>st</sup> 10,000 cycles			300.00
additional 5,000 cycles			
- Taber	ASTM D3884	Taber Abrasion Tester	700.00
1 <sup>st</sup> 10,000 cycles			300.00
additional 5,000 cycles			
Air Permeability	ASTM D737	Shirley Air Permeability Tester	400.00





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### PHYSICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
Flammability	ASTM D1230	Atlas Flammability Tester 45°	700.00
	US MVSS No. 302	Atlas Horizontal Flame Chamber HNV	1,000.00
	ASTM D6413	CS-IS Suga Vertical Flammability Tester	1,000.00
Pilling Resistance - ICI Pilling Box	ISO 12945-1 JIS L 1076	ICI Pilling Box Tester	700.00
- Random Tumble	ASTM D3512	Atlas Random Tumble Pilling Tester	600.00
Stiffness	ASTM D1388	Shirley Stiffness Tester	800.00
Streak Analysis	Equipment Manual	Atlas Streak Analyzer	650.00
Wrinkle Recovery - Angle	ISO 2313	Crease Recovery Tester	550.00
- Appearance	ISO 9867	AATCC Wrinkle Tester	550.00
<b>E.STRENGTH</b>			
Breaking Force/Strength - Grab	ISO 13934-2 ASTM D5034	Instron Tensile Strength Tester 5566 Zwick/Roell Z005 Tensile Strength Tester	600.00
- Strip Cut Ravelled	ISO 13934-1 ASTM D5035	Instron Tensile Strength Tester 5566 Zwick/Roell Z005 Tensile Strength Tester	600.00 1,000.00
Bursting Strength - Strip	ISO 2960 ASTM D3786	BF Perkins Mullen Tester	450.00
Bursting Strength	PNS 439 ASTM D434	Instron Tensile Strength Tester 5566	500.00
Tearing Strength - Elmendorf	ASTM D1424	Elmendorf Tearing Tester	300.00
- Tongue	ASTM D2261	Instron Tensile Strength Tester 5566 Zwick/Roell Z005 Tensile Strength Tester	1,500.00
- Trapezoid	ASTM D5587	Instron Tensile Strength Tester 5566 Zwick/Roell Z005 Tensile Strength Tester	800.00



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### PHYSICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
Yarn Slippage	ASTM D434	Instron Tensile Strength Tester 5566 Zwick/Roell Z005 Tensile Strength Tester	600.00
<b>CARPETS</b>			
Construction	ASTM D418		200.00
No. of Binding Sites	ASTM D5793 IWS 139 IWS 140		500.00
Pile Height	IWS 20	Pile Height Gauge	200.00
Shrinkage	IWS 128		800.00
Total Pile Weight - Uncoated	ASTM D5845 IWS 21		600.00
- Coated (Chem Lab)			1,600.00
Tuft Density	IWS 140		500.00
Tuft Withdrawal Force	IWS 202	Instron Tensile Strength Tester 1130	600.00
<b>GARMENTS</b>			
Care Label Recommendation	PNS 591		200.00
Dimensional Change - 1 cycle	ISO 3759; 6330; 5077 AATCC 150	Electrolux Wascator FOM71MP-Lab Whirlpool Automatic Washer	550.00
- 3 cycles			1,000.00
- 5 cycles			1,700.00
- additional cycle with measurement			450.00
- additional cycle without measurement			350.00
Garment Weight			250.00



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### PHYSICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
<b>GEOTEXTILES</b>			
Breaking Load and Elongation - Grab	ASTM D4632	Instron Tensile Strength Tester 5566	600.00
- Toughness	ASTM D4632	Instron Tensile Strength Tester 5566	600.00
Mass Per Unit Area	ASTM D5261	J.A. King Pneumatic Sample Cutter SASD 677 Autosorter (Uster 4)	250.00
Tearing Strength - Trapezoid	ASTM D4533	Instron Tensile Strength Tester 5566	800.00
Tensile Strength - Wide Width	ASTM D4595	Zwick/Roell Z050 Tensile Strength Tester	1,700.00
Thickness	ASTM D1599	SDL Digital Thickness Gauge MO34A	300.00
<b>NONWOVENS</b>			
Breaking Force - Grab	ASTM D5034	Instron Tensile Strength Tester 5566	600.00
- Cut Strip	ASTM D 5035	Instron Tensile Strength Tester 5566 Zwick/Roell Z050 Tensile Strength Tester	600.00
Mass Per Unit Area	ISO 9073-1 ASTM D6242	J.A. King Pneumatic Sample Cutter SASD 677 Autosorter (Uster 4)	250.00
Stiffness	ASTM D5732	Shirley Stiffness Tester	600.00
Tearing Strength - Trapezoid	ISO 9073-4 ASTM D5733	Instron Tensile Strength Tester 5566	800.00
- Tongue	ASTM D5735	Instron Tensile Strength Tester 5566	1,500.00
Tensile Strength and Elongation (Strip-2")	ISO 9073-3	Instron Tensile Strength Tester 5566 Zwick/Roell Z050 Tensile Strength Tester	600.00
Thickness	ISO 9073-2 ASTM D5729	SDL Digital Thickness Gauge MO34A	300.00





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### CHEMICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
<b>COLORFASTNESS</b>			
Crocking (Rubbing)	ISO 105-X12 AATCC 8 JIS L0849	Atlas Crockmeter SDL Crockmeter	150.00
Crocking: Organic Solvent	ISO 105-D02 JIS L0862	Atlas Crockmeter SDL Crockmeter	200.00
Dry Cleaning one color every additional color	ISO 105-D01 JIS L0860	Atlas LaunderOometer	500.00 300.00
Laundering * one color every additional color	ISO 105-C06 AATCC 61 JIS L0844	Atlas LaunderOometer	400.00 150.00
Perspiration one color every additional color	AATCC 15	Atlas Perspiration Tester	400.00 150.00
Perspiration - acid one color every additional color	ISO 105-E04 JIS L0848	Atlas Perspiration Tester	400.00 150.00
- alkaline (basic) one color every additional color			400.00 150.00
Perspiration - acid 1-2 colors every additional color	ISO 105-E05 AATCC 6 JIS L0851		150.00 50.00
- alkaline 1-2 color every additional color			150.00 50.00
- perchloroethylene 1-2 color every additional color			150.00 50.00

\* Additional P405.00 per batch of sample for CF to Laundering with chlorine or perbonate



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### CHEMICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
Spotting - Water 1-2 colors every additional color	ISO 105-E07 AATCC 104 JIS L0853		150.00 50.00
Water - Distilled one color every additional color	ISO 105-E01 AATCC 104 JIS L0846	Atlas Perspiration Tester	600.00 250.00
- Hot one color every additional color	ISO 105-E08 JIS L0845		200.00 100.00
- Sea one color every additional color	ISO 105-E02 AATCC 106 JIS L0847	Atlas Perspiration Tester	600.00 250.00
<b>WETTING/ABSORBENCY</b>			
Absorbency one sample every additional sample	AATCC 79		200.00 50.00
Water Repellency Spray Test one sample every additional sample	AATCC 22	AATCC Spray Tester	250.00 100.00
Water Resistance Impact Penetration one sample every additional sample	AATCC 42	AATCC Impact Penetration Tester	300.00 100.00
Water Resistance Rain Test	AATCC 42	AATCC Rain Tester	300.00
<b>OTHER CHEMICAL TESTS</b>			
Ash Content	AATCC 78	Muffle Furnace Heraeus M110	2,350.00
Color Quality - % Reflectance - Whiteness - Yellowness	Equipment Manual	Datacolor Spectraflash SF 600 CT	250.00 250.00 250.00



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### CHEMICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
Color Difference/quality one color every additional color	Equipment Manual	Datacolor Spectraflash SF 600 CT	250.00 250.00
Dye Class Identification (single fiber) one color every additional color	JIS L1065		700.00 350.00
Fiber Composition (without nonfibrous extraction) - All types of sample 2 fibers (Method A: chemical) every additional color	ISO 1833; 5088 AATCC 20; 20A ASTM D276 JIS L1030	Olympus BX51 Microscope	1,100.00 550.00
- Woven 3 fibers (Method B: 1 mechanical + 2 chemical)  2-3 fibers (Method C: 1 mechanical + 1 chemical + 1 microscopical)	ISO 1833; 5088 AATCC 20; 20A ASTM D276 JIS L1030	Olympus BX51 Microscope  Point Counting Technique* Olympus BX51 Microscope	1,650.00 2,885.00
2-3 fibers (Method D: 1 mechanical + 1 chemical + 2 microscopical)			4,500.00
- Yarn/Knitted/Nonwoven Method E: Microscopical	ISO 1833; 5088 AATCC 20; 20A ASTM D276 JIS L1030	Point Counting Technique* Olympus BX51 Microscope	1,710.00
Fiber Identification (Microscopical/Solubility) - Woven 1-2 colors every additional color/fiber	AATCC 20 JIS L1030	Olympus BX51 Microscope	800.00 500.00

\* Applicable to Philippine Tropical Fabric and other cellulosic blended fibers



### CHEMICAL LABORATORY

Test Name	Test Method	Equipment	Fee (PhP)
- Yarn/Knitted/Nonwoven 1-2 colors every add'l color/fiber			500.00 200.00
Formaldehyde Content one sample every add'l sample	PTRI 80	Shimadzu UV-160A Spectrophotometer	1,300.00 500.00
Moisture Content	ASTM D2495	Gravity Convection/Force Draft Oven	450.00
pH value	AATCC 81	CyberScan pH500	400.00
Purity % - Acetic acid	Titration Method		500.00
Solid Content	Oven Method	Gravity Convection/Force Draft Oven	500.00
Sugar Content (1-3 samples)	Perkin's Method		1,400.00

# **Technical Service Division**

## **Mechanical Processing Unit**

## PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS

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. (Basis: @ 24-in width and 3-m length)

<b>Office of Division</b>	Technical Services Division – Pilot Plant			
<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>TSD Form No. 001 Processing 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 TSD Receiving Officer</li> <li>TSD Office, 1<sup>st</sup> Floor Room 102</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>
Fill out Section 1 of Processing Service Request Form	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Maricor Alviar</i>
	Discuss with Customer terms of reference		5 minutes	<i>Daniel Leon J. Lavin</i>
	Review entries and sign PSR			

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign Section II of PSR	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Maricor Alviar</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002  Review and sign OP  Retain one copy each of PSR and OP  Issue 1 copy of OP and 2 copies of PSR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and PSR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of PSR		8 minutes	<i>Margery Salillas</i>
Return to TSD Office	Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client		7 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)		2 minutes	<i>Maricor Alviar</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Daniel Leon J. Lavin or designated OIC</i>
	Issue JO with materials to the concerned technical staff at Chemical Processing Unit		5 minutes	<i>Maricor Alviar</i>
	Receive and sign JO		2 minutes	<i>Alexander M. Argame Jr.</i>
	Loading of blended cotton and NTF yarns on Warping Frame Machine		3 h	<i>Josie L. Garlitos/Melody Laxamana</i>
	Unloading and transport of warped blended cotton and NTF yarns from warping frame to handloom equipment		0.50 h	<i>Josie L. Garlitos/Melody Laxamana</i>
	Loading of warped blended cotton and NTF yarns on handloom equipment (Dressing/Beaming process)		0.50 h	<i>Josie L. Garlitos/Melody Laxamana</i>
	Loading of warped blended cotton and NTF yarns on handloom equipment (Drawing-in/Denting Process)		24 h	<i>Josie L. Garlitos/Melody Laxamana</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Weaving process		8 h	<i>Josie L. Garlitos/Melody Laxamana</i>
	Unloading of handwoven fabric from the handloom equipment		0.50 h	<i>Josie L. Garlitos/Melody Laxamana</i>
	Weighing and packaging of handwoven fabric		0.50 h	<i>Josie L. Garlitos/Melody Laxamana</i>
<b>TOTAL PROCESSING TIME</b>			<b>37.331 h (4.67 days)</b>	

## FEEDBACK AND MECHANISM

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>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>

## PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS

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; (Basis: 150-kg processing materials)

<b>Office of Division</b>	Technical Services Division – Pilot Plant			
<b>Classification</b>	Highly Technical Application			
<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</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 Office, 1<sup>st</sup> Floor Room 102</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>
Fill out Section 1 of Processing Service Request Form	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Maricor Alviar</i>
	Discuss with Customer terms of reference  Review entries and sign PSR		5 minutes	<i>Daniel Leon J. Lavin</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign Section II of PSR	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Maricor Alviar</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002  Review and sign OP  Retain one copy each of PSR and OP  Issue 1 copy of OP and 2 copies of PSR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and PSR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of PSR		8 minutes	<i>Margery Salillas</i>
Return to TSD Office	Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client		7 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)		2 minutes	<i>Maricor Alviar</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Daniel Leon J. Lavin or designated OIC</i>
	Issue JO with materials to the concerned technical staff at Chemical Processing Unit		5 minutes	<i>Maricor Alviar</i>
	Receive and sign JO		2 minutes	<i>Alexander M. Argame Jr.</i>
	Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber		2 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of picker laps and feeding to Carding Machine		1.6 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Carding process		16 h	<i>Henry R. Listano/Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding		0.33 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Drawing process (2 pass)		3.0 h	<i>Noel A. Saguisag/ designated laboratory aide</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Unloading and transport of drawn sliver to Roving Frame including feeding		1.5 h	Noel A. Saguisag/ designated laboratory aide
	Roving process		8 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Unloading and transport of roving to Ring Frame including feeding		1.8 h	Noel A. Saguisag/ designated laboratory aide
	Set-up of roving to Ring Frame		32 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Ring spinning process		24 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Unloading and transport ring spun yarns to Winding Machine including feeding		0.83 h	Noel A. Saguisag/ designated laboratory aide
	Winding into cone		16 h	Noel A. Saguisag/ designated laboratory aide

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Unloading and feeding of yarns to Sizing Machine		5 h	Noel A. Saguisag/ designated laboratory aide
	Sizing process		40 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Weighing and packaging of yarns		2.7 h	Noel A. Saguisag/ designated laboratory aide
<b>TOTAL PROCESSING TIME</b>			<b>154.76 h (19.34 days)</b>	

## FEEDBACK AND MECHANISM

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>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>



## PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS

Description: Conversion cotton & NTF blend materials into sized yarns; @ 150-kg processing materials

<b>Office of Division</b>	Technical Services Division – Pilot Plant			
<b>Classification</b>	Highly Technical Application			
<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</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to TSD Receiving Officer</li> <li>RDD Office, 1<sup>st</sup> 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>
Fill out Section 1 of Processing Service Request Form	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Maricor Alviar</i>
	Discuss with Customer terms of reference  Review entries and sign PSR		5 minutes	<i>Daniel Leon J. Lavin</i>
Sign Section II of PSR	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002  Review and sign OP  Retain one copy each of PSR and OP  Issue 1 copy of OP and 2 copies of PSR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and PSR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of PSR		8 minutes	<i>Margery Salillas</i>
Return to TSD Office	Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client		7 minutes	<i>Maricor Alviar</i>
	Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)  Review, assign technical staff and sign JO		2 minutes  3 minutes	<i>Maricor Alviar</i>  <i>Daniel Leon J. Lavin or designated OIC</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at Chemical Processing Unit		5 minutes	<i>Maricor Alviar</i>
	Receive and sign JO		2 minutes	<i>Alexander M. Argame Jr.</i>
	Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber		2 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of picker laps and feeding to Carding Machine		1.6 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Carding process		16 h	<i>Henry R. Listano/Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding		0.33 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Drawing process (3 pass)		4.5 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of drawn sliver to Roving Frame including feeding		1.5 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Roving process		8 h	<i>Henry R. Listano/Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of roving to Ring Frame including feeding		1.8 h	<i>Noel A. Saguisag/ designated laboratory aide</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Set-up of roving to Ring Frame		32 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Ring spinning process		24 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Unloading and transport ring spun yarns to Winding Machine including feeding		0.83 h	Noel A. Saguisag/ designated laboratory aide
	Winding into cone		16 h	Noel A. Saguisag/ designated laboratory aide
	Unloading and feeding of yarns to Sizing Machine		5 h	Noel A. Saguisag/ designated laboratory aide
	Sizing process		40 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Weighing and packaging of yarns		2.7 h	Noel A. Saguisag/ designated laboratory aide
<b>TOTAL PROCESSING TIME</b>		<b>156.26 h (19.53 days)</b>		

## FEEDBACK AND MECHANISM

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 <i>ROs</i> 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>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>

## PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS

Description: Conversion of 100% cotton fibers into single ply yarns through standard spinning process and twisting these yarns to produce two-ply yarns utilizing PTRI's twisting machine to improve its strength suitable for weaving; (Basis: 150-kg processing materials)

<b>Office of Division</b>	Technical Services Division – Pilot Plant			
<b>Classification</b>	Highly Technical Application			
<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</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 Office, 1<sup>st</sup> Floor Room 102</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>
Fill out Section 1 of Processing Service Request Form	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Maricor Alviar</i>
	Discuss with Customer terms of reference  Review entries and sign PSR		5 minutes	<i>Daniel Leon J. Lavin</i>
Sign Section II of PSR	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002  Review and sign OP  Retain one copy each of PSR and OP  Issue 1 copy of OP and 2 copies of PSR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and PSR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of PSR		8 minutes	<i>Margery Salillas</i>
Return to TSD Office	Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client		7 minutes	<i>Maricor Alviar</i>
	Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)  Review, assign technical staff and sign JO		2 minutes  3 minutes	<i>Maricor Alviar</i>  <i>Daniel Leon J. Lavin or designated OIC</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at Chemical Processing Unit		5 minutes	<i>Maricor Alviar</i>
	Receive and sign JO		2 minutes	<i>Alexander M. Argame Jr.</i>
	Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber		2 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of picker laps and feeding to Carding Machine		1.6 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Carding process		16 h	<i>Henry R. Listano/Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding		0.33 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Drawing process (2 pass)		3.0 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of drawn sliver to Roving Frame including feeding		1.5 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Roving process		8 h	<i>Henry R. Listano/Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of roving to Ring Frame including feeding		1.8 h	<i>Noel A. Saguisag/ designated laboratory aide</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Set-up of roving to Ring Frame		32 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Ring spinning process		24 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Unloading and transport ring spun yarns to Winding Machine including feeding		0.83 h	Noel A. Saguisag/ designated laboratory aide
	Winding into cone		16 h	Noel A. Saguisag/ designated laboratory aide
	Unloading and feeding of yarns to Twisting Machine		5 h	Noel A. Saguisag/ designated laboratory aide
	Twisting process		56 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Unloading and feeding to Winding Machine for Rewinding		1.5 h	Noel A. Saguisag/ designated laboratory aide
	Rewinding process		16 h	Noel A. Saguisag/ designated laboratory aide
	Weighing and packaging of yarns		2.7 h	Noel A. Saguisag/ designated laboratory aide
<b>TOTAL PROCESSING TIME</b>			<b>192.293 h (24.03 days)</b>	

## FEEDBACK AND MECHANISM

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).
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Contact information	<p>For inquiries and follow-up, clients 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>

## PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS

Description: Conversion of 100% cotton fibers into single ply yarns through standard spinning process and twisting these yarns to produce two-ply yarns utilizing PTRI's twisting machine to improve its strength suitable for weaving; (Basis: 150-kg processing materials)

<b>Office of Division</b>	Technical Services Division – Pilot Plant			
<b>Classification</b>	Highly Technical Application			
<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</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>To be provided by client to TSD Receiving Officer</li> <li>RDD Office, 1<sup>st</sup> 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>
Fill out Section 1 of Processing Service Request Form	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Maricor Alviar</i>
	Discuss with Customer terms of reference  Review entries and sign PSR		5 minutes	<i>Daniel Leon J. Lavin</i>
Sign Section II of PSR	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002  Review and sign OP  Retain one copy each of PSR and OP  Issue 1 copy of OP and 2 copies of PSR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and PSR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of PSR		8 minutes	<i>Margery Salillas</i>
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	Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)  Review, assign technical staff and sign JO		2 minutes  3 minutes	<i>Maricor Alviar</i>  <i>Daniel Leon J. Lavin or designated OIC</i>

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	Receive and sign JO		2 minutes	<i>Alexander M. Argame Jr.</i>
	Loading of blended fibers in Blowroom Machine Opening of cotton and natural textile fiber		2 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of picker laps and feeding to Carding Machine		1.6 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Carding process		16 h	<i>Henry R. Listano/Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of carded sliver from Carding Machine to Drawframe including feeding		0.33 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Drawing process (3 pass)		4.5 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Unloading and transport of drawn sliver to Roving Frame including feeding		1.5 h	<i>Noel A. Saguisag/ designated laboratory aide</i>
	Roving process		8 h	<i>Henry R. Listano/Noel A. Saguisag/ designated laboratory aide</i>


CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Unloading and transport of roving to Ring Frame including feeding		1.8 h	Noel A. Saguisag/ designated laboratory aide
	Set-up of roving to Ring Frame		32 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Ring spinning process		24 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Unloading and transport ring spun yarns to Winding Machine including feeding		0.83 h	Noel A. Saguisag/ designated laboratory aide
	Winding into cone		16 h	Noel A. Saguisag/ designated laboratory aide
	Unloading and feeding of yarns to Twisting Machine		5 h	Noel A. Saguisag/ designated laboratory aide
	Twisting process		56 h	Henry R. Listano/Noel A. Saguisag/ designated laboratory aide
	Unloading and feeding to Winding Machine for Rewinding		1.5 h	Noel A. Saguisag/ designated laboratory aide
	Rewinding process		16 h	Noel A. Saguisag/ designated laboratory aide
	Weighing and packaging of yarns		2.7 h	Noel A. Saguisag/ designated laboratory aide
<b>TOTAL PROCESSING TIME</b>			<b>195.293 h (24.41 days)</b>	

## FEEDBACK AND MECHANISM

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).
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Contact information	<p>For inquiries and follow-up, clients 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>





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

Req. Ref. No.:
Date:
Time:

CUSTOMER: ADDRESS:	TEL NO: 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

	<b>PHILIPPINE TEXTILE RESEARCH INSTITUTE</b>	PNS ISO/IEC 17025:2017
	<b>Testing Laboratory</b>	<b>PM-08.06-F1</b>
	<b>PROCEDURES MANUAL FORM</b>	Page 1 of 1
	<b>Customer Satisfaction Feedback</b>	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)				Remarks
		Quality of TR	Timeliness of TR	Cost of Test	Behavior of Staff	
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





	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



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PHILIPPINE TEXTILE RESEARCH INSTITUTE

<b>SCHEDULE OF SERVICE FEES FOR YARNS AND FABRIC MANUFACTURING PROCESSES</b> <b>Technical Services Division</b> <b>as of February 2007</b>		
Manufacturing Process	Operation	Fee (PhP)/kg
SPINNING	Picking	2.00
	Carding	35.00
	1 <sup>st</sup> Drawing (Saco-Lowell)	15.00
	2 <sup>nd</sup> Drawing (Rieter)	8.00
	Roving	35.00
	Spinning	120.00
	Twisting	50.00
	Spinning Trial (Miniature equipment)	580.00 (P180.00 minimum for 300 grams and below)
WEAVING (Powerloom)	Sizing	135.00
	20s Ne	205.00
	30s Ne	10.00 /m
	Warping (30 sections)	5.00 /m
	Beaming	10.00 /m
	Weaving	
WEAVING (Handloom)	<b>4-Harness (Upright Loom)</b>	
	Warp: 1000-1300 ends	
	Filling: Fine	225.00
	Coarse	150.00
	Warp: 800-999 ends	
	Filling: Fine	190.00
	Coarse	125.00
	Warp: 799 ends and below	
	Filling: Fine	140.00
	Coarse	90.00



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Manufacturing Process	Operation	Fee (PhP)/kg
WEAVING (Handloom)		
<i>continuation</i>	<b>Dobby Weaving</b>	
	<b>a. 8-Harness, 50 pegs</b>	
	Warp: 1000-1300 ends	250.00
	Filling: Fine	170.00
	Coarse	
	Warp: 800-999 ends	210.00
	Filling: Fine	140.00
	Coarse	
	Warp: 799 ends and below	155.00
	Filling: Fine	105.00
	Coarse	
	<b>b. 8-Harness, 75 pegs</b>	
	Warp: 1000-1300 ends	260.00
	Filling: Fine	175.00
	Coarse	
	Warp: 800-999 ends	220.00
	Filling: Fine	145.00
	Coarse	
	Warp: 799 ends and below	160.00
	Filling: Fine	105.00
	Coarse	
	<b>c. 8-Harness, 100 pegs</b>	
	Warp: 1000-1300 ends	265.00
	Filling: Fine	180.00
	Coarse	
	Warp: 800-999 ends	225.00
	Filling: Fine	150.00
	Coarse	
	Warp: 799 ends and below	165.00
	Filling: Fine	110.00
	Coarse	
	<b>d. 12-Harness, 50 pegs</b>	
	Warp: 1000-1300 ends	255.00
	Filling: Fine	175.00
	Coarse	
	Warp: 800-999 ends	215.00
	Filling: Fine	145.00
	Coarse	
	Warp: 799 ends and below	155.00
	Filling: Fine	105.00
	Coarse	





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Manufacturing Process	Operation	Fee (PhP)/kg
WEAVING (Handloom)		
<i>continuation</i>	<b>e. 12-Harness, 75 pegs</b>	
	Warp: 1000-1300 ends	265.00
	Filling: Fine	180.00
	Coarse	
	Warp: 800-999 ends	220.00
	Filling: Fine	150.00
	Coarse	
	Warp: 799 ends and below	160.00
	Filling: Fine	110.00
	Coarse	
	<b>f. 12-Harness, 100 pegs</b>	
	Warp: 1000-1300 ends	270.00
	Filling: Fine	185.00
	Coarse	
	Warp: 800-999 ends	225.00
	Filling: Fine	155.00
	Coarse	
	Warp: 799 ends and below	165.00
	Filling: Fine	115.00
	Coarse	
	<b>g. 18-Harness, 50 pegs</b>	
	Warp: 1000-1300 ends	260.00
	Filling: Fine	175.00
	Coarse	
	Warp: 800-999 ends	215.00
	Filling: Fine	150.00
	Coarse	
	Warp: 799 ends and below	160.00
	Filling: Fine	105.00
	Coarse	
	<b>h. 18-Harness, 75 pegs</b>	
	Warp: 1000-1300 ends	265.00
	Filling: Fine	180.00
	Coarse	
	Warp: 800-999 ends	220.00
	Filling: Fine	155.00
	Coarse	
	Warp: 799 ends and below	165.00
	Filling: Fine	110.00
	Coarse	



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Manufacturing Process	Operation	Fee (PhP)/kg
WEAVING (Handloom)		
<i>continuation</i>	<b>i. 18-Harness, 100 pegs</b>	
	Warp: 1000-1300 ends	270.00
	Filling: Fine	190.00
	Coarse	
	Warp: 800-999 ends	230.00
	Filling: Fine	160.00
	Coarse	
	Warp: 799 ends and below	165.00
	Filling: Fine	115.00
	Coarse	
	<b>j. 24-Harness, 50 pegs</b>	
	Warp: 1000-1300 ends	260.00
	Filling: Fine	180.00
	Coarse	
	Warp: 800-999 ends	220.00
	Filling: Fine	150.00
	Coarse	
	Warp: 799 ends and below	160.00
	Filling: Fine	110.00
	Coarse	
	<b>k. 24-Harness, 75 pegs</b>	
	Warp: 1000-1300 ends	265.00
	Filling: Fine	185.00
	Coarse	
	Warp: 800-999 ends	225.00
	Filling: Fine	155.00
	Coarse	
	Warp: 799 ends and below	165.00
	Filling: Fine	115.00
	Coarse	
	<b>l. 24-Harness, 100 pegs</b>	
	Warp: 1000-1300 ends	270.00
	Filling: Fine	190.00
	Coarse	
	Warp: 800-999 ends	230.00
	Filling: Fine	160.00
	Coarse	
	Warp: 799 ends and below	170.00
	Filling: Fine	120.00
	Coarse	



Manufacturing Process	Operation	Fee (PhP)/kg
FINISHING	<b>Scouring/Bleaching</b>	
	Sample Scouring/Bleaching	95.00
	Cotton	260.00
	Indigenous Materials	345.00
	<b>Colormatching</b>	
	Reactive/Direct/Disperse	230.00 /shade
	Basic/Acid	175.00 /shade
	<b>Dyeing</b>	
	Reactive/Direct/Disperse	
	- Light shade	460.00
	- Medium shade	475.00
	- Dark shade	500.00
	Basic/Acid	
	- Light shade	275.00
	- Medium shade	290.00
	- Dark shade	310.00
	<b>Chemo-mechanical softening</b>	
	Fibers	120.00
	Fabric	70.00 /m

# **Technical Service Division**

## **Chemical Processing Unit**

## PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS

Description: Description: Scouring and Bleaching of fibers, yarns and fabrics is the process of extracting impurities through chemical application

<b>Office of Division</b>	Technical Services Division – Pilot Plant			
<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>TSD Form No. 001 Processing 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 TSD Receiving Officer</li> <li>TSD Office, 1<sup>st</sup> Floor Room 102</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>
Fill out Section 1 of Processing Service Request Form	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign “Received by” portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Maricor Alviar</i>
	Discuss with Customer terms of reference  Review entries and sign PSR		5 minutes	<i>Daniel Leon J. Lavin</i>
Sign Section II of PSR	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002  Review and sign OP  Retain one copy each of PSR and OP  Issue 1 copy of OP and 2 copies of PSR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and PSR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of PSR		8 minutes	<i>Margery Salillas</i>
Return to TSD Office	Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client		7 minutes	<i>Maricor Alviar</i>
	Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)  Review, assign technical staff and sign JO		2 minutes    3 minutes	<i>Maricor Alviar</i>    <i>Daniel Leon J. Lavin or designated OIC</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at Chemical Processing Unit		5 minutes	<i>Maricor Alviar</i>
	Receive and sign JO		2 minutes	<i>Adela H. Montalvo</i>
	Weighing of fabric/material		0.083 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Check and verify established recipe for the scouring bleaching as basis of application to the required service request		0.083 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Computation of chemicals generated from the new recipe		0.083 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Documentation of new recipe and required chemicals		0.083 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Preparation of materials and auxiliaries required for the scouring and bleaching process		0.167 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Verification of balance		0.083 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Preparation of the stainless vat		0.167 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Loading of water required for the scouring and bleaching process		0.083 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Heating of water inside the stainless vat		0.50h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Adding and mixing of chemical auxiliaries		0.083 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Soaking and stirring of fabric		0.25 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Unloading and safekeeping of soaked fabric from the stainless vat		0.033 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Adding of bleaching agent in the stainless vat		0.05 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Re-loading of pretreated fabric in the stainless vat with bleaching agent		0.013 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Maintaining of temperature @ 100°C		0.75 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Unloading of bleached fabric from the stainless vat		0.083 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Washing of bleached fabric		0.25 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Preparation and filling of water of stainless vat for the neutralization process		0.167 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Loading of bleached fabric in the stainless vat		0.083	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Neutralization process		0.33 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Unloading of scoured and bleached fabric from the stainless vat		0.083	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Air drying of scoured and bleached fabric		16 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Labelling and packaging		0.083	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
<b>TOTAL PROCESSING TIME</b>			<b>19.59 h (2.45 days)</b>	

## FEEDBACK AND MECHANISM

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>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>

## PROVISION OF PROCESSING SERVICES FOR TEXTILES AND ALLIED PRODUCTS

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

<b>Office of Division</b>	Technical Services Division – Pilot Plant			
<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>TSD Form No. 001 Processing 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 TSD Receiving Officer</li> <li>TSD Office, 1<sup>st</sup> Floor Room 102</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>
Fill out Section 1 of Processing Service Request Form	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Maricor Alviar</i>
	Discuss with Customer terms of reference  Review entries and sign PSR		5 minutes	<i>Daniel Leon J. Lavin</i>
Sign Section II of PSR	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002  Review and sign OP  Retain one copy each of PSR and OP  Issue 1 copy of OP and 2 copies of PSR		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and PSR  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of PSR		8 minutes	<i>Margery Salillas</i>
Return to TSD Office	Retain photocopy of OR and original copy of PSR. Provide OR and duplicate copy of PSR to client		7 minutes	<i>Maricor Alviar</i>
	Accomplish 2 copies of Job Order (JO) Form (TSD Form No. 002)		2 minutes	<i>Maricor Alviar</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Review, assign technical staff and sign JO		3 minutes	<i>Daniel Leon J. Lavin or designated OIC</i>
	Issue JO with materials to the concerned technical staff at Chemical Processing Unit		5 minutes	<i>Maricor Alviar</i>
	Receive and sign JO		2 minutes	<i>Adela H. Montalvo</i>
	Weighing of natural textile fibers		0.083 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Computation and weighing of required chemicals		0.147 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Mixing of chemicals in softening vat		0.167 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Heating of solution to 40°C		0.25 h	<i>Adela H. Montalvo/ Thelma M. Sipin</i>
	Chemical softening of materials at 40°C		2 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Air drying		8 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Mechanical pressing of dried materials		0.33 h	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
	Labelling and packaging		0.083	<i>Thelma M. Sipin/Gene Ablan/Mylene Dacuya</i>
<b>TOTAL PROCESSING TIME</b>			<b>11.88 h (1.47 days)</b>	

## FEEDBACK AND MECHANISM

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>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>



Republic of the Philippines  
 Department of Science and Technology  
**PHILIPPINE TEXTILE RESEARCH INSTITUTE**  
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 Tel Nos. (632) 837-2071 to 82 loc. 2369 Telefax No. (632) 837-1157  
<http://www.ptri.dost.gov.ph> / Email : [ptri@dost.gov.ph](mailto:ptri@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



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### PRESCRIBED FEES FOR PROCESSING SERVICES AND YARN PRODUCTS

<b>A.</b>	<b>Degumming including Cutting and Opening</b>	<b>Prescribed Fee (Php)</b>
1	Abaca	P145.00/kg
2	Banana	P150.00/kg
3	Pineapple Leaf	P145.00/kg
4	Water Hyacinth	P175.00/kg

<b>B.</b>	<b>Spinning</b>	<b>Prescribed Fee (Php)</b>
1	Cotton, Polyester and Cotton/Polyester Blends	P110.00/kg
2	Abaca, Banana, Pineapple Leaf, Water Hyacinth and other Blends of Indigenous Yarns	P85.00/kg
<b>C.</b>	<b>Twisting</b>	<b>P3500/kg</b>

<b>Material Blends</b>		<b>Spun Yarns Php</b>	<b>Twisted Yarns Php</b>
<b>A.</b>	<b>Pure polyester and polyester/cotton blends</b>		
1	100% polyester	180.00	210.00
2	80% polyester / 20% cotton	185.00	220.00
3	70% polyester / 30% cotton	190.00	225.00
4	65% polyester / 35% cotton	195.00	230.00
5	60% polyester / 40% cotton	195.00	230.00
6	55% polyester / 45% cotton	200.00	235.00
7	50% polyester / 50% cotton	200.00	235.00

<b>B.</b>	<b>Polyester/abaca blends</b>		
8	90% polyester / 10% abaca	195.00	230.00
9	85% polyester / 15% abaca	215.00	250.00
10	80% polyester / 20% abaca	235.00	270.00
11	75% polyester / 25% abaca	255.00	290.00
12	70% polyester / 30% abaca	275.00	310.00





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<b>C.</b>	<b>Polyester/pineapple leaf blends</b>		
13	90% polyester / 10% pineapple	215.00	245.00
14	85% polyester / 15% pineapple	245.00	275.00
15	80% polyester / 20% pineapple	275.00	305.00
16	75% polyester / 25% pineapple	300.00	335.00
17	70% polyester / 30% pineapple	330.00	365.00
<b>D.</b>	<b>Polyester/Banana blends</b>		
18	90% polyester / 10% banana	205.00	235.00
19	85% polyester/ 15% banana	225.00	260.00
20	80% polyester/ 20% banana	250.00	285.00
21	75% polyester/ 25% banana	275.00	310.00
22	70% polyester/ 30% banana	300.00	335.00
<b>E.</b>	<b>Polyester/water hyacinth blends</b>		
23	90% polyester / 10% water hyacinth	285.00	320.00
24	85% polyester / 15% water hyacinth	350.00	380.00
25	80% polyester / 20% water hyacinth	415.00	450.00
26	75% polyester / 25% water hyacinth	480.00	510.00
27	70% polyester / 39% water hyacinth	545.00	575.00
<b>F.</b>	<b>Pure cotton and cotton/polyester blends</b>		
28	100% cotton	225.00	260.00
29	80% cotton / 20% polyester	215.00	250.00
30	70% cotton / 30% polyester	210.00	245.00
31	65% cotton / 35% polyester	210.00	240.00
32	60% cotton / 40% polyester	205.00	240.00
33	55% cotton / 45 % polyester	205.00	240.00
34	50% cotton / 50% polyester	200.00	235.00
<b>G.</b>	<b>Cotton/abaca blends</b>		
35	90% cotton / 10% abaca	235.00	270.00
36	85% cotton / 15% abaca	255.00	290.00
37	80% cotton / 20% abaca	270.00	305.00
38	75% cotton / 25% abaca	290.00	325.00
39	70% cotton / 30% abaca	310.00	340.00



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<b>H.</b>	<b>Cotton/pineapple leaf blends</b>		
40	90% cotton / 10% pineapple	255.00	290.00
41	85% cotton / 15% pineapple	280.00	315.00
42	80% cotton / 20% pineapple	310.00	345.00
43	75% cotton / 25% pineapple	335.00	370.00
44	70% cotton / 30% pineapple	365.00	400.00

<b>I.</b>	<b>Cotton/banana blends</b>		
45	90% cotton / 10% banana	245.00	280.00
46	85% cotton / 15% banana	265.00	300.00
47	80% cotton / 20% banana	290.00	320.00
48	75% cotton / 25% banana	310.00	345.00
49	70% cotton / 30% banana	330.00	365.00

<b>J.</b>	<b>Cotton/water hyacinth blends</b>		
50	90% cotton / 10% water hyacinth	325.00	360.00
51	85% cotton / 15% water hyacinth	390.00	420.00
52	80% cotton / 20% water hyacinth	450.00	485.00
53	75% cotton / 25% water hyacinth	515.00	545.00
54	70% cotton / 30% water hyacinth	575.00	610.00

## **Research and Development Division**

### **Natural Fiber Utilization Section**

## 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</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, 1<sup>st</sup> 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>
Fill out Section 1 of Service Request Form (SRF)	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Discuss with Customer terms of reference		5 minutes	<i>Teresa T. Canonce or Eduardo M. Marin</i>
	Review entries and sign SRF			<i>Julius Leaño, Jr. Ph.D.</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign Section II of SRF	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP)		5 minutes	<i>Teresa Canonce</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of Order of Payment FAD-Accounting Form No. 002		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of SRF and OP			
	Issue 1 copy of OP and 2 copies of SRF			
Pay the required fees to Treasury Unit	Check amount if conforms with OP and SRF  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of SRF		8 minutes	<i>Margery Salillas</i>
Return to RDD Office	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)		2 minutes	<i>Teresa Canonce</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Julius Leaño, Jr., Ph.D.</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at NFUS Building Staff Room 2 <sup>nd</sup> Floor)  Receive and sign JO		5 minutes	<i>Teresa Canonce</i>  <i>Agustin Bordallo, Jr.</i>
	Produce steam using boiler required for production (See attached WI-RDD-SPU 08-02)  Proceed with degumming (See attached WI-RDD-NFU 08-07)  Unload the material and sun-dry  Weigh and pack degummed fibers		2 hours  16 hours  56 hours  8 hours	<i>Ronald S. Pechera</i> <i>Robert O. Casero</i>  <i>Eduardo M. Marin,</i> <i>Ronald S. Pechera</i> <i>Lucena E. Yap</i> <i>Delia Baldon</i>
	Turn over processed materials to SRA for release to Customer		3 minutes	<i>Delia Baldon</i>
Sign in Service Request Record Book "Received by" portion	Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass		3 minutes	<i>Teresa Canonce</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Teresa Canonce</i>
<b>TOTAL PROCESSING TIME</b>			<b>10 days, 3 hours and 6 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>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>Complaints may either be in letter form or verbal communication.</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>Telefax: 8837-1349</p> <p>DOST Trunkline:8837-2071 to 82 local 2367</p>

## 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, 1 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, 1<sup>st</sup> 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>
Fill out Section 1 of Service Request Form (SRF)	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Discuss with Customer terms of reference		5 minutes	<i>Teresa T. Canonce or Eduardo M. Marin</i>
	Review entries and sign SRF			<i>Julius Leaño, Jr. Ph.D.</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign Section II of SRF	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Teresa Canonce</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002			
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of SRF and OP			
Pay the required fees to Treasury Unit	Issue 1 copy of OP and 2 copies of SRF			
	Check amount if conforms with OP and SRF		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
Return to RDD Office	Sign and issue OR with 2 copies of SRF			
	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)		2 minutes	<i>Teresa Canonce</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Julius Leaño, Jr., Ph.D.</i>
	Issue JO with materials to the concerned technical staff at NFUS Building Staff Room 2 <sup>nd</sup> Floor		5 minutes	<i>Teresa Canonce</i>
	Receive and sign JO			<i>Agustin Bordallo, Jr.</i>
	Weigh raw material		30 minutes	<i>Agustin Bordallo, Jr. Eduardo Valentino</i>
	Extract fiber using Decorticating Machine (See attached WI-RDD-NFU 08-01)		1 hours	
	Wash fibers and remove of excess water using Hydroextractor (See attached WI-RDD-NFU 08-02)		0.5 hours	
	Drying of fibers		1 – 4 days	
	Weighing and packaging of fibers		30 minutes	

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Turn over processed materials to SRA for release to Customer		3 minutes	<i>Delia Baldon</i>
Sign in Service Request Record Book "Received by" portion	Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass		3 minutes	<i>Teresa Canonice</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Teresa Canonice</i>
<b>TOTAL PROCESSING TIME</b>			5 days	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>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>Complaints may either be in letter form or verbal communication.</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>Telefax: 8837-1349</p> <p>DOST Trunkline: 8837-2071 to 82 local 2367</p>

## **Research and Development Division**

### **Chemicals, Dyes and Auxiliaries and By-Product Utilization Section**

## 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> 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>
Fill out Section 1 of Service Request Form (SRF)	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Discuss with Customer terms of reference			<i>Teresa T. Canonce or Zailla F. Payag</i>
	Review entries and sign SRF		5 minutes	<i>Julius Leaño, Jr. Ph.D.</i>
Sign Section II of SRF	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Teresa Canonce</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002			
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of SRF and OP			
	Issue 1 copy of OP and 2 copies of SRF			
Pay the required fees to Treasury Unit	Check amount if conforms with OP and SRF		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
	Sign and issue OR with 2 copies of SRF			
Return to RDD Office	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)		2 minutes	<i>Teresa Canonce</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Julius Leaño, Jr., Ph.D.</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at Natural Dye Laboratory (1 <sup>st</sup> Floor, Room 115)		5 minutes	<i>Teresa Canonce</i>
	Receive and sign JO		1 minute	<i>Lucila Barrion or Cristina Andrade</i>
	Pretreatment and mordanting of fabric (See attached WI-RDD-CDA 08-01)		4 hours	<i>Lucila Barrion or Cristina Andrade</i>
	Conduct three trials of dye extraction and application from selected source (See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)		24 hours	
	Precondition and evaluate dyed samples against desired color through Spectrophotometric analysis using Colorimeter		8 hours	<i>Kimberly Viron</i>
	Turn over processed materials to SRA for release to Customer		3 minutes	<i>Lucila Barrion</i>
Sign in Service Request Record Book "Received by" portion	Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass		3 minutes	<i>Teresa Canonce</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Teresa Canonce</i>
<b>TOTAL PROCESSING TIME</b>			<b>4 days 5 hours and 6 minutes</b>	



## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>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>Complaints may either be in letter form or verbal communication.</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>Telefax: 8837-1349</p> <p>DOST Trunkline:8837-2071 to 82 local 2367</p>

## 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>	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 (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, 1<sup>st</sup> 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>
Fill out Section 1 of Service Request Form (SRF)	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Discuss with Customer terms of reference		5 minutes	<i>Teresa T. Canonce or Zaila F. Payag</i>
	Review entries and sign SRF			<i>Julius Leaño, Jr. Ph.D.</i>
Sign Section II of SRF	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Teresa Canonce</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of Order of Payment FAD-Accounting Form No. 002		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of SRF and OP  Issue 1 copy of OP and 2 copies of SRF			
Pay the required fees to Treasury Unit	Check amount if conforms with OP and SRF  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of SRF		8 minutes	<i>Margery Salillas</i>
Return to RDD Office	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)		2 minutes	<i>Teresa Canonce</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Julius Leaño, Jr., Ph.D.</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at Natural Dye Laboratory (1 <sup>st</sup> Floor, Room 115)		5 minutes	<i>Teresa Canonce</i>
	Receive and sign JO		1 minute	<i>Lucila Barrion or Cristina Andrade</i>
	Extract dye from selected source (See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)		4 hours	<i>Lucila Barrion or Cristina Andrade or Kimberly Viron</i>
	Prepare printing paste (See attached WI-RDD-CDA 08-11)		4 hours	
	Turn over processed materials to SRA for release to Customer		3 minutes	<i>Lucila Barrion</i>
Sign in Service Request Record Book "Received by" portion	Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass		3 minutes	<i>Teresa Canonce</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Teresa Canonce</i>
<b>TOTAL PROCESSING TIME</b>			<b>9 hours and 7 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>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>Complaints may either be in letter form or verbal communication.</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>Telefax: 8837-1349</p> <p>DOST Trunkline:8837-2071 to 82 local 2367</p>

## 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. 003Research 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, 1<sup>st</sup> 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>
Inquire based on proposal	Receive customer inquiry		10 minutes	<i>Teresa Canonce</i>
	Evaluate request		2 minutes	<i>Julius Leaño, Jr. Ph.D.</i>
	If feasible, proceed. If not, inform customer.		2 minutes	<i>Teresa Canonce</i>
Customer leaves or revises proposal if not feasible. Else, proceed.	Discuss the methodology with customer		15 minutes	<i>Zailla Payag/Jenneli Caya</i>
	Draft and sign Open Laboratory			<i>Zailla Payag/Jenneli Caya/ Julius Leaño, Jr. Ph.D.</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Customer's Letter of Request	Review of documents and submission to Head of Agency together with transmittal letter for the customer and customer's letter of request		5 minutes	<i>Julius Leaño, Jr. Ph.D.</i>
	Forward documents and signed letters to Records Section for onward transmittal to customer		5 minutes	<i>Erlindona Versoza</i>
	Coordinate with customer regarding comments/clarifications regarding the Open Laboratory Contract  Finalize Open Laboratory Contract and research proposal		15 minutes	<i>Zailla Payag/Jenneli Caya</i>
Sign Open Laboratory Contract	Sign Open Laboratory Contract  Forward signed documents to HRRMS for notarization  Notarize Open Laboratory Contract		10 minutes	<i>Julius Leaño, Jr. Ph.D. and Dir. Celia B. Elumba</i>  <i>Teresa Canonce</i>  <i>Herson Dumaya Jr.</i>
Implement activities	Supervise laboratory activities		at least 10 days	<i>Kimberly Viron/Agustin Bordallo Jr./ Zailla Payag/Jenneli Caya/ Eduardo M. Marin/ Robert Casero/ Ronald Pechera/</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Section 1 of Service Request Form RDD Form No. 00 1 (SRF)	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2.  Discuss with Customer terms of reference  Review entries and sign SRF	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes     5 minutes	<i>Teresa Canonce or Rosalie Celzo</i>     <i>Zailla Payag or Jenneli Caya</i>  <i>Julius Leaño, Jr. Ph.D.</i>
Sign Section II of SRF	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Teresa Canonce</i>
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS Generate 2 copies of Order of Payment FAD-Accounting Form No. 002		10 minutes	<i>Gerlinda Villavicencio</i>
	Review and sign OP  Retain one copy each of SRF and OP  Issue 1 copy of OP and 2 copies of SRF		3 minutes	<i>Josue Rosal</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and SRF  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of SRF		8 minutes	<i>Margery Salillas</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Return to RDD Office	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client.		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
Pay the required fees to Treasury Unit	Check amount if conforms with OP and RRF  Encode information and generate OR in triplicate  Sign and issue OR with 2 copies of SRF		8 minutes	<i>Margery Salillas</i>
Return to RDD Office	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client.		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)  Review, assign technical staff and sign JO		2 minutes  3 minutes	<i>Teresa Canonce</i>  <i>Julius Leaño, Jr., Ph.D.</i>
	Issue JO to the concerned technical staff at Smart Textile Laboratory (5 <sup>th</sup> Floor) or NFUS Staff Room (2 <sup>nd</sup> Floor)  Receive and sign JO		5 minutes	<i>Teresa Canonce</i>  <i>Kimberly Viron/ Agustin Bordallo Jr./ Zailla Payag/ Jenneli Caya</i>
	Prepare test report (if necessary) and submits to Section Head for review		1 hour	<i>Zailla Payag/Jenneli Caya</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Further review the report and sign report.		1 hour	<i>Julius Leaño, Jr., Ph.D.</i>
	Release reports and material outputs to the customer		5 minutes	<i>Teresa Canonce</i>
Sign in Service Request Record Book "Received by" portion	Release results to the Customer upon presentation of the duplicate copy of SRF which serves as gate pass		3 minutes	<i>Teresa Canonce</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Teresa Canonce</i>
<b>TOTAL PROCESSING TIME</b>			<b>10 days, 5 hours and 12 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>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>Complaints may either be in letter form or verbal communication.</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>Telefax: 8837-1349</p> <p>DOST Trunkline:8837-2071 to 82 local 2367</p>

## 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</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, 1<sup>st</sup> 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>
Fill out Section 1 of Service Request Form (SRF)	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Discuss with Customer terms of reference		5 minutes	<i>Teresa T. Canonce or Zailla F. Payag</i>
	Review entries and sign SRF			<i>Julius Leaño, Jr. Ph.D.</i>
Sign Section II of SRF	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Teresa Canonce</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002			
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of SRF and OP			
	Issue 1 copy of OP and 2 copies of SRF			
Pay the required fees to Treasury Unit	Check amount if conforms with OP and SRF		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
	Sign and issue OR with 2 copies of SRF			
Return to RDD Office	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)		2 minutes	<i>Teresa Canonce</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Julius Leaño, Jr., Ph.D.</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at Natural Dye Laboratory (1 <sup>st</sup> Floor, Room 115)		5 minutes	<i>Teresa Canonce</i>
	Receive and sign JO			<i>Lucila Barrion or Cristina Andrade</i>
	Weigh raw material and calculate required formulations (See attached WI-RDD-CDA 08-08)		5 minutes	<i>Lucila Barrion or Cristina Andrade</i>
	Dye extraction (See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)		2 hour	
	Filter extract		1 hour	
	Spray drying (See attached WI-RDD-CDA 08-10)		8 hours	<i>Joanna Tess M. Manuel</i>
	Weighing and packaging of natural dye powder		30 minutes	<i>Lucila Barrion or Cristina Andrade</i>
	Turn over processed materials to SRA for release to Customer		3 minutes	<i>Lucila Barrion or Cristina Andrade</i>
Sign in Service Request Record Book "Received by" portion	Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass		3 minutes	<i>Teresa Canonce</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Teresa Canonce</i>
<b>TOTAL PROCESSING TIME</b>			<b>12 hours and 6 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>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>Complaints may either be in letter form or verbal communication.</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>Telefax: 8837-1349 DOST Trunkline: 8837-2071 to 82 local 2367</p>

## PRETREATMENT AND NATURAL DYEING

Description: Pretreatment is a process of removal of impurities such as dirt, waxes and noncellulosic 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</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, 1<sup>st</sup> 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>
Fill out Section 1 of Service Request Form (SRF)	Check completeness of information and fill out Section 2 for the type and cost of service and forward to Section Head. Sign "Received by" portion of Section 2	Refer to Schedule of Textile Processing Fees and Schedules	7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Discuss with Customer terms of reference		5 minutes	<i>Teresa T. Canonce or Zailla F. Payag</i>
	Review entries and sign SRF			<i>Julius Leaño, Jr. Ph.D.</i>
Sign Section II of SRF	Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)		5 minutes	<i>Teresa Canonce</i>



CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure order of payment from Accounting Section	Encode information in Accounting Module of ULIMS		10 minutes	<i>Gerlinda Villavicencio</i>
	Generate 2 copies of Order of Payment FAD-Accounting Form No. 002			
	Review and sign OP		3 minutes	<i>Josue Rosal</i>
	Retain one copy each of SRF and OP			
Pay the required fees to Treasury Unit	Issue 1 copy of OP and 2 copies of SRF			
	Check amount if conforms with OP and SRF		8 minutes	<i>Margery Salillas</i>
	Encode information and generate OR in triplicate			
	Sign and issue OR with 2 copies of SRF			
Return to RDD Office	Retain photocopy of OR and original copy of SRF. Provide OR and duplicate copy of SRF to client		7 minutes	<i>Teresa Canonce or Rosalie Celzo</i>
	Accomplish 2 copies of Job Order (JO) Form (RDD Form No. 002)		2 minutes	<i>Teresa Canonce</i>
	Review, assign technical staff and sign JO		3 minutes	<i>Julius Leaño, Jr., Ph.D.</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue JO with materials to the concerned technical staff at Natural Dye Laboratory (1 <sup>st</sup> Floor, Room 115)		5 minutes	<i>Teresa Canonce</i>
	Receive and sign JO			<i>Lucila Barrion or Cristina Andrade</i>
	Pretreatment and mordanting of textile material (See attached WI-RDD-CDA 08-01)		4 hours	<i>Lucila Barrion or Cristina Andrade</i>
	Extract dye from selected source and apply to pretreated textile material (See attached WI-RDD-CDA 08-03, 08-04, 08-05, 08-06)		8 hours	
	Dry and condition the textile material		8 hours	
	Turn over processed materials to SRA for release to Customer		3 minutes	<i>Lucila Barrion</i>
Sign in Service Request Record Book "Received by" portion	Release product to the Customer upon presentation of the duplicate copy of SRF (RDD Form No. 001) which serves as gate pass		3 minutes	<i>Teresa Canonce</i>
Fill out feedback form	Retrieve and file feedback form for Quarterly Analysis		5 minutes	<i>Teresa Canonce</i>
<b>TOTAL PROCESSING TIME</b>			<b>20 hours and 56 minutes</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>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>Complaints may either be in letter form or verbal communication.</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>Telefax: 8837-1349 DOST Trunkline:8837-2071 to 82 local 2367</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	ASSIGNED TECHNICAL STAFF	SIGNATURE OF TECHNICAL STAFF
	<i>To be filled out by Unit Head</i>		

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

**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



**PTRI**  
PHILIPPINE TEXTILE RESEARCH INSTITUTE

**SCHEDULE OF TEXTILE PROCESSING FEES**  
**Research and Development Division**  
**as of March 2010**

Name of Service	Cost (Php)
<b>I. Natural Fiber Processing</b>	
<b>A. Cellulosic Fibers</b>	
Fiber Extraction	174.00 /kg dry fiber
Fiber Degumming	220.00 /sample
Fiber Spinnability	225.00 /sample
Residual Gum Content Analysis	965.00 /sample
Determination of Total Cellulose Content	1,100.00 /sample
Determination of Alpha Cellulose Content	800.00 /sample
Determination of Lignin Content	750.00 /sample
Pineapple Fiber Pretreatment	8,020.00 /batch *
Pineapple Fiber Pretreatment and Cutting	8,880.00 /batch
Pineapple Fiber Pretreatment, Cutting and Opening	10,037.00 /batch
Banana Fiber Pretreatment	15,516.00 /batch *
Banana Fiber Pretreatment and Cutting	15,648.00 /batch
Banana Fiber Pretreatment, Cutting and Opening	16,804.00 /batch
Abaca Fiber Pretreatment	13,653.00 /batch
Abaca Fiber Pretreatment and Cutting	13,775.00 /batch
Abaca Fiber Pretreatment, Cutting and Opening	14,932.00 /batch
<b>B. Silk Processing</b>	
Silk Reeling	350.00 /kg
Silk Re-reeling/Winding	142.00 /kg
Silk Throwing	675.00 /kg
Silk Degumming	347.00 /kg





**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



## **Office of the Director**

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

## 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>	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>• TIPS Form 008 Training Services Request (2 original copies)</li> <li>• Accounting Form 002 Order of Payment (2 original copies)</li> <li>• Official Receipt (1 copy only)</li> <li>• TIPS Form 009 Training Contract (School/ University) / 010 Training Contract (Company) (2 original copies)</li> <li>• TIPS Form 015 Technology Transfer Agreement through Training (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 copy each)</li> <li>• Training Certificates (1 copy each)</li> </ul>		<ul style="list-style-type: none"> <li>• TIPS Room, 2<sup>nd</sup> Floor, Room 200</li> <li>• Accounting Section, 3<sup>rd</sup> Floor Room 309</li> <li>• Treasury Unit, 3<sup>rd</sup> Floor Room 310</li> <li>• TIPS Room 2<sup>nd</sup> Floor, Room 200</li> <li>• TIPS Room 2<sup>nd</sup> Floor, Room 200</li> <li>• TIPS Room 2<sup>nd</sup> Floor, Room 200</li> <li>• Agreed training venue</li> <li>• Agreed training venue</li> <li>• Agreed training venue</li> <li>• Agreed training venue</li> </ul>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit signed Training Contract/ Technology Transfer Agreement and Company/ Individual Profile	Collect the signed Training Contract/ Technology Transfer Agreement and Company Profile / Individual Profile		2 minutes	<i>Angelito T. Uldo</i>
Fill out Training Service Request Form	<p>Check completeness of information and sign.</p> <p>Review entries and sign TSR.</p> <p>Advise Customer to proceed to Accounting for issuance of Order of Payment (OP) and Cashier for Official Receipt (OR)</p>		<p>3 minutes</p> <p>2 minutes</p>	<p><i>Angelito T. Uldo</i></p> <p><i>Evangeline Flor P. Manalang</i></p> <p><i>Angelito T. Uldo</i></p>
Secure order of payment from Accounting Section	<p>Encode information in Accounting Module of ULIMS</p> <p>Generate 2 copies of Order of Payment FAD-Accounting Form No. 002</p> <p>Review and sign OP</p> <p>Retain one copy each of SRF and OP</p> <p>Issue 1 copy of OP and 2 copies of SRF</p>	Refer to training service fee matrix	<p>10 minutes</p> <p>3 minutes</p>	<p><i>Gerlinda Villavicencio</i></p> <p><i>Josue Rosal</i></p>
Pay the required fees to Treasury Unit	<p>Check amount if conforms with OP and SRF</p> <p>Encode information and generate OR in triplicate</p> <p>Sign and issue OR with 2 copies of SRF</p>	Refer to the agreed fee.	8 minutes	<i>Margery Salillas</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Return to TIPS Office	Convey the participants to the training venue		7 minutes	<i>Angelito T. Uldo</i>
Fill out the Registration Form and Attendance Sheet daily during the duration of the training	Review completeness of information		10 minutes	<i>Angelito T. Uldo</i>
Participate in training activity	Orient the participants regarding the Training House Rules  Implement training specified in the course design		1 - 10 days For complete details, refer to the Matrix of Training	<i>Angelito T. Uldo</i>  <i>See Matrix of Training</i>
Fill out the Course and Resource Speakers' Evaluation	Review completeness of information and consolidate the filled out Course and Resource Speakers' Evaluation		5 minutes	<i>Angelito T. Uldo</i>
Receive and acknowledge the Training Certificates in attendance sheet form	Awarding of Certificates		10 minutes	<i>Trainers</i> <i>Angelito T. Uldo</i>
Submit the signed and filled out Registration Form and Attendance Sheet	Review completeness of information and consolidate the filled out forms.		10 minutes	<i>Angelito T. Uldo</i>
<b>TOTAL PROCESSING TIME</b>			<b>1 hr 10 mins. + training duration</b>	

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
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 of TIPS. The Head of TIPS submits the report to Quality Management Representative (QMR).
How to file a complaint	<p>Client fills-out the Customer Feedback Form (CFR). 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 CFR to the training officer.</p>
How complaints are processed	<p>The training officer forwards the client complaint to the Head, TIPS after receipt of the client complaint. The Head, TIPS 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 client within five days of the receipt of the complaint.</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)

 - 5	 - 4	 - 3	 - 2	 - 1
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	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 (Nararapat 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: _____			
2.2.1 Mastery of the Subject Matter (Kadalubhasaan sa Paksa)	_____	_____	_____
2.2.2 Total Speaking Ability (Kakayahan sa Pagsasalita o Pagpapaliwanag)	_____	_____	_____
2.2.3 Management of Time (Pamamahala ng Oras)	_____	_____	_____
2.3 RS 3: _____			
2.3.1 Mastery of the Subject Matter (Kadalubhasaan sa Paksa)	_____	_____	_____
2.3.2 Total Speaking Ability (Kakayahan sa Pagsasalita o Pagpapaliwanag)	_____	_____	_____
2.3.3 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)

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.





**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



**PTRI**  
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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

## **Finance and Administrative Division**

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

## Human Resource and Records Management Section

### 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- 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) Landbank (Loan) Pag-IBIG (HDMF) (Loan & Remittance) PhilHealth (Remittance) PTRI EA (Loan & Contribution) DOSTCU Withholding Tax DTR of Employees Balance of Leave		GSIS Website (EBCS) Landbank (Bicutan Branch) c/o BTS PAGIBIG (SM Aura Branch) PhilHealth Website PTRI EA DMPC PTRI Accounting Section Individual Employees		
CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit signed & approved DTR to HRRMS	Check and compute absences, tardiness incurred by employees with negative leave credits during the previous month  Update balance of leave	*	5 minutes	<i>Reinzie Joyce C. Jabson</i>
	Download billing from GSIS Website (EBCS)	*	5 minutes	<i>Emelita L. Maningas</i>
	Obtain employees loan billing statement from Landbank	*	25 minutes	<i>Margery Sallilas (BTS)</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Obtain employees loan billing statement from Pag-IBIG (HDMF)	*	1 day	<i>Reinzie Joyce C. Jabson</i>
	Obtain HMO billing and Monthly Contribution to PTRI EA  Check billing from DOST CU	*	10 minutes	<i>Emelita L. Maningas</i>
	Transmit employees Withholding Tax deduction with adjustments	*	5 minutes	<i>Josue Rosal</i>
	Check and update ARA submission to GSIS	*	10 minutes	<i>Eleonor V. Dayawon</i>
	Prepare payroll and deduct all identified contributions	*	8 hours	<i>Emelita L. Maningas</i>
	Print Payroll together with DV, ORS, & Pay Slip	*	30 minutes	<i>Emelita L. Maningas</i>
	Review Payroll, DV & ORS for clearance of HR Head	*	10 minutes	<i>Eleonor V. Dayawon</i>
	Approve & sign ORS (certified allotment)	*	5 minutes	<i>Corazon I. Tapulgo</i>
	Conduct pre-audit	*	45 minutes	<i>Jeramel Pareja</i>
	Approve & sign ORS (available allotment)	*	10 minutes	<i>Merlita R. Odi</i>
	Process documents (pre-audit, manual indexing & recording)	*	45 minutes	<i>Rosalie Dela Cruz</i>
	Encode index in Excel file	*	10 minutes	<i>Millet Cruz/ Josue Rosal</i>

CLIENT STEPS	PTRI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certify availability of funds (Payroll)	*	10 minutes	<i>Josue Rosal</i>
	Certified correct and complete supporting documents (DV)			
	Prepare & sign LDDAP	*	10 minutes	<i>Mary Ann Masa/ Josue Rosal</i>
	Prepare FINDES and sign the	*	45 minutes	<i>Gerlinda Villavicencio &amp; Josue Rosal</i>
	Hardcopy (Landbank Website)			
	Review and sign DV, LDDAP and FINDES	*	1 hour	<i>Corazon I. Tapulgo and Dir. Celia B. Elumba</i>
	Prepare & sign Advice	*	10 minutes	<i>Margery Salillas &amp; Corazon I. Tapulgo</i>
	Submit Advice & FINDES to Landbank	*	30 minutes	<i>Margery Salillas</i>
<b>TOTAL PROCESSING TIME:</b>		<b>22 hours and 33 minutes</b>		

\* No fees involve

## FEEDBACK AND MECHANISM

FEEDBACK AND COMPLAINTS MECHANISMS	
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 report and submits to the Division Chief. The Division Chief submits the report to 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 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>



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

General Santos Avenue, Bicutan, Taguig City 1631

**DOST-PTRI DIRECTORY**  
**837-2071 TO 82**

OFFICE	DIRECT LINE	LOCAL LINE
Office of the Director	837-1325	2360
TIPS	837-1338	2361
PICTS	817-7920	2370
LIBRARY		2363

**RESEARCH AND DEVELOPMENT DIVISION**

RDD Office	837-1349	2367
CDABUS	--	2374
Natural Fiber (Pilot Plant)	--	2375

**TECHNICAL SERVICES DIVISION**

TSD Office	837-1158	2368
Pilot Plant	837-1157	2369

**FINANCE AND ADMINISTRATIVE DIVISION**

Chief FAD	--	2362 / 2376 (Fax)
Accounting Section	--	2372
BTS	--	2365 / 2371 (Cashier)
HRRMS	--	2377 / 2378
PPGSS	837-044 (Fax)	2373