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Rev. No.	Eff. Date	Page
00	10.16.17	2 of 2


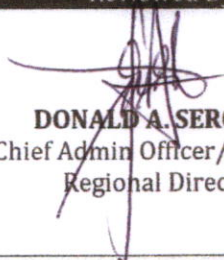

document, the Quality Manual will lead the user to the different sections and aspects of the DILG XIII's QMS through cross-referencing as outlined in the documentation hierarchy of the QMS through each pertinent section.

1.3. Amendment or Revision

This Quality Manual is a live document. It is maintained up-to-date to reflect the current policies, procedures and practices across the department's regional operations. It is amended or revised as deemed necessary by the Management, Heads, Process Owners, and other interested parties by their feedback or initiative. These amendments and revisions are governed by the procedure on the Control of Maintained Documented Information (Document Control) through the Document Control Request.

1.4. Distribution

This Quality Manual is distributed to identified copy holders in the Quality Manual Distribution List.

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1. INTRODUCTION

DILG-XIII is in consonance with the program of the Philippine government and the following regulations intended to institutionalize best practices in all government agencies:

- a) EO 605 dated February 23, 2007 - Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161 s. 2006. In addition
- b) Administrative Order No. 25 Inter-Agency Task Force (IATF)
- c) Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems' yearly Memorandum Circular prescribing the criteria and conditions for the grant of Performance-Based Bonus (PBB) (e.g. Memorandum Circular No. 2016-1 dated May 12, 2016 and Memorandum Circular No. 2017-1 dated March 09, 2017).

DILG XIII established its initial Quality Management System based on ISO 9001:2005. It sought to certify its system covering all the key services and processes of DILG XIII in line with the essence and intent of the upgraded version under the "Clause 4: Context of an Organization" of the standard requiring the organization to align its QMS to its purpose and strategic direction.

1.1. Purpose

This Quality Manual aims to achieve the following objectives:

- a) To serve as an effective tool in communicating relevant information to the stakeholders / interested parties the different products and services of the Department consistent with its mandate and mission. It also considered the applicable government policies and regulations including freedom of information.
- b) To provide evidence of DILG XIII's conformity to the different legal /regulatory, customer/ stakeholder and organizational requirements through the documented information that it maintains and retains. These requirements include pertinent provisions of ARTA (Anti-Red Tape Act) and resulting evidences which are suitably controlled consistent with applicable regulations of the National Archives Law of the Philippines (NAP).
- c) To provide a medium for knowledge sharing between the different operating groups and functions within the Department, thus enhancing effectiveness and efficiency across all levels that contribute to the enhancement of customer satisfaction.
- d) To disseminate and preserve the organization's experiences in the overall operation and control of its processes in the course of the delivery of its products and services to the public in general and the LGUs in particular.

1.2. Content

This Quality Manual covers both the documented information required by ISO 9001:2015 and those determined by DILG as necessary for the effective planning, operation and control of its Quality Management System (QMS). It contains the different policies and commitments of the DILG Management that would demonstrate its firm resolve to conform to and comply with the applicable requirements. Designed as Level 1