



## **5. LEADERSHIP**

### **5.1 Management Commitment**

Guided by the DILG's Vision and Mission and in compliance with applicable legal requirements in fulfilling its mandate to formulate sound policies and strengthen LGU capacities, perform oversight function and provide rewards and incentives, the DILG XIII's top management commits to develop, implement and continually improve the effectiveness of its quality management system by:

- a) taking accountability for the effectiveness of the quality management system;
- b) establishing quality policy and quality objectives compatible with the context and strategic direction of the organization;
- c) ensuring the integration of the quality management system requirements into the organization's business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) providing resources needed;
- f) communicating the importance of effective quality management system and conforming to the quality management system requirements;
- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

The DILG XIII Top Management refers to the Regional Director. The Assistant Regional Director is the Regional Quality Management Representative, and the Provincial and City Directors and the Division Chiefs are the Deputy Quality Management Representative.

The Provincial and City Directors and Division Chiefs as the Deputy QMRs of their respective Offices also demonstrate leadership and commitment as itemized above in their respective offices.

#### **5.1.2 Client/Customer Focus**

The DILG XIII's top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction, which is primarily to strengthen the capabilities of Field Offices, to promote excellence in local governance, and to attend to the needs of other clients/stakeholders. Information about customer needs and expectations is extracted from feedback mechanisms, complaints handling, and customer satisfaction data.

The DILG XIII client/customer refers to the Provincial and Field Offices, local government units/officials/employees, the general public and other stakeholders.