

## INTRODUCTION

### I. ORGANIZATION'S VISION-MISSION STATEMENT



#### **Our Vision**

*The Mines and Geosciences Bureau envisions a mineral industry that is not only prosperous but also socially, economically and environmentally sustainable, with broad community and political support while positively and progressively assisting in government's program on poverty alleviation and contributing to the general economic well-being of the nation. The Mines and Geosciences Bureau also aims to be the leading Geoscience and Geo resources Bureau serving the public and nation with scientific reliability.*

#### **Our Mission**

*The Mines and Geosciences Bureau, as steward of the country's mineral resources, is committed to the promotion of sustainable mineral resources development, aware of its contribution to national economic growth and countryside community development. It fully recognizes that the development of a responsive policy framework in partnership with stakeholders to govern mineral exploration, mining and investment decisions and an effective institutional structure, are fundamental requisites for the sustainable utilization of the country's mineral resources. It is adherent to the promotion of geological studies as an integral element of our **VISION**.*

### II. PRINCIPLE

With the Vision-Mission in place, the Mines and Geosciences Bureau XIII's Quality Management System adopts the Plan-Do-Check-Act Cycle approach in developing, implementing and improving its effectiveness that will enhance the satisfaction of our partner-clients in our products and services. These PDCA cycle links to the different clauses of ISO 9001:2015 Standards. Key business processes and activities that affect the Quality Management System processes are identified, managed and monitored.

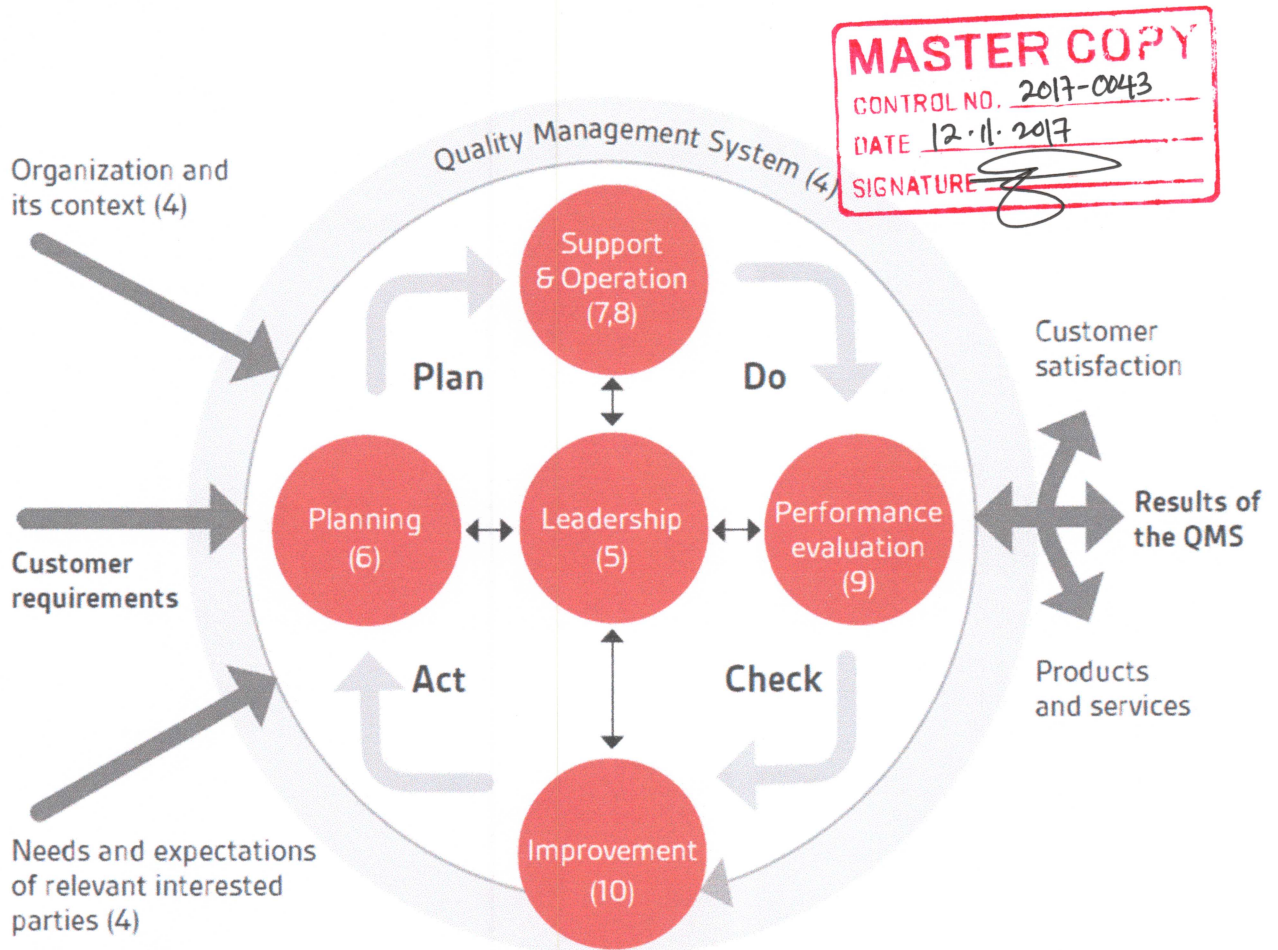
Prepared by:

  
Management Representative

Approved by:

  
Regional Director

## INTRODUCTION



This QMS manual establishes compliance to International Standards ISO 9001:2015. The manual contains documented statements of our QMS policy and objectives, and documented quality procedures are referenced throughout the manual. Interfaces between processes are also defined (as shown in our QMS Business Process Map) to achieve our QMS policy and objectives. This manual shall be reviewed annually as part of the continual improvement process. The Management Representative is the authorized personnel to do revisions of this manual and is subject for review and approval of the Regional Director.

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**MINES AND GEOSCIENCES BUREAU, REGIONAL OFFICE NO. XIII**  
**QUALITY MANUAL**

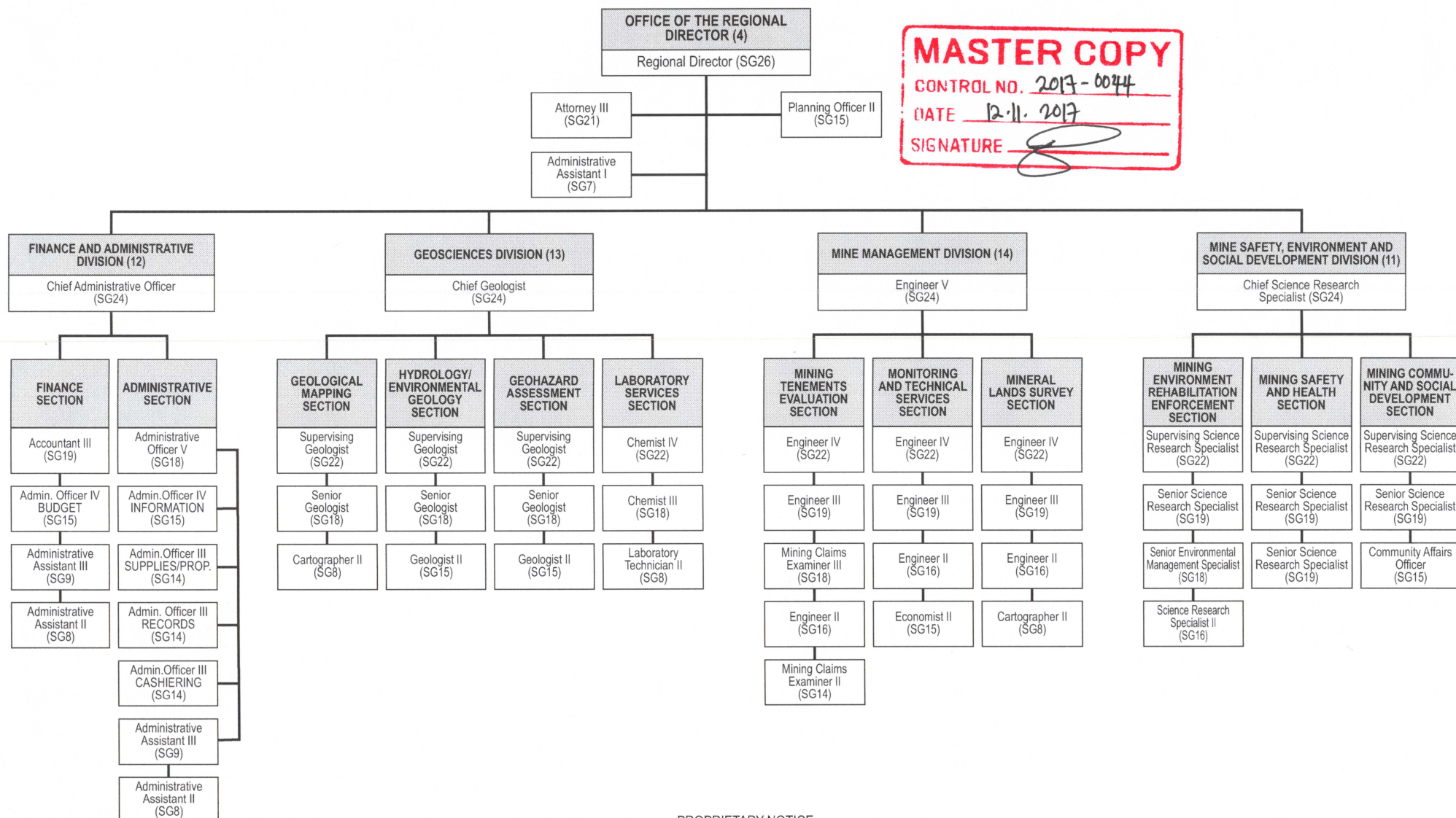
Document No. : QM-02

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Revision No. : 00

Pages : 1 of 1

## ORGANIZATIONAL CHART

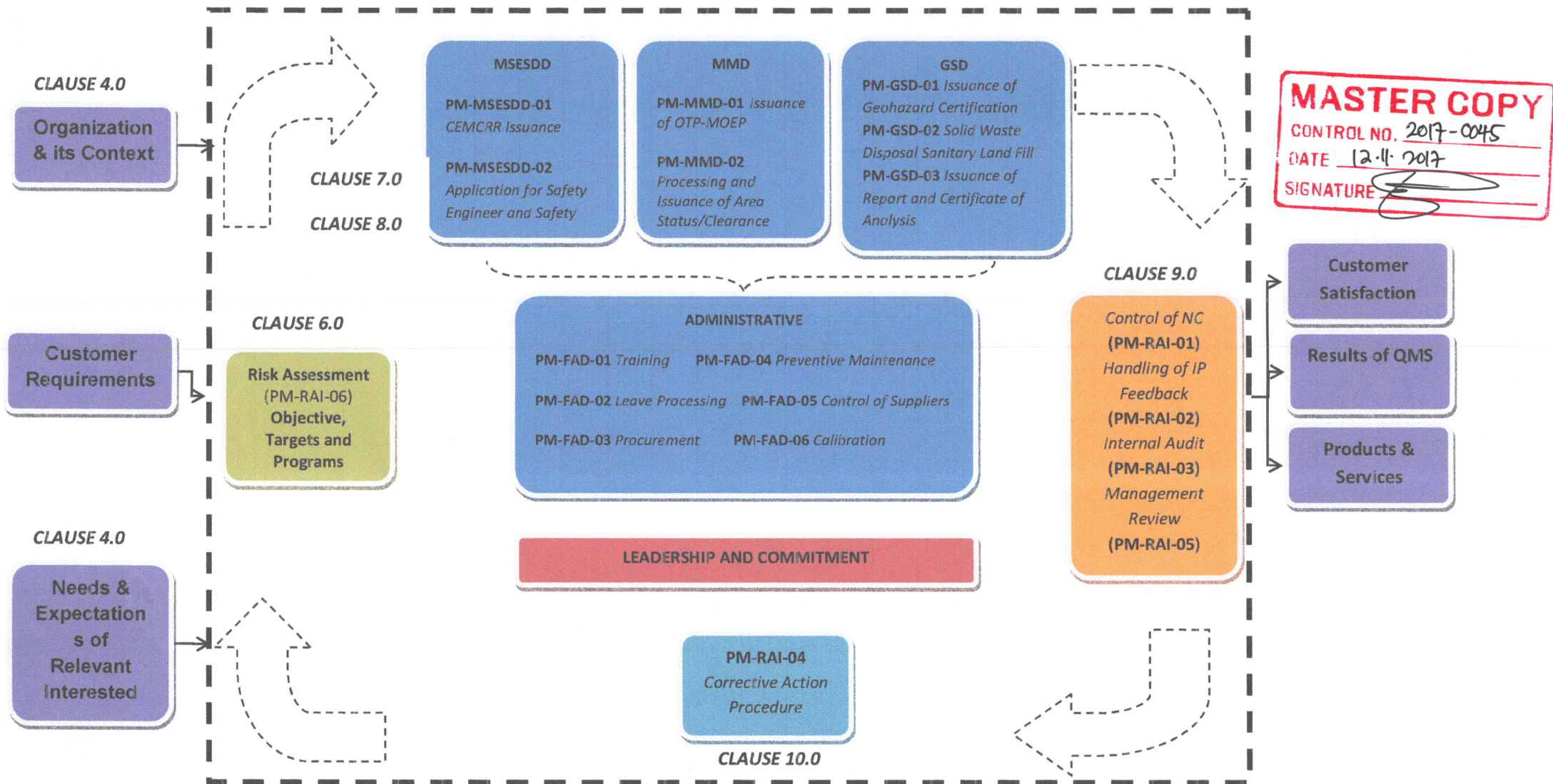


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## BUSINESS PROCESS MAP



PROPRIETARY NOTICE



**UNDERSTANDING THE CONTEXT OF THE ORGANIZATION****4.0 Context of the Organization****4.1 Understanding the Organization and its Context**

The Top Management and Division Heads shall determine external and internal issues that are relevant to its purpose and its strategic direction that affect its ability to achieve intended result(s) of its quality management system. Once identified, they shall be monitored and reviewed.

Our QMS identifies and understands the context of our organization through the use of a **SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis**. The SWOT Analysis shall be reviewed and updated at least once a year as basis for the yearly planning.

**Reference Documented Information:**

- SWOT Analysis

**4.2 Understanding the needs and expectations of interested parties**

To anticipate the potential effect of the organization's ability to consistently provide quality products and services, the organization shall determine the interested parties that are relevant to the quality management system and the requirements of these interested parties that are relevant to the quality.

The organization shall also get the feedback from interested parties as stated in the Handling of Interested Parties Feedback Procedure to ensure that their requirements are being monitored and reviewed.

**Reference Documented Information:**

- Handling of Interested Parties Procedure

PM-RAI-02

Prepared by:

  
Management Representative

Approved by:

  
Regional Director

## **UNDERSTANDING THE CONTEXT OF THE ORGANIZATION**

### **4.3 Determining the scope of the quality management system**

When determining the scope, the organization shall consider the external and internal issues referred to in 4.1, the requirements of relevant interested parties referred to in 4.2 and the services of the organization.

Our Management System adopts the process approach in developing, implementing and improving its effectiveness that will enhance satisfaction of our customers in our service.

**MINES AND GEOSCIENCES BUREAU XIII's** Quality Management System aligns its approach to all clauses under the ISO 9001:2015 standard not including Clause 8.3 Design and Development since the organization provides only services to its customers.



### **4.4 QMS and its processes**

**MINES AND GEOSCIENCES BUREAU XIII** shall establish, implement, maintain and continually improve a QMS, including the processes needed and their interaction. These processes were documented to be used as guide for the implementation of the Quality Management System.

The processes that were documented:

- a) determine the inputs required and the outputs expected from these processes;
- b) determine the sequence and interaction of these processes (*QM-03 Business Process Map*)
- c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure effective operation and control of these processes;
- d) determine the resources needed for these processes and ensure their availability

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## **UNDERSTANDING THE CONTEXT OF THE ORGANIZATION**

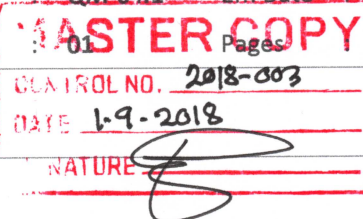
- e) assign the responsibilities and authorities for these processes.
- f) address the risk and opportunities as determined in accordance with the requirements of 6.1
- g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results.
- h) Improve the processes and the quality management system.



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## SWOT ANALYSIS



### I. OBJECTIVE

The purpose of Mines and Geosciences Bureau XIII's SWOT Analysis, is to demonstrate the organization's compliance with Clause 4.1 "Understanding the Organization and its Context". The SWOT Analysis will guide Mines and Geosciences Bureau XIII in planning the organization's direction and will be reviewed annually for suitability and applicability.

<u>Strengths</u>	<u>Weakness</u>
<p>People: Highly competent and technical employees, can work under pressure and manage stress, with sense of humor making workload easy to handle, employees are cooperative, quick learner and easy to train, have good work attitude and behavior, can work independently and interdependently, supportive leaders, presentable, polite and professional when dealing with customers.</p> <p>Structure: government-owned and not rented Office lot with established three-story office building, Office compound also have a training center, guest house, canteen and annex building with room for other Office's transient occupation like COA.</p> <p>Processes: Programs and activities aligned with the national policy and the vision and mission statement of the agency, with existing process that is people and environment-oriented.</p> <p>Strategies: well-defined organizational roles and responsibilities, customer focus and geared towards quality outputs, provision of training and capability building to personnel.</p> <p>Technology: Computer literate technical staff, updated GIS software and upgraded ICT equipment, Internet access, well-maintained web site</p> <p>Information: Regular employee forum and staff meeting, good inter-division data sharing.</p>	<p>People: heavy workloads, multi-tasking, hidden agendas, unrealized / untapped potential, some mismatch in position or designation held with actual tasks and functions performed, critical thinking, insecurity, personnel integrity.</p> <p>Structure: Insufficient furniture and fixtures, old facilities needs repair and maintenance, limited space for the Analytical Laboratory Section, records keeping and mineral samples, laboratory location now surrounded by residential communities, poor ventilation, poor implementation of 5S, no first aid kit and fire extinguishers, safety orientation.</p> <p>Processes: Further improvement / enhancement in record keeping and document tracking, resistance to change, no formalize schedule and monitoring of preventive maintenance and calibration of agency's equipment, some processes centralized / highly dependent with central office, inconsistency in existing process, failure to implement laws and regulate illegal activities.</p> <p>Strategies: limited resources and time constraint to monitor increased number of mining companies in the Region, manpower constraint.</p> <p>Technology: Outdated laboratory apparatus and equipment, no regular item for IT</p>
<p>Prepared by:  Management Representative</p>	<p>Approved by:  Regional Director</p>



## UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

Finance: Satisfactory financial process with accountant, cashier and bookkeeper, compliant with COA rules and regulations, reasonable compensation package for employees and staff.

Culture: Gender sensitive, values and family-oriented, respects diversity, participative approach in management.



position. Lack of equipment such as drones and environmental quality apparatus which could greatly facilitate and enhance environmental monitoring, CCTV malfunction, limited internet access, no established database management system.

Information: good inter-division data sharing needs to be expanded to a more integrated data sharing and networking for the entire Office, slow exchange of information to other agencies and clients, no clear-cut policy on classification of records as to its accessibility and/or restrictions to employees and clients, maintenance of public assistance desk, public information drive on mining inadequate.

Finance: Limited leeway in the purchase of capital outlay equipment (> PhP 15,000 not allowed for Regional Offices) as budget for capital outlay purchase is held by the Central Office, needs more flexibility in fund allocation and utilization, needs more awareness on prudent use of office financial resources, no established system for fund utilization monitoring per division.

Culture: Passive/non-involvement in some Office's activities, unaccountability, unethical behavior.

### PROPRIETARY NOTICE

## UNDERSTANDING THE CONTEXT OF THE ORGANIZATION

Opportunities

Political: Strong national, provincial and local government support, strong partnership with provincial, municipal and barangay LGUs, security assistance to MGB personnel during fieldwork, some LGU have positive feedback on mining

Economic: Rich mineral resource endowment of the Region, large area of land declared as mineral reservation, value-adding of mineral commodities and products

Socio – cultural: implementation of projects and programs to the concerned LGU derived from revenue collected from the mining operation, self-sustaining livelihood of community groups, improved infrastructures and facilities thru SDMP,

Technological: Wide-range of technological innovations in ICT to select and adapt specific to the improvement requirement of the Office, new technologies for environmental quality monitoring, training on systems innovation, mandated budget for research and development of mining technology and geosciences from mining companies

Legal: Supported by laws and regulations, support from Central Office in resolving conflicts, finalization of the proposed rules and procedures on alternative dispute resolution to unclog unresolved cases filed before the POA and MAB.

Ecological: new innovations in mine environmental protection and rehabilitation, increased public awareness on disaster risk reduction management programs of the government.

Threats

Political: political conflicts within the region, political control, influence, or intervention in Office affairs, hidden political agenda, political harassment.

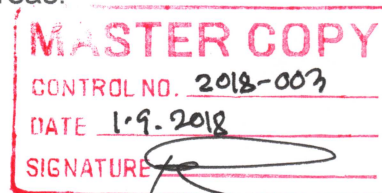
Economic: possible undervaluation of exported mineral commodities, unsuitable investment climate (sudden moratorium or ban on mining and mineral export, terrorism and insurgency, etc.), proliferation of illegal small-scale or artisanal mining.

Socio – cultural: Peace and Order situation in remote areas pose safety threats to field men, opportunistic mining stakeholders, dole-out mentality of mining communities, general negative perception on mining.

Technological: Insufficient budget allocations from Central Office to purchase equipment.

Legal: complaints from communities, Ombudsman cases filed, conflicts or inconsistencies between National and Local government laws, absence of clear and specific guidelines on rules and regulations, tenurial conflicts over mining areas.

Ecological: Susceptibility of the region to natural hazards, low compliance of some mining companies to environmental regulations, land use conflicts of mining areas.



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## Understanding the Needs and Expectations of Interested Parties

### I. OBJECTIVE

This document highlights the requirement of Clause 4.2 "Understanding the needs and expectations of Interested Parties". This document defines the parties, both internal and external and their corresponding requirement. This Guideline is reviewed annually for its suitability and applicability.

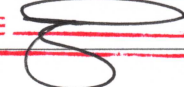
Interested Parties	Requirements
Staff	Terms & Conditions
	Training & Support
	Safe Working Conditions
	Continuity of Employment
	Opportunities for Advancement
Cooperative	Profit Sharing
	Loans
	Business Model
Customer	Meeting Service Level Agreements
	ISO 9001 Compliance
Suppliers	Adherence to Payment Terms
	Adherence to Contractual Agreements
Emergency Services	Fire Safety
	First Aid Provision
Staff Dependent (Contractual/Job Order)	Providing a Safe Working Environment
	Paying a Fair Rate for the Job
Government (GSIS, PAG-IBIG, BIR etc.)	Adherence to Payment Terms of Benefits
Legal	Adherence to Legal Requirements
Competitors	None

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SIGNATURE



Prepared by:

  
Management Representative

Approved by:

  
Regional Director

## **UNDERSTANDING THE CONTEXT OF THE ORGANIZATION**

<b>Interested Parties</b>	<b>Requirements</b>
Communities	IEC Programs



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## LEADERSHIP

### 5.0 Leadership

#### 5.1 Leadership & Commitment



Top Management provides full support in the development, implementation and improvement of our QMS towards achieving its effectiveness. Evidence of leadership commitment to development & improvement of the quality management system is provided through the following manner:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the QMS policy and objectives are established;
- c) ensuring the integration of the quality management system requirements into the organization's business process;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the quality management system are available;
- f) communicating the importance of effective quality management system and conforming to the QMS requirements;
- g) ensuring that the QMS management systems achieve 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.

##### 5.1.2 Customer Focus

Top Management also assures that Mines and Geosciences Bureau XIII is customer-focused particularly those that have direct relation to our customers. Customers and applicable statutory and regulatory requirements are determined, understood and consistently met.

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Management Representative

Approved by:   
Regional Director

<p><b>MINES AND GEOSCIENCES BUREAU XIII</b></p> <p><b>QUALITY MANUAL</b></p>	<p>Document No. : <b>QM-05</b>      Eff. Date : <b>10-01-17</b></p> <p>Revision No. : <b>00</b>      Pages : <b>2 of 4</b></p>
<p><b>LEADERSHIP</b></p>	

Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed as well.

Customer complaints and feedback are monitored, handled and addressed accordingly. The Regional Director and Department Heads are tasked to handle this responsibility. These data are used to identify opportunities for improvement.

**Reference Documented Information:**

- Handling of Interested Parties Feedback PM-RAI-02
- Risk Assessment Procedure PM-RAI-06



**5.2 Quality Policy**

To express intentions, directions and aims of Mines and Geosciences Bureau's management regarding quality of its products and services, the Regional Director, together with Department Heads/ Division Heads, has established a QMS Policy that is appropriate for the purpose and context of the organization, and should support its strategic direction, provides a framework for establishing and setting objectives, includes a statement of commitment to satisfy applicable requirements and commitment to meeting requirements and to continual improvement.

This QMS policy is communicated to all levels of organization to establish our own commitment and role towards attainment of this goal in any creative way. This is reviewed and evaluated annually or as necessary to monitor QMS performance and ensure its relevance.

**Reference Documented Information:**

- Quality Policy QM-05.2

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## LEADERSHIP


### 5.3 Organizational roles, responsibilities, and authorities

Detailed responsibilities and authorities for QMS implementation are contained in quality system procedures and job descriptions.

QMS FUNCTION	ROLES AND RESPONSIBILITIES
 <p><b>QMR</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensuring that processes needed for the management system are established, implemented and maintained.</li> <li><input type="checkbox"/> ensuring that the management system conforms to the requirements of the International Standards</li> <li><input type="checkbox"/> Reporting to top management on the performance of the management system and any need for improvement.</li> <li><input type="checkbox"/> Ensuring the promotion of customer focus throughout the organization.</li> <li><input type="checkbox"/> Ensuring that the integrity of the management system is maintained when changes to the QMS are planned and implemented</li> </ul>
<b>Lead Internal Auditor</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The lead auditor is responsible for ensuring the efficient and effective conduct and completion of the audit within the audit scope and plan approved by the top management.</li> </ul>
<b>Internal Auditor</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Following the directions of and supporting the lead auditor</li> <li><input type="checkbox"/> Planning and carrying out the assigned task objectively, effectively and efficiently within the scope of the audit</li> <li><input type="checkbox"/> Collecting and analyzing relevant and sufficient audit evidence to determine audit findings</li> <li><input type="checkbox"/> Preparing working documents under the direction of the</li> </ul>

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## LEADERSHIP

QMS FUNCTION	ROLES AND RESPONSIBILITIES
	<p>lead auditor</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Documenting individual audit findings</li> <li><input type="checkbox"/> Assisting in writing the audit report.</li> </ul>
 <p><b>Document Controller</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assists the QMR for the creation and revision of documents.</li> <li><input type="checkbox"/> Responsible for the issuance, maintenance, retrieval and control of controlled documents.</li> <li><input type="checkbox"/> Responsible for the assignment of document numbers and other coding controls for document</li> <li><input type="checkbox"/> Responsible for the coordination and information on any changes on documents.</li> <li><input type="checkbox"/> Ensures the implementation of control of records</li> </ul>
<b>All Employees</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Implements all programs and activities to ensure achievement of QMS objectives and adherence to the organization's QMS Policy.</li> <li><input type="checkbox"/> ensuring that the processes are delivering their intended outputs</li> </ul>

### Reference Documented Information:

- Training

PM-FAD-01

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<p align="center"><b>QUALITY POLICY</b></p>	

MGB Regional Office XIII is committed to be an effective steward of the country's mineral resources by delivering the highest quality services to the demand of the industry and mining stakeholders. It shall earnestly adhere to the Quality Management System and continuously seek opportunities for continual improvement thru:

**C** – Commitment to render services with highest satisfaction to our customers

**A** – Advocacy on strict compliance to mining statutory standards and geo-scientific assessments to serve the public and nation with scientific reliability

**R** – Responsive to the needs and demands of our interested parties



**A** – Adaptive to new mining and geosciences technologies and support continual capacity improvement to sustain competence of the human resources

**G** – Geared towards the optimization of the available resources to satisfy the Quality Management System requirements

**A** – Anchored on the principles of sustainable development through upholding responsible mining that is socially, economically and environmentally acceptable.

This Quality Policy shall be regularly communicated to all levels of this Organization and its interested parties.

Approved by:

Regional Director

## PLANNING



### 6.0 Planning

#### 6.1 Actions to address Risk and Opportunities

##### 6.1.1 General

Mines and Geosciences Bureau XIII determines the risks and opportunities that needs to be addressed in the quality management system. When planning for the QMS, the organization shall consider:

- The external and internal issues relevant to the context of the organization;
- The requirements stemming from the needs and expectations of interested parties; and,
- The scope of the QMS.

Also, the organization shall determine the risks and opportunities related to its:

- Quality Risks
- Compliance obligations
- Other issues relevant to 4.1 and 4.2

The organization needs to:

- Give assurance that the QMS can achieve its intended outcomes;
- Prevent or reduce undesired effects; and,
- Achieve continual improvement.

##### 6.1.2 Quality Risks and Opportunities

Within the defined scope of the QMS, MGB Region XIII shall determine the quality issues of its activities, products and services that it can control and those that it can influence, and their associated quality impacts, considering life cycle perspective.

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Management Representative

Approved by:

Regional Director



<b>MINES AND GEOSCIENCES BUREAU XIII</b> <b>QUALITY MANUAL</b>	Document No. : <b>QM-06</b> Eff. Date : <b>10-01-17</b> Revision No. : <b>00</b> Pages : <b>2 of 3</b>
<b>PLANNING</b>	

These quality impacts were prioritized using the Severity-Occurrence-Detection concept to ensure that these risks and opportunities are addressed based on how significant it is in the implementation of the QMS. The Management Representative is assigned to follow-up on the action plans.



**Reference Documented Information:**

- Risk Assessment Procedure
- Risk Assessment Guideline

PM-RAI-06

GL-QMS-02

## 6.2 Quality objectives and planning to achieve them

The organization established quality objectives at relevant functions, levels and processes needed for the quality management system. These Quality Objectives are:

- consistent with the quality policy
- measurable
- taking into account applicable requirements
- relevant to conformity of products and services and to enhancement of customer satisfaction
- monitored
- communicated
- updated as appropriate

The organization has also determined action plans or programs to achieve the objectives set considering the resources needed, responsible person, planned dates and evaluation of results.

**Reference Documented Information:**

- Objectives, Targets & Programmes

FM-QMP-01

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## **PLANNING**

### **6.3 Planning of Changes**

Mines and Geosciences Bureau XIII ensures that changes to the quality management system will be carried out in a planned manner. The organization shall consider:

- the purpose of the changes and their potential consequences
- the integrity of the quality management system
- the availability of resources
- the allocation or reallocation of responsibilities and authorities



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## SUPPORT

### 7.0 Support

#### 7.1 Resources



Top Management, with inputs from all respective department, evaluates plans and ensures that appropriate resources will contribute to product and service quality and conformance to the effectiveness of QMS are provided including trained employees, facilities, support services, environment necessary for the operations, resources needed to ensure valid and reliable results when monitoring or measuring and organizational knowledge.

#### Reference Documented Information:

- Preventive Maintenance PM-FAD-04
- Calibration PM-FAD-06

#### 7.2 Competence

Top Management recognizes the value of its personnel to the achievement of the QMS policy and objectives, and human resource personnel are tasked to ensure that all personnel are competent to perform their specific task. All personnel are made aware of their roles and responsibilities towards achieving customer requirements, and satisfaction in the workplace is maintained. They are also made aware on how they contribute to accomplishing QMS policy and objectives.

The need for additional personnel and other competency requirements shall be identified prior to hiring process. These competency requirements are translated into job descriptions, which will be the basis of evaluating applicants or personnel recognition or awards.

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Management Representative

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Regional Director

<p><b>MINES AND GEOSCIENCES BUREAU XIII</b></p> <p><b>QUALITY MANUAL</b></p>	<p>Document No. : <b>QM-07</b>      Eff. Date : <b>10-01-17</b></p> <p>Revision No. : <b>00</b>      Pages : <b>2 of 4</b></p>
<p><b>SUPPORT</b></p>	

The competency of the personnel defined responsibilities are identified based on the set criteria in the job description. Human Resource personnel, with inputs from immediate superiors, shall evaluate applicants or existing personnel based on the documented competency. Competency gap is analyzed and evaluated by respective division heads. Identified training needs is summarized and submitted to human resource for planning and for approval of Top Management.

Immediate Superiors evaluate their personnel annually (or as needed) based on their performance. Maintenance of personnel competence is also maintained by attending trainings and seminars on any new standards or processes related to their jobs functions or as required by a regulatory agency. The company maintains records of education, training, skills and experience. Results of performance evaluation is also maintained and kept.

#### Reference Documented Information:

- Training Procedure

PM-FAD-01



### 7.3 Awareness

All employees in MINES AND GEOSCIENCES BUREAU XIII shall be aware of the QMS implementation especially on the quality relevant objectives, their contributions to the effectiveness of the Quality Management System, and the implications of not conforming within the Quality management system requirements. This will become part of their agenda in the organization's monthly review.

### 7.4 Communication

MGB XIII shall establish, implement and maintain a process(es) for internal and external communications relevant to the QMS including:

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## SUPPORT

- What it will communicate
- When to communicate
- Whom to communicate
- How to communicate



When establishing its communication processes, the organization shall:

- Take into account its compliance obligation
- Ensure that the quality information communicated is consistent with information generated within the QMS, and is reliable

MGB XIII shall respond to relevant communication regarding its QMS and retain documented information as evidence of its communications, as appropriate.

### 7.5 Documented Information

The organization ensures appropriateness in identification and description of the documented information, format in creating and updating documented information. These documented information are reviewed and approved by the Management Representative and Regional Director for suitability and adequacy.

The documented information required by the Quality Management System and by this international standard shall be controlled to ensure:

- its availability for use, where and when it is needed
- it is adequately protected
- distribution, access, retrieval and use
- storage and preservation, including preservation of legibility
- control of changes
- retention and disposition

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**MINES AND GEOSCIENCES BUREAU XIII**  
**QUALITY MANUAL**

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**SUPPORT**

**Reference Documented Information:**

- Internal Document Control Procedure
- External Document Control Procedure
- Records Control

PM-DRC-01

PM-DRC-02

PM-DRC-03



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<p><b>OPERATION</b></p>	

## 8.0 Operation

### 8.1 Operational Planning



In planning, Mines and Geosciences Bureau XIII will determine the following:

- Quality objectives and requirements for the products and services, environmental protection, safety and health in work environment
- Criteria for Processes and acceptance of services
- Determining the resources needed to achieve conformity to the service requirements
- Implementing control of the processes in accordance with the criteria
- Determining and keeping documented information to the extent necessary

### 8.2 Requirements for products and services

It is the policy of Mines and Geosciences Bureau XIII to determine all the requirements related to its services, which include those:

- Specified by the Marketing Group of the Service Provider, Mines and Geosciences Bureau XIII, including requirements for delivery and post-delivery activities;
- Not stated by the Marketing Group of the Service Provider, Mines and Geosciences Bureau XIII but necessary for specified or intended use;
- Statutory and regulatory requirements, and
- Any additional requirements.

Procedures are established for Internal and External Communications relative to our Quality Management System.

- Internal Communication – Internal two-way communication regarding quality matters is done through appropriate media to and between various levels within the organization, including interested parties.

<p>Prepared by: _____</p> <p style="text-align: center;">Management Representative</p>	<p>Approved by: _____</p> <p style="text-align: center;">Regional Director</p>
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- External Communication – Communication with external interested parties regarding quality matters is done by receiving complaints or information and responding as appropriate.

### 8.3 Design and Development



*This clause has been excluded.*

### 8.4 Control of Externally provided processes, products and services

External Providers who provide critical products, services and processes are required to undergo accreditation prior to any transaction activity. It is considered critical if products or services or outsourced processes can directly affect product and service quality or customer satisfaction.

Purchasing Officer does initial assessment and asks concerned groups for approval based on the set criteria. Performances of these accredited external providers are evaluated, selected, monitored, and re-evaluated as necessary but at the least of once a year. Performance is based on the quality, cost, delivery, and after service. Evaluation results are communicated to suppliers through email or other mode of applicable communication processes such as fax. These evaluation will also form part of the agenda in the management review.

All externally provided products, processes and services are inspected during receiving stage. Inspections are based on the specified requirement, quality and quantity. Inspection is the responsibility of the requesting officer. Any nonconformance are immediately coordinated to the supplier for their knowledge and action.

The organization shall ensure the adequacy of requirements prior to their communication to the external provider. We shall communicate to external providers its requirement for:

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## OPERATION



- The processes, products and services to be provided
- The approval of products and services, methods, process and equipment, the release of products and services
- Competence, including any required qualifications of persons
- The external provider's interactions with the organization
- Control of monitoring of the external providers' performance to be applied by the organization
- Verification or Validation activities that the organization, or its customer, intends to perform at the external provider's premises

### Reference Documented Information:

- Procurement Procedure

PM-FAD-03

## 8.5 Production and Service Provision

It is the policy of Mines and Geosciences Bureau XIII to plan and carry out production provision under controlled conditions. Control conditions shall include the following:

- The availability of work instructions to perform activities meeting quality requirements.
- The availability of work instructions.
- The use of suitable equipment.
- The availability and use of monitoring and measuring devices.
- The implementation of monitoring and measurement, and
- The implementation of release, delivery and post-delivery activities.

Mines and Geosciences Bureau XIII shall validate any processes for production provisions where the resulting output cannot be verified by subsequent monitoring or measurement. Validation shall demonstrate the ability of these processes to achieve planned results.

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Mines and Geosciences Bureau XIII shall establish arrangements for these processes, including:

- Defined criteria for review and approval processes.
- Approval of equipment and qualification of personnel.
- Use of specific methods of procedures.
- Requirements for records, and
- Revalidation



The company shall identify the service by suitable means throughout service realization.

## 8.6 Release of Products and Services

Mines and Geosciences Bureau XIII shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise, approved by a relevant authority and, as applicable, by the customer.

Mines and Geosciences Bureau XIII shall retain documented information on the release of services which shall include evidence of conformity with the acceptance criteria; and traceability to the person(s) authorizing the release.

### Reference Documented Information:

- |  |              |
|--|--------------|
| ▪ Issuance of Geohazard Certification                          | PM-GSD-01    |
| ▪ Solid Waste Disposal / Sanitary Landfill Facility Assessment | PM-GSD-02    |
| ▪ Issuance of Report / Certificate of Analysis                 | PM-GSD-03    |
| ▪ CEMCRR Issuance  | PM-MSESDD-01 |
| ▪ Application For Safety Engineer And Safety Inspectors Permit | PM-MSESDD-02 |

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<p><b>OPERATION</b></p>	

- |  |           |
|--|-----------|
| ▪ Issuance of OTP-MOEP                             | PM-MMD-01 |
| ▪ Processing and Issuance of Area Status/Clearance | PM-MMD-02 |

## 8.7 Control of Nonconforming Outputs

QMS processes are identified, controlled and evaluated to ensure its effectiveness. When water distribution service requirements are not met, the Regional Director, and the respective Group In-Charge reviews and identifies where improvements are needed and implement necessary correction and corrective actions.

The organization shall retain documented information that describes the nonconformity, describes the actions taken, describes any concessions obtained, identifies the authority deciding the action in respect of the nonconformity

Regular checking and monitoring of the outputs of processes are conducted as necessary or as identified by the process owners.

### Reference Procedures:

- |  |           |
|--|-----------|
| ▪ Control of Nonconforming Parts/Service | PM-RAI-01 |
|--|-----------|



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## **PERFORMANCE EVALUATION**

### **9.0 Performance Evaluation**

### **9.1 Monitoring and Measurement**

#### **9.1.1 Customer Satisfaction**



Mines and Geosciences Bureau XIII shall monitor, measure, analyze and evaluate its QMS performance. The organization shall identify:

- What needs to be monitored and measured;
- The methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results;
- The criteria against which the organization will evaluate its QMS performance, and appropriate indicators;
- When the monitoring and measurement shall be performed; and
- When the result from monitoring and measurement will be analyzed and evaluated.

The organization shall ensure that calibrated or verified monitoring and measuring equipment is used and maintained, as appropriate.

Information relating to customer perception of fulfillment of customer requirements is monitored as one of the measurements of the performance of the QMS. Customer satisfaction is being measured using various methods such as encouraging customers to give feedbacks regarding quality services rendered. All Mines and Geosciences Bureau XIII personnel are required to be as courteous and friendly as possible while keeping an utmost level of professionalism with all our customers.

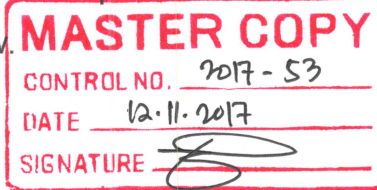
QMS Objectives, Targets and Programs and Risk Assessment during the planning stage will also be measured as to how effective the controls were.

Prepared by:   
Management Representative

Approved by:   
Regional Director

## **PERFORMANCE EVALUATION**

The Management Representative is tasked to review the effectiveness of implemented corrective actions or to initiate improvements. The results are part of the review input during management review.



### **Reference Procedures:**

- Handling of Customer Feedback

PM-RAI-02

## **9.2 Internal Audit**

The Internal Audit's objective is to determine whether the Quality Management System conforms to the planned arrangements, to the requirements of the International standard and to the QMS requirements and evaluate whether these have been effectively implemented and maintained.

Internal quality audit is being conducted annually or as needed by trained auditors. Auditors shall not be assigned to audit their own Department/Division/ Section to prevent impartiality. The audit is based on the annual plan describing the scope, frequency and methods. The audit programme is updated accordingly based on the status and its results.

Internal audit results are used to determine the scope and frequency of future audits of processes. The result is also a component of the review input during management review.

Internal Lead Auditor and Auditors are responsible for the area being audited takes corrective action without undue delay to eliminate detected nonconformities and their causes. Follow-up actions include the verification of the actions taken and the reporting of verification results.

Mines and Geosciences Bureau XIII ensure continuing ability of the processes to meet customer and other Interested Party's requirements that is:

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## PERFORMANCE EVALUATION

- Suitable methods are applied for monitoring and where applicable, measurement of the QMS processes.
- Compliance to Legal Statutory and Regulatory Requirements
- These methods demonstrate the ability of the processes to achieved planned results.
- When planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product.



### Reference Procedures:

- Internal Quality Audit

PM-RAI-03

### 9.3 Management Review

Mines and Geosciences Bureau XIII's Top Management shall conduct a Management Review once a year to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. The following agenda shall be carried out.

- Status of actions from previous management reviews
- Changes in external and internal issues that are relevant to the QMS;
- The needs and expectations of Interested Parties
- Information on the performance and effectiveness of the QMS, including trends in:
  - Customer satisfaction and feedback, including relevant communications from Interested Parties
  - Extent to which quality objectives have been met;
  - Process performance and conformity of products and services;
  - Nonconformities and corrective actions;
  - Monitoring and measurement results
  - Audit results;
  - The performance of external providers;
- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities

#### PROPRIETARY NOTICE

## **PERFORMANCE EVALUATION**

- Opportunities for improvement.

Output of the Management Review shall include decisions and actions related to:

- Opportunities for improvement;
- Any need for changes to the quality management system;
- Resource needs

The Management Review is recorded through minutes of the meeting.

### **Reference Procedures:**

- Management Review

PM-RAI-05



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## IMPROVEMENT

### 10.0 Measurement, Analysis and Improvement



#### 10.1 General

The monitoring, measurement, analysis and improvement processes are planned and implemented. Department and Division Heads identifies and collects appropriate data to demonstrate stability and effectiveness of the Quality Management System. Data are presented and discussed to the Regional Director. The Department/Division will verify if targets and objectives are achieved. If not, it will be evaluated where continual improvement can be made. These processes are needed to improve services to meet customer requirements as well as to address future needs and expectations, correcting, preventing or reducing undesired effects and improving the performance and effectiveness of the Quality Management System.

#### Reference Procedures:

- Management Review

PM-RAI-05

#### 10.2 Nonconformity and corrective action

Mines and Geosciences Bureau XIII considers corrective actions as an important part of our continual improvement plan. The Regional Director and Management Representative has the overall responsibility of ensuring the effectiveness of implemented corrective actions.

Corrective Action Report is issued for any nonconformance reported or observed. Problems requiring immediate action are contained. Root cause analysis is conducted to eliminate the factors of nonconformance. Then we conceptualize and implement corrective actions to avoid recurrence of a problem or occurrence of possible problems. Auditors or the issuing personnel have the responsibility in verifying that implemented corrective action is appropriate and effective. If necessary, there is a need to update the

Prepared by:   
Management Representative

Approved by:   
Regional Director



## IMPROVEMENT

QMS Risk Assessment identified in the planning stage and make changes to the management system. The action is considered effective if the problem is corrected and no recurrence of similar problem has been reported or observed for a period of time.

Corresponding report is submitted to Management Representative for evaluation. MR consolidates the results of all issued corrective actions to assess the overall effectiveness of our continual improvement plan and, if necessary, be able to introduce and recommend improvements.

### Reference Procedures:

- Corrective Action

PM-RAI-04



### 10.3 Continual Improvement

Our continual improvement plan begins from Quality Policy and objectives formulation.

Processes related to the QMS are identified, monitored and controlled. Support processes are likewise identified, documented and controlled to ensure that set QMS policy and objectives are achieved. Any identified nonconformance are documented and contained. Nonconformance may trigger corrective actions to avoid recurrence of a problem. Interested party's complaints and feedbacks may also result to a corrective action.

Compliance to applicable legal statutory and regulatory requirements are highly considered in planning for improvement activities. Supplier performance are similarly monitored particularly those that have direct impact on the service quality of the organization. Internal processes are compared against target and objectives.

Areas with poor performances are identified and regarded as opportunity for improvement. Appropriate improvements are introduced, implemented and monitored

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## IMPROVEMENT

for achievement. Improvements may result to change in procedures and target QMS objectives.



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