


Republic of the Philippines
Department of Science and Technology
NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY PHILIPPINES

QUALITY MANUAL

Copy No.1
27 December 2016


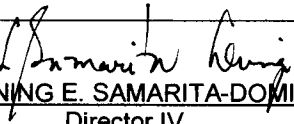
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -01-01
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		USER'S GUIDE	PAGE NUMBER
SUBJECT	FOREWORD		
		EFFECTIVITY DATE	01 January 2017


The Philippine Science Heritage Center (PSHC) is cognizant of the importance of adopting a Quality Management System as a strategic tool to focused on strengthening its processes, clients and continuous improvement.

The PSHC is the only science center enacted by law (RA 9107) in the country and the only one that focuses on Filipino scientists. It is under the management of the National Academy of Science and Technology Philippines (NAST PHL), the highest recognition and advisory body on matters related to science and technology.


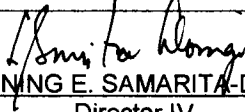
The PSHC has five existing galleries: National Scientists, Philippine Biodiversity, *Bioteknolohiya!*, NAST's Firsts, and the Gallery of Awardees. Aside for the exhibits, it also aims to be an alternative learning institution for science by offering non-formal learning activities, e.g., Meet Your Scientists, Salinlahi Symposium Series, Salinlahi Guro ng Syensia, Science Creativity Garden, Salinlahi Evolution, among others. These activities focused on promoting the contributions of Filipino scientists at the same time, encouraging the youth in pursuing careers in science.


To ensure the continuous delivery of efficient and quality service to the public, PSHC-NAST decided to establish, document, implement and maintain a quality management system in compliance with the ISO 9001:2015 for the implementation of the activities under the PSHC.

Prepared by:  <u>REIHVELE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
--	---


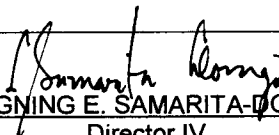
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -01-02
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 2
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 January 2017
SUBJECT	TABLE OF CONTENTS		


SECTION	SUBJECT	NO. OF PAGES
01	USER'S GUIDE	
	01 Foreword	1
	02 Table of Contents	2
	03 Objectives of the Quality Manual	1
	04 Authorization for the Implementation/Updating Responsibility	1
	05 Distribution of the Quality Manual	1
	06 Coding System for the Quality Manual	1
02	QUALITY MANAGEMENT SYSTEM	
	01 Scope of the Quality Management System	1
	02 Definition of Terms	1
03	COMPANY PROFILE	
	01 Company Background Information	1
	02 Quality Management System Process	1
	03 Organizational Structure	2
04	QUALITY MANAGEMENT SYSTEM REQUIREMENTS	
	01 General Requirements	1
	02 Documentation Requirements	2
05	MANAGEMENT RESPONSIBILITY	
	01 Management Commitment	1
	01 Customer Focus	1
	03 Quality Policy	1
	04 Planning	1
	05 Responsibility, Authority and Communication	5
	06 Management Review	1

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -01-02
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		USER'S GUIDE	PAGE NUMBER
SUBJECT	TABLE OF CONTENTS		
		EFFECTIVITY DATE	01 January 2017


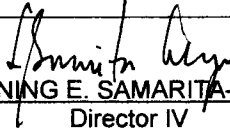
SECTION	SUBJECT	NO. OF PAGES
06	RESOURCE MANAGEMENT	
01	Provision of Resources	1
02	Human Resources	1
03	Infrastructure	1
04	Work Environment	1
07	PRODUCT REALIZATION	
01	Planning of Product Realization	1
02	Customer-Related Processes	1
03	Purchasing	1
08	MEASUREMENT, ANALYSIS AND IMPROVEMENT	
01	General Requirements	1
02	Monitoring and Measurements	1
03	Control of Non-conforming Product	1
04	Analysis of Data	1
05	Improvement	1


Prepared by:  REIHVELLE A. PEREZ QMR	Approved by:  LUNINGNING E. SAMARITA-DOMINGO Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -01-03
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 1	
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 January 2017
SUBJECT	OBJECTIVES OF THE QUALITY MANUAL		

The objectives of the documented Quality Manual are:

- To provide consistent information, both internally and externally, about the PSHC-NAST Quality Management System;
- To demonstrate to the clients, suppliers, stakeholders and other interested parties the ability of PSHC-NAST's established Quality Management System in meeting their requirements and expectations;
- To provide a documented system which will serve as basis in auditing the implementation and effectiveness of the QMS;
- To provide continuity of the office's QMS and its requirements during changing circumstances
- To demonstrate compliance with the requirements of ISO 9001-2015 standard to which this QMS is based.

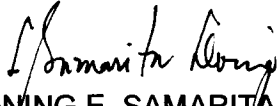
Prepared by:  <u>REIHELVE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
--	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -01-04
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		USER'S GUIDE	PAGE NUMBER
SUBJECT	AUTHORIZATION FOR THE IMPLEMENTATION/UPDATING RESPONSIBILITY		
		EFFECTIVITY DATE	01 January 2017


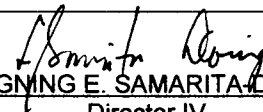
The implementation of the contents of the manual is authorized and approved by the Director effective on the date specified in the manual.


Updating of the manual is the responsibility of the Quality Management Representative following PM-NAST-01-01 Control of Documented Information.

Their specimen signatures appear below.


LUNINGNING E. SAMARITA-DOMINGO
 Director IV




REIHVELLE A. PEREZ
 Quality Management Representative


Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -01-05
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 January 2017
SUBJECT	DISTRIBUTION OF THE QUALITY MANUAL		

The Quality Manual is distributed as follows:

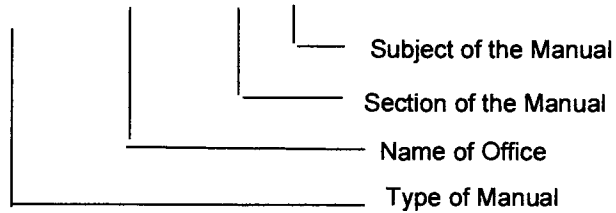
COPY NO.	COPY HOLDER	REMARKS
Original	Document Custodian	Whole Manual
1	Director IV	-do-
2	Quality Management Representative	-do-
3	Information Officer V, Technical Service Division	-do-
4	Chief Admin. Officer, Finance and Administrative Division	-do-
5	Head, Internal Audit Group	-do-
6	Staff-in-Charge, Philippine Science Heritage Center	-do-
7	Supply and Property Officer	-do-
8	Planning/ Management Information System Unit	-do-


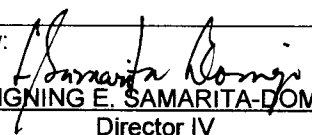
Prepared by:  <u>REIHVELITA PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--


	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -01-06
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		USER'S GUIDE	PAGE NUMBER
SUBJECT	CODING SYSTEM FOR THE QUALITY MANUAL		
		EFFECTIVITY DATE	01 January 2017

An alpha-numeric coding system is being followed in the Quality Manual as shown:

QM - PSHC-NAST - 04 - 01



Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -02-01
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 1	
SECTION	QUALITY MANAGEMENT SYSTEM	EFFECTIVITY DATE	01 January 2017
SUBJECT	SCOPE OF THE QUALITY MANAGEMENT SYSTEM		


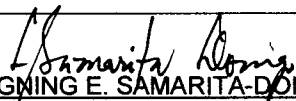
The Quality Management System will cover all processes under the Philippine Science Heritage Center. These are:

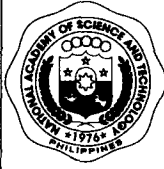
PHILIPPINE SCIENCE HERITAGE CENTER

- Conduct of tours
- Conduct of Non-Formal Learning Activities
- Conduct of PSHC Competitions

PROCESSES REQUIRED BY ISO 2001-2015



- Control of Documented Information
- Internal Audit
- Corrective Action
- Preventive Action


Prepared by:  <u>REIHVELVA A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -02-02
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	QUALITY MANAGEMENT SYSTEM	EFFECTIVITY DATE	01 January 2017
SUBJECT	DEFINITION OF TERMS		

The ISO 2001-2015 is the basis used for the definition of terms. The following abbreviations shall be used in the manual:

DOST	Department of Science and Technology
NAST PHL	National Academy of Science and Technology, Philippines
PSHC	Philippine Science Heritage Center
TSD	Technical Services Division
FAD	Finance and Administrative Division
QMR	Quality Management Representative
QMS	Quality Management System
DC	Document Custodian
PM	Procedures Manual
WI	Work Instructions
NCAR	Nonconformity and Corrective Action Report

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	---


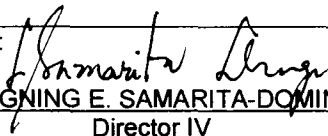
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -03-01
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 1	
SECTION	COMPANY PROFILE	EFFECTIVITY DATE	01 January 2017
SUBJECT	COMPANY BACKGROUND INFORMATION		

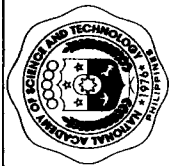
The Philippine Science Heritage Center (PSHC) is a prime government center established in 1998 to honor Filipino scientists and their contributions to the world of science. Republic Act 9107, or the Philippine Science Heritage Center Act was enacted in 2001 mandated the National Academy of Science and Technology to manage, operate and maintain the Center and to serve as the main repository of the country's contributions, achievements, and accomplishments in the field of science and technology. It was envisioned to be the lasting tribute to numerous Filipino scientists and technologists who have unselfishly devoted their lives for the betterment of the country. The Center, with a total floor area of 3,062.08 sq.m., occupies the first and second floors of the Science Heritage Building inside the DOST Compound.

It is recognized that science is a driving force behind economic development. However, despite the improving economy in the past years, the number of researchers involved in R&D is still way below the standards found in developed countries. Singapore has 7,199 researchers per million population, while Malaysia, Thailand and Vietnam has the following figures: 2,564, 581 and 498. The Philippines has only 156 researchers per million population. The low number of researchers is due to the low appreciation of today's youth on science, technology, engineering and mathematics (STEM) courses. The PSHC regularly brings its exhibits in the regions to bring science closer to the public and to areas not usually reached by scientific conferences, seminars and exhibits. The non-formal learning activities focused on supplementing science teaching and learning. The programs and activities under the PSHC hope to heighten the awareness and appreciation of today's youth on contributions and achievements of Filipino scientists through the exhibits and the conduct of non-formal learning activities, thus, instilling pride on our science culture and encouraging them to pursue careers in science.

The program has three major components:

- Enriching the visitors' experience at the PSHC
- Promotion and marketing of the PSHC
- Strengthening and capacity building of PSHC staff

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--



DEPARTMENT OF SCIENCE AND TECHNOLOGY
NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY

DOCUMENT CODE
 QM- NAST PSHC
 -03-02

QUALITY MANUAL

REVISION NUMBER
 0

PAGE NUMBER
 1 OF 1

EFFECTIVITY DATE
 01 January 2017

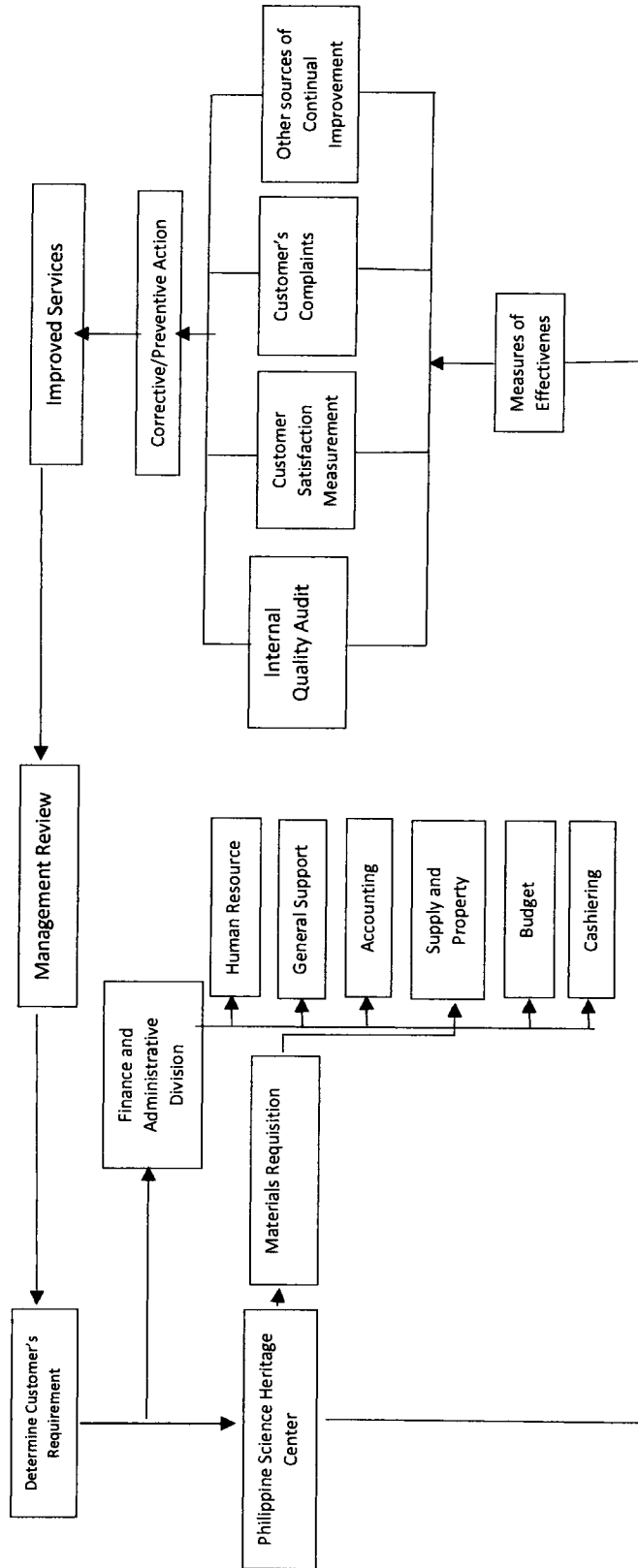
COMPANY PROFILE

SECTION

SUBJECT

QUALITY MANAGEMENT PROCESSES

The Quality Management System of PSHC-NAST covers the processes involved in determining customer requirements, planning and managing the different activities involved to meet the requirements and expectations of its customer and conducting evaluation and improvement activities to improve customer satisfaction. The diagram below shows the QMS process:




Prepared by:

Reihvelle A. Perez
 REIHVELLE A. PEREZ
 QMR

Approved by:

Luningning E. Samarita-Domingo
 LUNINGNING E. SAMARITA-DOMINGO
 Director IV


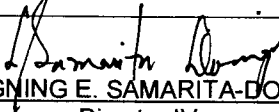
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -03-03
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 2	
SECTION	COMPANY PROFILE	EFFECTIVITY DATE	01 January 2017
SUBJECT	ORGANIZATIONAL STRUCTURE		

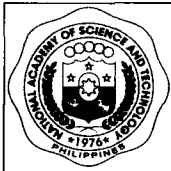
The NAST Secretariat is headed by the Director. The Administrative Aide VI provided management support.

There are two divisions under the Director; the Technical Services Division and the Finance and Administrative Division.

The Technical Services Division (TSD) is headed by the Information Officer V. Aside from supervising and coordinating the activities of the TSD, the Info. Officer V also handles the advisory activities of NAST. The Information Officer III handles the activities under the Scientific Linkages Function while the Information Officer II is in charge of the activities under the Recognition Function. The Planning Officer, on the other hand, is in charge of the Philippine Science Heritage Center.

The Finance and Administrative Division (FAD) is headed by the Chief Administrative Officer. The division supervises the Budget, Accounting, Cashier, Property and Procurement, Human Resources Management and General Services.

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--



DEPARTMENT OF SCIENCE AND TECHNOLOGY
NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY

DOCUMENT CODE

QM- NAST PSHC
-03-03

QUALITY MANUAL

REVISION NUMBER

0

PAGE NUMBER

2 OF 2

SECTION

COMPANY PROFILE

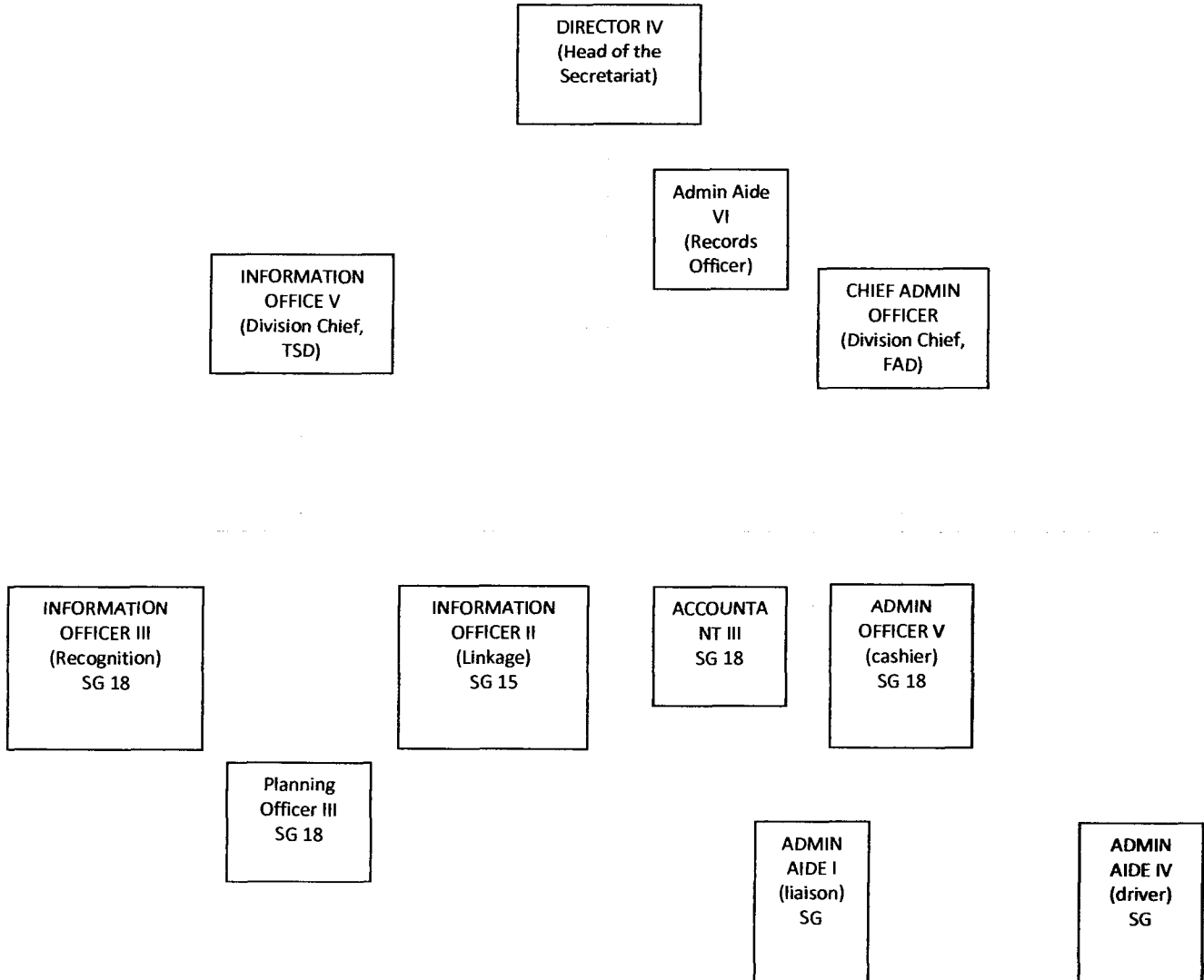
EFFECTIVITY DATE

01 January 2017

SUBJECT

ORGANIZATIONAL STRUCTURE

FUNCTIONAL ORGANIZATIONAL CHART




Prepared by:

[Signature]
REIHELLE A. PEREZ
QMR

Approved by:

[Signature]
LUNINGNING E. SAMARITA-DOMINGO
Director IV

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -04-01
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 1	
SECTION	QUALITY MANAGEMENT SYSTEM REQUIREMENTS	EFFECTIVITY DATE	01 January 2017
SUBJECT	GENERAL REQUIREMENTS		

The PSHC-NAST shall establish, document, implement, maintain and continually improve a quality management system in accordance with the requirements of ISO 9001-2015.


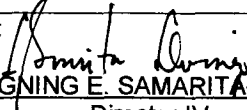
The PSHC-NAST shall identify the processes needed for their QMS and their application throughout the office and have identified the sequence and interaction of these processes. If needed, outsource processes shall also be defined and controlled. The criteria and methods required to ensure an effective operation and control of these processes are established by the control parameters and performance measures included in the procedures of the QMS.


The top management shall provide the resources and information needed to support the control, operation and monitoring of these processes and related important aspects.

The responsibilities for the overall sequence and interaction of the QMS processes are described in this manual while the detailed sequence and interactions of processes are defined in procedures and/or work instructions or other corresponding documents as referred in this manual.

REFERENCE:

ISO 9001:2015 QMS Requirements

Prepared by:  <u>REIHVELVE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--

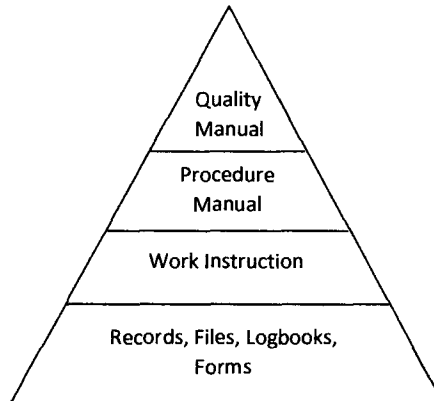
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -04-02
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		QUALITY MANAGEMENT SYSTEM REQUIREMENTS	PAGE NUMBER
SUBJECT	DOCUMENTATION REQUIREMENTS		
		EFFECTIVITY DATE	01 January 2017

The documentation of PSHC-NAST QMS is represented in the documented statements of quality policy, objectives, quality manual, the mandatory procedures required by ISO 2001:2015 and other documents needed by PSHC-NAST to guarantee the effective planning, operation and control of the identified process.

This Quality Manual includes the following:

- The scope of the QMS as well as the details and justification for the exclusions in the QMS requirements;
- The connections of the procedures to the QMS; and
- The description of the interaction between the processes of the QMS.

The hierarchy of the QMS documentation is structured below through the following documents: Quality Manual, Procedures Manual, Work Instructions, and other supporting documents.


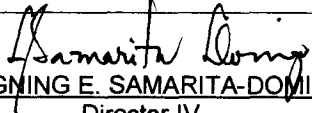



Required documents and records are maintained as evidence of implementation. The QMR is responsible for the implementation of this requirement.

Control of Documents

The documentation of the PSHC-NAST QMS ensures that internally-generated and external documents (in both hard and electronic copies) that are deemed necessary for the effective implementation of the QMS is controlled. The documented procedure for control of documented information is presented in PM-PSHC-NAST 09-05 and is maintained by the Document Custodian to ensure that:

- Documents are reviewed and approved for adequacy prior to issue.
- Revisions resulting from reviews and updating are authorized by the same positions that performed the original review and approval. Letters in italics blue with underline indicate changes to Quality Manual. Procedures Manual and Work Instructions Manual, changes in Forms are indicated in the Revision Number and Date only

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -04-02
	QUALITY MANUAL	REVISION NUMBER	0
SECTION QUALITY MANAGEMENT SYSTEM REQUIREMENTS		PAGE NUMBER	2 OF 2
SUBJECT	DOCUMENTATION REQUIREMENTS		

- The relevant versions of applicable documents are available in areas where these are needed.
- Documents are legible and readily identifiable. A coding system is used for this purpose.
- Documents of external origin are determined and their distribution controlled. A Master List of Externally Sourced Documents is maintained.
- A Master List of Controlled Documents is maintained by the DC to prevent the use of obsolete documents. The list includes documents needed for knowledge-preservation and legal purposes. These documents are properly marked.


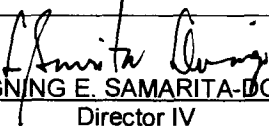
Control of Records

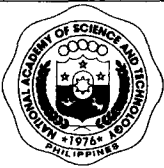
The documentation of PSHC-NAST QMS keeps and maintains records as evidence of conformance to ISP 2001:2015 requirements and implementation of the QMS. All records are identified, stored, protected, retrieved, retained for specific periods and disposed of following the documented procedure presented in PM PSHC-NAST 09-05. The DC ensures that the records remain legible, readily identifiable and retrievable.

A Master List of Quality Records is maintained to ensure control.

REFERENCES

- Master List of Maintained Documented Information
- Master List of Maintained Documented Information of External Origin
- Master List of Retained Documented Information
- Pambansang Sinupan ng Pilipinas (NAP General Circular No. 1 dated 20 January 2009)
- General Records Disposition Schedule common to all Government Agencies series of 2009
- ISO 9001:2015 Standard

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-01
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		MANAGEMENT RESPONSIBILITY	PAGE NUMBER
SUBJECT	MANAGEMENT COMMITMENT		
		EFFECTIVITY DATE	01 January 2017

The Top Management is committed to the development and implementation of the quality management system and to continuing improvement of its effectiveness. This commitment is seen through the following:

- Understanding by and instilling in all employees the importance of meeting customer as well as relevant statutory and regulatory requirements'
- Establishment of quality policy;
- Establishment of documented mission statement and functional objectives of the PSHC;
- Conduct of periodic management reviews according to PM PSHC-NAST 09-01 as supported by the Minutes of the Management Review; and
- Ensure the availability of resources when needed.

REFERENCES:


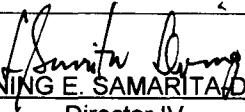
PM NAST 01-04 Management Review


Quality Policy

Corporate Objectives

Functional Objectives

Minutes of Management Review

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
---	---


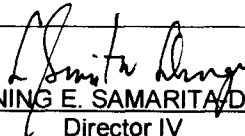
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-02
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		MANAGEMENT RESPONSIBILITY	PAGE NUMBER
SUBJECT	CUSTOMER FOCUS		
		EFFECTIVITY DATE	01 January 2017


The Top Management ensures that the current and future requirements of customers are determined through survey and consultation.

Customer feedback and complaints are gathered through the Customer Feedback Mechanism according to PM PSHC-NAST 09-02. The results are analyzed and measured according to PM PSHC-NAST 09-03. Appropriate course/s of action is determined and implemented if needed.

REFERENCES:

- PM NAST 01-05 Handling Customer Feedback***
- PM NAST 01-02 Customer Satisfaction Measurement**

Prepared by:  <u>REIHVELME A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-03
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	01 January 2017
SUBJECT	QUALITY POLICY		


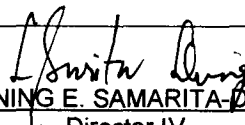
To achieve its commitment of providing customer satisfaction, Top Management has established a Quality Policy that embodies the values of employees of PSHC-NAST. The Quality Policy states:


"We are deeply committed in providing pertinent services to the public and private sectors with the highest standards of quality and reliability within our capabilities and resources to our customers and all applicable regulatory and statutory requirements and to continuously improve the effectiveness of our QMS in order to meet customer satisfaction at all times."

The Quality Policy is posted in strategic locations to ensure that it is understood, implemented and maintained in all levels of the PSHC. This is also communicated and instilled to concerned employees through trainings, meetings, and other means identified as appropriate by the company.

The Management Represented ensures that the Quality Policy is reviewed during Management Review Meetings to determine its suitability to the needs of the customers and the organization. The revision process will follow the established document control procedure.

PM NAST 01-04 Management Review
Minutes of the Management Review Meeting

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	---


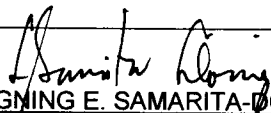
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-04
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	01 January 2017
SUBJECT	PLANNING		


Top Management is responsible in ensuring that that functional objectives are documented at relevant functions and levels within the organizations to ensure that quality requirement of its products are satisfied and higher level of performance is attained. Said objectives are measurable and consistent with the quality policy and PSHC's targets.

To ensure the monitoring of the attainment of functional objectives, reports are submitted by the PSHC staff-in-charge through the Planning/MIS Unit for consolidation and submission to the Director as needed and for discussion during the Management Review. Objectives and targets that are not achieved as planned shall be addressed with corrective actions.

REFERENCES:

Corporate Objectives
Functional Objectives
 Minutes of the Meeting
 Minutes of the Management Review Meeting

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGMING E. SAMARITA-DOMINGO</u> Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-05
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 5	
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	01 January 2017
SUBJECT	RESPONSIBILITY, AUTHORITY AND COMMUNICATION		

Roles, Responsibility and Authority

Top Management ensures that the roles, responsibilities and authorities are documented and communicated within the organization through the issuances of Office Orders, Memoranda and during meetings in order to implement and maintain the effective and efficient quality management system. These are communicated to all PSHC employees during their orientation or their assignment to the new positions and/or whenever there are changes in the position descriptions. This will enable them to contribute to the achievement of the functional objectives and to establish their involvement, motivation and commitment.

The Director appoints a qualified personnel as the Quality Management Representative.

The responsibilities and authorities of the key personnel in the implementation of the QMS are defined below:

Director

- Handles the day-to-day operation of the Secretariat
- Execute the instructions given by the NAST Executive Council.
- Exercise general supervision and control over the Technical Services Division and the Finance and Administrative Divisions
- Chairs the ISO management review meetings
- Provides necessary resources for the effective implementation and maintenance of the quality management system


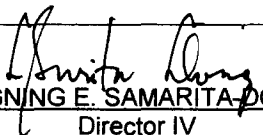
Quality Management Representative


- Ensures that the quality management system is established, implemented and maintained in accordance with the ISO 2001:2015 standard
- Responsible for reporting and updating the top management on the performance of the quality management system for review, including recommendations for improvements
- Ensures the promotion of awareness of customer requirements throughout the organization; and
- Act as liaison with external parties on matters related to quality management system

Division Chief, Technical Services Division

(Information Officer V)

- Conduct of Annual Scientific Meeting (ASM) every 2nd Wed and Thursday of July
- Conduct of roundtable discussions, scientific for a, workshops, etc., (average of at least two per month)
- Coordinate publication of proceedings of roundtable discussions, conferences, etc.
- Supervise and coordinate the activities of the Technical Services Division
- Refer and coordinate with concerned agencies regarding the adoption of the NAST formulated policy recommendations

Prepared by:  REIHVELLE A. PEREZ QMR	Approved by:  LUNINGNING E. SAMARITA-DOMINGO Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-05
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		MANAGEMENT RESPONSIBILITY	PAGE NUMBER
SUBJECT	RESPONSIBILITY, AUTHORITY AND COMMUNICATION		
		EFFECTIVITY DATE	01 January 2017

- Prepare news releases and articles on advisory activities
- Attend to the planning meetings of identified continuing concerns and advocacy of NAST (at least two per month)

Division Chief, Finance and Administrative Division
(Chief Administrative Officer)


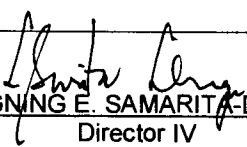
- Supervise and coordinate activities/works of the Finance and Administrative Division
- In charge of administrative matters such as maintenance of the building and preparation of administrative reports; review, prepare and issue office/ administrative/special orders, memoranda and communications on office practices, procedures, rules and regulations.
- Act as Budget Officer of NAST in charge of preparing the annual and supplemental budget proposals, work and financial plans, budget execution and accountability reports; prepare requests for realignment of funds as needed; prepare obligation requests charged against approved budget of NAST; control/monitor obligations of allotment by maintaining appropriate registries; coordinate with DBM, Congress and Senate; and prepare other reports for information and/or decision making.
- Act as Personnel Officer of NAST in charge of implementing personnel management policies, laws and rules; in charge of the selection, evaluation of applications and processing of appointments, promotions, leaves, resignations and retirement of employees; maintain/keep personnel records including leaves of absence of employees; and prepare monthly and quarterly reports required by appropriate authorities
- Direct procurement activities which include preparation of the Annual Procurement Plan, conduct of bidding and ensuring that all procurement-related laws and procedures are followed.


Additional tasks:

- For projects implemented by NAST, in charge of hiring of project personnel and maintaining records; control obligations/disbursements of project funds; direct procurement activities and prepare necessary reports; and
- Assist during the Annual Scientific Meeting, necrological services and state funeral of National Scientists, awarding ceremonies, recognition- and advisory-related activities where additional manpower is required.

PSHC Staff in Charge
(Planning Officer III)

- Assist the Director and Focal Person in managing the operations and activities of the PSHC
- Coordinate with the focal person and the director for the planning and implementation of all programs and activities of the PSHC
- Prepare proposals for funding

Prepared by:  REIHVENLE A. PEREZ QMR	Approved by:  LUNINGNING E. SAMARITA-DOMINGO Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-05
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 5	
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	01 January 2017
SUBJECT	RESPONSIBILITY, AUTHORITY AND COMMUNICATION		

Planning and MIS
(Planning Officer III)

- Provide support to the over-all planning and implementation of programs, activities and projects
- Handle the documents and reports and provide information required by other agencies from time to time

Document Custodian

- Maintains and controls QMS documents, including the revision, formal issuance, distribution and withdrawal
- Prepares Master Lists of Controlled Documents, Externally Sourced Documents and Quality Records; and
- Serves as secretariat during Management Review meetings and QMS related meetings.

Human Resource Management Officer


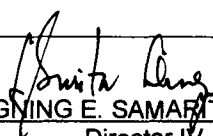
- Responsible for recruitment, selection, and placement of qualified personnel
- Ensures the continuous supply of competent people to man the processes within the scope of the QMS
- Ensures the effectiveness of the human resource interventions conducted for all personnel within the scope of the QMS
- Ensures that relevant documents and records of employees are updates and filed;
- Responsible for the promotion of QMS in the Center
- Identifies training needs of the Center's employee in relation to their roles in the effective implementation and maintenance of the QMS; and
- Ensures that critical personnel and members are appropriately trained and competent to perform assigned task.


Supply and Property Officer

- Ensures that all purchases conform to the specified requirements and are acquired at the right time from the right source to the best advantage of the Center; and
- Ensures that suppliers are competent to provide quality products and services

Accountant III

- Direct and supervise accounting activities
- Give technical advice on financial matters
- Submit financial statement and reports
- Implement financial policies and ensure that accounting and auditing regulations are observed.
- Certify the correctness of vouchers, journals, bills, financial statements and other reports
- Certify the availability of cash and/or allotments
- Review and sign correspondence related to financial matters
- Coordinate accounting functions with other operating units
- Perform other assigned tasks

Prepared by:  REIHVELLE A. PEREZ QMR	Approved by:  LUNINGNING E. SAMARITA-DOMINGO Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-05
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 5	
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	01 January 2017
SUBJECT	RESPONSIBILITY, AUTHORITY AND COMMUNICATION		

Budget Officer


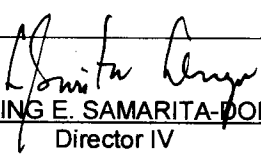
- Prepare the annual budget of NAST
- Examine the process vouchers and other fiscal papers for accuracy and compliance to budgeting, accounting and auditing regulations
- Analyze and classify expenses for effective record of disbursements
- Sign certificate of funds availability for Obligation Slips (OS), Statement of Allotments, Obligations and Balances (SAOB), Purchase Order (POs),


Cashier

- Prepare the report of collection, report of disbursement and payroll
- Issue official receipts for cash and check collection
- Review vouchers for payments, payrolls and other payment to employees and suppliers of NAST
- Prepare statements of accountability and statements of accountable forms

Head, Internal Audit Group

- Prepare annual audit program
- Ensures timely preparation of audit plan and audit checklist; and
- Implement the QMS internal audit based on the approved audit program

Prepared by:  <u>REIHVELLA A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-05
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 5
SECTION	MANAGEMENT RESPONSIBILITY	EFFECTIVITY DATE	01 January 2017
SUBJECT	RESPONSIBILITY, AUTHORITY AND COMMUNICATION		

COMMUNICATION


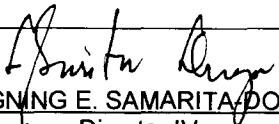
Relevant information related to the effective implementation of the QMS is disseminated to all employees through Office Orders, Memoranda, meetings and posting at strategic places.

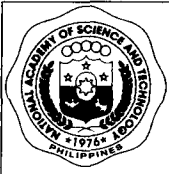
Internal communication to all levels and functions of the company shall include but not limited to the following:

- Quality Policy
- Functional Objectives
- Procedures relevant to their duties and responsibilities; and
- Results of monitoring, measurement, and analysis needed to ensure effective implementation

REFERENCES:

Manual of Actual Duties and Responsibilities
 Office Orders
 Memoranda
 Incoming/Outgoing Correspondences
 Minutes of the Meeting
 Minutes of the Management Review Meeting

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -05-06
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		MANAGEMENT RESPONSIBILITY	PAGE NUMBER
SUBJECT	MANAGEMENT REVIEW		
		EFFECTIVITY DATE	01 January 2017

Top Management, together with the Quality Management Representative, and concerned personnel, reviews the effectiveness of the QMS at least once a year, within 30 calendar days after the conduct of Internal Audit to ensure that it is adequate, effective and suitable to meet the changing requirements. The review involves identifying opportunities for improvement and possible need for changes, including the quality policy and objectives.


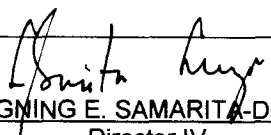
The agenda for the review includes results of audits, customer feedback, process performance and product conformity; status of corrective and preventive action; follow-up actions from previous management reviews, changes affecting the QMS, and recommendations for improvement.


Outputs of the management review include decisions and actions leading to improvement of effectiveness of the QMS and its processes; improvement of product related to customer requirements and identified resource needs.

The records from these reviews are maintained to be used for traceability and to facilitate evaluation of the management review process itself, ensuring its continued effectiveness and added value to the organization.

REFERENCES:

PM NAST 01-04 Management Review

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGMING E. SAMARITA-DOMINGO</u> Director IV
---	---


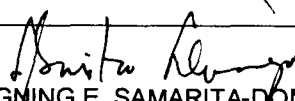
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -06-01
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	RESOURCE MANAGEMENT	EFFECTIVITY DATE	01 January 2017
SUBJECT	PROVISION OF RESOURCES		

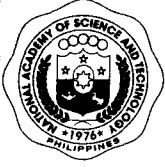
Top Management ensures the availability of resources needed for the implementation of strategies and the attainment of the organization's objectives. These resources may include people, infrastructure, work environment, information, suppliers and partners, and financial resources.

During the planning meetings decisions are made on the allocation of these resources. Plans are reviewed regularly to ensure efficient and effective resource allocation.

REFERENCES:

Minute of Planning Meeting
 Minutes of Staff Meeting
 Staff Development Plan and Programs

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGMING E. SAMARITA-DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -06-02
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	RESOURCE MANAGEMENT	EFFECTIVITY DATE	01 January 2017
SUBJECT	HUMAN RESOURCES		

The Director ensures that the personnel handling the work that affects conformity to product requirement is competent based on appropriate education, training and experience.

The Human Resource Officer conducts yearly training needs analysis based on the competencies defined for each position to assess, enhance and further develop the employees' competencies in providing quality products to the customer.

Aside from the provision of trainings, other actions and interventions are undertaken to address competency gaps identified. These activities are designed to ensure that all employees are aware of the relevance and importance of their activities and their contribution to the attainment of the functional objectives.


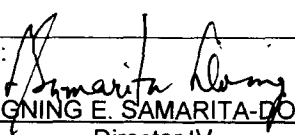
At the end of each training or completion of other actions taken, the Human Resource Unit facilitates evaluation of its effectiveness in improving competence of employees.


During the implementation of the QMS, all employees shall be appropriately provided with training and/or orientation to make raise their awareness on the following:

- The importance of conformity with the quality policy and procedures and with the requirements of the QMS;
- Their roles and responsibilities in achieving conformity with the requirements of the QMS; and
- Record of education, training, skills and experience of employees are included in the 201 file.

REFERENCES:

PM- NAST-FAD 01-01 Recruitment, Selection and Placement
 PM- NAST-FAD 01-02 Staff Development
 Staff Development Plan and Programs
 201 File


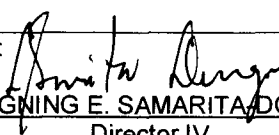
Prepared by:  <u>REIHVELVE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--


	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -06-03
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		RESOURCE MANAGEMENT	PAGE NUMBER
SUBJECT	INFRASTRUCTURE		
		EFFECTIVITY DATE	01 January 2017

The Management defines the infrastructure needed for the realization of products in consideration of the needs and expectations of interested parties. Infrastructure includes resources such as workspace, tools and equipment, support services, information communication technology and transport facilities.

REFERENCES:

PM- NAST-FAD 01-05 Corrective Maintenance
PM- NAST-FAD 01-06 Preventive Maintenance

Prepared by:  <u>REIHVELVA A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
---	---


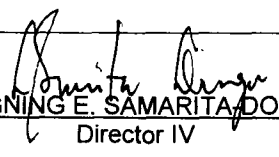
	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -06-04
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		RESOURCE MANAGEMENT	PAGE NUMBER
SUBJECT	WORK ENVIRONMENT		
		EFFECTIVITY DATE	01 January 2017


The Director ensures that the work environment has a positive influence on motivation, satisfaction and performance of people in order to improve the performance of the organization to ensure the attainment of conformity to product requirements.

The Director implements 5S program to provide employees opportunities for greater involvement resulting to the realization of potential of people in the organization.

REFERENCES:

5S Program

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -07-01
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	01 January 2017
SUBJECT	PLANNING OF PRODUCT REALIZATION		

Planning of Product Realization for QMS


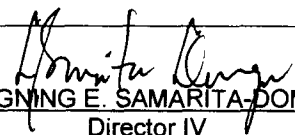
The PSHC has planned and developed the processes needed for product realization that are consistent with the requirements of the other processes of the QMS


During the planning for product realization, the functional objectives and requirements for the product are identified and incorporated in the corresponding documented procedures. Processes are established, appropriate documents are determined and resources specific to the products are given.

The required monitoring activities specific to the product and the criteria for product acceptance are also considered. Likewise, records proving the realization process and resulting products meet the requirement are established and maintained.

REFERENCES:

- PM-NAST-PSHC 01-01 Tour at the PSHC
- PM-NAST-PSHC 01-02 PSHC Competitions
- PM-NAST-PSHC 01-03 Non-Formal Learning Activities

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -07-02
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	01 January 2017
SUBJECT	CUSTOMER-RELATED PROCESSES		


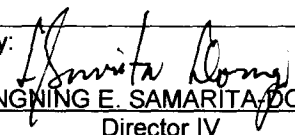
The PSHC ensures that it has defined mutually acceptable processes for communication effectively and efficiently with customers. The review of the requirements needed by the product is conducted before commitment to supply the product to the customer. This is to ensure that the product requirement is defined, met and modifications to the contract are resolved.


The implementation of effective arrangements for the communicating with customers is ensured, related to product information, enquiries, contracts or order handling, including amendments, termination of license and customer feedback, including customer complaint.

Records of customer requirements and reviews are maintained.

REFERENCES:

- PM-NAST-PSHC 01-01 Tour at the PSHC
- PM-NAST-PSHC 01-02 PSHC Competitions
- PM-NAST-PSHC 01-03 Non-Formal Learning Activities

Prepared by:  <u>REIHVEYLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -07-03
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	01 January 2017
SUBJECT	PURCHASING		

The Supply and Property Unit has defined and implemented an effective and efficient purchasing process to ensure that the purchased products satisfy the organization's needs and requirements.


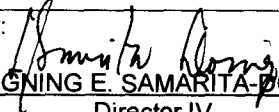
Suppliers are selected and evaluated based on their ability to meet the requirements using the established criteria for selection and evaluation. The List of Qualified Suppliers is maintained and their performance is evaluated every transaction through the use of rating sheet.


For every purchase request made, the complete specifications and descriptions of items are indicated to ensure that only the required items are purchased. No purchases are made without the approval of the Director or his Authorized Representative. Personnel handling the purchase are competent based on their education, training and experience.

In cases of subcontracted services for some processes due in inadequate capability within the organization, the said services should be in conformance to the requirements of the customer.

REFERENCES:

PM-NAST-FAD 01-07 Purchasing
PM-NAST-FAD 01-08 Acceptance of Purchased Items
 Annual Procurement Plan

Prepared by:  REIHVELLE A. PEREZ QMR	Approved by:  LUNINGNING E. SAMARITA-DOMINGO Director IV
---	--

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -08-01
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 1	
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	01 January 2017
SUBJECT	GENERAL REQUIREMENTS		

The Top Management ensured the effective and efficient measurement, collection, validation of data to determine the conformance of PSHC to QMS as well as to the customer level of satisfaction. The validity and purpose of measurements and the use of intended use of data are reviewed to ensure that these processes add value to the organization.


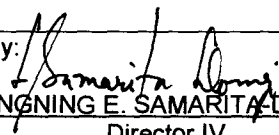
Performance of the organization's processes include measurement and evaluation of its products, capability of its processes, achievement of objectives, targets, programs, compliance to applicable legal and other requirement and satisfaction of customer both internal and external.


Data gathered from the monitoring of PSHC's performance provide information and serves as guide in its continuous improvement activities. Results of the analysis of data from improvement activities is considered as an input to management review, providing information for improving the performance of the organization.

Applicable methods including statistical techniques and the extent of their use are included.

REFERENCES:

- Minutes of Management Review
- Minutes of Meeting
- Monthly and Quarterly Monitoring Results

Prepared by:  <u>REIHVELITA. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
--	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -08-02
	QUALITY MANUAL	REVISION NUMBER	0
SECTION		MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER
SUBJECT	MONITORING AND MEASUREMENT		
		EFFECTIVITY DATE	01 January 2017

The top management ensures the use of effective and efficient methods to identify areas for improvement of the QMS by using the following methods: internal audits, customer satisfaction survey and self-assessment.

Customer Satisfaction

PSHC monitors its customers' level of satisfaction through the conduct of customer satisfaction survey to quantify the performance of the QMS. Management is responsible for ensuring appropriate action is implemented and the results of the survey and actions taken are given to concerned employees of the organization.

Internal Audit

The Internal Audit Team is responsible in planning and implementing internal audits to verify if the QMS conforms to the identified arrangements, to the requirements of ISO 9001:2015 and the established QMS requirements and whether the QMS is effectively implemented and maintained.

An audit program is planned and conducted at least once a year, considering the status and importance of processes and areas to be audited and results of earlier audits. The Audit Plan defined the audit criteria, scope, frequency, and methods of audit. Auditors are chosen based on their competence and shall not audit their own work. Objectivity and impartiality to the audit process is ensured in selecting auditors and conduct of audits,

The responsibilities and requirements for planning and conducting audits and for reporting results and maintaining records are defined in PM-NAST-IAQ 01-01 Internal Audit.


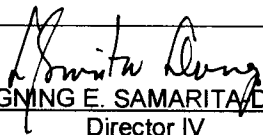
Follow up activities include the verification of the actions taken and the reporting if the verification results. Internal audit report include evidence of excellent performance to provide venues for recognition by management and motivation of people.

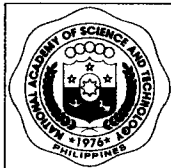
Monitoring and Measurement of Process

Appropriate methods for monitoring, and if applicable, measurement of the QMS processes are applied to show the ability of the process to attained planned results, If not attained, appropriate correction and corrective action are taken to ensure conformity of the product,

REFERENCES:

PM NAST 01-02 Customer Satisfaction Measurement
PM-NAST-IAQ 01-01 Internal Audit.

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA DOMINGO</u> Director IV
---	--



DEPARTMENT OF SCIENCE AND TECHNOLOGY
NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY

DOCUMENT CODE

QM- NAST PSHC
-08-03

QUALITY MANUAL

REVISION NUMBER

0

PAGE NUMBER

1 OF 1

SECTION

MEASUREMENT, ANALYSIS AND
IMPROVEMENT

EFFECTIVITY DATE

01 January 2017

SUBJECT

CONTROL OF NONCONFORMING PRODUCTS

The top management capacitates the employees with authority and responsibility to report nonconformities at any stage of a process to ensure timely detection and disposition of nonconformities. Authority for response to nonconformities and actions to be taken are identified in the documented procedures to maintain attainment of process and product requirements.

The Quality Management Representative ensured that appropriate action is taken to prevent the original intended use or application of any nonconforming products.

When non-conforming product is subjected to re-verification to show conformity to the requirements.

Record of the nature of nonconformities and subsequent actions taken, including the results of reviews are maintained.

REFERENCES:


PM NAST 01-09 Control of Nonconforming Products

Prepared by:


REIHVELVE A. PEREZ
QMR

Approved by:


LUNINGMING E. SAMARITA-DOMINGO
Director IV

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -08-04
	QUALITY MANUAL	REVISION NUMBER	0
PAGE NUMBER		1 OF 1	
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	01 January 2017
SUBJECT	ANALYSIS OF DATA		


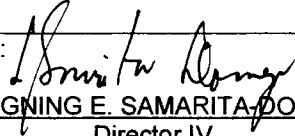
PSHC-NAST determines, collects and analyze appropriate data to show the suitability and effectiveness of the QMS and to evaluate compliance in continual improvement of the effectiveness of QMS can be done. Data gathered as a result of monitoring and measurement and from other relevant sources are included.


Analysis of data helps in determining the root cause of existing or potential problems, and guides decisions on the corrective and preventive actions needed for improvement. Results are disseminated to all levels of the organization via suitable channels.

Results of data analysis are used to identify trends, customer satisfaction, effectiveness and efficiency of processes, supplier contribution, success of the organization's performance improvement objectives, targets and programs and benchmarking of its performance including opportunities for preventive actions.

REFERENCES:

- Minutes of Meetings
- Minutes of Management Review
- Analysis of Data File/Report
- PM NAST 01-02 Customer Satisfaction Measurement
- PM-NAST-IAQ 01-01 Internal Audit.

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	---

	DEPARTMENT OF SCIENCE AND TECHNOLOGY NATIONAL ACADEMY OF SCIENCE AND TECHNOLOGY	DOCUMENT CODE	QM- NAST PSHC -08-05
	QUALITY MANUAL	REVISION NUMBER	0
		PAGE NUMBER	1 OF 1
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	01 January 2017
SUBJECT	IMPROVEMENT		

Continual Improvement

Data generated from the monitoring and measurements of processes are analyzed twice a year to identify areas that needs continual improvement to ensure effective implementation of QMS. This is taken from the regular reviews of the quality policy, objectives, audit results, corrective and preventive actions, results of management reviews and analysis of customer feedback. The concerned heads are responsible in ensuring continual improvement are implemented.

Corrective Action

The QMR ensures that the corrective actions are undertaken to remove the causes of nonconformities, preventing their recurrence and that these actions are commensurate to the magnitude of the problems encountered.

Documented procedures are established to determine requirements for corrective actions and for handling customer complaints.

Corrective actions are initiated whenever there are complaints from customers, audit findings, performance standards, objectives and targets are not attained within the specified timeframe; and nonconforming products, both internal and external to the organizations occur.

Causes of nonconformities are determined and then evaluated to validate that corrective actions are needed. The actions taken are followed up and reviewed to see its effectiveness. Records of results of action taken are maintained.


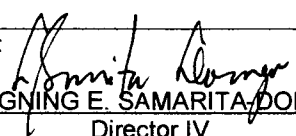
Preventive Action

The Supervisor regularly evaluate processes and quality products/service delivery to determine potential problem areas. Preventive Actions should be suitable to the magnitude of the potential problem.

The documented procedure has identified requirements for the determination of potential nonconformities and their causes, preparation and implementation of preventive actions where needed. Actions taken are reviewed to see their effectiveness. The QMR maintains records of actions taken and is presented during the management review meetings.

REFERENCES:

Minutes of Meetings
 Minutes of Management Review
 Analysis of Data File/Report
 PM NAST 01-02 Customer Satisfaction Measurement
 PM-NAST-IAQ 01-01 Internal Audit.

Prepared by:  <u>REIHVELLE A. PEREZ</u> QMR	Approved by:  <u>LUNINGNING E. SAMARITA-DOMINGO</u> Director IV
---	--