



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES


NATIONAL CAPITAL REGION

QUALITY ENVIRONMENTAL MANAGEMENT SYSTEM –Quality Environmental Manual–

MASTER COPY

PROPRIETARY NOTICE


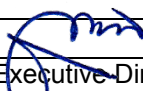
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FOREPART			

I. AMENDMENTS

- 1.1 Amendments shall be made as and when required or after any review.
- 1.2 Management Representative shall approve amendments before issuance.
- 1.3 Amendments shall be recorded in the revision history.

#	Doc. No.	Doc. Title	DRF No.	Change Description	Rev. No.	Eff. Date
1						
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Prepared by:  Management Representative	Approved by:  Regional Executive Director
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INTRODUCTION		

I. INTRODUCTION



Department of Environment and Natural Resources - NCR has developed and implemented a Quality Environmental Management System (QEMS), which uses ISO 9001:2015 and ISO 14001:2015 as a framework that allows our organization to document and improve its practices in order to better satisfy the needs and expectations of its customers, stakeholders and interested parties.


This manual describes the QEMS, delineates authorities, inter relationships and responsibilities of personnel operating within the management system. It also provides references to procedures and activities that comprise the QEMS. The manual is used to allow customers and other external organizations or individuals to be familiar with the controls that have been implemented and to assure them that the integrity of the QEMS is maintained and is focused on customer satisfaction and continual improvement. The QEMS addresses and supports the strategies for the supply of temporary, contract and permanent personnel.

The structure of the Quality Environmental Management System documentation includes:

- a) The QEMS Manual, which defines the company's QEMS policy and objectives, business process and responsibilities of the management staff.
- b) The Procedures Manual, which contains the detailed procedures that support the implementation of the policy statement contained in the QEMS Manual.
- c) Guidelines which includes work instructions, checklists, guidelines, memoranda, etc., which support the Procedures Manual.
- d) Records generated as evidence of the effective implementation of the quality environmental management system.

II. ORGANIZATION'S VISION-MISSION STATEMENT

Prepared by:  Management Representative	Approved by:  Regional Executive Director
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	INTRODUCTION	

Our Vision

A nation enjoying and sustaining its natural resources and a clean and healthy environment.

Our

Mission

To mobilize our citizenry in protecting, conserving, and managing the environment and natural resources for present and future generations.

III. PRINCIPLE

With the Vision-Mission in place, **Department of Environment and Natural Resources - NCR** adopts the Plan-Do-Check-Act Cycle approach in developing, implementing and improving the effectiveness of the QEMS with the view of enhancing the satisfaction of our partner-clients in our product and service. These PDCA cycle links to the different clauses of ISO 9001:2015 and ISO 14001:2015 Standards. The key business processes and activities that affect the quality of our training and development service are identified, managed and monitored.

This quality environmental manual establishes compliance to International Standards ISO 9001:2015 and ISO 14001:2015. The manual contains documented statements of our quality environmental policy and documented quality environmental procedures are referenced throughout the manual. Interfaces between processes are also defined, as shown in our QEMS Business Process Map (QEM-DENR-NCR-03), to achieve the quality environmental 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 Executive Director.

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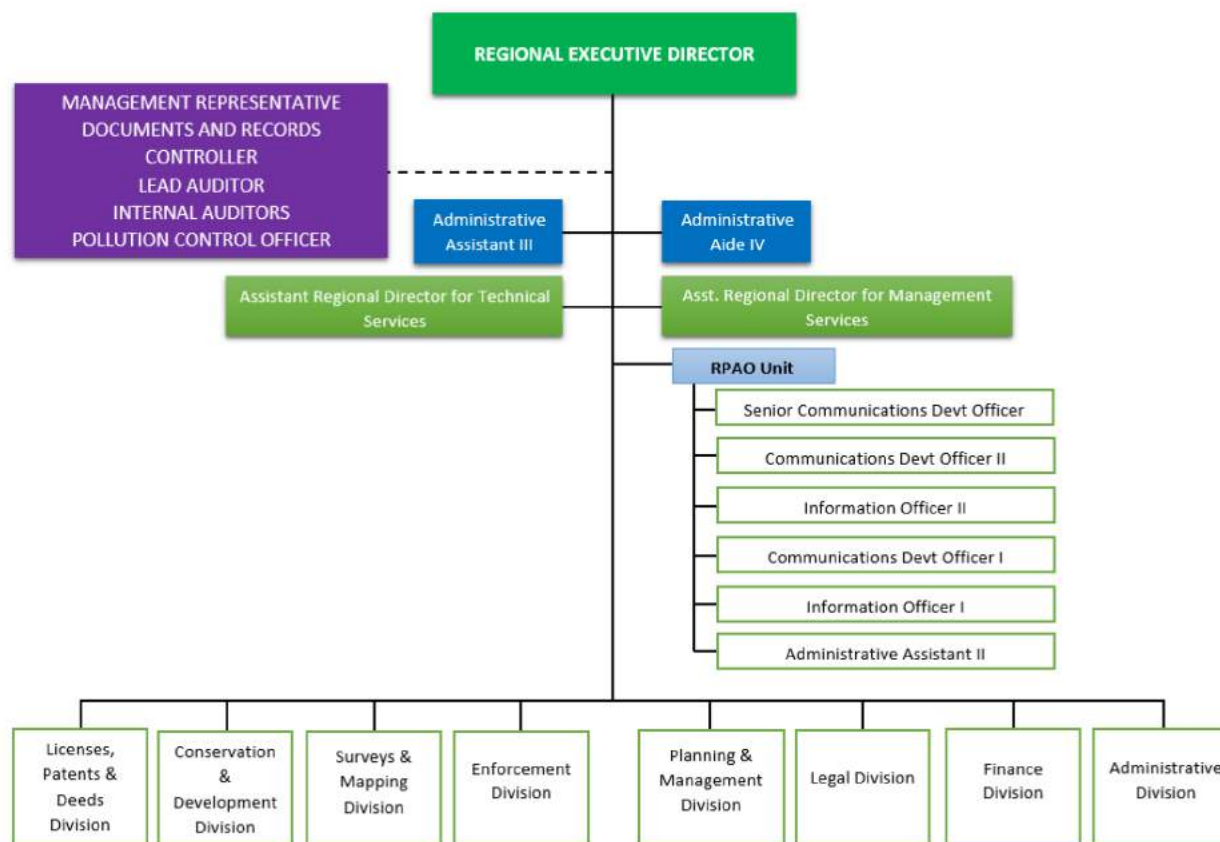
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ORGANIZATIONAL STRUCTURE

OFFICE OF THE REGIONAL EXECUTIVE DIRECTOR



Prepared by:

Management Representative

Approved by:

Regional Executive Director



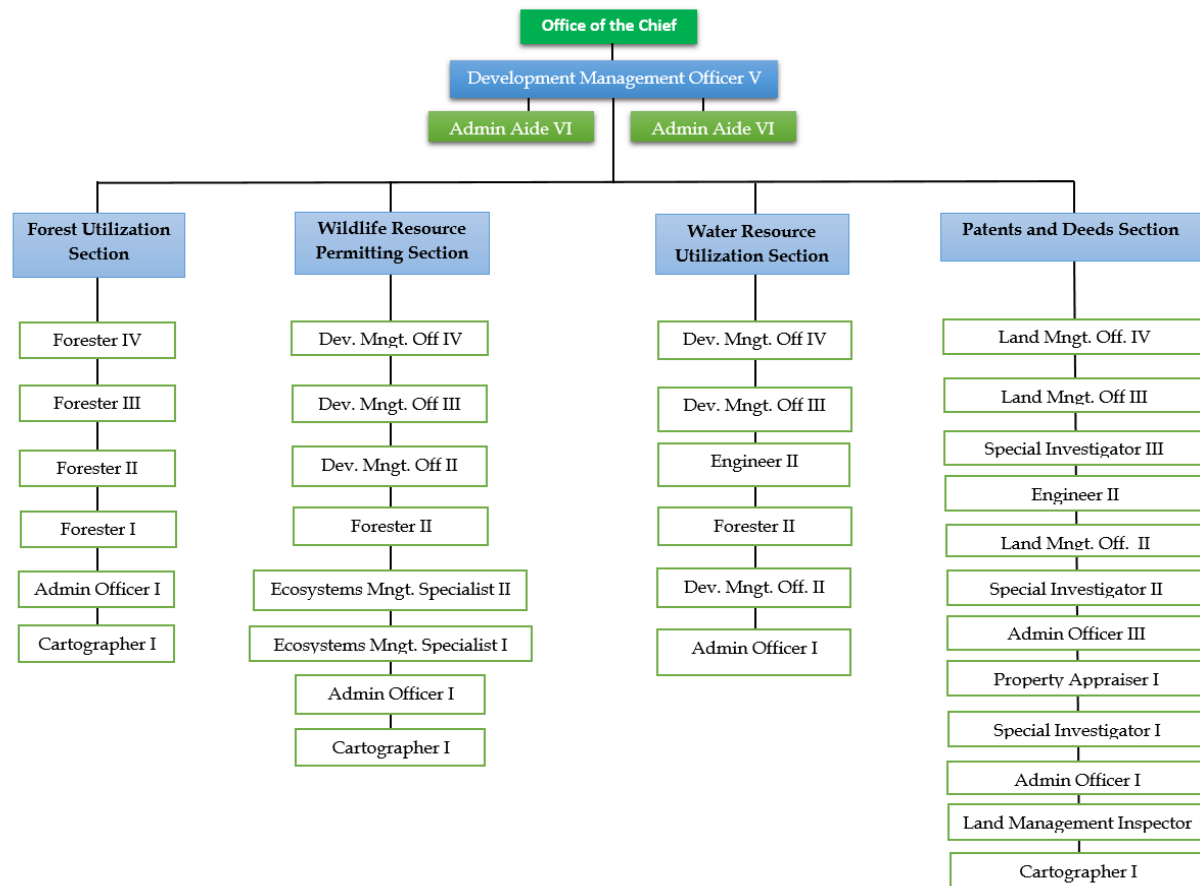
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ORGANIZATIONAL STRUCTURE

LICENSES, PATENTS AND DEEDS DIVISION

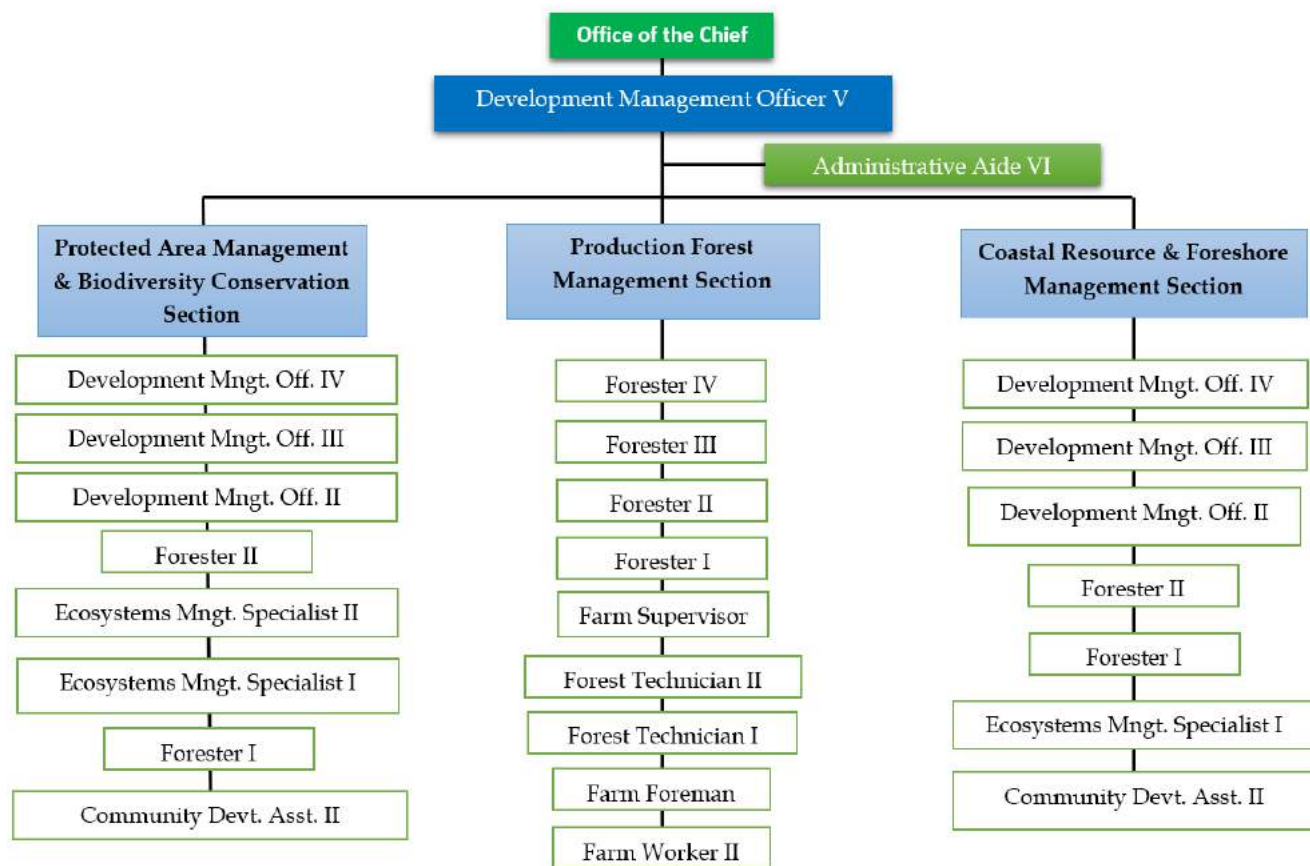


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CONSERVATION AND DEVELOPMENT DIVISION



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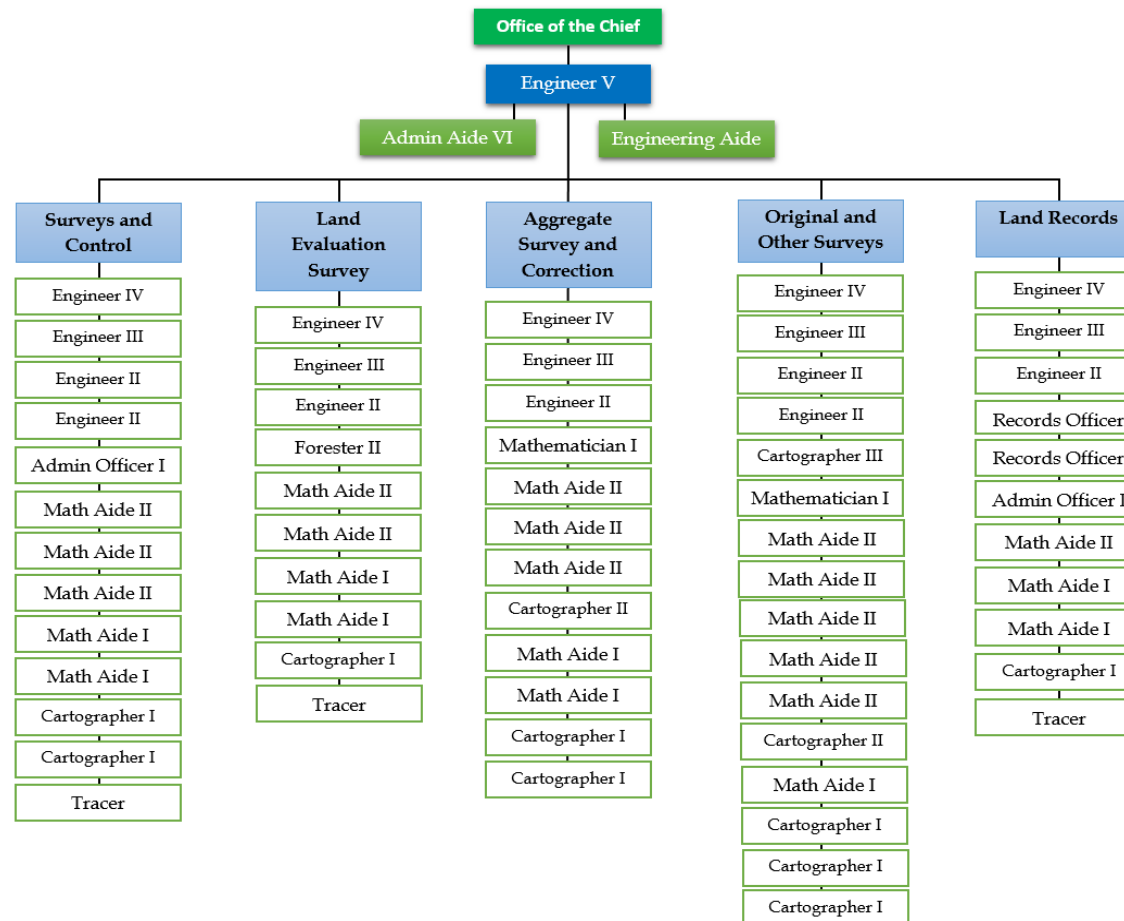
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ORGANIZATIONAL STRUCTURE

SURVEYS AND MAPPING DIVISION



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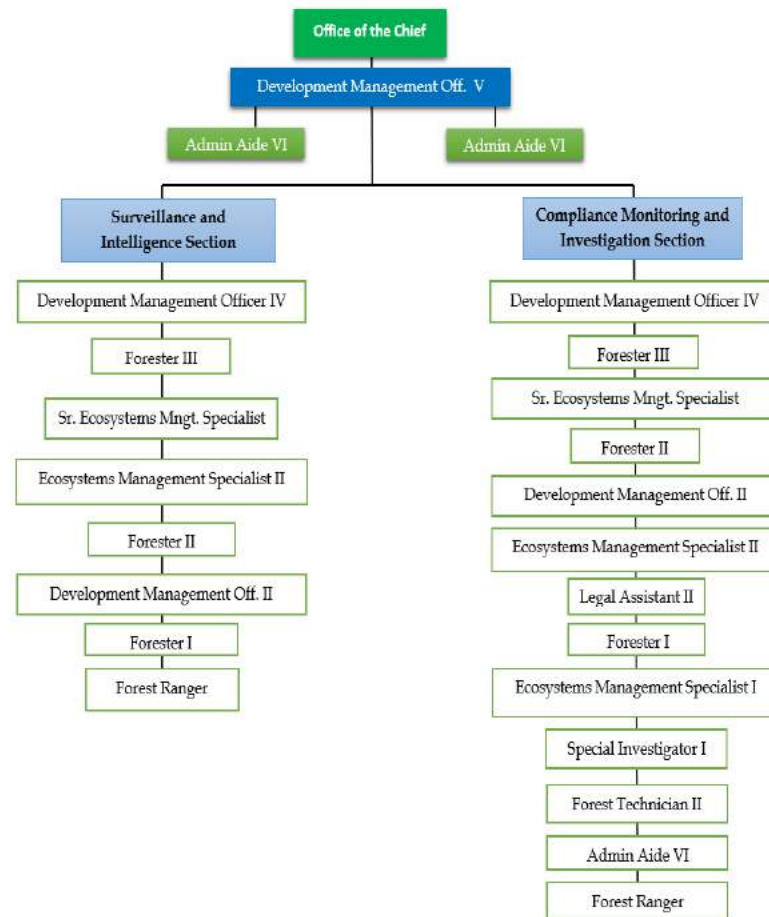
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ORGANIZATIONAL STRUCTURE

ENFORCEMENT DIVISION

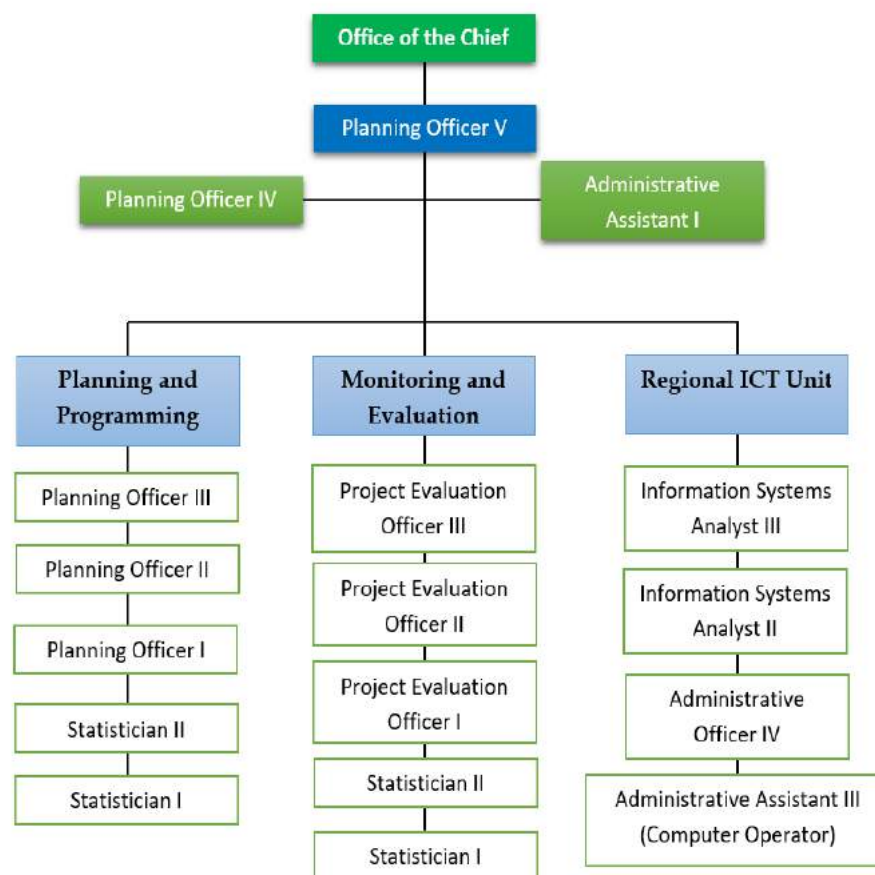


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PLANNING AND MANAGEMENT DIVISION

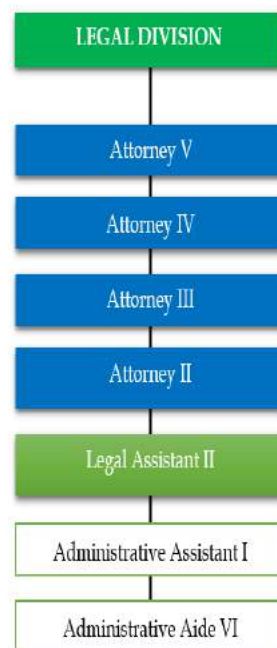


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LEGAL DIVISION

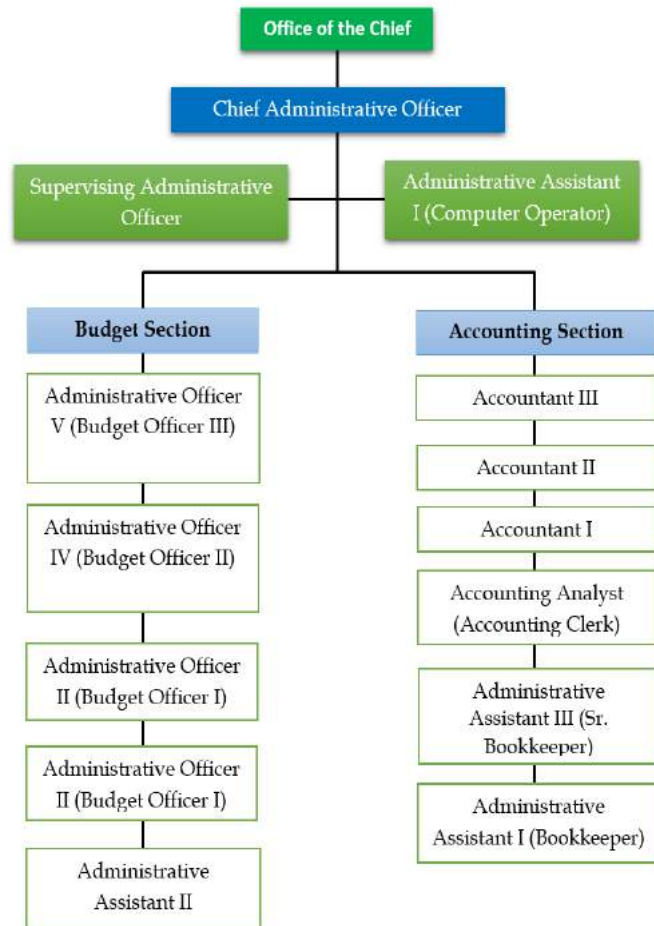


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FINANCE DIVISION

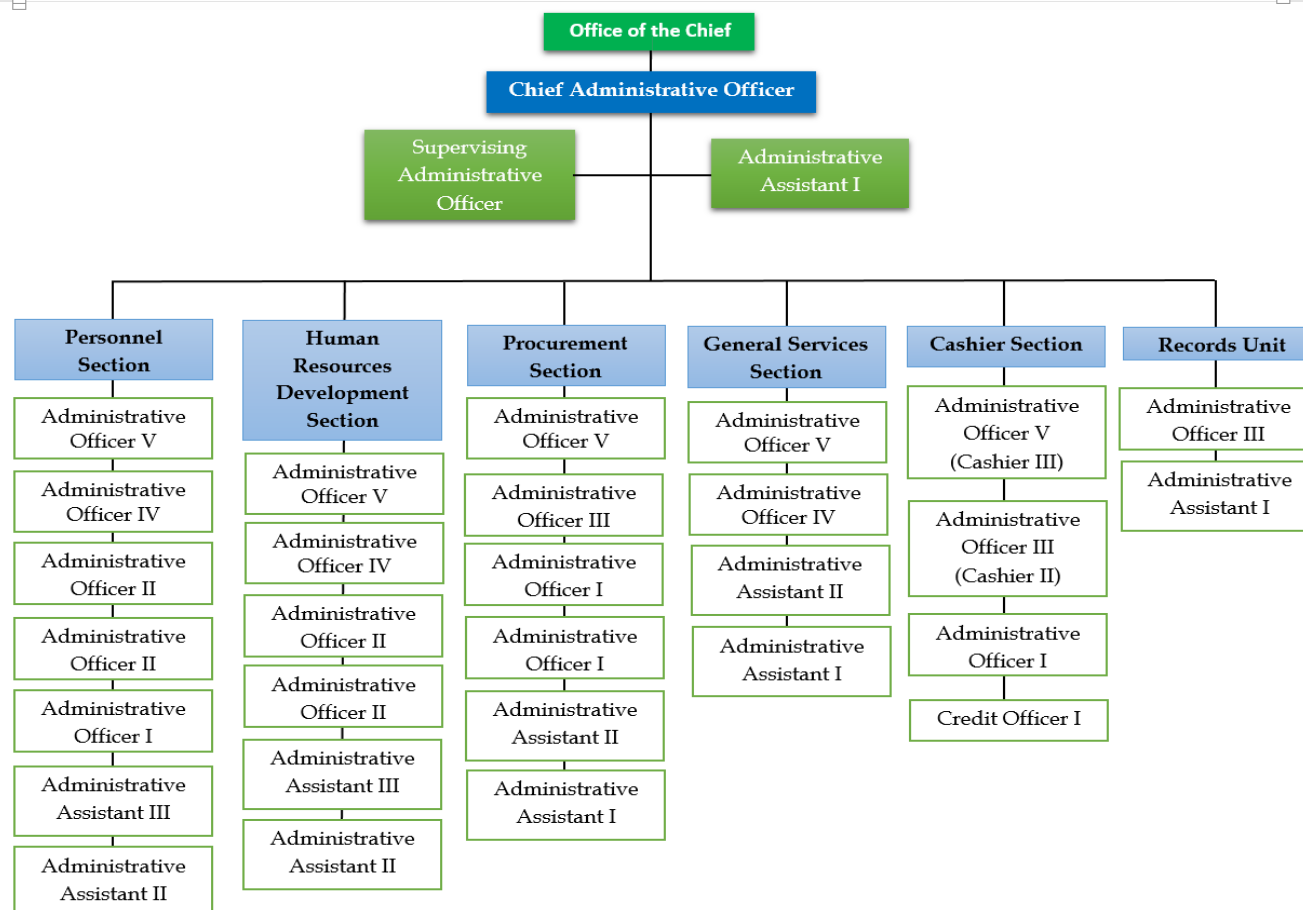


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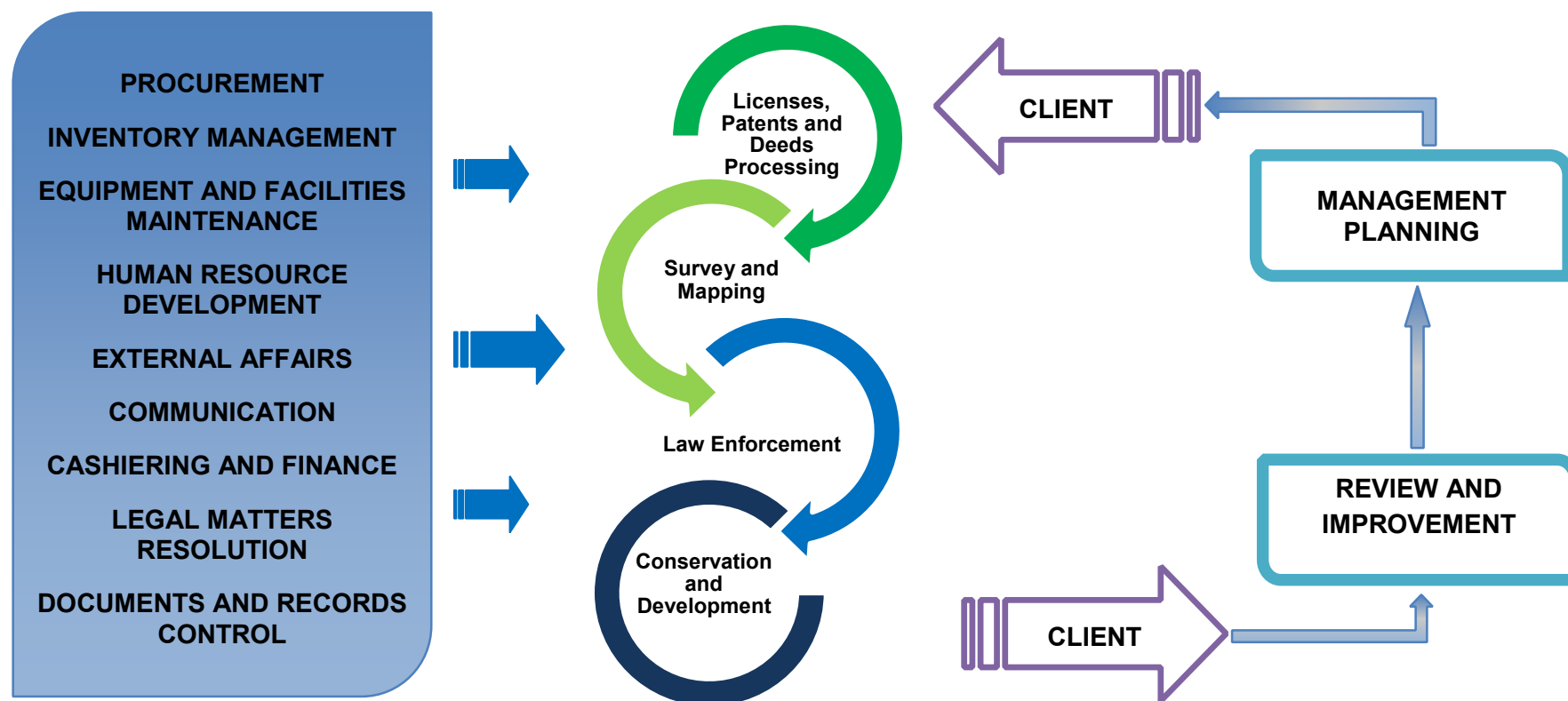
ADMINISTRATIVE DIVISION



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BUSINESS PROCESS MAP		



Prepared by: _____ Management Representative	Approved by: _____ Regional Executive Director
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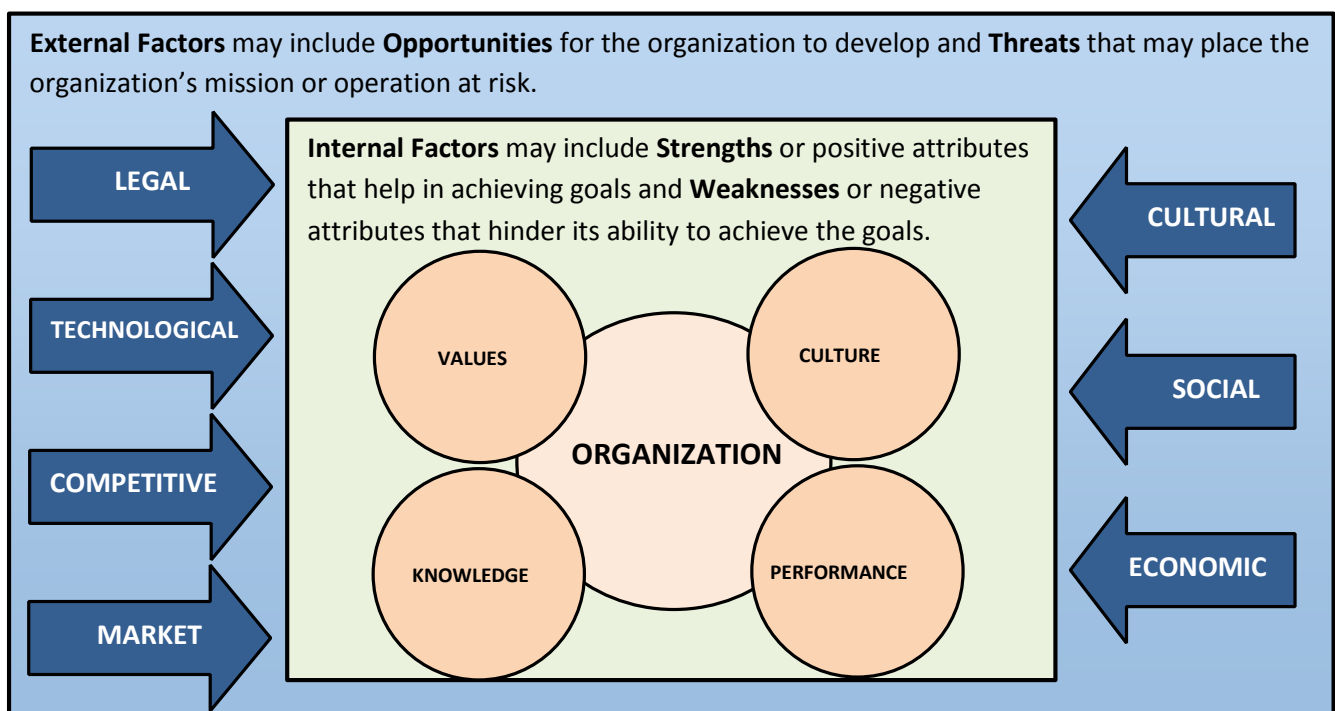
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		CONTEXT OF THE ORGANIZATION



4.0 Context of the Organization


4.1 Understanding the Organization and its Context

Department of Environment and Natural Resources - NCR is committed to understanding the external and internal issues relevant to QEMS that can influence the strategic direction and the organizational context. Top Management and Division Heads of **Department of Environment and Natural Resources - NCR** shall determine external factors that may be arising from legal, technological, competitive, market, cultural, social and economic environment, whether international, national, regional or local. Internal factors may pertain to values, culture, knowledge, and performance of the organization. External and Internal issues of **Department of Environment and Natural Resources - NCR** can be understood by the diagram below.



Department of Environment and Natural Resources – NCR identifies and understands the external and internal issues using SWOT (Strengths, Weaknesses,

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Opportunities, and Threats) Analysis (FM-QEP-02). Strengths and Weaknesses are internal issues while Opportunities and Threats are external issues. Strengths and Opportunities are positive issues that may help the organization in achieving its objectives while Weaknesses and Threats are negative issues that have a potential to hinder the organization's ability to reach its goals.

To facilitate **Department of Environment and Natural Resources - NCR's** continual understanding of its context, Top management monitors the external and internal issues and reviews any changes relevant to QEMS at least once a year as required by Clause 9.3 of this Quality Environmental Manual.

Reference Documented Information:

- SWOT Analysis FM-QEP-02

4.2 Understanding the needs and expectations of interested parties/ stakeholder


Department of Environment and Natural Resources - NCR has determined the stakeholders relevant to QEMS and their respective needs and expectations relevant to quality and environment using the Stakeholder Analysis (FM-QEP-03). Stakeholders are defined as people or organizations that are affected by a situation that may potentially occur in **Department of Environment and Natural Resources - NCR**.

The needs and expectations of these stakeholders shall be converted into requirements and shall serve as inputs in **Department of Environment and Natural Resources - NCR's** QEMS and incorporated in its processes to ensure these needs and expectations are met.

To support **Department of Environment and Natural Resources - NCR's** goal on satisfying our customers continuously, the feedback from stakeholders shall be gathered as indicated in Handling of Interested Parties Feedback Procedure (PM-QEP-07). To

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	CONTEXT OF THE ORGANIZATION	

ensure that their requirements are met, these feedbacks shall be reviewed and monitored on a regular basis.

Reference Documented Information:

- Handling of Interested Parties Feedback PM-QEP-07
- Stakeholder Analysis FM-QEP-03

4.3 Determining the scope of the Quality Environmental Management System

When determining the boundaries and applicability of QEMS, the organization considers the external and internal issues referred to in clause 4.1, the requirements of relevant interested parties referred to in clause 4.2 and the services of the organization.


Department of Environment and Natural Resources - NCR's QEMS adopts the process approach in developing, implementing and improving its effectiveness to enhance satisfaction of our customer in our service. Key business processes and activities that affect the quality and environment of the services are identified, managed and monitored.

Department of Environment and Natural Resources - NCR's QEMS aligns its approach to all clauses under the ISO 9001:2015 and ISO 14001:2015 standards except for clause 8.3 – Design and Development of products and services, for the sole reason that the organization does not design and develop service or product for its customers. Additionally, all designs are provided beforehand to the organization. Our procedures comply with all applicable standards and procedures including regulatory and statutory requirements.

Furthermore, the scope of certification of **Department of Environment and Natural Resources – NCR** includes provision of public administration services including issuance of licenses, permits, patents, approved survey plans, certified lot technical, description, survey authority, survey records and distribution of seedlings.

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		CONTEXT OF THE ORGANIZATION

4.4 Quality Environmental Management System and its processes

Department of Environment and Natural Resources - NCR establishes, implements, maintains and continually improves a QEMS, including the processes needed and their interaction. These processes were documented to be used as guide for the implementation of the QEMS.

Department of Environment and Natural Resources - NCR determines the processes needed in the QEMS and its application in the table below.

Process Requirement	Application
Determine the inputs required and the outputs expected from these processes.	Procedures Manual
Determine the sequence and interaction of these processes;	Procedures Manual; Business Process Map
Determine and apply the criteria and methods needed to ensure effective operation and control of these processes.	Procedures Manual; Quality Environmental Manual: Clause 8.1 Operational Planning and Control; Clause 8.2. Requirement for products and services; Emergency Preparedness and Response Clause 8.4 Control of externally provided processes, products and services; Clause 8.6 Release of Products & Services Clause 8.7 Control of nonconforming outputs
(including monitoring, measurements and related performance indicators)	Quality Environmental Manual:

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CONTEXT OF THE ORGANIZATION

	<p>Clause 6.2 Quality Environmental Objectives and Planning to Achieve them</p> <p>Clause 9.0 Performance Evaluation</p>
Determine the resources needed for these processes and ensure their availability.	<p>Procedures Manual;</p> <p>Quality Environmental Manual: Clause 7.1 Resources</p>
Assign the responsibilities and authorities for these processes.	<p>Procedures Manual;</p> <p>Quality Environmental Manual: Clause 5.3 Organizational Roles, Responsibilities and Authorities</p>
Address the risk and opportunities as determined in accordance with the requirements of 6.1.	<p>Refer to Risk Assessment Matrix (Clause 6.1 Actions to Address Risks and Opportunities)</p>
Evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results.	<p>Procedures Manual</p> <ul style="list-style-type: none"> - Internal Audit; - Corrective Action; - Management Review; <p>Quality Environmental Manual: Clause 9.0 Performance Evaluation</p> <p>If any changes, Documented Information Control procedure shall be followed</p>
Improve the processes and the Quality Management System.	<p>Procedures Manual</p> <ul style="list-style-type: none"> - Corrective Action; - Management Review; <p>Quality Environmental Manual: Clause 10.0 Improvement</p>

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	LEADERSHIP		

5.0 Leadership

5.1 Leadership & Commitment

5.1.1 Quality Environmental Management

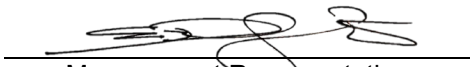

Department of Environment and Natural Resources - NCR's leadership is responsible for implementing the QEMS, which includes the development and deployment of the quality environmental policy, the quality environmental objectives, and product/project-specific plans that are customer focused.


Top Management provides the leadership and administration to all activities relevant to the business processes of **Department of Environment and Natural Resources - NCR** including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Department of Environment and Natural Resources - NCR's organizational structure provides necessary support for developing and establishing appropriate processes that are substantial for maintaining and achieving our quality environmental objectives and policies.

In addition, the Top Management's administrative activities include promoting the use of the process approach, risk-based thinking, and systematic verification of the effectiveness of our QEMS by undertaking internal audits and analyzing performance data ensuring that the QEMS achieves its intended results.

Department of Environment and Natural Resources – NCR conducts regular management reviews to ensure that the QEMS is adequate and effective, and that necessary improvements are made as a result.

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		LEADERSHIP

The Top Management is committed to implementing and developing the QEMS and this commitment is defined in the corporate policy and objectives. **Department of Environment and Natural Resources - NCR** ensures that the policies are understood, implemented and maintained throughout all levels of the organization through printed distribution of policy statements and through periodic management review of the policy statements and corporate level improvement objectives. **Department of Environment and Natural Resources - NCR** communicates its mission, vision, strategy, policies and processes to all employees in order to:


1. Constitute and sustain shared values of fairness and ethical behavior;
2. Establish a culture of trust and integrity;
3. Encourage commitment to quality and environment;
4. Provide people with the required resources, training and authority to act with accountability; and
5. Inspire, encourage and recognize people's contribution.

Furthermore, the policies, objectives and targets are communicated and deployed throughout the business through individual performance objectives which are established and discussed during employee performance reviews.

5.1.2 Customer Focus

Department of Environment and Natural Resources - NCR also assures that the organization is customer-focused through identifying current and future customer needs, to meet their requirements and to exceed their expectations. Customer and applicable statutory and regulatory requirements are determined, understood and are consistently met. In addition, the focus on enhancing customer satisfaction is maintained.

Top Management ensures that the focus on improving customer satisfaction is maintained by setting and reviewing objectives related to customer satisfaction at management review meetings. **Department of Environment and Natural Resources - NCR** also ensures that customer requirements are understood and met. Customer requirements are

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understood, converted into internal requirements and communicated to appropriate personnel within the organization. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. **Department of Environment and Natural Resources - NCR** continually looks for ways to interact directly with its customers to ensure that it focuses on their unique needs and expectations.

Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed as well. These data are used to identify opportunities for improvement.

Reference Documented Information:

- Handling of IP Feedback PM-QEP-07
- Risk Assessment PM-QEP-02


5.2 Quality Environmental Policy

To express intentions, directions and aims of **Department of Environment and Natural Resources - NCR's** management regarding quality of its products and services, the Top Management, together with Division Heads, has established a Quality Environmental Policy that is appropriate to the purpose and context of the organization, supporting its strategic direction, providing a framework for establishing and setting quality environmental objectives, and including a statement of commitment to satisfy applicable requirements and commitment to meeting requirements and to continual improvement.

The quality environmental policy serves as a guide by providing the direction and framework for establishing key performance measures, as well as relevant objectives and targets. Top management ensures that our policies are established and documented, and that the policies are available to all interested parties through our website.

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LEADERSHIP

The Management Representative has overall responsibility for defining, documenting, implementing and reviewing our quality environmental policy in consultation with the Top Management and other personnel, or their representatives. This is reviewed and evaluated annually or as necessary to monitor QEMS performance and ensure its relevance, as part of the management review programme or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties, Section 4.2; and
2. The risks and opportunities that are presented through the risk management process, Section 6.1.

The quality environmental policy is communicated to all employees at all levels throughout our organization through training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.


QE POLICY

DENR-NCR is committed to provide quality and excellent services to its clients by implementing quality environmental management system, ensuring protection of the environment thru efficient implementation of activities, pollution prevention, opening venues for participation and appreciation of all employees through timely and relevant training and information, complying with relevant statutory and legal requirements, and binding ourselves for continual improvement of the systems and processes.


JACQUELINE A. CAANCAN, CESO III
 REGIONAL EXECUTIVE DIRECTOR

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LEADERSHIP		

5.3 Organizational roles, responsibilities, and authorities

Detailed responsibilities and authorities for QEMS implementation are contained in Quality Environmental Management System procedures and job descriptions.

QEMS FUNCTION	ROLES AND RESPONSIBILITIES
MR	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring that processes needed for the quality environmental management system are established, implemented and maintained. <input type="checkbox"/> Ensuring that the quality environmental management system conforms to the requirements of the International Standard. <input type="checkbox"/> Reporting to top management on the performance of the quality environmental management system and any need for improvement. <input type="checkbox"/> Ensuring the promotion of customer focus throughout the organization. <input type="checkbox"/> Ensuring that the integrity of the quality environmental management system is maintained when planned changes to the quality environmental management system are implemented.
Lead Internal Auditor	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring the efficient and effective conduct and completion of the audit within the audit scope and plan as approved by the top management.
Internal Auditor	<ul style="list-style-type: none"> <input type="checkbox"/> Following the directions of and supporting the lead auditor.


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	<input type="checkbox"/> Planning and carrying out the assigned task objectively, effectively and efficiently within the scope of the audit. <input type="checkbox"/> Collecting and analyzing relevant and sufficient audit evidence to determine audit findings. <input type="checkbox"/> Preparing working documents under the direction of the lead auditor. <input type="checkbox"/> Documenting individual audit findings. <input type="checkbox"/> Assisting in writing the audit report.
Documents and Records Controller	<input type="checkbox"/> Assisting the MR for the creation and revision of documents. <input type="checkbox"/> Administering the issuance, maintenance, retrieval and control of controlled documents. <input type="checkbox"/> Controls the assignment of document numbers and other coding controls for document. <input type="checkbox"/> Ensures coordination and information on any changes on documents. <input type="checkbox"/> Ensures the implementation of control of records.
All Employees	<input type="checkbox"/> Implementing all programs and activities to ensure achievement of quality environmental objectives and adherence to the organization's Quality Environmental Policy. <input type="checkbox"/> Ensuring that the processes are delivering their intended outputs.

Reference Procedure:

- Recruitment, Selection and Placement
- Training

PM-PER-01
PM-HRDS-01

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6.0 Planning

6.1 Actions to address Risk and Opportunities

In determining the risks and opportunities that need to be addressed, **Department of Environment and Natural Resources - NCR** has considered the external and internal issues identified in 4.1 (Understanding the Organization and its Context) and the needs and expectations of relevant interested parties referred to in 4.2.

The key processes of **Department of Environment and Natural Resources - NCR** undergo risk assessment to take advantage of the opportunities and mitigate risks. This gives an assurance that the key processes of the organization can deliver its intended results, enhance desirable effects and prevents, or reduce undesired effects and ultimately, exceed customer satisfaction.


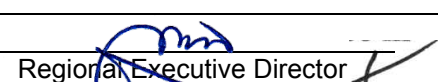
Department of Environment and Natural Resources - NCR uses the concept of Severity-Occurrence to ensure that these risk and opportunities are addressed and prioritized based on its significance in the QEMS implementation. This helps in coming up with action plans depending on their priority level – High Risk, Medium Risk and Low Risk. The implementation of the actions planned to address the risks shall be monitored and evaluated by the Management Representative.


Reference Documented Information:

- Risk Assessment PM-QEP-02
- Risk Assessment Guideline GL-QEP-01

6.2 Quality environmental objectives and planning to achieve them

Department of Environment and Natural Resources - NCR has established quality environmental objectives at relevant functions and key processes of the quality

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environmental management system. These objectives, or Objectives, Targets and Programs (OTP), are consistent with the quality environmental policy established at Clause 5.2, are measurable, monitored, considering the applicable requirements and are relevant to the conformity of products and services and ultimately aimed to enhance customer satisfaction.

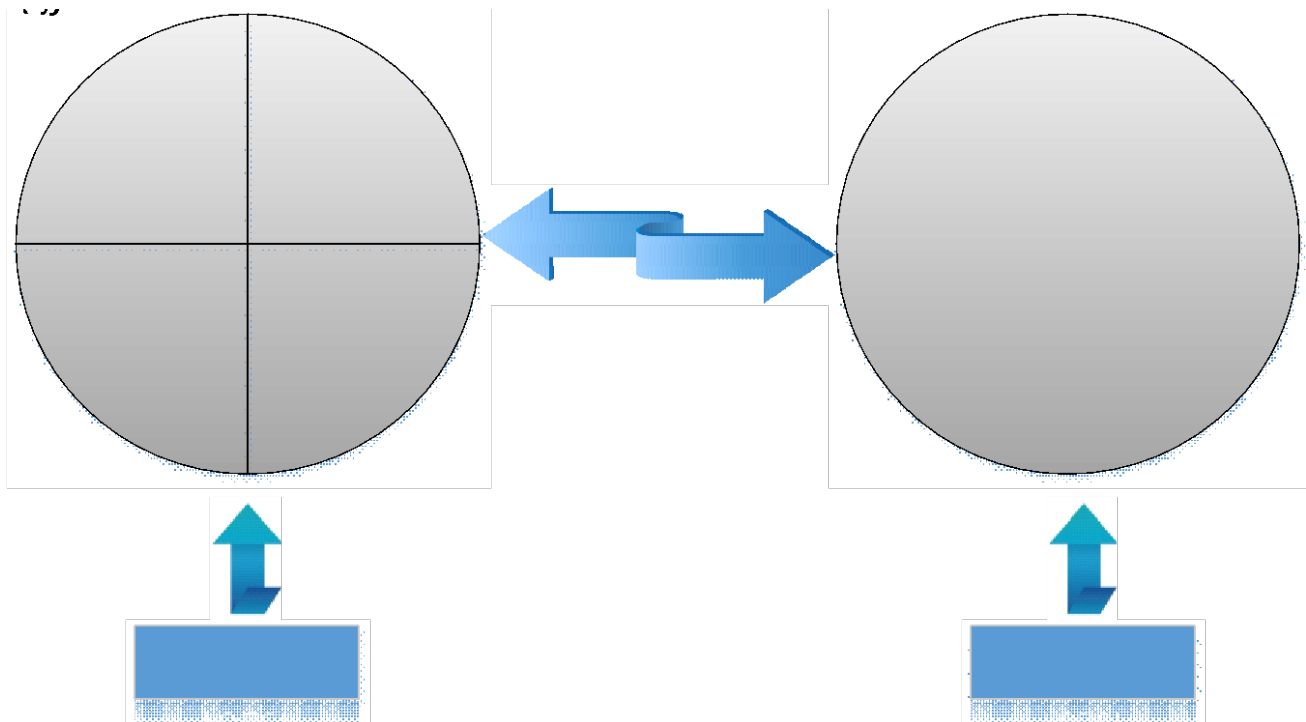
The programs or action plans are established considering the applicable resources, responsible persons, and target dates. This shall be communicated to all relevant functions and shall be monitored, evaluated and updated on a regular basis to be led by the management representative.

OTPs which are not achieved on the target date shall be analyzed by relevant persons and shall be issued a Corrective Action to identify the root cause/s and identify the applicable action plan.

Department of Environment and Natural Resources - NCR's mission, values, strategies and objectives are aligned with the Corporate Policy of the organization. In the same manner, the Quality Environmental Objectives are aligned with the organization's Quality Environmental Policy. The Quality Environmental Policy shows the organization's commitment to achieving customer satisfaction, continuous improvement and compliance to applicable requirements. Having this alignment, the organization has gained more confidence in its strategic direction.

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Reference Documented Information:

- Objectives, Targets & Programs FM-QEP-01
- Handling Non-Conformances and Corrective Action PM-QEP-07

6.3 Planning of Changes

Practicing the concept of continuous improvement, **Department of Environment and Natural Resources - NCR** ensures that the changes that come with the improvement are carried out in a planned manner. The organization shall consider the reason or purpose of the changes, its respective effects or consequences, the integrity of the quality environmental management system, the organization's capacity to provide needed resources and the allocation or reallocation of responsibilities and authorities.


Where the changes are applied, it shall follow the documented information control procedures to ensure documents are maintained, retained and improved. Any changes

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made, Top Management shall ensure it is communicated at relevant levels and functions of **Department of Environment and Natural Resources - NCR.**

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7.0 Support

7.1 Resources

Resources at **Department of Environment and Natural Resources - NCR** include human resources and specialized skills, facilities, support services, environment necessary for the operations, resources needed to ensure valid and reliable results in monitoring or measuring, and organizational knowledge. The Top Management, with relevant inputs from all respective departments, evaluates plans and measure to ensure the effectiveness of the resource requirements for the implementation, management, control, and continual improvement of the quality environmental management system.

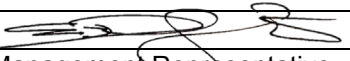
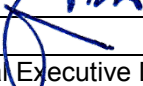
Reference Procedure:


- Recruitment, Selection and Placement PM-PER-01
- Maintenance of ICT Equipment and Peripherals PM-PMD-03
- Maintenance of Facilities and Equipment PM-GSS-02

7.2 Competence

Top Management recognizes the value of its personnel to the achievement of the quality environmental policy and quality environmental objectives. As such, human resource personnel are tasked to ensure that all personnel are competent to perform their specific task. All personnel are made aware of their role and responsibility towards achieving customer requirements and satisfaction and how they contribute to the accomplishment of quality environmental policy and quality environmental objectives through job descriptions which identify the qualification, experience and responsibilities that are required in each position that directly affects product and system conformity. Included in the qualifications are requirements pertaining to educational attainment, skills, and experience.

Employee qualifications are reviewed upon hiring, making of changes in positions or incorporating changes in the position's requirement. The Human Resources Manager

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maintains records of employee qualifications. Training or other applicable action is conducted to provide the employee with the necessary competence to close the gap between the employee's qualifications and the requirements for the job. The results of training are evaluated to determine if it was effective.

Personnel training records are maintained to show competency and experience. Staff training records are maintained and includes, as a minimum, copies of certificates for any training undertaken to date, current job description and curriculum vitae to reflect competency and experience. The Human Resources Manager maintains and reviews the training records to ensure completeness and to identify future training needs.

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, evaluates applicants or existing personnel based on the documented competency. Competency gap is analyzed and evaluated by respective department 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. Result of performance evaluation is also maintained and kept.

Reference Procedure:


- Training

PM-HRDS-01

7.3 Awareness

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All employees in **Department of Environment and Natural Resources - NCR** are made aware of the relevance and importance of their activities in the implementation of the QEMS especially on the quality environmental policy, relevant quality environmental objectives, their contributions to the effectiveness of the QEMS, and the implications of not conforming with the QEMS requirements. This will form part of their agenda in the organization's monthly review.

The **Department of Environment and Natural Resources - NCR** operates a formal system to ensure that all employees in the organization are adequately trained to enable them to effectively perform their designated duties. Where required, **Department of Environment and Natural Resources - NCR's** awareness training and monitoring is conducted in-house, although for more specialist skills, external courses are utilized. The effectiveness of both in-house and external trainings are evaluated and recorded. Future training needs are identified as part of the management review process.

7.4 Communication

External Communication like Customer queries, letters from the interested parties, external invitations, Customer Notice are facilitated through emails, phone, letters and through marketing activities. Internal communications are facilitated through posting of documents and other memorandums in the bulletin board, meetings, and performance evaluation.

These internal and external communications are to be reviewed and monitored in the Administrative Office before cascading it to the receiver.


Reference Procedure:

- Incoming Communication PM-ORED-01
- External Communication PM-ORED-02

7.5 Documented Information

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

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


- ☐ its availability for use, where and when it is needed;
- ☐ it is adequately protected;
- ☐ adequate control over its distribution, access, retrieval and use;
- ☐ proper storage and preservation, including preservation of legibility;
- ☐ control of changes; and
- ☐ manage retention and disposition.

Reference Procedure:

- Control of Internal Documented Information PM-DCON-01
- Control of External Documented Information PM-DCON-02
- Control of Records PM-DCON-03

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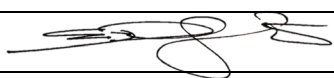

8.0 Operation


8.1 Operational Planning

Department of Environment and Natural Resources - NCR plans, implements and controls the key process;

- ☐ as defined in Clause 4.4 – QEMS and its processes, that are needed to meet the requirements for the provision of products and services
- ☐ to implement the actions determined in Clause 6 – Planning

Requirement	Application
Defining the requirements for the products and services	Environmental Manual: Clause 8.2 Requirement for Products and Service
Establishing criteria for: <ul style="list-style-type: none"> - the processes - the acceptance of the products and services 	Procedures Manual; Environmental Manual: Business Process Map; Clause 8.4 Control of externally provided processes, products and services; Clause 8.5 Production and service provision; Clause 8.6 Release of Products and Service;
Defining the resources needed to achieve conformity to the product and service requirements	Procedures Manual; Quality Environmental Manual: Clause 7.1 Resources Clause 8.4 Control of externally provided processes, products and service
Implementing control of the processes in accordance with the criteria	Environmental Manual: Clause 8.4 Control of externally provided processes, products and services; Clause 8.6 Release of Products and Service;
Defining and keeping documented information to the extent necessary; <ul style="list-style-type: none"> - to have confidence that the processes have been carried out as planned 	Environmental Manual; Clause 7.5 Documented Information

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- to demonstrate the conformity of products and services to their requirements	
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Planning is done during annual management planning/ budgeting workshop, is reviewed every month and updated, if necessary.

8.2 Requirements for products and services

Customer communication

Department of Environment and Natural Resources - NCR provides information relating to its products and services; handle customer concerns; contract or orders including changes; obtain and gather customer feedback relevant to products and services including customer complaints; handle or control customer property; establish specific requirements for contingency actions when applicable.

Procedures are established for Internal and External Communications relative to our QEMS.


- ☐ Internal Communication – Internal two-way communication regarding quality and environmental matters is done through appropriate media to and between various levels within the organization, including interested parties.
- ☐ External Communication – Communication with external interested parties regarding quality and environmental matters is done by receiving complaints or information and responding as appropriate.

Reference Documented Information:

- Customer Satisfaction Survey FM-CSS-02

Determining and reviewing the requirements related to products and services

It is the policy of **Department of Environment and Natural Resources - NCR** to determine all the requirements related to its service, which include those:

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- ☐ Specified by the Marketing Group of the Service Provider, **Department of Environment and Natural Resources - NCR**, including requirements for delivery and post-delivery activities;
- ☐ Not stated by the Marketing Group of the Service Provider, **Department of Environment and Natural Resources - NCR**, but necessary for specified or intended use;
- ☐ Customer requirements; and
- ☐ Statutory and regulatory requirements, and other requirements

Changes to requirements for products and services

For any changes, **Department of Environment and Natural Resources - NCR** ensures that relevant documented information is amended as applicable. The changed requirements shall be communicated to all relevant persons.

8.3 Design and Development

This clause is not applicable.


8.4 Control of externally provided processes, products and services

Department of Environment and Natural Resources - NCR has established controls for external providers of processes, products and services of the organization. Controls are applied to external providers of products and services that are incorporated into the organization's own products and services which are directly provided to the customers; and processes or part of a process provided by external provided.

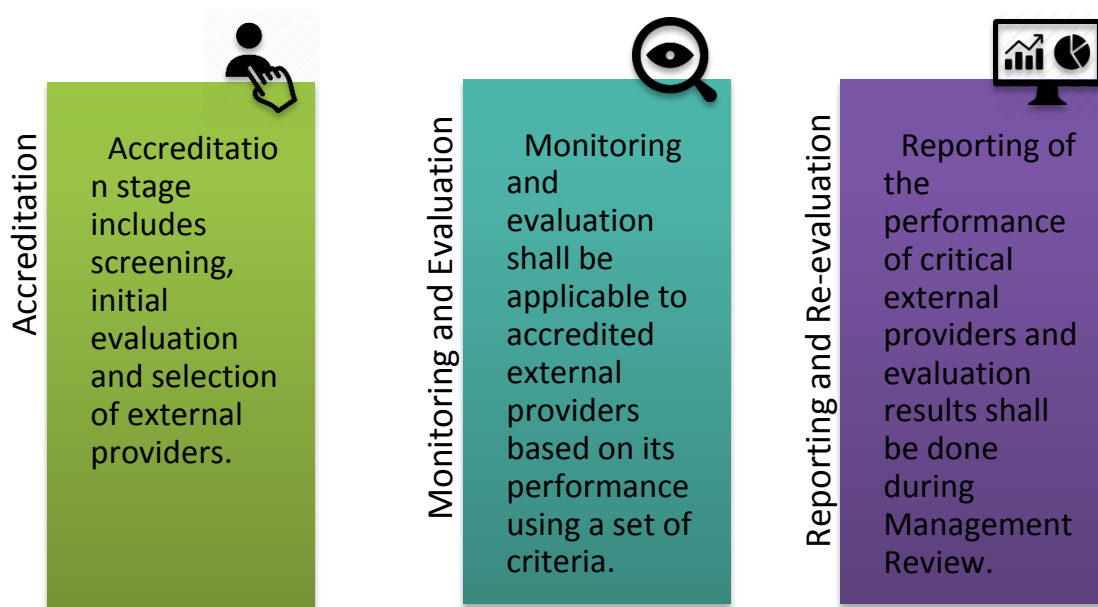
These controls include having criteria for evaluation, selection, monitoring of performance and re-evaluation of external providers. Controls shall apply only to the external providers of critical processes, products and services of **Department of Environment and Natural Resources - NCR** as they have a potential effect to the organization's ability to meet

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customer requirements and exceed customer satisfaction. The process of controlling external providers is summarized in the diagram below.




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

Performance of accredited external providers are monitored and evaluated at least once a year and are discussed during Management Review. Results of the evaluation are communicated to suppliers through email or other mode of communication as applicable.

The organization ensures the adequacy of requirements prior to their communication to the external provider. They shall communicate to external providers its requirements for:

- ☐ The provision of processes, products and services;
- ☐ The approval of products and services, methods, process and equipment;
- ☐ The release of products and services;
- ☐ The competence of relevant personnel, including any required qualifications;
- ☐ The external provider's interactions with the organization;

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- ☐ The control and monitoring of the external providers' performance applied by the organization;
- ☐ The verification or Validation activities that the organization, or its customer, intends to perform at the external provider's premises;

Reference Procedure:

- Alternative Mode of Procurement PM-PRO-01
- Bidding PM-PRO-02
- Control of External Providers PM-PRO-03

8.5 Production and Service Provision


It is the policy of **Department of Environment and Natural Resources - NCR** 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 and environmental requirements;
- ☐ The availability of documented information defining the characteristics of the products to be produced or services to be provided or activities to be performed;
- ☐ The use of suitable equipment;
- ☐ The availability and use of monitoring and measuring resources;
- ☐ The implementation of monitoring and control mechanisms at appropriate stages to verify that the criteria for the products and service have been met;
- ☐ The implementation of actions to prevent human errors; and
- ☐ The implementation of release, delivery and post-delivery activities.

Department of Environment and Natural Resources - NCR validates 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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Department of Environment and Natural Resources - NCR establishes arrangements for these processes, including:

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

Reference Procedure:

- Maintenance of ICT Equipment and Peripherals PM-PMD-03
- Maintenance of Facilities and Equipment PM-GSS-02

8.6 Release of Products and Services


Department of Environment and Natural Resources - NCR implements planned activities, at appropriate stages, to verify that the product and service requirements have been met.

Before the release of products and service to the customer, **Department of Environment and Natural Resources - NCR** ensures that the requirements have been satisfactorily met, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Documented information is retained upon release of products and services to customer which includes evidence(s) of conformity with the acceptance criteria and requirements and traceability of the persons(s) authorizing the release.

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8.7 Control of Nonconforming Outputs

As part of the organization's control of its production and service provision, nonconforming outputs are identified and controlled to prevent their unintended use or delivery. Regional Executive Director reviews and identifies the improvements are needed and implement necessary correction and corrective actions.

The organization retains documented information that describes the nonconformity, describes the actions taken, describes any concessions obtained, and 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 Procedure:

- Handling Non-Conformances and Corrective Action PM-QEP-05
- Internal Audit PM-QEP-06
- Management Review PM-QEP-04
- Preparation, Monitoring and Submission of Accomplishment Report PM-PMD-02

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9.0 Performance Evaluation

9.1 Monitoring and Measurement

9.1.1 General

Department of Environment and Natural Resources - NCR applies suitable methods for determining which aspects of the QEMS and its processes are to be monitored, measured and evaluated. The frequency and methods by which our processes are monitored, measured and evaluated is determined based on:

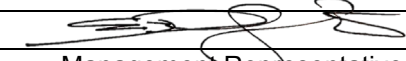
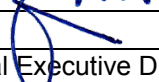
1. Statutory and regulatory requirements;
2. Customer feedback and specification requirements;
3. Process and QEMS requirements;
4. Process performance and audit results;
5. Level of risk and types of control measure;
6. Trends in non-conformities or corrective actions; and
7. Criticality for service conformity.


All monitoring, measuring and evaluation outputs are documented and analyzed to determine process effectiveness and to identify opportunities for improvement.

9.1.2 Customer Satisfaction

Top management and other managers and supervisors collect and analyze data using appropriate statistical techniques to determine the suitability and effectiveness of key QEMS processes and to identify opportunities for improvement. At a minimum, data are analyzed to assess achievement of the corporate level objectives and customer requirements.

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of product quality, process accuracy, delivery schedule performance, cost and budgetary performance, employee function performance against established

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objectives and levels of customer satisfaction. In order to identify strengths, weaknesses, threats and opportunities in our QEMS, **Department of Environment and Natural Resources - NCR** monitors and analyses trends using the following quality data points:

1. Characteristics of processes, services and their trends;
2. Conformity to product, customer and legal requirements;
3. Customer satisfaction and perception data;
4. Supplier and external provider performance data;
5. Results of actions taken to address risks and opportunities;
6. Effective implementation of QEMS planning; and
7. Improvement opportunities identified during internal audits and management reviews

Control limits for process and product performance are expressed as objectives and disseminated via documented information as appropriate. **Department of Environment and Natural Resources - NCR** undertakes corrective action when the data shows a trend toward the defined control limit. Employees, who utilize statistical tools to analyze; measure and verify outputs, are sufficiently competent to ensure proper deployment of these techniques.


MR 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 Documented Information:

- Customer Satisfaction Survey FM-CSS-02

9.2 Internal Audit

Internal audit results are critical inputs that help to assess the effectiveness of our QEMS. **Department of Environment and Natural Resources - NCR** internal audits use risk-based thinking and the concept of continual improvement as the main drivers. Internal audits are conducted at planned intervals to determine whether the QEMS conforms to the

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organization's planned arrangements and to the requirements of ISO 9001:2015 and ISO 14001:2015.

Department of Environment and Natural Resources - NCR's internal audit programme is based upon a strategy that considers the status and importance of each process that comprises the QEMS. The audit frequency is based upon process performance trends, results from previous audits, levels of customer satisfaction, rates of non-conformity and corrective action, etc. to ensure that our organization focuses on the aspects that affect product and process conformity the most.

The criteria, scope, frequency and methods of each audit are defined in the audit plan. The selection of trained auditors and their subsequent impartial conduct ensures objectivity throughout the audit process. Each Auditor ensures that:

1. The results of each are reported to the Top Management and other relevant member of the organization;
2. Appropriate corrective actions are undertaken without undue delay; and
3. Documented informations retained such as audit checklists and audit reports as evidence of the effective implementation of the audit programme.

Department of Environment and Natural Resources - NCR shall ensure continuing ability of the processes to meet customer requirements that is:


- ☐ Suitable methods are applied for monitoring and where applicable, measurement of the QEMS processes;
- ☐ The methods demonstrate the ability of the processes to achieved planned results; and
- ☐ When planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product.

The organization shall also ensure conformance of product characteristics as per customer requirement.

- ☐ The characteristics of the service are monitored and measured to verify that requirements for the product are met.

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- ☐ This is carried out at appropriate stages of the service realization process in accordance with the planned arrangements.
- ☐ Evidence of conformity with accepted criteria is maintained. Records indicate the authority responsible for service provision.
- ☐ Service delivery does not proceed until all the planned arrangements are satisfactorily completed, unless otherwise approved by the relevant authority and, where applicable, by the customer.

Reference Procedure:

- Handling Non-Conformances and Corrective Action PM-QEP-05
- Internal Audit PM-QEP-06
- Management Review PM-QEP-04
- Preparation, Monitoring and Submission of Accomplishment Report PM-PMD-02

9.3 Management Review

9.3.1 General


To ensure the continuing suitability, adequacy and effectiveness of our QEMS in meeting our organization's strategies, Top management conducts formal management review meetings at planned intervals.

9.3.2 Inputs

The primary inputs that are reviewed comprise data from conformance and performance measurements that are gathered at key quality and environmental data points from various processes. Subsequent recommendations for improvement are based on the evaluation of such measurements. Conformance is primarily assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to detect, correct and to prevent problems. Performance is primarily assured through the deployment

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of corporate and operational level objectives, and through the review of our demonstrated ability to achieve desired results.

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 QEMS
- ☐ Information on the performance and effectiveness of the QEMS, including trends in:
 - Customer satisfaction and feedback from relevant 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
- ☐ Opportunities for improvement

9.3.3 Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our QEMS. During management review meetings, top management will identify appropriate actions to be taken regarding the following issues:

1. Improvement of the effectiveness of the QEMS and its processes;
2. Improvement of product related to customer requirements;
3. Opportunities and risks; and
4. Resource needs

The primary outputs of management review meetings are the actions necessary to make changes or improvements to our QEMS and the provision of resources needed to implement these actions. Responsibilities for required actions are assigned to members of the management

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review team. Any decisions made during the meeting, assigned actions and their due dates are recorded in the management review minutes.

Reference Procedure:

- Management Review

PM-QEP-04



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IMPROVEMENT

10.0 Improvement

10.1 General

The Top Management of **Department of Environment and Natural Resources - NCR** identifies areas for improvement and takes lead in the implementation of actions necessary to meet customer requirements and exceed customer satisfaction. Opportunities for improvement include enhancing products and services to meet requirements including future needs to address expectations; correcting, preventing or reducing undesired effects; and improving the effectiveness of the QEMS.

Division Heads identify and collect appropriate data to demonstrate stability and effectiveness of the QEMS. Data are presented and discussed to the Top Management for planning of actions during Management Review which is conducted at least once a year by **Department of Environment and Natural Resources - NCR.**

Reference Procedure:


- Management Review

PM-QEP-04


10.2 Nonconformity and corrective action

Department of Environment and Natural Resources - NCR considers corrective actions as an important part of the continual improvement plan. The MR has the overall responsibility of ensuring the effectiveness of implemented corrective actions addressing the root cause of the nonconformity. Any nonconformity including those arising from complaints, shall be addressed by taking actions to control or correct it.

Corrective Action Report is issued to the concerned party for any nonconformance reported or observed. Corrective Action Report (CAR) requires the concerned party to conduct Root Cause Analysis (RCA). RCA is conducted to identify the underlying

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reason/cause of the problem. Once the root cause of the problem is determined, concerned party conceptualizes the necessary corrective actions addressing the root cause to avoid recurrence of a nonconformity. This corrective action shall be reviewed by the division head or MR prior to implementation. Auditors or issuing personnel shall be responsible in verifying if the implemented corrective action is appropriate and effective.

Where applicable, risks and opportunities identified are updated and changes are made to the QEMS as necessary. The action is considered effective if the problem is corrected and no recurrence of similar problem has been reported or observed.

Corresponding report is submitted to MR 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 Procedure:

- Handling Non-Conformances and Corrective Action PM-QEP-05


10.3 Continual Improvement

Department of Environment and Natural Resources - NCR is committed to practicing kaizen or continual improvement in its operations and processes within the organization to ensure suitability, adequacy and effectiveness of the QEMS. Continual improvement plan begins from quality and environmental policy and quality and environmental objective formulation.

Processes relevant to the quality of the products and services of **Department of Environment and Natural Resources - NCR** are identified as shown in Clause 4.0 of this quality manual. These processes are monitored and controlled to ensure that they provide an output conforming to quality requirements of the customers and exceeding their

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expectations. The performance of these internal processes is compared against its target quality and environmental objectives. Any possible nonconformance arising from these processes, including those from customer complaints and feedback, shall be documented. Nonconformance may be addressed by implementing correction and corrective action. Correction are actions implemented to immediately stop the nonconformity or problem. Corrective Actions are implemented to address the underlying root cause of the problem and to eventually eliminate possible recurrence.

Compliance to applicable legal and other requirement is monitored consistently to avoid any interruptions in **Department of Environment and Natural Resources - NCR's** operations. In a similar way, the performance of the external providers particularly those that provide the critical products, service or process to **Department of Environment and Natural Resources - NCR** are monitored since they have a direct impact on customer satisfaction. Findings gathered in the monitoring stage shall be considered during planning for improvement activities.

Results of analysis and evaluation and outputs determined during Management Review are considered in determining the needs and opportunities for continual improvement. Appropriate improvements are introduced, implemented and monitored for achievement. Improvements may result to change in procedures and target quality and environmental objectives.

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