



HOUSING AND URBAN DEVELOPMENT COORDINATING COUNCIL

Quality Manual

Section No.:

1.0

Page No.:

Page 1 of 4

Revision No.:

1

Effectivity:

JUN 16 2016

SECTION 1.0 Introduction

1.1 Purpose

The HUDCC Quality Manual (QM) defines and clarifies policies, systems, and procedures adopted to implement and continuously improve HUDCC's Quality Management System (QMS).

This QM, together with associated documents mentioned hereto, aims:

- To describe the basic elements of the QMS of the HUDCC and serve as reference in its implementation and continual improvement.
- To inform HUDCC's internal and external stakeholders and enable them to observe and implement the Quality System that is being maintained at the HUDCC.
- To serve as reference and guide for newly hired personnel and make them familiar and appreciate the HUDCC's QMS.

1.2 Definition of Terms

For the HUDCC Quality Management System manual, the following definitions shall apply:

- Audit : Systematic, independent and documented process for obtaining audit evidence and evaluating it effectively to determine the extent to which the audit criteria are fulfilled.
- Auditor : Person with the demonstrated personal attributes and competence to conduct an audit.
- Competence : Demonstrated ability to apply the necessary knowledge and skills to meet a standard.
- Conformity : Products or services that fulfill requirements.
- Continual Improvement : The ability of an organization to carry out a set of activities in order to enhance its ability to meet requirements. It can be achieved primarily by carrying out audits, self-assessments, and management reviews. It can also be realized by collecting and analyzing data/information, setting objectives, and implementing corrective and preventive actions to address specific concerns.
- Corrective Action : Action to eliminate the cause of a detected nonconformity (nonconforming product/service) or other undesirable situation and prevent recurrence.
- Customer : Anyone who receives service from a supplier. For the purpose of this manual, example of customers include

UN-CONTROLLED
Customer
COPY

THIS DOCUMENT WHEN PRINTED IS AN UNCONTROLLED COPY. ENSURE THAT THE PRINTED COPY BEING USED IS THE CURRENT VERSION BY CHECKING THE EFFECTIVITY DATE OF THE CONTROLLED COPY IN THE HUDCC FILE SERVER/ WEBSITE.

Signature
Date



**HOUSING AND URBAN
DEVELOPMENT COORDINATING
COUNCIL**

Quality Manual

Section No.:	1.0
Page No.:	Page 2 of 4
Revision No.:	1
Effectivity:	JUN 16 2016

Local Government Units, financial institutions, service providers, corporations, associations, citizens, and other stakeholders.

Customer Satisfaction : Level of fulfilment of clients relative to the service/product that they obtained, ranging from low satisfaction for unmet requirements to high satisfaction for requirements that were met.

Document : Information and its supporting medium, which can be paper, magnetic, electronic, or optical computer disc, photograph, or a combination.

Effectiveness : Extent to which planned activities are realized and planned results are achieved.

Evidence : Any documented statement of fact, other information or record, either quantitative or qualitative, pertaining to the quality of an item or activity, based on observations, measurements or tests which can be verified.

Infrastructure : Buildings, work areas, utilities, and other supporting services (such as transport and communication).

Internal Quality Audit : Process of systematic examination of a QMS carried out by an internal auditor.

Key Shelter Agencies (KSAs) : Housing agencies under HUDCC's oversight, namely, the National Housing Authority (NHA), Housing and Land Use Regulatory Board (HLURB), Social Housing Finance Corporation (SHFC), Home Development Mutual Fund (HDMF), National Home Mortgage Finance Corporation (NHMFC) and the Home Guaranty Corporation (HGC) *formerly known as Home Insurance Guaranty Corporation (HIGC)*.

Local Shelter Plan (LSP) : A document which comprises an analysis of the current local housing situation (i.e., the identification of housing problems, upgrading and future housing needs, household's affordability and local resources such as land, basic services and finance), the available resources vis-à-vis resource requirements and corresponding shelter strategies and implementation plan to address the housing needs of a Local Government Unit.

LSP Training Team : A group composed of HUDCC personnel tasked to conduct training on LSP formulation. It includes a Trainer (presenter of topics per Module), Facilitator (one who assists the LGU during the workshop sessions) and Secretariat (over-all coordinator and facilitator of logistic matters).

**UN-CONTROLLED
COPY**

THIS DOCUMENT WHEN PRINTED IS AN UNCONTROLLED COPY. ENSURE THAT THE PRINTED COPY BEING USED IS THE CURRENT VERSION BY CHECKING THE EFFECTIVITY DATE OF THE CONTROLLED COPY IN THE HUDCC FILE SERVER/ WEBSITE.

Date



**HOUSING AND URBAN
DEVELOPMENT COORDINATING
COUNCIL**

Quality Manual

Section No.:

1.0

Page No.:

Page 3 of 4

Revision No.:

1

Effectivity:

JUN 16 2016

- LSP Training Workshop** : An activity conducted where the LGUs are given orientation and hands-on training in the formulation of a Local Shelter Plan. At the end of the LSP Workshop, the LGUs are expected to complete the LSP Worksheets and Executive Summary which shall compose the 1st Draft of the LSP.
- LSP Writeshop** : A workshop conducted to enable the LGU participants to transform the 1st draft of the LSP into a narrative form based on the prescribed format, resulting in the 2nd Draft of the LSP.
- Major Nonconformity** : Absence or total breakdown of the system to meet a specified requirement of a clause of ISO 9001:2008, or other reference document including regulatory requirements, causing significant business risk.
- Management Review** : Formal evaluation by the top management of the continuing suitability, adequacy, and effectiveness of the QMS in relation to Quality Policy, internal business process results, business objectives and customer feedback.
- Minor Nonconformity** : An isolated or inconsistent failure to fulfill the specified QMS requirement or audit criteria.
- Nonconformity** : Products or services that do not fulfill requirements.
- Opportunity for Improvement** : Effective implementation of a requirement but based on auditor experience and knowledge, additional effectiveness or robustness might be possible with a modified approach.
- Plan-Do-Check-Act Cycle** : A four-step management method adopted by HUDCC for the control and continuous improvement of its processes. The steps involve (1) planning the necessary improvement; (2) implementing the plan; (3) checking the results of the plan and (4) acting upon the results of the plan.
- Preventive Action** : Action to eliminate the cause of a potential nonconformity or other undesirable potential situation and prevent occurrence.
- Process** : Set of interrelated resources and activities that transforms inputs into outputs.
- Product/Service Realization** : Set of necessary processes used to bring an idea of a product or service to an actual final product or service.
- Quality** : Degree to which a set of inherent characteristics fulfills requirements.

**UN-CONTROLLED
COPY**

THIS DOCUMENT WHEN PRINTED IS AN UNCONTROLLED COPY. ENSURE THAT THE PRINTED COPY BEING USED IS THE CURRENT VERSION BY CHECKING THE EFFECTIVITY DATE OF THE CONTROLLED COPY IN THE HUDCC FILE SERVER/ WEBSITE.

Date



**HOUSING AND URBAN
DEVELOPMENT COORDINATING
COUNCIL**

Quality Manual

Section No.:

1.0

Page No.:

Page 4 of 4

Revision No.:

1

Effectivity:

JUN 16 2016

Quality Management System : Collection of business processes focused on achieving an organization's quality policy and quality objectives (i.e., what the customer wants and needs).

Record : Document stating results achieved or providing evidence of activities performed. It can be used to document traceability and to provide evidence of verification, preventive action, and corrective action. Generally, records need not be under revision control (Refer to **HUDCC-QP-01**, Control of Documents Procedure).

Request for Action : Request to initiate actions to eliminate the causes of existing non-conformities and prevent recurrence or a potential nonconformity to prevent occurrence.

Stakeholders : All groups that are or might be affected by the HUDCC's activities or action, including customers, employees, partners, suppliers, regulatory bodies, policy makers, funders and local communities.

**UN-CONTROLLED
COPY**

THIS DOCUMENT WHEN PRINTED IS AN UNCONTROLLED COPY. ENSURE THAT THE PRINTED COPY BEING USED IS THE CURRENT VERSION BY CHECKING THE EFFECTIVITY DATE OF THE CONTROLLED COPY IN THE HUDCC FILE SERVER/ WEBSITE.

Date

MASTER COPY

**HOUSING AND URBAN
DEVELOPMENT COORDINATING
COUNCIL**

Quality Manual

Section No.:

2.0

Page No.:

Page 0 of 5

Revision No.:

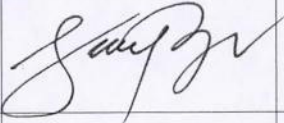
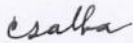
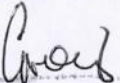
0

Effectivity:

MAR 16 2016

REVISION HISTORY

[illegible]

	NAME/POSITION	SIGNATURE	DATE
PREPARED	JOSE ALEJANDRE P. PAYUMO III Deputy Quality Management Representative		3/11/14
REVIEWED	CECILIA S. ALBA Quality Management Representative		3/14/14
UN-CONTROLLED COPY APPROVED	ATTY. CHITO M. CRUZ Chairman		3/16/14

UN-CONTROLLED

APPROVED

Print Name: Signature

THIS DOCUMENT WHEN PRINTED IS AN UNCONTROLLED COPY. ENSURE THAT THE PRINTED COPY BEING USED IS THE CURRENT VERSION BY CHECKING THE EFFECTIVITY DATE OF THE CONTROLLED COPY IN THE HUDCC FILE SERVER/ WEBSITE.

Date _____