

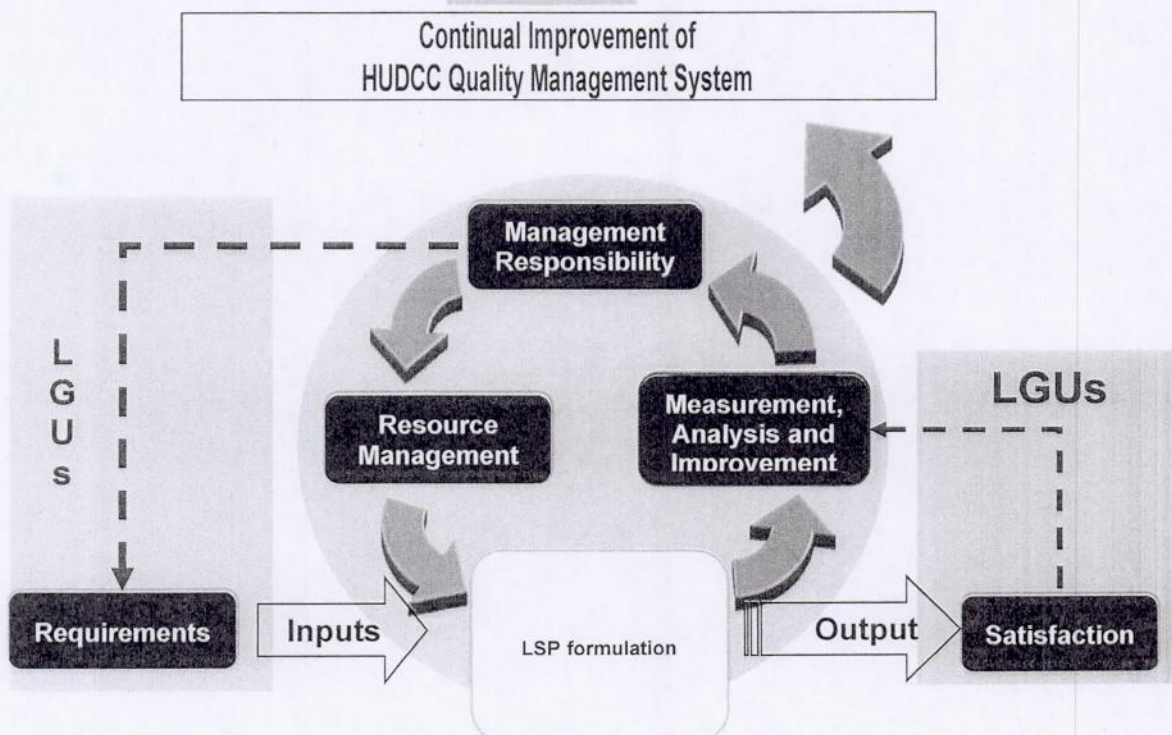
SECTION 4.0 Quality Management System

4.1 Quality Management System Model

The HUDCC operates as a National Government Agency (NGA) under the Office of the President. Since HUDCC is tasked to “formulate national objectives on housing and urban development”, and “coordinate the activities of the key government housing agencies in the national housing program”, the management of these business processes is viewed as interacting activities, which need systematic management. Hence, a process-based quality management system model has been adopted.

The model (Figure 2) shows two interacting processes. First, the “internal processes” covers the activities to (a) communicate the importance of meeting customer/client and citizen requirements and expectations; (b) define the management responsibility, provide adequate resources to implement the QMS; (c) implement business process system; and (d) monitor, analyze and continually improve the management systems to meet and exceed customer expectations.

Figure 2



The second covers the “external processes”. It shows the processes for (a) determining customer requirements, designing and implementing projects in line with customer requirements and expectations, and (b) determining customer satisfaction, and communicating with customers about the HUDCC’s service offerings.

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Information derived from customers is used for the continual improvement of both processes.

4.2 Scope and Application

This QM applies to the processes within the scope of **HUDCC's QMS on the provision of technical assistance to Local Government Units (LGUs) on Local Shelter Plan (LSP) formulation**, specifically within the HUDCC Central Office. The scope covers the key, core management and support processes within HUDCC's QMS.

The **HUDCC** does not use measuring devices that require special controls such as calibration because the agency does not produce anything with specific dimensional characteristics. Therefore, clause 7.6 of the standard, Control of Monitoring and Measuring Equipment, is an exclusion.

The QM contains the basic policies, objectives, and guidelines set by the **HUDCC** with regard to the different elements, which can be implemented as a tool for exceeding internal and external customers/clients and citizens' expectations.

The QM ensures the availability of information on the procedures in the entire business process scope.

The ISO 9001:2008 Standards have been adopted by the **HUDCC** and are being implemented to serve as the foundation of the quest to attain quality as a way of life in the **HUDCC**.

4.3 Documentation Requirements

4.3.1 Documentation Structure

The **HUDCC's** Quality Management System is designed to assure consistency in meeting the clients/customers and citizens' needs and expectations through the actual performance of the documented processes, procedures, work instructions and support policies, systems and procedures.

The **HUDCC** Quality Management System documentation structure (Figure 3) is as follows:

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Figure 3: HUDCC Documentation Structure



The HUDCC's documentation system is structured in a pyramid with three (3) levels of documentation. The documentation pyramid represents the operational flow of information (i.e., day-to-day processes carried out by use of dynamic and current documentation) and emphasizes the impact of the quality manual on the entire documentation structure of the agency. The three-level pyramid, being an operational tool to manage the quality system, goes to show that the Quality Manual is only a small portion of the overall documentation, yet is very important as all other documentation must adhere with the principles stipulated in the Manual. On the other hand, the bulk of any documentation system is the records that are compiled over the years of service.

Level 1: Quality Manual – The highest level of Quality System documentation. It contains the quality policy, organizational structure, resource management, and specific policies for business process and quality control and improvement.

Level 2: Procedural Manual (PM) – Operational guide on what the HUDCC does and how it achieves stated policies. It also provides guidance on how to communicate and perform various activities. The PM also includes operational instructions that describe the detailed series of steps in performing routine activities.

Level 3: Quality Records – Records providing evidence of conformity to the established procedures and operational instructions, as well as the HUDCC's QMS.

4.3.2 Control of Documents

The HUDCC has established and maintains a documented procedure for creation/revision, approval, and issuance of the Quality Manual and Procedural Manuals (PMs). The Document Control Procedure (HUDCC-QP-01) provides for an organized monitoring, distribution, maintenance, and updating of procedures and operational instructions within the said manuals.

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All documents included in the QMS are reviewed and approved for adequacy by authorized personnel prior to use. A masterlist, which indicates the current revision status of documents, is maintained by the Document Controller and shall be made available to all. This will prevent the use of incorrect, invalid, or obsolete documents. Only the latest issues of documents are available at locations where business process operations are performed. Obsolete documents are identified, retrieved, and properly disposed of, retaining only the obsolete original copy document.

Any change in the QMS after its initial approval and issue are subjected to the document change procedure in the HUDCC-QP-01 Control of Documents Procedure.

4.3.3 Control of Records

The HUDCC has established and maintains documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. The procedures are incorporated in HUDCC-QP-02, Control of Records Procedure.

All groups and offices maintain relevant quality records to demonstrate achievement of the required quality and effective operation of the QMS.

Quality records are legible and stored and retained in such a way that they are readily retrievable in storage facilities that provide a suitable environment to prevent damage, deterioration, or loss.

Retention periods of quality records are established, recorded and maintained in accordance with the National Archives of the Philippines (NAP) Records Disposition Schedule.

4.4 Quality Manual Amendment

The introduction of new procedures or services may necessitate amendments to the existing Quality Manual and relevant procedures.

Requests or suggestions to amend certain provisions of the Quality Manual/Mandatory Procedure shall be made in writing using the Document Feedback Form (DFF) and submitted to the Quality Management Representative (QMR) for his/her review and approval.

A re-issue of this Quality Manual shall be approved by the Chairman only when there is:

- Change in the scope of certification;
- Change in the management and/or organizational structure; and
- Change in the Business Process scope.


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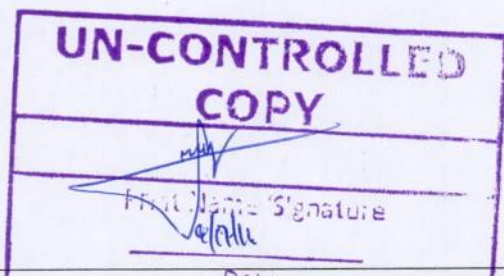
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4.5 Confidentiality and Distribution

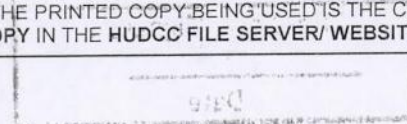
The Quality Manual and its related documents are treated as confidential and shall not be brought outside the HUDCC's premises without prior authorization from the QMR.

Controlled copies of the Quality Manual are issued to Document Custodians identified by the HUDCC's QMR who are responsible for safekeeping and promptly updating necessary revisions.

It is the responsibility of the Document Controller to distribute and keep a list of authorized holders of the Quality Manual, which may be issued either as controlled or uncontrolled copy. All uncontrolled documents shall be marked with "Uncontrolled" and shall not be updated. Uncontrolled copy of the Quality Manual may be distributed to customers or stakeholders when considered commercially beneficial or when demanded as a contract requirement. All external distribution shall be subject to the approval of the QMR.



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REVISION HISTORY

DATE OF ISSUE	DOCUMENT CHANGE NOTICE NO.	CHANGE DESCRIPTION	EFF. DATE	ORIGINATOR	DEPARTMENT
<u>22</u> March 2016	00				
16 JUNE 2016	01	Revision of Section 5.3.4	16 JUNE 2016	QMR	OSb

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

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