



# HOUSING AND URBAN DEVELOPMENT COORDINATING COUNCIL

## Quality Manual

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### SECTION 5.0 Management Responsibility

#### 5.1 Management Commitment

5.1.1 The HUDCC's top management is committed to comply with all the requirements of ISO 9001:2008 Quality Management System, its full implementation, and to continually improve its effectiveness.

5.1.2 The HUDCC's top management shall be involved in implementing the QMS. They shall provide the strategic direction, thrusts and priorities that aim to provide guidance to all HUDCC offices in the formulation of their respective plans.

5.1.3 The Chairman of HUDCC is committed to this policy through the effective implementation and continuous improvement of the QMS. This is demonstrated by the establishment of the Quality Policy, Quality Objectives, and conduct of management reviews.

5.1.4 Changes to the QMS shall be planned to ensure integrity of the system and achievement of its objectives. In maintaining and changing the QMS, standards and legal requirements indicated in existing laws, rules, and regulations and other issuances shall be communicated and accommodated within the system.

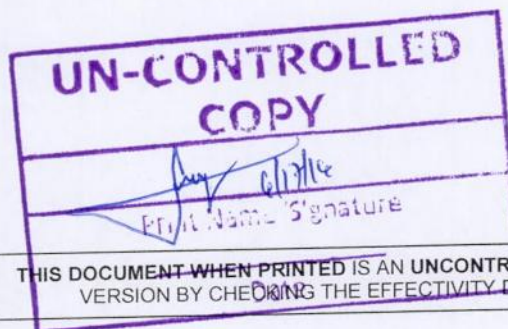
5.1.5 Top management shall provide all the needed resources to ensure effective implementation and continuous improvement to the QMS.

5.1.6 The responsibility of implementation relies with the top management and QMR of HUDCC. Evidence of top management's commitment to the development and improvement of the QMS is shown through the following manner:

- 5.1.6.1 The importance of meeting customer requirements is communicated to all employees.
- 5.1.6.2 Quality policy shall be established and communicated to employees.
- 5.1.6.3 Quality objectives shall be established, reviewed, and revised as needed.
- 5.1.6.4 Quality Management reviews shall be conducted at least once a year.
- 5.1.6.5 Availability of resources is ensured at all times.

#### 5.2 Quality Policy

The Top Management recognizes the importance of understanding, meeting, and enhancing customer requirements. As such, the following **Statement of Policy on Quality** is established for the purpose:







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**H**UDCC, as the highest policy making and coordinating body on housing and urban development, shall develop responsive policies and programs towards sustainable, productive, gender-responsive and safe communities. We commit to:

- **U**phold the highest professional and ethical standards in public service;
- **D**eliver timely, effective and efficient services to satisfy current and future needs of the citizens;
- **C**oordinate with all our stakeholders, to facilitate access to a variety of housing options that are decent and affordable to the citizens; and
- **C**ontinually improve the effectiveness of the QMS and enhance delivery of our core mandates through programs, projects, and services to ensure client satisfaction.

“Maayos na Serbisyo,  
Para sa Mainam na Buhay;  
Magandang Bahay,  
Para sa Maunlad na Pamumuhay.”

### 5.3 Customer Focus

The **HUDCC**'s purpose is to achieve customer's requirements with the aim of enhancing customer satisfaction. The responsibility of implementation lies with the QMR of **HUDCC**.

- 5.3.1 Customer requirements are determined and fulfilled to enhance customer satisfaction.
- 5.3.2 To continually monitor the changing needs and requirements of customers and stakeholders, **HUDCC** shall regularly conduct trainings, dialogues, focus group discussions, case buildup and case conferences about new guidelines, new services, frameworks, laws, and proposed legislations on housing and urban development.
- 5.3.3 In ensuring that the requirements of **HUDCC**'s customers and stakeholders are satisfied, the services and programs being developed by the **HUDCC** shall be designed to allow for a more participative and enabling relationship between **HUDCC** and the customers and stakeholders. Both shall share the responsibility of ensuring that the rights of the customers and stakeholders are protected.
- 5.3.4 The management shall communicate to all personnel how important customers are to the **HUDCC** and ensure that it is understood by all.
- 5.3.5 Process owners shall be responsible to take necessary actions based on the feedback gathered and analyzed.
- 5.3.6 Customers and stakeholders of **HUDCC** include:
  - 5.3.6.1 Local Government Units
  - 5.3.6.2 Key Shelter Agencies
  - 5.3.6.3 Council Members
  - 5.3.6.4 National Government Agencies
  - 5.3.6.5 Non-Government Organizations
  - 5.3.6.6 Community Associations, People's Organizations, Homeowners Associations, Private Landowners
  - 5.3.6.7 Housing Developers
  - 5.3.6.8 Civil Society Organizations

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- 5.3.6.9 Congress of the Philippines
- 5.3.6.10 Government Financial Institutions and Private Banks
- 5.3.6.11 Donor/Aid Agencies
- 5.3.6.12 Academe

**5.4 Quality Management System Planning**

The HUDCC's strategic and operational plans are the results of the bi-annual strategic planning process. This is the venue where the strategic thrusts of HUDCC are defined, commitments are obtained, and resource requirements are determined. Objectives and targets are set at appropriate levels, but specific quality objectives are defined during business process scope implementation.

Prior to the conduct of corporate planning activities, the various operating units conduct pre-planning activities to assess performance, gather information on stakeholder requirements and expectations, and review and align future directions. The outputs of the planning process include, among others, strategies for business and operational improvement, pursuit of the HUDCC's mandates, service innovation, and for enhancing customer/client and citizen-focused services.

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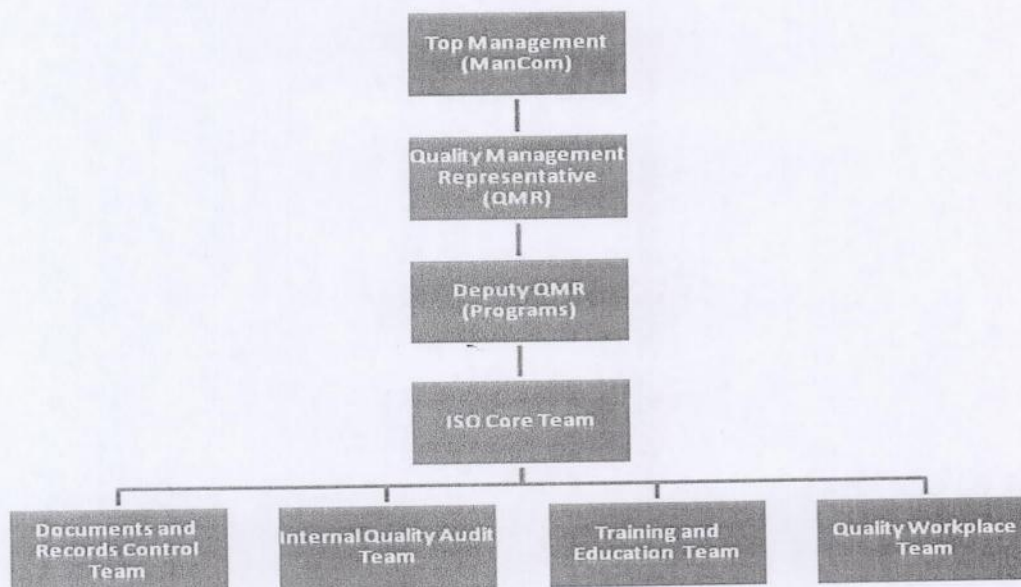
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### 5.5 Quality Management Structure



### 5.6 Responsibility and Authority

The specific roles and responsibilities of each box in the HUDCC's quality management structure are as follows:

#### 5.6.1 Top Management

- 5.6.1.1 Establishes, reviews, and maintains the quality policy of the HUDCC;
- 5.6.1.2 Ensures that quality objectives established are relevant and aligned to the functions of the core business processes of the HUDCC;
- 5.6.1.3 Ensures the allocation of needed resources to support the implementation of the HUDCC's QMS;
- 5.6.1.4 Defines the responsibilities and authorities of each function in the organization;
- 5.6.1.5 Reviews the effectiveness of the HUDCC's QMS, Quality Policy, Quality Objectives, and monitors the implementation of improvement action plans; and,
- 5.6.1.6 Ensures that communication mechanisms are established and effective.

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**5.6.2 Quality Management Representative (QMR)**

- 5.6.2.1 Ensures the effective implementation and maintenance of the established QMS;
- 5.6.2.2 Reports to the Top Management the performance of the quality management systems and areas for further improvement;
- 5.6.2.3 Ensures the promotion of awareness of meeting customer requirements within the relevant scope of the HUDCC's QMS; and,
- 5.6.2.4 Liaises with external parties on matters relating to the HUDCC's QMS.

**5.6.3 Deputy QMR**

- 5.6.3.1 Ensures the effective planning, implementation, maintenance, and continual improvement of the established QMS;
- 5.6.3.2 Assists the QMR in performing assigned duties and responsibilities; and,
- 5.6.3.3 Assumes responsibility of the QMR in his/her absence.

**5.6.4 Documents and Records Control Team**

- 5.6.4.1 Establishes, documents, implements, and maintains a procedure for the control of documents and records;
- 5.6.4.2 Maintains the master copies and masterlist of the Quality Manual and Procedure Manuals, as well as the masterlist of externally generated documents and references;
- 5.6.4.3 Ensures that current versions of relevant documents are available at point of use;
- 5.6.4.4 Prevents unintended use of obsolete documents as well as the unauthorized use of relevant documents and records;
- 5.6.4.5 Ensures the traceability of documents;
- 5.6.4.6 Coordinates enhancement of the procedure for control of records; and
- 5.6.4.7 Closely coordinates with Directors/Group Heads on all matters concerning Records Management, specifically on records generated from the business process scope.

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**5.6.5 Internal Quality Audit Team**

- 5.6.5.1 Prepares audit plan, coordinates, and implements the HUDCC's Audit Program;
- 5.6.5.2 Identifies the necessary resources for managing the HUDCC's Audit Program;
- 5.6.5.3 Provides inputs during management review regarding audit findings; and
- 5.6.5.4 Monitors and maintains records of implementation of corrective and preventive actions for non-conformances found during audits.

**5.6.6 Training and Education Team**

- 5.6.6.1 Ensures that concerned employees are aware of their roles and responsibilities relative to the attainment of the HUDCC's goals and objectives;
- 5.6.6.2 Reviews the results of competence evaluation conducted for employees performing functions that affect product or service quality;
- 5.6.6.3 Facilitates conduct of appropriate HR interventions to enhance their capabilities;
- 5.6.6.4 Monitors and evaluates the effectiveness of HR actions taken; and
- 5.6.6.5 Ensures that the records of employees on education, training, skill, and experience are maintained accordingly.

**5.6.7 Quality Workplace Team**

- 5.6.7.1 Ensures that the work environment needed to achieve conformity to service requirements are managed;
- 5.6.7.2 Ensures consistency in Good Housekeeping; and
- 5.6.7.3 Monitors and assesses workplace cleanliness, orderliness, and safety.

**5.7 Management Review**

The review of the established quality management system is conducted at least once a year or whenever deemed necessary by the Top Management to ensure continuing suitability and effectiveness of the system in satisfying the requirements of customers/clients, citizens, and other stakeholders.

The review may cover, but not be limited to, the following agenda items:

- Matters arising from the previous management review meeting
- Results of internal and external quality audits
- Customer feedback and satisfaction results
- Project performance and product/service conformity

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- Status of corrective and preventive actions
- Follow-up actions from previous management reviews
- Changes that could affect the quality management system
- Actions taken on recommendations for improvement

The agenda of the management review is prepared by the QMR and distributed to all concerned. Minutes of the management review are recorded and maintained by the Document Controller. Results of the internal quality audit are provided to the QMR and/or Directors/Group Heads for proper reporting to the top management during ManCom meetings.

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	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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