

# QUALITY MANUAL

**MANUAL  
ISSUANCE NO. 1  
  
ISO 9001:2008**

Section 5.0  
**MANAGEMENT RESPONSIBILITY**

Review Date:

March 5, 2016

Effectivity Date:

March 14, 2016

Subsection 5.1  
**MANAGEMENT COMMITMENT**

Revision No.  
4

## I. POLICY

**CORPORATE GUARANTEE & INSURANCE COMPANY (CGIC)** Management shall communicate to all personnel the importance of meeting customer expectations as well as statutory and regulatory requirements. This shall be carried out through a twice a month meeting (ie Mancom Meeting) conducted by the President and Chief Operating Officer with the Department and Unit Heads where all issues and concerns are discussed. Action plans are formulated to prevent a recurrence of the service failures or related incidents and a follow-up on the implementation is monitored.

**CGIC** Management shall ensure that the Quality Policy and Quality Objectives are established, implemented and maintained.

**CGIC** Management shall ensure that Management Reviews are conducted twice a year.

**CGIC** Management shall ensure the availability of required resources essential to the maintenance of the Quality System while working towards the achievement of the quality objectives.

## II. APPLICATION

**CGIC's** Management Team

## III. REFERENCES

Quality Policy  
Overall Quality Objectives  
Department Quality Objectives  
Minutes of the Meeting

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