



**MANUAL  
ISSUANCE NO. 2**

**ISO 9001:2015**

# QUALITY MANUAL

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5

Section 5.0

## LEADERSHIP

Subsection: 5.1

### LEADERSHIP COMMITMENT

#### **I. POLICY**

**CORPORATE GUARANTEE (CG)** 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 once a month meeting (i.e. Mancom Meeting) conducted by the 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.

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

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

**Corporate Guarantee** 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**

CG's Management Team

#### **III. REFERENCES**

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

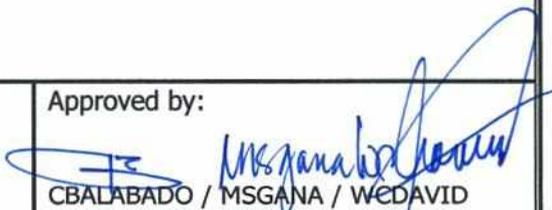
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