



**MANUAL  
ISSUANCE NO. 2**

**ISO 9001:2019**

# QUALITY MANUAL

Page: 0.03-1/4

Section 0.0

## INTRODUCTION

Effectivity Date:

June 1, 2019

Subsection: 0.03

## USER'S GUIDE

Revision No.

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This Manual has been designed and formatted to be as user-friendly as possible. The following are helpful guides to whoever would use this manual.

- 1.0 The Table of Contents shows the Section/Subsection and the corresponding page number which can be used to facilitate the search for any desired topic. The sections and subsections are arranged and numbered in sequential order.
- 2.0 The Manual is divided into eleven (11) sections. The sections are further divided into subsections. The Table of Contents also shows the subsections under each section.
- 3.0 The following are the descriptions of the eleven (11) sections of this Manual:

### Sec. 0.0 Introduction

This is the preliminary section and contains the Foreword, the Objectives of the Manual, and User's Guide. This section tells what the manual is all about.

### Sec. 1.0 Scope

This section contains the coverage of the quality management system, equivalent to the scope of certification of **CORPORATE GUARANTEE (CG)**. The requirements stated in the Quality Management System shall apply to the covered branches. In this manual, whenever a department is mentioned, it shall also mean 'The Branch', as applicable. Currently, in reference to the head office, the three branches have the following functions:

	<i>Motor</i>	Sales	Under-writing	Cashier-ing	Claims
<i>Non-motor</i>					
METRO MANILA BRANCH		F	F	P	P
BULACAN BRANCH		F	F	P	P
SAN FERNANDO BRANCH		P	P	P	P
	NOT APPLICABLE				

Legend:

F – (Full function) the Branch performs its functions without the involvement of Head Office.

P – (Partial function) the Branch performs its functions with the involvement of Head Office

### Sec. 3.0 Terms and Definitions

This section contains the Definitions and Abbreviation of terms related to the quality

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MANUAL  
ISSUANCE NO. 2

ISO 9001:2015

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policy.

### **Sec. 4.0** Context of the Organization

This section contains the policy, application and reference related to the general requirements and documentation requirements of CG's quality management system.

### **Sec. 4.3** Determining the Scope of the Quality Management System

This section contains the organization shall apply the requirements of this International Standard if they are applicable within the determined scope of its quality management system.

### **Sec. 5.0** Leadership

This section contains the policy, application and reference related to the management commitment, customer focus, quality policy, planning, responsibility, authority & communication, and management review at CG's quality management system.

### **Sec. 6.0** Planning

This section contains the policy, application and reference related to the quality objectives and planning to achieve them.

### **Sec. 7.0** Support

This section contains the policy, application and reference related to the provision of resources, human resources, and infrastructure and work environment of CG.


### **Sec. 8.0** Operation

This section contains the policy, application and reference related to the planning of product realization, customer-related processes, design & development, purchasing, production & service provision, and control of monitoring & measuring devices in CG's quality management system.

### **Sec. 9.0** Performance Evaluation

This section contains the policy, application and reference related to monitoring & measurement, control of non-conforming products, analysis of data, corrective actions, and improvement of CG's quality management system.

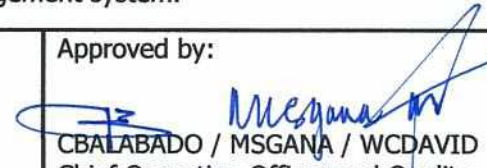
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### **Sec. 10.0 Improvement**

This section contains the policy, application and reference related to nonconformity and corrective action and continual improvement of Quality Management system.

### **Sec. 11.0 Appendix**

This section contains additional information related to the Quality System of CG's Authorized Signatories, quality objectives of by department and business planning.

4.0 All pages of this Manual have the same format except for the Title Page.

4.1 The Header contains the name of the organization implementing the ISO 9001:2015 Quality System Standards, the section and the subsection number and title of the particular subject discussed, the page number, the revision number and the date of effectivity.

4.2 The Footer contains the names and signatures of the persons who prepared, reviewed and approved the particular subsection page. It also contains the date when the page was prepared, reviewed and approved.

5.0 The page number (n1. n2 – n3/n4) located at the right topmost side of the Header represents the following:

n1. n2 = the Subsection Number or Section Number if there is no subsection  
 n3 = the sequential page number in a subsection or the sequential page number in a section if there is no subsection  
 n4 = the total number of pages in a subsection or section

6.0 The revision number states how many times the page has been revised with number "0" indicating the first issue.

7.0 The Effectivity Date shows the date when the subject stated in the document is to take effect.

8.0 The original copy (hard copy) of this Manual shall be issued to the Document Controller. All other users in the Head Office and the Branches shall access their copies thru the Local Area Network (LAN).

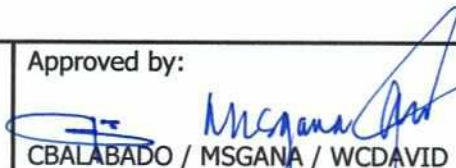
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9.0 The procedure code (AAA-NN-XX) refers to the alphanumeric reference of the procedure where:

- AAA - Department
- NNN - Clause Number
- XXX - Sequential Numbering of Procedure

In those procedures that are common and applicable to all Departments:

- AAAA - **Corporate Guarantee**

10.0 Department Heads shall ensure that the contents of this manual are internalized by all employees of their respective department and that all policies stated are implemented and maintained.

11.0 All employees of Corporate Guarantee shall be expected to keep this Manual strictly confidential and only for the exclusive use of CG personnel.

12.0 This Manual shall be updated regularly. Upgrading of manual issuance is done if there is a major change in the standards.

13.0 The following shall be updated only when a change is made on the contents of that page:

- a. ISO Standard at the header of the page shall be changed to the new version.
- b. "Deleted" Policy writing is one of the basic functions in the Underwriting Department.
- c. "Deleted" Before the Underwriting Head has dual function as Underwriting and Marketing Head.
- d. New name of Branches.
- e. Font type of all texts shall be changed to "Tahoma", CG's official font.

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