



**MANUAL
ISSUANCE NO. 2**

ISO 9001:2015

QUALITY MANUAL

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Section 7.0

SUPPORT

Effectivity Date:

June 30, 2020

Subsection: 7.1.1

ORGANIZATIONAL KNOWLEDGE

Revision No.

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I. POLICY

CORPORATE GUARANTEE (CG) ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system through e-mails, bulletin board postings, communication via mobile phones, and meetings such as the following:

MEETINGS	PURPOSE	FREQUENCY	ATTENDEES	RESPONSIBLE UNIT	RECORDS USED
1. MANCOM Meeting	Discussion of general issues and concerns such as admin policies, financial performance, operational concerns, services issues, and LGC Meeting highlights.	Once a month	COO, All Department and Branch Heads	COO	Minutes of the Meeting, Emails
2. Management Review	Discussion on the continuing suitability and effectiveness in satisfying the requirements of the ISO 9001:2015 standards, the Quality Policy and the Quality Objectives of the company.	<u>Once a year</u>	Quality Council	Quality Council Chairman Quality Management Representative	Minutes of the Meeting, Audit Report, Corrective Action Report, KPIs, Customer Overall Satisfaction Survey

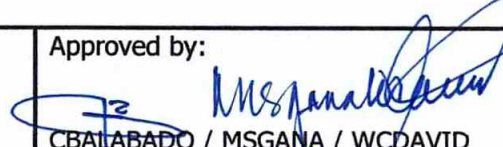
Prepared by:


JAZEN C. MAGAT
Document Controller

Reviewed by:


MYLA F. GARCIA
Quality Management Representative

Approved by:


CBALABADO / MSGANA / WCAVID
Chief Operating Officer and Quality Council Chairman / Deputy QCC



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3. Departmental/Branch Meetings	Discussion of internal issues and concerns, & monitoring of departmental/branch action plans. Dissemination of announcements made during the Management Committee Meeting.	<u>At least once a month</u>	Department/ Branch Head and Staff	Department/ Branch Head	Minutes of the Meeting, Emails
4. General Assembly	Discussion of general information/developments about the company; also serves as fellowship among employees.	Annually	All personnel	COO	Minutes of the Meeting, Emails
5. Emergency Meeting	Discussion of emergency issues	As warranted	Chief Operating Officer or Department Head, plus concerned personnel	COO or Department Head	Minutes of the Meeting, Emails
6. Orientation of New Employees	Introduction and familiarization of company policies, products and services, including the Quality Policy, Quality Objectives of the Department, and other related items in the QMS	Within the month upon hiring of concerned employee	Concerned Department /Branch Head, New Employee(s)	Department /Branch Head	Certificate of Orientation

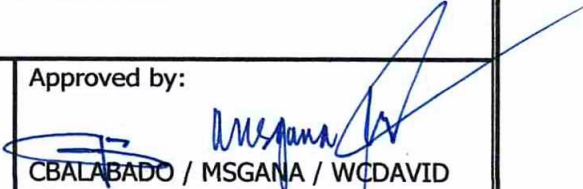
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Document Controller

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MYLA F. GARCIA
Quality Management Representative

Approved by:


CBALABADO / MSGANA / WcDAVID
Chief Operating Officer and Quality Council Chairman / Deputy QCC



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7. Business Planning	Development of business strategy.	Once, every end of the year	COO, All Department and Branch Heads	COO	Minutes of Meeting, Performance Report
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II. APPLICATION

All Departments

III. REFERENCES

Minutes of the Meeting
Attendance Records

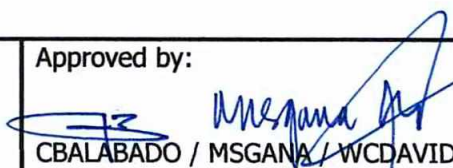
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JAZEN C. MAGAT
Document Controller

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MYLA F. GARCIA
Quality Management Representative

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CBALABADO / MSGANA / WCDAVID
Chief Operating Officer and Quality Council Chairman / Deputy QCC