

 <b>CGIC</b> CORPORATE GUARANTEE & INSURANCE COMPANY  <b>MANUAL</b> <b>ISSUANCE NO. 1</b>  <b>ISO 9001:2008</b>	<h1>QUALITY MANUAL</h1>		Page: 5.1-1/1
			Review Date: March 5, 2016
	Section 5.0 <b>MANAGEMENT RESPONSIBILITY</b>	Effectivity Date: March 14, 2016	
	Subsection 5.1 <b>MANAGEMENT COMMITMENT</b>	Revision No. 4	
<p><b>I. POLICY</b></p> <p><b>CORPORATE GUARANTEE &amp; INSURANCE COMPANY (CGIC)</b> 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.</p> <p><b>CGIC</b> Management shall ensure that the Quality Policy and Quality Objectives are established, implemented and maintained.</p> <p><b>CGIC</b> Management shall ensure that Management Reviews are conducted <u>twice a year</u>.</p> <p><b>CGIC</b> 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.</p> <p><b>II. APPLICATION</b></p> <p><b>CGIC's</b> Management Team</p> <p><b>III. REFERENCES</b></p> <ul style="list-style-type: none"> <li>Quality Policy</li> <li>Overall Quality Objectives</li> <li>Department Quality Objectives</li> <li>Minutes of the Meeting</li> </ul>			
Prepared by/Date:		Checked and Approved by/Date:	
 AMADOR M. TOLENTINO Quality Management Representative 03/12/16		 GILBERT M. FERNANDEZ 03/12/16 President and Chief Operating Officer, and QC Chairman	