NATIONAL COMMISSION
ON MUSLIM FILIPINOS

QUALITY MANAGEMENT SYSTEM (QMS) MANUAL

"Trabaho ko, Ibadah ko."

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1.1 PROFILE

The National Commission on Muslim Filipinos (NCMF) was created by virtue of Republic Act No. 9997, otherwise known as the "National Commission on Muslim Filipinos Act of 2009" signed into law on February 18, 2010.

NCMF is mandated to preserve and develop the culture, tradition, institutions, and well-being of Muslim Filipinos, in conformity with the country's laws and in consonance with national unity and development.

1.2 VISION

Progressive, caring and peaceful Muslim Filipino Communities living harmoniously with all stakeholders.

1.3 MISSION

The National Commission on Muslim Filipinos is committed to promote the well-being of Muslim Filipinos and strengthen Islamic Institutions towards National Unity.

1.4 CORE VALUES

Integrity
Committed
Innovative
Nurturing
God Fearing

The Records and Communications Unit of the Administrative Services protects, stores, and manages all NQMS-related records and documents, particularly the NQMS Manual (NQMSM), in accordance with the following:

- Directly in-charge of the NQMSM
- Controls copies of the NQMSM
- Updates and ensures all revisions, amendments, and updates as approved are incorporated in the NQMSM, and in accordance with set protocols in document control and management
- Disseminates all updates, amendments, and revisions to key and strategic NCMF units/offices
- Maintains a safe and easily accessible, user-friendly storage facility and location for the NQMSM
- Designates personnel to be in charge of implementing all of the abovementioned protocols on custodianship of the NQMSM.

3.1 SCOPE AND APPLICATION

The NCMF's Quality Management System (NQMS) includes all the agencies core and support processes as aligned with its Vision and Mission and is guided by all the identified governing and relevant policies and objectives of all of its Stakeholders. The said core and support processes are implemented to meet and exceed all the identified needs of said Stakeholders – in accordance with all relevant ISO 9001 Standard Requirements for Quality Management Systems.

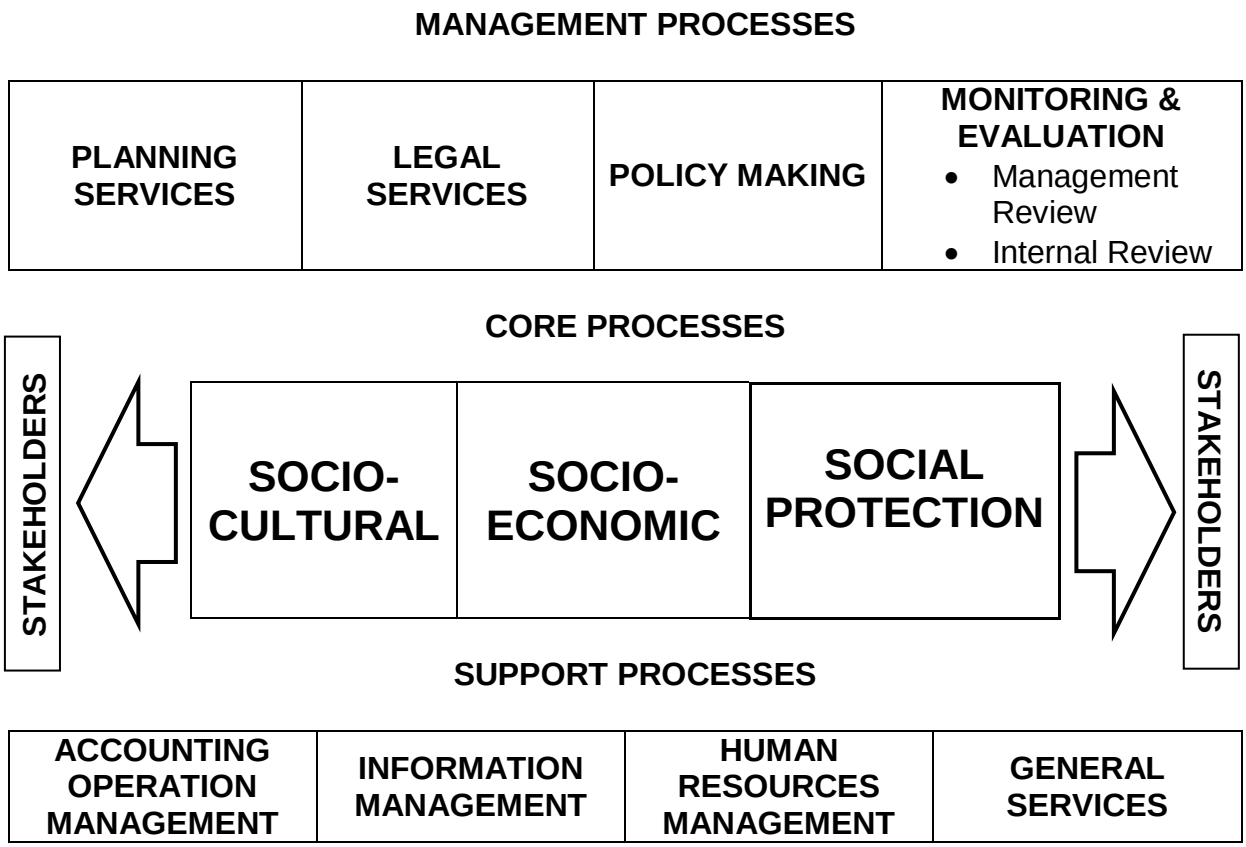
3.2 Process Model

The NCMF's core processes are the following:

- Socio-Economic Services provide Muslim Communities opportunities for economic development through studies and researches and coordination aimed at providing livelihood programs, financial assistance and other related activities.
- Social Protection Services takes the lead in linkages, coordination, studies and researches and development and implementation of programs to maintain peace, find solutions to conflicts and the prevention of conflict escalation to attain peaceful Filipino Muslim communities smoothly integrated with the rest of the Filipino Society
- Socio-Cultural Services manages studies and implementation of projects, programs and activities aimed at enhancing and preserving institutions, practices and the overall culture of the Filipino Muslim Communities

Supporting those core processes are Legal Services, Policy-Making Services, and Planning Services. Logistics and Resource Services are provided by the Information Services, General Services, Accounting Services, Human Resources Management Services, and Property Management Services.

3.3 NCMF PROCESS MODEL



4.1 GENERAL PROVISIONS

All documentation requirements of the NCMF Quality Management System are included in its duly approved Quality Management System Manual: NCMF Quality Policy, objectives and all other relevant documents and records.

4.2 THE QUALITY MANUAL

NCMF's Quality Manual presents the entire coverage of its QMS and the rationale for any exclusion. It contains all NCMF core processes and the support processes needed to keep it running smoothly.

4.3 CONTROL OF DOCUMENTS

4.3.1 Procedure

NCMF implements and regularly improves a developed system aimed at safekeeping, protection, storage, updating and management of all documents and records pertaining to its QMS. Included in the system is a Master List that contains the following:

- Quality Policy
- Quality Objectives
- Quality Manual
- QMS Forms
- Policies and procedures related to the QMS implementation

4.3.2 Review and Approval

Designated Records Control Officers implement NCMF's Control of Documents Procedure.

4.3.3 Updating of Records and Documents

The Control of Documents Procedure, using a developed Master List, provides protocol for segregation of records and documents based on their recency and obsolescence, utilization, easy access and identification.

4.4 CONTROL OF RECORDS

4.4.1 Procedure

NCMF's Records Unit implements the following:

- Maintenance of a quality procedure for control, identification, collection, filling, access and retrieval, storage and proper disposition of all records per set standards
- Designated storage areas and containers shall be used
- Electronic data shall be, in coordination with NCMF ICT unit, shall be properly backed-up and stored
- A disposal system based on current National Archives of the Philippines's systems and procedures shall be implemented

5.1 MANAGEMENT COMMITMENT

All key officials and employees of the NCMF is committed to implement, manage, improve and maintain NCMF QMS, in accordance with governing Government Quality Management Programs. Management is committed to provide necessary Human and Financial resources to ensure success of its QMS.

5.2 STAKEHOLDER FOCUS

Quality service is an essential part of NCMF's "*Trabaho ko, Ibadah ko*" principle. "*Trabaho ko, Ibadah ko*" [My job, my religious obligations] is aimed at reminding and encouraging NCMF officials and staffs and all Muslim Filipinos that every work done with the best intention, no matter how little, can be an act of worship to the Almighty Allah. This principle guides our action to deliver services that are compliant and preferred by our clients, consumers, and partners with utmost satisfaction. They are vital for the achievement of our goal to be a premier government agency committed and competent to promote the well-being of Muslim Filipinos.

At NCMF, our commitment is to never compromise on the timeliness and quality of our projects/programs, products and services. This requires everybody to understand their responsibility in achieving our quality objectives and be empowered to take action in order to protect our clients and the image of our Commission.

The QMS shall contain procedures in assessing quality of service delivery to all of NCMF's stakeholders that include but not limited to, the following:

- The general public particularly members of Filipino Muslim communities
- The National Government and all its agencies governing and or interacting with NCMF
- All local and international partner agencies and institutions
- NCMF employees

5.3 QUALITY POLICY

NCMF QUALITY POLICY

Quality is all about the satisfaction of our clients and trust of our external partner organizations.

At NCMF, Quality is at the center of our Trabaho ko, Ibadah ko principle. Every day, the services by NCMF are sought by thousands of Muslim Filipinos all over the Philippines to fulfil their basic services needs, socioeconomic and socio-cultural needs.

This satisfaction and trust is based upon our mandate to preserve and develop the culture, tradition, institutions, and well-being of Muslim Filipinos, in conformity with the country's laws and in consonance with national unity and development. It has been built upon the creation of the Commission by virtue of Republic Act No. 9997 in February 18, 2010.

Every program and project, every employee, every partner organization, every service and every consumer and client contact helped to develop this satisfaction and trust. An NCMF name on a project/program or product is a promise that it complies with all relevant laws and regulations and that it constantly meets our high standards of Quality.

In order to sustainably create value and to effectively and efficiently build customer, consumer, and partner satisfaction and trust, Quality at NCMF is to:

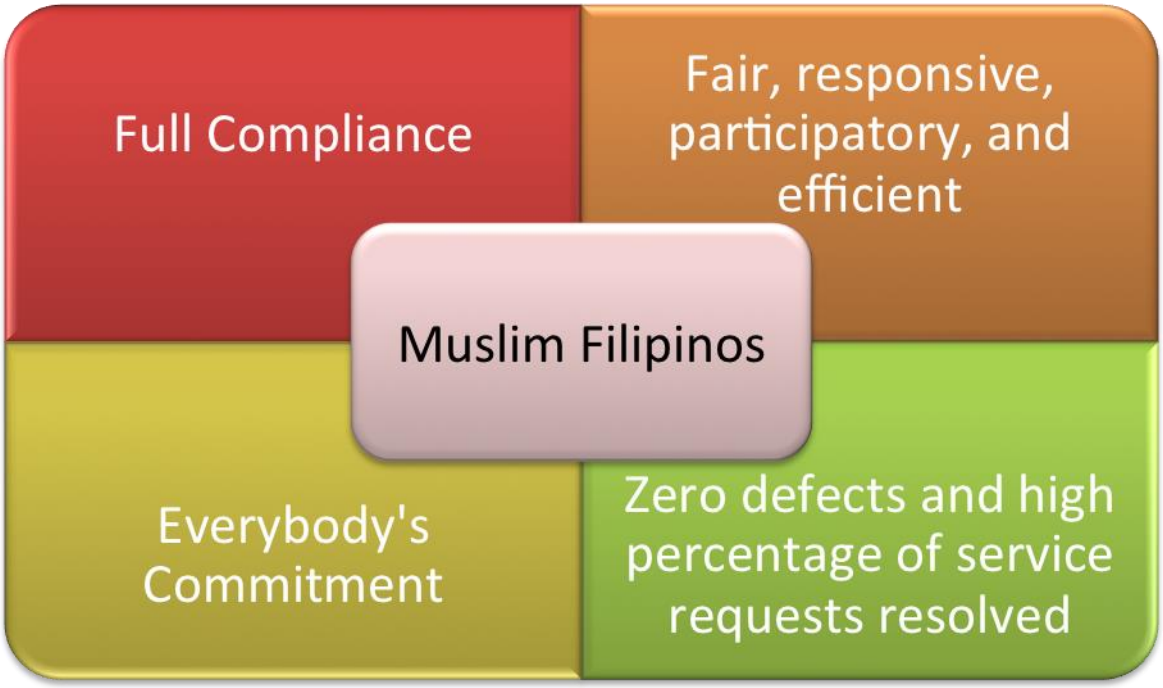
1. Guarantee **full compliance** by respecting our mandates, implementing rules and regulations, and standards with full transparency and accountability.

2. Ensure **fair, responsive, participatory, and efficient** delivery of services to satisfy consumers, clients, and partner organizations by considering highly what they value and by offering projects/programs and services that always meet or surpass their expectations.

3. Strive for **zero defects and high percentage of service requests resolved** within an agreed time by constantly looking for opportunities to apply our continuous improvement approach to deliver with highest efficiency and professionalism.

4. Engage **everybody's commitment**, at all levels of our organization to build the NCMF Quality Culture.

The diagram below summarizes NCMF's QUALITY POLICY:



5.4 PLANNING

NCMF, through this QMS, believes planning is crucial for the agency in meeting its short and long term goals. This is operationalized in the various monitoring and assessment reports done by its Planning Services to ensure that appropriate measures are implemented to address relevant quality planning concerns.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 General Provisions

As stated in the Management Commitment and Quality Policy, all NCMF employees shall work together in implementing this QMS; specific roles, duties and responsibilities related to this QMS shall be clear to all, and all pertinent objectives, goals, policies shall be cascaded and communicated to all NCMF personnel.

5.5.2 Responsibility and Authority

To ensure clear and effective performance of specific tasks to implement this QMS, NCMF shall form a QMS Core Group (QCG) that will be directly responsible in implementing, controlling, monitoring, and managing this QMS. The QCG shall be composed of the following, with their specific functions:

- The Planning Team - ensures quality objectives are established and are measurable and are supported by activities needed to achieve such objectives

- The Workplace Management Team - ensures that the work environment provides the conditions needed to fully support the successful and effective implementation of this QMS

- Documents and Records Control Team - ensures that documents are properly stored, safe, updated properly, easily identifiable and located

- Internal Audit Team - ensures conformance of the QMS with the requirements of this QMS through periodic audits and provides management feedback about conformities and non-conformities and the needed solutions and appropriate corrective or preventive measures as provided for under relevant provisions of this QMS

5.5.3 Management Quality Representative

- Ensures the development, implementation and maintenance of the QMS
- Monitors and reports to Management performance of the QMS, issues and concerns that need to be addressed
- Implements plans, project needed to achieve targets of this QMS
- Leads in the development of all required programs to ensure success of this QMS

5.5.4 Internal Communication

A Communication Plan shall be developed and implemented to ensure that all segments of NCMF personnel fully understand the goals, objectives and targets of this QMS.

5.6 MANAGEMENT REVIEW

The NCMF Management, through the QMR, conducts planned review and evaluation of the implementation of the QMS. It shall, among others, perform the following:

- Ensure results of Management Reviews are evaluated and addressed
- Checks results of quality audits, corrective and preventive actions
- Identifies areas for improvements to the QMS

6.1 GENERAL PROVISIONS

The NCMF Management commits to provide all necessary resources to effectively implement this QMS. Its Administrative Services, Finance and Management Services, and the Planning Services work hand-in-hand to provide economical, efficient and effective processes related to infrastructure management (Human Resources, Information, Communication Technology), budgeting and other financial support.

6.2 HUMAN RESOURCES MANAGEMENT

The Administrative Services through its HRMD provides the necessary service to the NCMF HR Capital following prescriptive procedures emanating from governing stakeholders (CSC, DBM, OP, among others. It develops and administers personnel program including selection and placement, training, position classification and compensation framework, career development, manages and implements a Performance Management System, employee rewards and benefits program, and employee-employer relations.

6.3 MANAGEMENT OF INFRASTRUCTURE AND ENVIRONMENT

Administrative Services' General Services Division monitors and determines quality levels of facilities and equipment needed for a work environment that enhances productivity and performance. It is responsible for the provision of adequate office space, vehicles and other supplies services required to implement this QMS. The unit is also responsible for the upkeep and maintenance of NCMF building and grounds, provision of security and janitorial services to maintain a safe and hygienic work environment.

6.4 INFORMATION MANAGEMENT

NCMF's Planning Services develops and recommends appropriate ICT hardware and software needed to catalyze information sharing and generation to facilitate systems and procedures necessary for effective and efficient interfacing of all NCMF units. The unit takes charge in the conduct of relevant studies and researches for ICT policy formulation, in the development, maintenance, updating and implementation of a management information system.

6.5 PROCUREMENT AND PROPERTY MANAGEMENT

The GSD under the Administrative Services develops and implements the procurement and property management program of the NCMF in accordance with governing government issuances and policies.

6.6 FINANCE AND MANAGEMENT SERVICES

Finance and Management Services Provide Management with sound advice of financial and management policies; provide economical, efficient and effective budgetary, financial, management services and internal control systems supporting this QMS. It develops and administer management audit programs towards increased efficiency and effectiveness in operation. It is also in charge of developing and updating NCMF Manual of Operations.

6.7 PLANNING SERVICES

The unit is responsible for providing NCMF efficient and effective planning, monitoring and evaluation of programs and projects in support of this QMS. Its key duties include:

- Development of research and information policies
- Provides services relevant to planning, programming, project development and evaluation, MIS, and conducts periodic researches and studies on NCMF information and publication activities
- Assists in negotiating with international or bilateral agencies in carrying out various programs and projects of the NCMF
- Prepares regular reports to various stakeholders

6.8 LEGAL SERVICES

NCMF's Bureau of Legal Affairs provides Muslim Filipinos legal services including legal education and assistance in cases of litigation involving their person or interests. It acts as legal counsel of the NCMF and investigates cases involving personnel and submits appropriate recommendations.

The NCMF's core processes are grouped into four major types as dictated by its mandate and as performed by its units performing core processes. Although each core process offers products and services distinctly different from each other, the planning for the realization of their respective product and services all involves the definition of the processes for producing their products necessary to meet customer needs. The totality of the services and products produced by key units are grouped into three major categories:

- **SOCIO-CULTURAL SERVICES**
- **SOCIO-ECONOMIC SERVICES**
- **SOCIAL PROTECTION SERVICES**

7.1 SOCIO-CULTURAL SERVICES

The **BUREAU OF MUSLIM SETTLEMENTS (BMS)** provides services that greatly contribute to the promotion and development of Muslim Filipino Settlements. It conducts relevant studies and researches, monitors program implementation and introduces support programs. All its activities are conducted in coordination with governing and partner agencies.

Planning for Product Realization

The BMS plans and develops the processes needed for product realization consistent with all the requirements of this QMS and ensures that all objectives are attained.

Customer-Related Processes

Determination of the Requirements Related to the Services/Products

To ensure adherence to the QMS the BMS determines that all the necessary steps, procedures, guidelines are followed in all key procedures that include the following:

- Systems and Procedures in the Informal Settler Families (ISF) Program
- Relief Assistance Process
- Disaster and Relief Operations
- Disaster and Relief Training and Development Programs

Review of the Requirements Related to the Service/Product

The BMS evaluates and reviews the requirements related to the creation and delivery of the product/services and ensures that every component are duly-approved and quality-controlled from Planning to Implementation and delivery to stakeholders.

Design and Development Planning

The BMS plans and controls the design and development of its products and services in coordination with relevant NCMF units. Specific activities include:

- The design and development stage (reports, evaluation, recommendation, approval)
- Review and validation that are required
- The work breakdown schedule (WBS) specifying clear responsibilities and tasks per product

Design and Development Inputs

Inputs relating to product requirements are determined and records are maintained and updated as needed.

Design and Development Outputs

The outputs of design and development are in a form suitable for verification against the design and development input and are approved prior to release.

The Service design and development outputs:

- Meets the input requirements for design and development
- Provides appropriate information for product provision,
- Contains or reference product acceptance criteria; and
- Specifies the characteristics of the products that are essential for stakeholder satisfaction

Design and Development Review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

- Evaluates the ability of the results of design and development to meet requirements and
- Identifies any problems and proposes necessary actions

Participants in such reviews include representatives of functions concerned with the design and development stage(s) are reviewed. Records of the results of the reviews and any necessary actions are maintained.

Design and Development Verification

Verification is performed in accordance with planned arrangement to ensure the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

Records shall remain legible and readily identifiable and retrievable. The Service maintains the data for at least three (3) years and subsequently forwarded to the Records Division.

Design and Development Validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specific application or intended use. Whenever practicable, the validation is completed prior to the delivery and implementation of the product. Records of the results of validation or any necessary action is maintained.

Control of Design and Development Changes

Design and development changes are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review and development change includes evaluation of the effect of the changes on constituent parts and products already delivered. Records of the results of the review of changes and any necessary action are maintained.

The BUREAU OF MUSLIM CULTURAL AFFAIRS (BCMA) is responsible for the cultural development of Filipino Muslim communities through the formulation of policy and plans and implementation of programs and projects to achieve its functional mandate. It formulates educational program designed to improve the literacy level of Muslim Filipinos and is also responsible for the Madrasah Institutions in the country.

Planning for Product Realization

The BCMA plans and develops the processes needed for product realization consistent with all the requirements of this QMS and ensures that all objectives are attained.

Customer-Related Processes

Determination of the Requirements Related to the Services/Products

To ensure adherence to the QMS the BCMA determines that all the necessary steps, procedures, guidelines are followed in all key procedures.

Review of the Requirements Related to the Service/Product

The BCMA evaluates and reviews the requirements related to the creation and delivery of the product/services and ensures that every component are duly-approved and quality-controlled from Planning to Implementation and delivery to stakeholders.

Design and Development Planning

The BCMA plans and controls the design and development of its products and services in coordination with relevant NCMF units. Specific activities include

- The design and development stage (reports, evaluation, recommendation, approval)
- Review and validation that are required
- The work breakdown schedule (WBS) specifying clear responsibilities and tasks per product

Design and Development Inputs

Inputs relating to product requirements are determined and records are maintained and updated as needed.

Design and Development Outputs

The outputs of design and development are in a form suitable for verification against the design and development input and are approved prior to release.

The Service design and development outputs:

- Meets the input requirements for design and development
- Provides appropriate information for product provision,
- Contains or reference product acceptance criteria; and
- Specifies the characteristics of the products that are essential for the stakeholders

Design and Development Review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

Evaluates the ability of the results of design and development to meet requirements and
Identifies any problems and proposes necessary actions

Design and Development Verification

Verification is performed in accordance with planned arrangement to ensure the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

Records shall remain legible and readily identifiable and retrievable. The Service maintains the data for at least three (3) years and subsequently forwarded to the Records Division.

Design and Development Validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specific application or intended use. Whenever practicable, the validation is completed prior to the delivery and implementation of the product. Records of the results of validation or any necessary action are maintained.

Control of Design and Development Changes

Design and development changes are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review and development change includes evaluation of the effect of the changes on constituent parts and products already delivered. Records of the results of the review of changes and any necessary action are maintained.

THE BUREAU OF PILGRIMAGE AND ENDOWMENT (BPE) strengthens the culture of NCMF's primary stakeholders. It is primarily responsible for the administration of the Annual Muslim Pilgrimage to Mecca, KSA and formulates and implements required activities and programs.

Planning for Product Realization

The BPE plans and develops the processes needed for product realization consistent with all the requirements of this QMS and ensures that all objectives are attained.

Customer-Related Processes

Determination of the Requirements Related to the Services/Products

To ensure adherence to the QMS the BPE determines that all the necessary steps, procedures, guidelines are followed in all key procedures that include the following:

- Systems and Procedures in the Availment of the *Hajj* Program
- *Hajj* Application Guidelines Process
- Implementation of the Annual *Hajj* Operation Frontline Services
- Implementation of the Travel Agencies Arrangement
- Criteria and Requirements in the Accreditation of *Sheikhs*
- WAQF (Islamic Endowment) Administration Services

Review of the Requirements Related to the Service/Product

The BPE evaluates and reviews the requirements related to the creation and delivery of the product/services and ensures that every component are duly-approved and quality-controlled from Planning to Implementation and delivery to stakeholders.

Design and Development Planning

The BPE plans and controls the design and development of its products and services in coordination with relevant NCMF units. Specific activities include

- The design and development stage (reports, evaluation, recommendation, approval)
- Review and validation that are required
- The work breakdown schedule (WBS) specifying clear responsibilities and tasks per product

Design and Development Inputs

Inputs relating to product requirements are determined and records are maintained and updated as needed.

Design and Development Outputs

The outputs of design and development are in a form suitable for verification against the design and development input and are approved prior to release.

The Service design and development outputs:

a) Meets the input requirements for design and development
b) Provides appropriate information for product provision,
c) Contains or reference product acceptance criteria; and
d) Specifies the characteristics of the products that are essential for the advancement of the stakehoders

Design and Development Review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

a) Evaluates the ability of the results of design and development to meet requirements and
b) Identifies any problems and proposes necessary actions

Design and Development Verification

Verification is performed in accordance with planned arrangement to ensure the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

Records shall remain legible and readily identifiable and retrievable. The Service maintains the data for at least three (3) years and subsequently forwarded to the Records Division.

Design and Development Validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specific application or intended use. Whenever practicable, the validation is completed prior to the delivery and implementation of the product. Records of the results of validation or any necessary action are maintained.

Control of Design and Development Changes

Design and development changes are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review and development changes include

evaluation of the effect of the changes on constituent parts and products already delivered. Records of the results of the review of changes and any necessary action are maintained.

THE BUREAU OF EXTERNAL RELATIONS (BER) provides services aimed at strengthening linkages with all internal and external stakeholders. As the official Communication Center of the NCMF, it is responsible for cascading the NCMF's programs for buy-ins and vital support and understanding by stakeholders and hence, reinforcing interfacing of NCMF's core processes and services.

Planning for Product Realization

The BER plans and develops the processes needed for product realization consistent with all the requirements of this QMS and ensures that all objectives are attained.

Customer-Related Processes

Determination of the Requirements Related to the Services/Products
To ensure adherence to the QMS the BER determines that all the necessary steps, procedures, guidelines are followed in all key procedures that include the following:

- Management Assistance Service
- Employment Assistance Service
- Scholarship Assistance
- Public Information Service

Review of the Requirements Related to the Service/Product

The BER evaluates and reviews the requirements related to the creation and delivery of the product/services and ensures that every component are duly-approved and quality-controlled from Planning to Implementation and delivery to stakeholders.

Design and Development Planning

The BER plans and controls the design and development of its products and services in coordination with relevant NCMF units. Specific activities include

- The design and development stage (reports, evaluation, recommendation, approval)
- Review and validation that are required

- The work breakdown schedule (WBS) specifying clear responsibilities and tasks per product

Design and Development Inputs

Inputs relating to product requirements are determined and records are maintained and updated as needed.

Design and Development Outputs

The outputs of design and development are in a form suitable for verification against the design and development input and are approved prior to release.

The Service design and development outputs::

a) Meets the input requirements for design and development
b) Provides appropriate information for product provision,
c) Contains or reference product acceptance criteria; and
d) Specifies the characteristics of the products that are essential for the advancement of the stakeholders

Design and Development Review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

a) Evaluates the ability of the results of design and development to meet requirements and
b) Identifies any problems and proposes necessary actions

Design and Development Verification

Verification is performed in accordance with planned arrangement to ensure the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

Records shall remain legible and readily identifiable and retrievable. The Service maintains the data for at least three (3) years and subsequently forwarded to the Records Division.

Design and Development Validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specific application or intended use. Whenever practicable, the validation is completed prior to the delivery and implementation

of the product. Records of the results of validation or any necessary action is maintained.

Control of Design and Development Changes

Design and development changes are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review and development changes include evaluation of the effect of the changes on constituent parts and products already delivered. Records of the results of the review of changes and any necessary action are maintained.

7.2 SOCIAL PROTECTION SERVICES

To achieve its Vision and Mission, smooth integration of Filipino Muslim Communities and its micro-political system with mainstream Political and Administration systems is vital. **THE BUREAU OF PEACE AND CONFLICT RESOLUTION (BPCR)** is at the forefront in the conduct of peace and settlement of conflict among Muslim Filipinos and participates in the National Peace Process. The major goal is to prevent, de-escalate and find solutions to conflicts through peaceful means.

Planning for Product Realization

The BPCR plans and develops the processes needed for product realization consistent with all the requirements of this QMS and ensures that all objectives are attained.

Customer-Related Processes

Determination of the Requirements Related to the Services/Products

To ensure adherence to the QMS the BPCR determines that all the necessary steps, procedures, guidelines are followed in all key procedures that include the following:

- Peace Program Development
- Conflict Resolution Process

Review of the Requirements Related to the Service/Product

The BPCR evaluates and reviews the requirements related to the creation and delivery of the product/services and ensures that every component are duly-approved and quality-controlled from Planning to Implementation and delivery to stakeholders.

Design and Development Planning

The BPCR plans and controls the design and development of its products and services in coordination with relevant NCMF units. Specific activities include

- The design and development stage (reports, evaluation, recommendation, approval)
- Review and validation that are required
- The work breakdown schedule (WBS) specifying clear responsibilities and tasks per product

Design and Development Inputs

Inputs relating to product requirements are determined and records are maintained and updated as needed.

Design and Development Outputs

The outputs of design and development are in a form suitable for verification against the design and development input and are approved prior to release.

The Service design and development outputs::

a) Meets the input requirements for design and development
b) Provides appropriate information for product provision,
c) Contains or reference product acceptance criteria; and
d) Specifies the characteristics of the products that are essential for the advancement of the stakeholders

Design and Development Review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

a) Evaluates the ability of the results of design and development to meet requirements; and
b) Identifies any problems and proposes necessary actions.

Design and Development Verification

Verification is performed in accordance with planned arrangement to ensure the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

Records shall remain legible and readily identifiable and retrievable. The Service maintains the data for at least three (3) years and subsequently forwarded to the Records Division.

Design and Development Validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specific application or intended use. Whenever practicable, the validation is completed prior to the delivery and implementation of the product. Records of the results of validation or any necessary action are maintained.

Control of Design and Development Changes

Design and development changes are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review and development changes include evaluation of the effect of the changes on constituent parts and products already delivered. Records of the results of the review of changes and any necessary action are maintained.

7.3 SOCIO-ECONOMIC SERVICES

THE BUREAU OF MUSLIM ECONOMIC AFFAIRS (BMEA) promotes and develops economic livelihood programs and projects through provision of loans, entrepreneurship, trade and marketing assistance to members of Muslim Filipino communities. Specifically, it promotes the development of cooperatives, implements manpower training and community self-help projects all designed for the economic development of Muslim Filipinos.

Planning for Product Realization

The BMEA plans and develops the processes needed for product realization consistent with all the requirements of this QMS and ensures that all objectives are attained.

Customer-Related Processes

Determination of the Requirements Related to the Services/Products
To ensure adherence to the QMS the BMEA determines that all the necessary steps, procedures, guidelines are followed in the following:

- Entrepreneurial Programs

- Cooperative Program
- Promotion of Islamic Finance and Investments
- Manpower Development Programs
- *Halal* Development Programs

Review of the Requirements Related to the Service/Product

The BMEA evaluates and reviews the requirements related to the creation and delivery of the product/services and ensures that every component are duly-approved and quality-controlled from Planning to Implementation and delivery to stakeholders.

Design and Development Planning

The BMEA plans and controls the design and development of its products and services in coordination with relevant NCMF units. Specific activities include

- The design and development stage (reports, evaluation, recommendation, approval)
- Review and validation that are required
- The work breakdown schedule (WBS) specifying clear responsibilities and tasks per product

Design and Development Inputs

Inputs relating to product requirements are determined and records are maintained and updated as needed.

Design and Development Outputs

The outputs of design and development are in a form suitable for verification against the design and development input and are approved prior to release.

The Service design and development outputs::

a) Meets the input requirements for design and development
b) Provides appropriate information for product provision,
c) Contains or reference product acceptance criteria; and
d) Specifies the characteristics of the products that are essential for the advancement of the stakeholders

Design and Development Review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

a) Evaluates the ability of the results of design and development to meet requirements and
b) Identifies any problems and proposes necessary actions

Design and Development Verification

Verification is performed in accordance with planned arrangement to ensure the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

Records shall remain legible and readily identifiable and retrievable. The Service maintains the data for at least three (3) years and subsequently forwarded to the Records Division.

Design and Development Validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specific application or intended use. Whenever practicable, the validation is completed prior to the delivery and implementation of the product. Records of the results of validation or any necessary action are maintained.

Control of Design and Development Changes

Design and development changes are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review and development changes include evaluation of the effect of the changes on constituent parts and products already delivered. Records of the results of the review of changes and any necessary action are maintained.

8.1 Stakeholder Satisfaction

NCMF monitors the service outcomes in terms of meeting the stakeholders' requirements and expectations. Periodic gathering of stakeholders' feedback and perception shall be conducted.

8.2 Internal Audit

NCMF through its Internal Quality Auditor (IQA) team establishes and maintains a quality procedure on internal audit to verify whether quality activities and related results conform to the planned arrangements and to determine the effectiveness of the QMS.

The results of the audits are recorded and reported. The report contains details of:

- Conformities and nonconformities;
- Root-cause analysis;
- Correction and corrective action including dates of completion and responsibilities; and
- Follow-up audit

The observations are brought to the attention of the personnel having responsibility in the audited area. The concerned Unit Head shall make timely correction and corrective actions on the nonconformities identified during the audit based on the Corrective Action Procedure.

Follow-up audit activities are conducted to verify and record the implementation and effectiveness of the actions taken. IA results are reported during Management Review using the Audit Summary.

Records of the audit and results are maintained in accordance to the Quality Procedures on Records Control.

8.3 Monitoring and Measurement of Process

NCMF applies suitable methods for monitoring and, where applicable, measurement of the QMS processes. LWUA conducts regular Executive Committee meetings, Quarterly Assessment sessions and Annual Planning Sessions to track the progress of objectives, targets, and plans. NCMF also uses its Quality Procedure on Internal Audit to monitor the QMS processes.

8.4 Monitoring and Measurement of Product

NCMF monitors and measures the characteristics of the product using quality criteria of its various products and services to ensure conformity to requirements. These are carried out at appropriate stages of the product realization process.

Delivery of product or service shall not proceed until the planned arrangements have been satisfactorily completed unless otherwise approved by relevant authority and, where applicable, by the stakeholders.

Records, indicating the personnel authorized to release the product, are maintained in accordance to the Quality Procedures on Records Control.

8.5 Control of Nonconformity

NCMF maintains a Quality Procedure on Control of Nonconformity to ensure that non-conformities are identified and controlled by concerned units to prevent unintended use or delivery. The procedure defines the controls and related responsibilities and authorities for dealing with nonconformities.

When the non-conformity is corrected, NCMF performs re-verification to demonstrate conformity to the requirements.

Records of the nature of non-conformities and any subsequent actions taken, including concessions obtained, shall be maintained in accordance to the Quality Procedures on Records Control.

8.6 Analysis of Data

NCMF collects and analyzes data to demonstrate the suitability and effectiveness of the QMS and to identify improvements that can be made. Data are analyzed to provide information on the following:

- Stakeholder satisfaction;
- Status of objectives, targets, and plans;
- Nonconformities and actions taken;
- Audit observations; and
- Suppliers'/Contractors' performance

Data analysis is conducted to provide significant evidence of the effectiveness of the system and its continual improvement.

8.7 Continual Improvement

NCMF strives to continually improve the effectiveness of the QMS through the use of the QMS policy and objectives, audit results, analysis of data, corrections, corrective and preventive actions, and Management Review.

Corrective Action

NCMF maintains Quality Procedure on Corrective Action to ensure that corrections are made to nonconformities. This procedure also provides a system for determining the causes of nonconformities and implementing appropriate corrective actions to ensure that nonconformities will not recur.
Records of the results of the corrective actions taken are maintained in accordance to the Quality Procedures on Records Control.

Preventive Action

NCMF maintains Quality Procedure on Preventive Action for determining potential nonconformities and their causes and implementing appropriate preventive actions to ensure that nonconformities do not occur.

Records of the results of the preventive actions taken are maintained in accordance to the Quality Procedures on Records Control.

APPROVED BY:

YASMIN BUSRAN-LAO
Secretary

MARCH 29, 2017

MANDATORY PROCEDURES

1.0 Purpose

To provide a guide for an effective method of controlling internal and external documents used in the implementation of NCMF's Quality Management System (QMS).

2.0 Definition of Terms

Internal Documents refer to documents generated within NCMF such as Quality Manual, Memoranda, Office Orders, Briefs

External Documents refer to documents used in the implementation of NCMF's QMS which originate from sources outside LWUA.

Records Division refers to the office where master copies of documents are kept and filed. The Records Officer is the keeper of documents. Each NCMF unit appoints respective RO to keep master copies of documents originating within respective offices.

Master Copy refers to the original document that has to be always controlled and filed at the Records Division.

Controlled Copy refers to documents issued to all heads of offices.

Uncontrolled copy refers to printed copies of documents that are given for information and reference purposes only.

Obsolete Copy refers to documents that have become obsolete due to revisions and which are kept for a period in accordance with Records Disposition Schedule.

Masterlist of Key Documents refers to all internal and external documents used in NCMF's QMS.

OPERATIONAL PROCEDURE

The HRDD has adopted a simplified and practical records management system. All official incoming and outgoing communications, office orders, memoranda, fax and electronic mails are handled in the HRDD by the Receiving Officer for sorting, date stamping, recording, routing or disposal following the procedures below:

I. Incoming and Inter-Office Communications:

1.1 Communication/s are received for proper recording and routing purposes. A log book for incoming communications is being maintained.

1.2 Scanned copies of the document/s are retained and filed after appropriate actions have been made;

1.3 Travel Orders and other similar issuances are numbered for easy tracking and retrieval;

1.4 Posting of Documents:

- Documents such as vacancies, personnel actions, important memos and announcements are posted either in the web-site or in bulletin boards

II. Out-going Communications:

All outgoing official communications from the HRDD are recorded in a log book and maintained indicating the following:

- Classification of outgoing correspondence
- Addressee
- Date Mailed

III. Electronic Records, Audio, Video and Paper-Based Data

- All electronic records and paper-based data or documents are likewise electronically filed (in a computer) backed up with a hard drive;

IV. Records Retrieval, Retention, Transfer and Disposal:

- Records which are not confidential may be retrieved or reproduced in the HRDD, provided, that a Requisition Form shall be accomplished and duly submitted by the requesting party, subject for approval.

- Confidential and classified records are strictly not to be released without the proper authority.

- The HRDD at all times, exercises control over classified documents to ensure that only authorized persons have access to the information thus, preventing records to be lost, stolen or damaged. This ensures protection of privacy and confidentiality and prevents inappropriate disclosure of information that may harm and infringe the right to privacy of individuals.

- In the retention, storage, transfer and disposal of records, a file plan and schedule must be prepared to serve as guide. 201 Files and application papers are numerically filed while other communications are for easy access and retrieval.

V. Formatting

This applies to internally generated documents used in the implementation of the NCMF's Quality Management System.

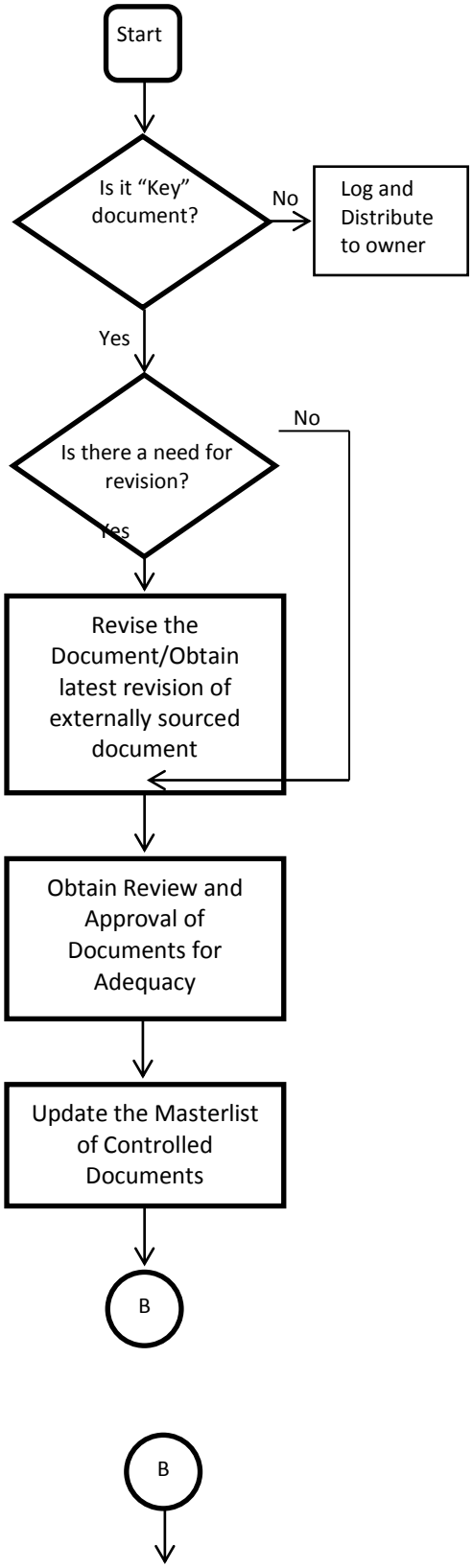
Document Format

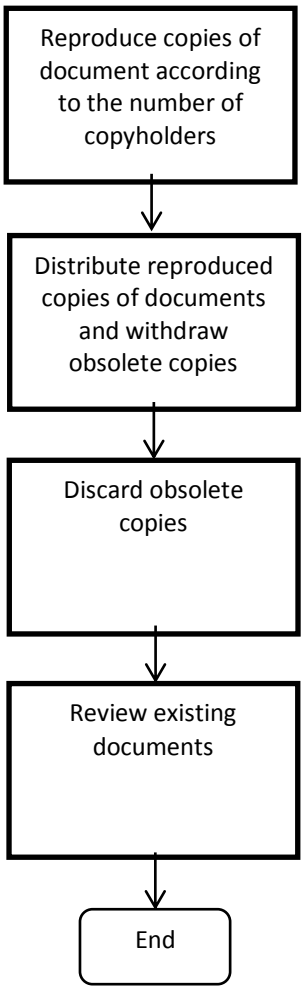
1. The header and footer used for this work instruction is the official template to be used for the quality manual, procedures, and work instructions.
2. The standard contents of a procedure are the following:
    a. Purpose
    b. Definition of Terms
    c. Details
    d. References
    e. Records
    f. Attachments
3. Calibri (Body) 11 is the official font and size of the contents.
4. The header bears the official logo of the Agency.
5. QMS forms bear the official logo of the Agency, a document code, and a revision level.
    a. The official logo is located at the upper left corner.
6. Document Coding
    a. Quality Manual - NCMF.QM
    b. Procedure - XXX.QP.YY
    c. Work Instruction - XXX.WI.YY

Where:

XXX is the designated code for each area/office.
YY is a series number of the procedure/work instruction starting from 01.
QP is quality procedure
WI is work instruction

CONTROL OF DOCUMENTS PROCEDURE

Process Flow	Responsible Officer	Details
	RO	Determine if document is a key document as identified in the Master List. Key documents are the only documents for safe keeping of For internally generated documents, follow coding system. Refer to **Annex A.1 Guidelines in Document Formatting**. Revise the document and accomplish the **Document Review Form**. Review and approve document. Receive the new/revised document and update Masterlist of Controlled Documents. The Masterlist includes externally sourced documents. Ensure that the master copy of document is protected using binders or folders.

Process Flow	Responsible Officer	Details
	RO RO	Refer to **Controlled Distribution List** to determine the number of copies and recipients. All reproduced copies bearing no official covering memo are considered **"Uncontrolled."** Copyholders to acknowledge receipt of copy using **Issuance Logbook of Controlled Documents**. The obsolete master copies of the document are kept in "Obsolete Copy" folder and retained according to the **Records Control Procedure**. Other copies of obsolete documents are discarded either by recycling or shredding. Review existing documents every three years or as needed for adequacy and suitability.

PURPOSE

The Quality Procedure on Preventive Action aims to define a system for identifying potential nonconformities, determine the causes of potential nonconformities, and provide the necessary action to ensure that nonconformities do not occur.

SCOPE AND LIMITATIONS

This Quality Procedure on Preventive Action shall apply to potential nonconformities that may arise during implementation of NCMF's Quality Management System.

This procedure shall apply to all QMS processes, systems, and procedures in NCMF's operations.

REVIEW AND AMENDMENTS

The Audit Unit shall initiate the review of the Preventive Action Procedure, at least once every three (3) years or as deemed necessary.

Where amendment to this procedure is necessary, the Audit Unit shall present proposed amendments to the NCMF Management.

The duly approved and signed copy of the Quality Procedures on Corrective Preventive Action shall be under the custodianship of the Audit Unit.

RESPONSIBLE UNITS

Concerned Units	Refers to the Unit that handles implementation of a certain procedure/system.
Initiator	Refers to any personnel who has observed and reported a nonconformity (Corrective Action) or initiated action to analyze a potential problem (Preventive Action).
Nonconformity (NC)	Refers to non-fulfillment of a requirement
Potential Nonconformity	Refers to prospective/possible/probable non-fulfillment of a requirement
Potential Problem Analysis (PPA)	Refers to the form used to record the identified potential nonconformity, its potential causes, the necessary preventive actions, and mitigating measure/s.
Preventive Action	Refers to action taken to eliminate the cause of a potential nonconformity or other undesirable situation to prevent its occurrence.

PROCEDURE

1. The concerned Unit and/or Initiator shall identify potential nonconformity through evaluation and analysis of monitoring and measurement data from stakeholders' feedback and complaints, audit observations, or suppliers/contractors performance evaluation.

2. The concerned Unit shall review potential nonconformity and possible cause through appropriate analysis techniques such as brainstorming, Cause and Effect Analysis, 5 Whys, Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis, Failure Mode and Effect Analysis, among others.

3. The concerned Unit shall determine all possible preventive actions and document the proposed preventive action using the Potential Problem Analysis (PPA) Form, with approval of the concerned Unit Head.

4. The Audit Unit shall assign a Control Number on the PPA Form.

5. The concerned Unit shall implement the approved preventive action plan under the supervision of the concerned Unit Head.

6. TheAudit Unit, together with the concerned Unit Head, shall verify effectiveness and monitor preventive action indicated in the PPA Form, periodically, as necessary.

7. If preventive action is found to be ineffective and nonconformity has been observed, the Audit Unit and concerned Unit shall refer to the Corrective Action Procedure.

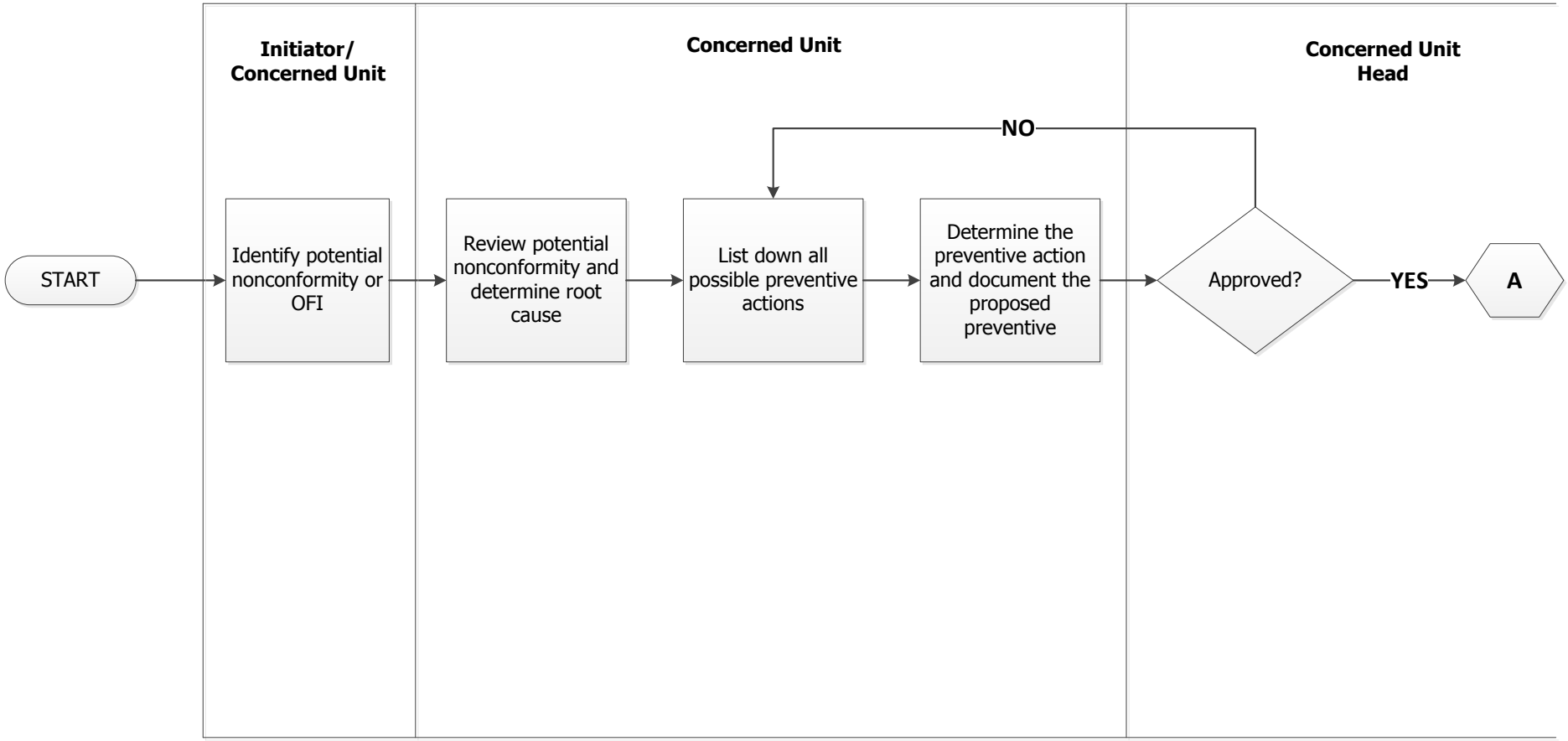
8. If the preventive action may necessitate revision of policy or procedure, or creation of new one, the concerned Unit shall refer to the Quality Procedure on Document Control.

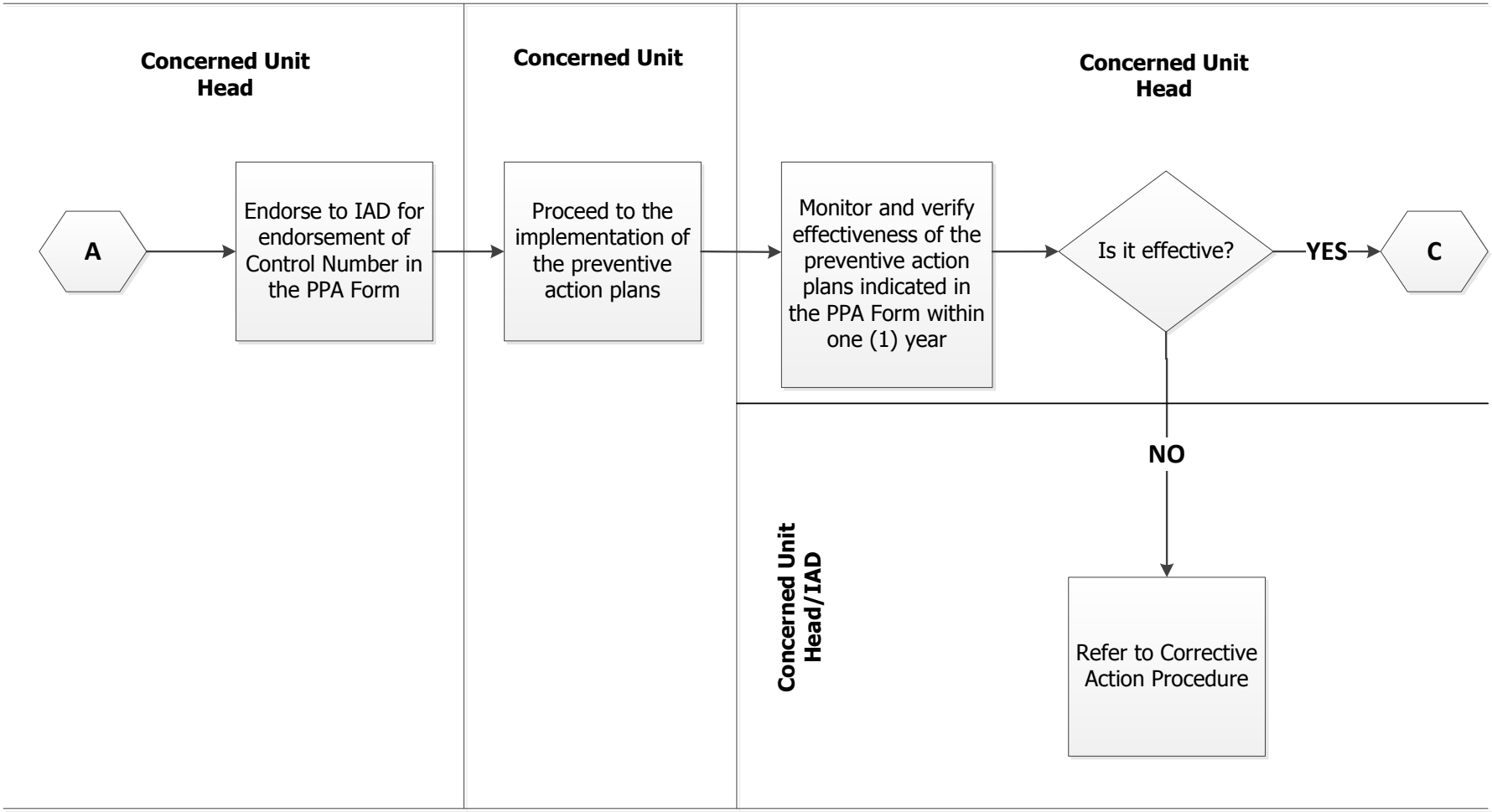
9. The Audit Unit shall report the actions taken and action plans to the Management for review.

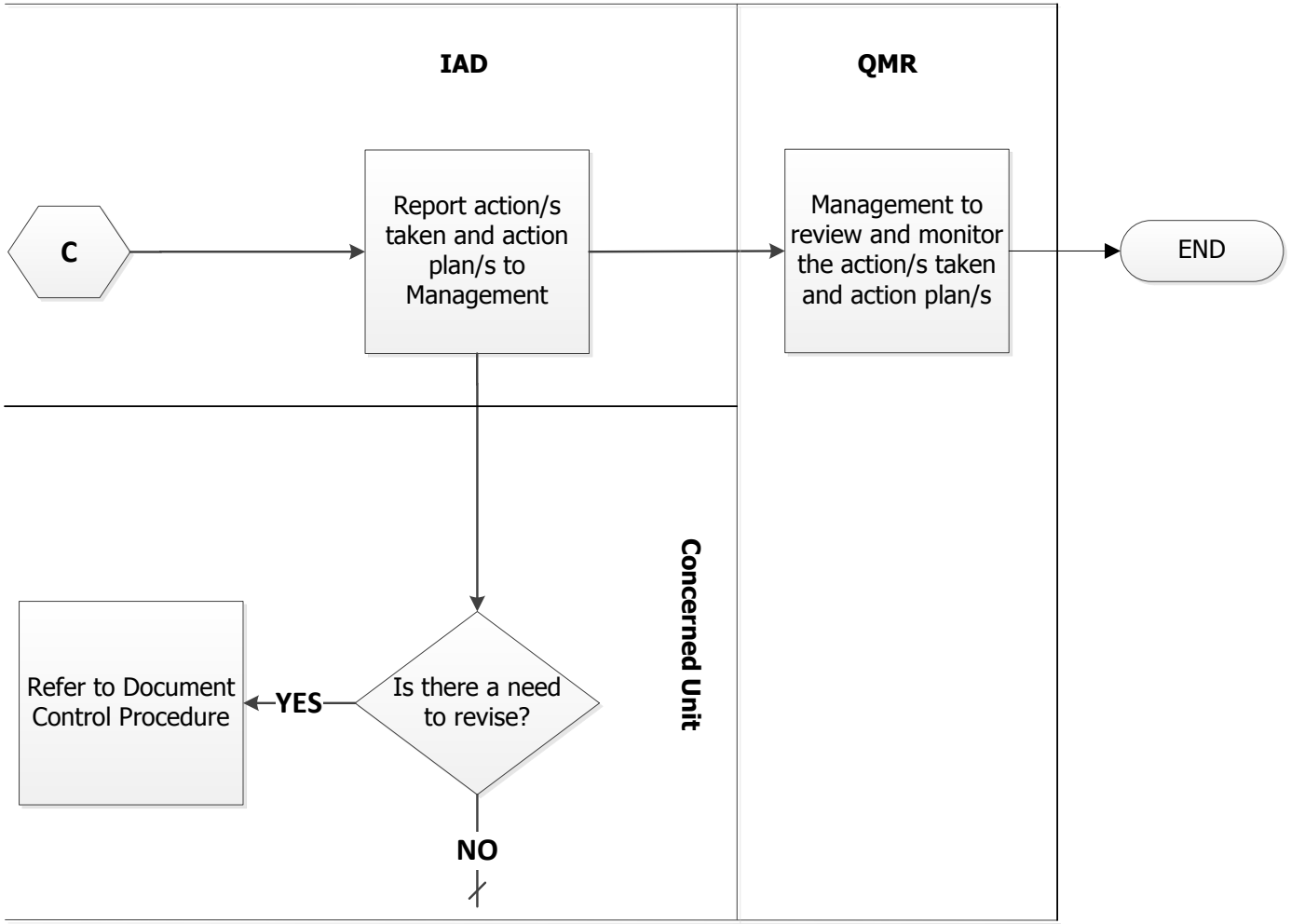
10. The NCMF Management shall review and monitor the preventive actions taken and action plans for continual improvement.

Records of the results of actions taken shall be maintained in accordance to the Document Control Procedure.

PROCEDURE FLOW




Concerned Unit Head
Concerned Unit
Concerned Unit Head
A
Endorse to IAD for endorsement of Control Number in the PPA Form
Proceed to the implementation of the preventive action plans
Monitor and verify effectiveness of the preventive action plans indicated in the PPA Form within one (1) year
Is it effective?
YES
C
NO
Concerned Unit Head/IAD
Refer to Corrective Action Procedure


IAD
QMR
C
Report action/s taken and action plan/s to Management
Management to review and monitor the action/s taken and action plan/s
END
Concerned Unit
Refer to Document Control Procedure
YES
Is there a need to revise?
NO

PURPOSE

The Quality Procedures on Corrective Action aims to define a system on provision of necessary actions to eliminate the causes of nonconformities to prevent recurrence.

SCOPE AND LIMITATIONS

This procedure shall apply to nonconformities during implementation of NCMF's Quality Management System (QMS).
This procedure shall apply to all QMS processes, systems, and procedures in NCMF operations.

REVIEW AND AMENDMENTS

The Audit Unit shall initiate the review of the Quality Procedure on Corrective Actions, at least once every three (3) years or as deemed necessary.

Where amendment to this procedure is necessary, the Audit Unit shall recommend the proposed amendments to the NCMF Management.
The NCMF Management shall give the final approval of the proposed amendments to the Quality Procedure on Corrective Action.

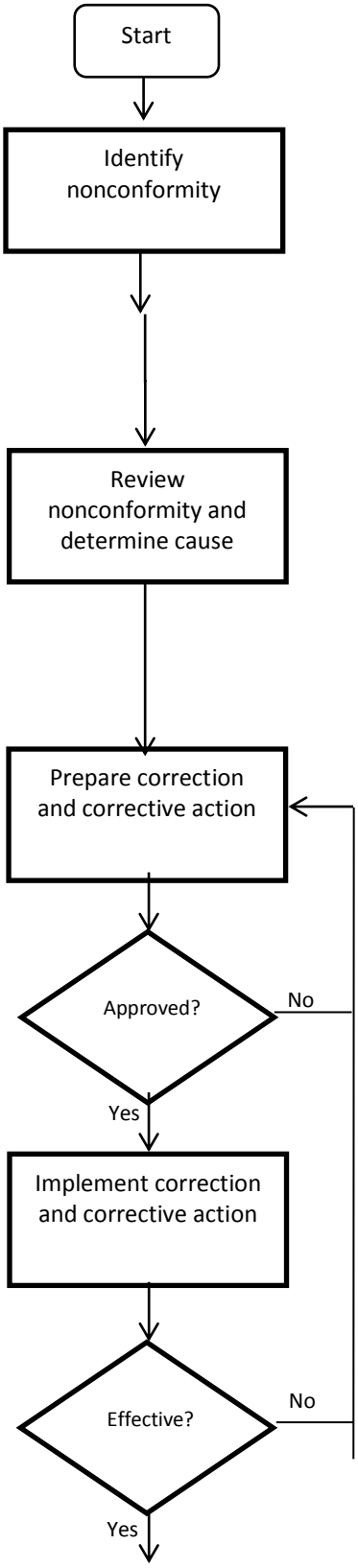
DEFINITION OF TERMS

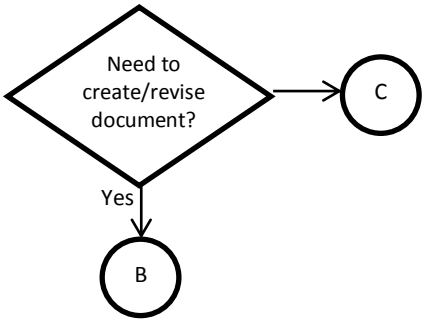
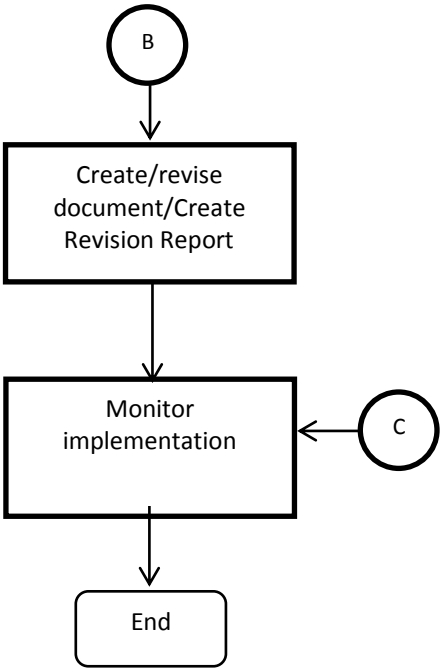
Nonconformity refers to nonfulfillment of a requirement.

Correction refers to action taken to eliminate the detected nonconformity.

Corrective Action refers to action taken to eliminate the cause/s of detected nonconformity to prevent recurrence.

Corrective Action Report Form (Audit Memo Form) refers to the form used to document the detected nonconformity, its causes, and the necessary correction and corrective action.

Process Flow	Responsible	Details
	Internal Control Office/ Concerned Personnel	Nonconformity may be identified through any, but not limited to the following: • Customer feedback and complaints • Conduct of audit
	Concerned Unit	
	Internal Control Office/ Concerned Unit Head	• Day-to-day operations where there is nonfulfillment of QMS requirements Use **(Audit Memo Form) with control number, to be issued to concerned unit**.
	NCMF Management/ Concerned Unit Head	Review the nonconformity and determine the possible cause/s using appropriate techniques. e.g. brainstorming, cause and effect analysis, etc.
	Concerned Personnel/ Concerned Unit Head	Document and review the correction and corrective action plans thoroughly in coordination with other personnel involved to ensure effectiveness. Seek approval of concerned head.
	Concerned Unit	Approve the proposed action plans.

Process Flow	Responsible	Details
	Concerned Unit	Implement the approved action plans Oversee the implementation of the action plans. Perform necessary analysis and techniques to determine its root cause and appropriate solution. If necessary, formulate a new action plan.
	Concerned Unit/Internal Control Office Audit unit/Concerned Unit Head/	If effective, the nonconformity shall be marked as closed. (Revise process flow to capture the closing of the NC) In case corrective action necessitates a revision of policy or procedure or creation of a new one, the concerned unit and/or the ICO shall refer to the Document Control Procedure. Documents the results of action taken as part of the continual improvement program. Summarizes results of corrective action for **Management Review**.