Board Resolution No. 2020 – 109

"APPROVING THE QUALITY MANAGEMENT SYSTEMS MANUAL OF THE PHILIPPINE POSTAL CORPORATION (PHLPost)."

WHEREAS, as a requirement to ISO 9001:2015 Quality Management Systems (QMS) certification and part of QMS documentation, the PHLPost QMS Technical Working Group under the guidance of PHLPost Quality Management Representative (QMR) and in coordination with the ISO Consultant of PHLPost, drafted the Quality Systems Management Manual of PHLPost;

WHEREAS, the Management Executive Committee recommended for the approval of the Quality Management Systems Manual of the Philippine Postal Corporation through PHLPost Execom Resolution No. 2020-59 dated 17 December 2020;

WHEREFORE, foregoing premises considered, the Board **RESOLVED**, as it is hereby **RESOLVED**, to approve the Quality Management Systems Manual of the Philippine Postal Corporation.

RESOLVED FINALLY, that the Office of the Postmaster General and the Quality Management Representative be furnished copies of this resolution.

Adopted during the 19th Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 21 December 2020 via Zoom video/teleconference (meeting ID: 3726631056).

CERTIFIED TRUE COPY

GUZMAN R MELGAREJO JR
LINE ASSISTANT DEPUTY SECRETARY

Signed in Metro Manila, Philippines.

Approved by:

NORMAN N. FULGENCIO
Chairman

(On leave)
JOEL L. OTARRA
Vice Chairman & Postmaster General

CRISTINA E. CARINGAL
Member

(On leave)
LIBERTY C. AVILA
Member

Attested by:

ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY

GUZMAN R. MELGAREJO JR
LINE ASSISTANT CORPORATE SECRETARY

Board Resolution No. 2020 – 109

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GUZMAN R MELGAREJO JR
LINE ASSISTANT CORPORATE SECRETARY

Signed in the City of Davao, Philippines.

Approved by:

RIDGWAY M. TANJILI
Member

RAUL B. BENDIGO
Member

PELAGIO S. PAGUICAN
Member

Attested by:

ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY

GUZMAN R MELGAREJO JR
LEGAL ASSISTANT CORPORATE SECRETARY

Republic of the Philippines
Philippine Postal Corporation

QUALITY MANAGEMENT SYSTEM MANUAL

PHILIPPINE POSTAL CORPORATION
Magallañes Drive, Liwasang Bonifacio, Barangay 659-A, Ermita, 1000 Manila
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Website: www.phlpost.gov.ph
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APPROVAL AND AUTHORIZATION

This Quality Manual defines the Commitments of
The Philippine Postal Corporation (PHLPost) to
ISO 9001:2015 Quality Management System Requirements

ZENAIDA V. MATAVERDE
Acting Chief of Staff
Head, QMS – Technical Working Group

MAURA M. BAGHARI-REGIS
APMG for Administration & Finance
Quality Management Representative

JOEL L. ZAMUDIO
Corporate Officer-in-Charge

REVISION HISTORY

Revision No.	Description of Change	Reference Document Control Form	Effective Date

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I. INTRODUCTION

Pursuant to Executive Order No. 605 series of 2007, and as part of the implementation of a government-wide Quality Management Program, the Philippine Postal Corporation (PHLPost) aims to adopt the ISO 9001 Quality Management System.

The Corporation also targets to have at least one (1) core process by any International Certification Body accredited by an International Accreditation Forum in compliance to the Good Governance Conditions for CY 2017 as per Memorandum Circular No. 2017-1 dated 09 March 2017 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (IATF).

Relatively, an ISO Certification by any International Certification Body is one of the common Support to Operations (STO) indicators/targets for Performance-Based Bonus set by the Government Quality Management Committee (GQMC).

In compliance to the standards of ISO 9001:2015, PHLPost formulated this Quality Manual to document the policies, systems, procedures and other relevant documents.

This Quality Manual, together with associated documents mentioned hereto, aims to:

- Institutionalize and maintain Quality Management System standards for the core processes;
- Ensure continuous quality improvement of products and services; and,
- Satisfy the requirements of customers and stakeholders.

II. CORPORATE PROFILE

A. *Historical Background*

The Philippine Postal System began over 250 years ago. Below are some of the significant events from the long history of our postal system:

PERIOD	HISTORICAL EVENT
1767	• The first Post Office in the Philippines was established in the City of Manila mainly to courier government and church documents.
1779	• Manila and the entire Philippine archipelago were organized as a new postal district of Spain.
1783	• International Postal Services was offered in the Philippines through the conveyance of overseas mails from the Philippines to Europe by Spanish ships via the eastbound routes through Mexico.
5 December 1837	• The Philippine postal district of Spain was re-established.
1838	• Manila became known as a leading center of postal services within Asia.
Philippine Revolution	• President Emilio Aguinaldo ordered the establishment of a Postal Service to provide postal services to Filipinos during that time.
5 September 1902	• The Philippine postal service was organized as a Bureau of Posts under the Department of Trade by virtue of Act No. 426 passed by the Philippine Commission.
1 January 1922	• The Philippines joined the Universal Postal Union (UPU) as a sovereign entity. The UPU, a United Nations agency, is the primary forum for cooperation between postal sector players around the world, ensuring a truly universal network of up-to-date postal products and services.
Japanese Occupation	• The Bureau of Posts was reopened, although letters were censored by the Japanese government.
1948	• The Postal Service and telecommunication facilities in the Philippines were considered the most modern at that time in Asia. • The airmail service was inaugurated in the Philippines; ahead of any other countries in Asia.
13 April 1987	• The Bureau of Post was renamed as Postal Services Office (PSO) by virtue of Executive Order No. 125 issued by the late President Corazon C. Aquino. This also placed the PSO under the Department of Transportation and Communications (DOTC).
2 April 1992	• With the passage of Republic Act No. 7354, PSO became a GOCC and was renamed as the Philippine Postal Corporation (PHLPost).
2004	• The PHLPost was placed under the former Commission on Information and Communications Technology (CICT) pursuant to Executive Order 269.
2011	• PHLPost was placed under the Office of the President pursuant to Executive Order No. 47 by former President BenignoS. Aguino III.

B. Vision

By 2022, PHLPost is the preferred universal delivery service provider of communications, goods and merchandise, and payment services in every Filipino community.

C. Mission

The Philippine Postal Corporation provides efficient, competitive and on-time delivery of communications, goods and merchandise, and payment services in any Filipino community.

D. Mandate

Pursuant to Republic Act (R.A.) No. 7354, otherwise known as the Postal Services Act of 1992, PHLPost was created as a government-owned and controlled corporation (GOCC) with the following mandates:

- Plan, develop, promote and operate a nationwide Postal System with a network that extends or makes available at least Ordinary Mail Service to any settlements in the country;
- Provide for the collection, handling, transportation, delivery, forwarding, returning and holding of Mails, Parcels and like Materials throughout the Philippines and pursuant to agreements entered into, to and from foreign countries; and,
- Determine and dispose of, in a manner it deems most advantageous, with law and settled jurisprudence, confiscated or non-mailable mail matters, prohibited articles, Dead Letters and Undelivered Mails, except the sale of prohibited drug, dangerous materials and other banned articles as defined by law.

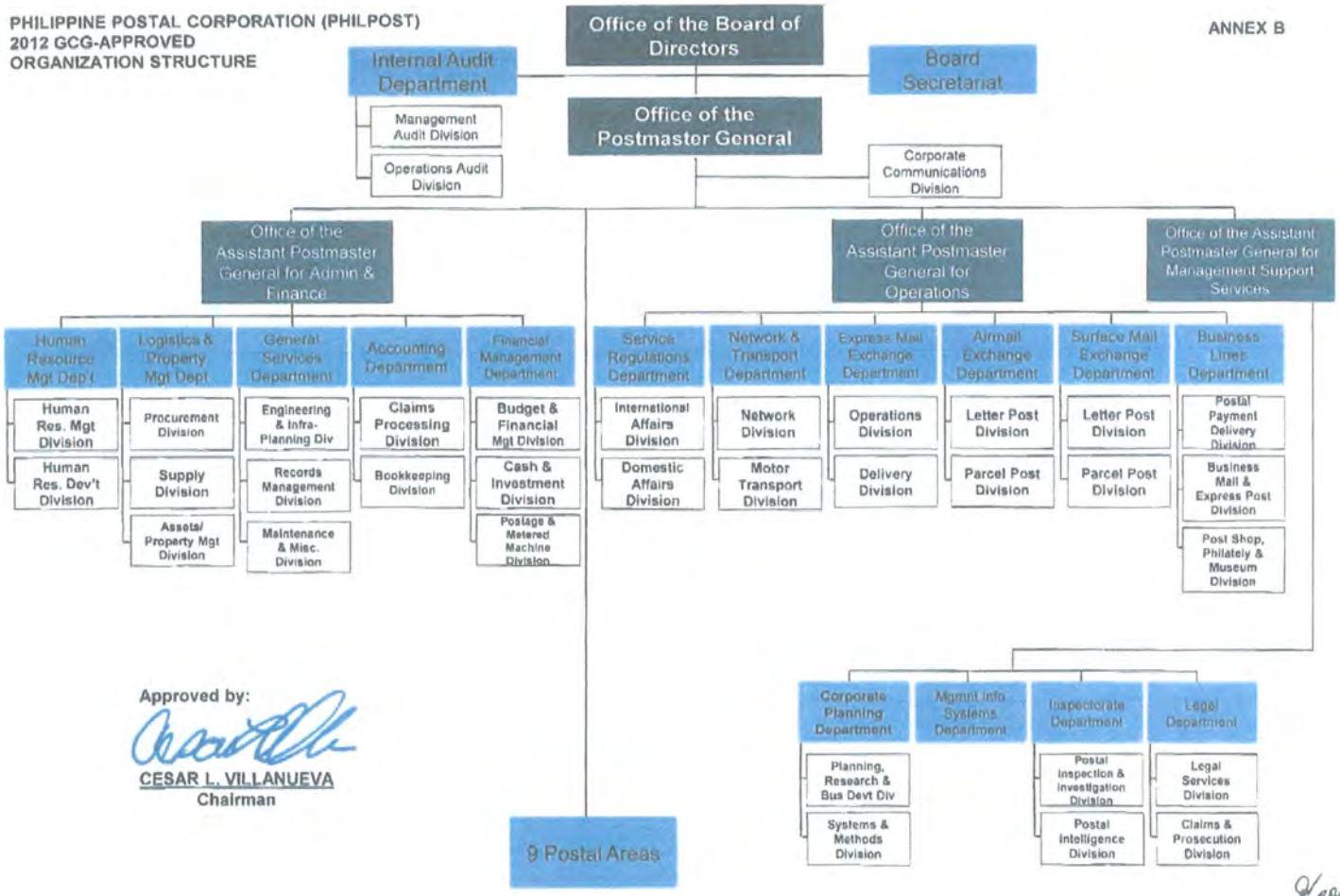
E. Corporate Values

The Corporate Values of PHLPost are as follows:

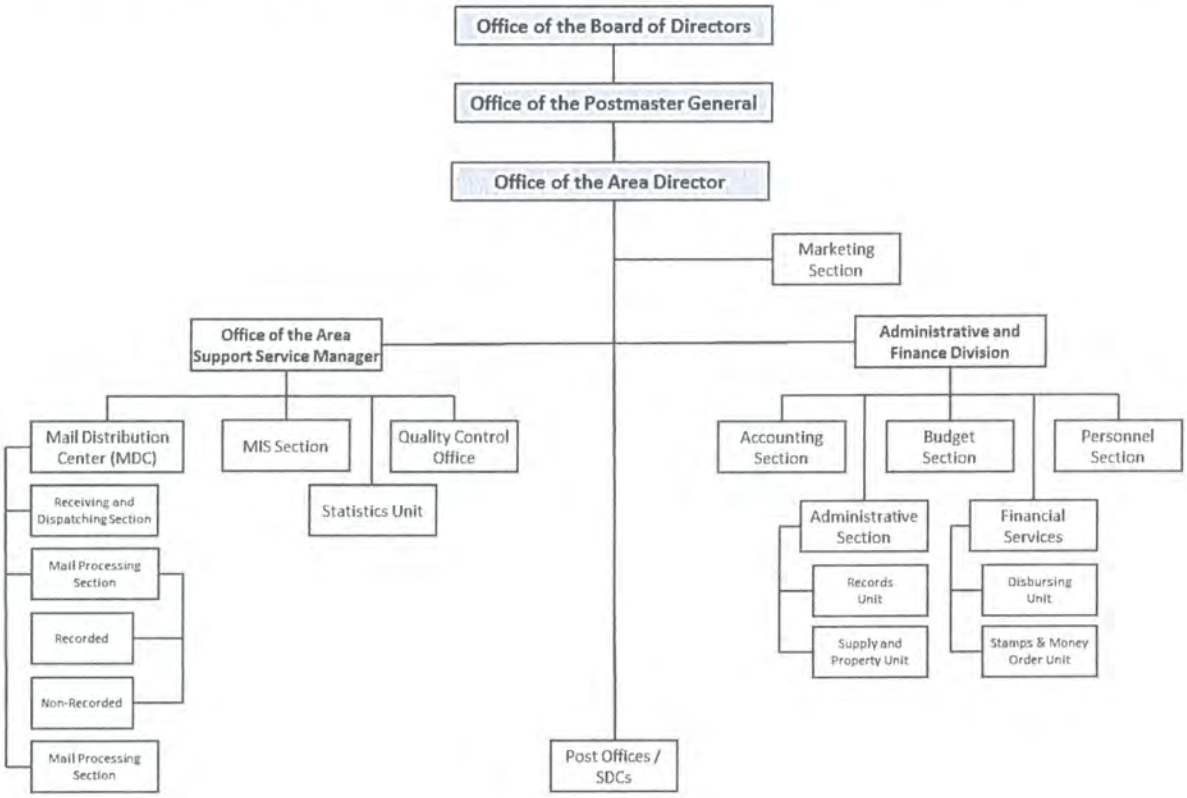
- Commitment
- Innovation
- Teamwork
- Entrepreneurial Skills
- Patriotism
- Integrity
- Excellence
- Spirituality

III. ORGANIZATIONAL STRUCTURE

PHLPost implements the GCG-Approved Organizational Structure as per GCG Memorandum Order No. 2012-21 dated 29 October 2012, as follows:



Additionally, below is the restructured Organizational Structure of the Postal Areas as per PHLPost Circular No. 14-48 dated July 11, 2014:



IV. GENERAL REQUIREMENTS

A. General Requirements

1. Scope

This Quality Manual describes the postal service processes and the integration of the quality service standards to the policies, regulations and guidelines implemented by PHLPost. Relatively, only those procedures that have a direct impact or effect to our customers/clients are included.

To effectively improve the quality of our products and services at the identified locations/sites, PHLPost QMS shall cover the following processes:

CORE PROCESSES	SUPPORT PROCESSES
1. Delivery Services 2. Postal Payment 3. Philatelic Services	<u>Direct Support:</u> 1. Sales 2. Corporate Communications <u>Organizational Support:</u> 3. Materials Management 4. Infrastructure Management 5. Transportation Management 6. Manpower Management 7. ICT Services

The core processes of PHLPost QMS are categorized into the following services:

Delivery Services–includes the procedures in the acceptance, processing, dispatch and delivery of mail matters both domestic and international, from Post Offices to Offices of Exchange and vice versa. This also includes the delivery procedures in the three (3) Offices of Exchange: AMED, EMED & SMED, and the selling of stamps in bulk to corporate and institutional clients.

Postal Payment Services –includes the procedures in the processing of domestic, international, and electronic postal money order services, bills payment services, and pay out services.

Philatelic Services –includes the procedures in the issuance of commemorative and special stamps, and the selling of philatelic stamps and other related items.

The detailed processes, its interrelationships, and the specific time allotment for the processing of each products and services are reflected on the respective operating procedures.

PHLPost QMS shall be initially adopted at the following seventeen (17) sites:

a. **Central Post Office Building** – is the location for the following Offices that are covered by the PHLPost QMS:

1. Office of the Postmaster General (OPMG)
   - Corporate Communications Division
   - New Business Office

2. Office of the APMG for Operations (OAPMG for Operations)
   - Service Regulations Department (SRD)
   - Business Lines Department (BLD)

3. Office of the APMG for Management Support Services (OAPMG for MSS)
   - Corporate Planning Department
   - Legal Department
   - Management Information Systems Department (MISD)

4. Office of the APMG for Administration and Finance (OAPMG for AdFin)
   - Accounting Department
   - Financial Management Department (FMD)
   - Logistics and Property Management Department (LPMD)
   - General Services Department (GSD)
   - Human Resource Management Department (HRMD)

5. Mega Manila Area Office (MMA)
   - Office of the Area Support Services Manager
   - Administration and Finance Division
   - Marketing Section

6. Manila Central Post Office

b. **Central Mail Exchange Center (CMEC)** – is the location for the following departments:

1. Airmail Exchange Department (AMED)
2. Express Mail Exchange Department (EMED)
3. Network and Transport Department (NTD)

c. **Surface Mail Exchange Department (SMED)** – an Office of Exchange located at Port Area, Manila

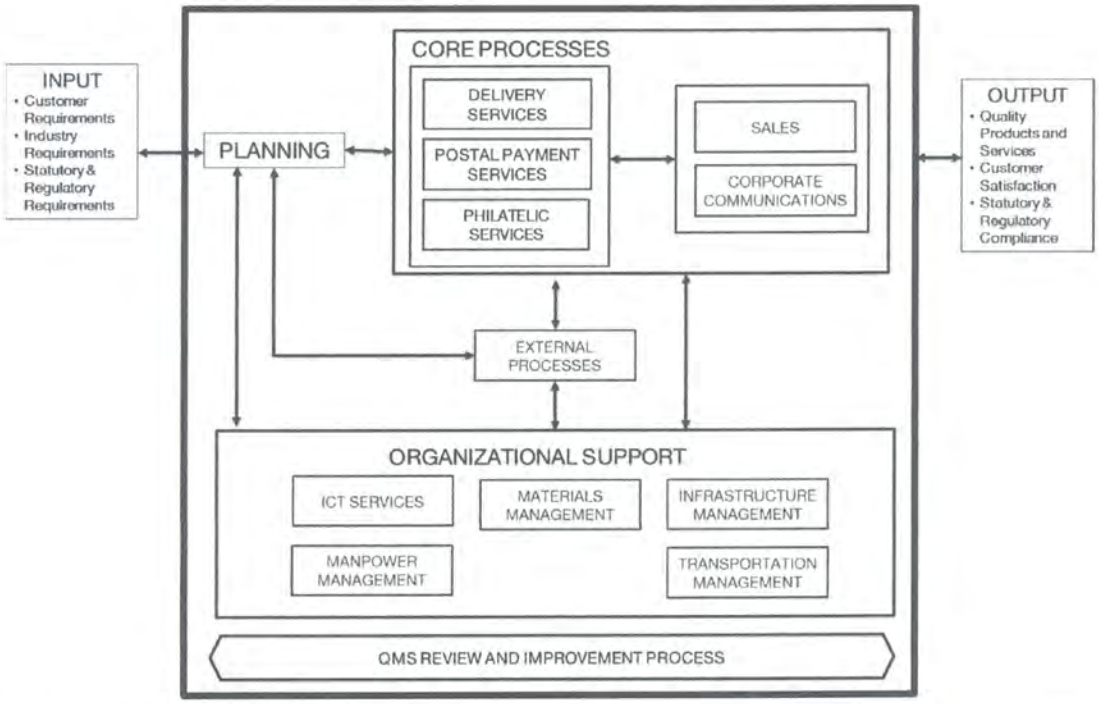
d. **Arellano University Post Office**
e. **Ermita Post Office**
f. **Pandacan Post Office**
g. **Robinsons Ermita Post Office**
h. **Robinsons Otis Post Office**
i. **Sampaloc Post Office**

j. **San Andres Post Office**
k. **Savemore Nagtahan Post Office**
l. **SM Manila Post Office**
m. **SM San Lazaro Post Office**
n. **Sta. Mesa Post Office**
o. **Tondo Post Office**
p. **UST Post Office**
q. **Imus, Cavite Post Office**

In the coming years, PHLPost QMS shall eventually be implemented in all Post Offices nationwide.

2. *QMS Process Map*

Pursuant to Board Resolution No. 2019-64, PHLPost approved and adopted the revised process map which shows the inter-relationships between planning, core processes, external processes, organizational support, and the review and improvement processes, as follows:



Primarily, the process map of PHLPost is an Input-Process-Output mechanism. The inputs include the customer, industry, and statutory and regulatory requirements.

The core processes consist of Delivery Services, Postal Payment Services, and Philatelic Services which are directly supported by Sales and Corporate Communications. The organizational support includes the ICT Services, Materials Management, Infrastructure Management, Manpower Management, and Transportation Management.

The last process is the review and improvement of PHLPost QMS which is undertaken to check if adequate resources are allocated and processes are effective in ensuring quality products and services, customer satisfaction, and statutory and regulatory compliance.

The resulting outputs of the entire process are the quality products and services, customer satisfaction and the statutory & regulatory compliance.

B. Documentation Requirements

1. Quality Manual

a. General Description

PHLPost QMS is based on ISO 9001:2015 principles and requirements as well as International Postal Convention Regulations and Quality of Service Standards.

The PHLPost QMS includes the following:

- The quality objective adopted by the Corporation and its operating units;
- The strategic and risk planning by PHLPost to develop it quality objectives and plans;
- The various processes of the Postal Service;
- The standard procedures for the identified processes;
- The standard work instructions for Officers and employees of PHLPost; and,
- The review and improvement processes to ensure that the quality of services is maintained and sustained.

b. Amendment, Reissue and Addition

This Manual shall be reviewed periodically during scheduled QMS review process and/or annual management review to reflect the current QMS and ensure its conformance to present requirements of PHLPost. The period between each review is a minimum of six (6) months to a maximum of two (2) years.

The PHLPost QMS – Technical Working Group shall be responsible for any amendments and/or additions to the Quality Manual. A description of change/s made shall be included in the revision history for easy identification.

Amendments are numbered consecutively until such time that a new edition incorporating all changes is issued. Revisions are identified in numerical order. Each revision supersedes and replaces all previous issues and revisions. Major revisions occur when:

- There is a change in the scope of QMS;
- There is a change in the management structure;
- Improvement in the Business Process; and,
- Upon the instructions of the top management.

The revision history list is provided to indicate all the amendments to the latest edition of the manual.

2. *Document Control*

All rights on any PHLPost documents used in the implementation of the QMS are reserved to PHLPost. Any part of the said documents may not be used and/or reproduced without proper authorization from PHLPost.

The original copy of all the QMS documents shall be in the custody of the Document Control Team who is responsible for the distribution of the controlled and uncontrolled copies of the said documents. The procedures on the proper control of internal and external documents used in the implementation of PHLPost QMS shall be included in the Document Control Manual.

3. *Records Control*

All generated records used in the implementation of PHLPost QMS are properly controlled, identified, classified, stored, and protected by the Corporation.

PHLPost established a procedure in the handling, storage/safekeeping, retrieval, disposition, archiving and/or destruction of records in conformity to the National Archives of the Philippines Act of 2007. The Document Control Team is responsible for the management and control of records.

V. MANAGEMENT RESPONSIBILITY

A. Quality Policy

Pursuant to Board Resolution No. 2018-113, PHLPost approved and adopted the quality policy, as follows:

We commit to provide efficient and effective Mail, Express, Logistics, Postal Payment and other postal-related services across the country and around the world.

To achieve this, we shall provide speedy and reliable services to our customers and business partners.

We shall comply with all relevant statutory and regulatory requirements and continue to improve our processes to ensure customer satisfaction.

The Quality Policy shall be reviewed annually by the QMS-TWG together with the Quality Management Representative taking into consideration the comments and recommendations of the Implementation Monitoring Team and the results of the Annual Internal Audit.

B. Quality Objectives

PHLPost establishes the following Quality Objectives as guide in the implementation of its QMS:

1. Provide efficient and reliable access to delivery, postal payment, philatelic and other postal related services across the country and around the world.
2. Observe compliance with relevant statutory and regulatory requirements.
3. Enhance postal service experience to customers and partners through customer service management and the use of ICT.
4. Enhance personnel competency by developing effective and competent human resources.
5. Improve postal service processes and corporate performance.

Aside from the Quality Policy and Corporate Mission, PHLPost's Quality Objectives are reflected in PHLPost's Annual Corporate Performance Scorecard.

C. Product and Service Standards

The provision of the products and services covered by the PHLPost QMS is guided by the following service standards:

Delivery

Products and Services	Service Standards
Ordinary Mail - Domestic and International	Within 1-2 working days for Mails Within Locality
	Within 4 working days for Intra-Regional Mails
	Within 7 working days for Inter-Regional Mails
	For Outgoing Mails: • Asia-Pacific (8-10 working days) • Europe/Middle East (10-12 working days) • Americas (10-14 working days) • Africa (12-16 working days)
Registered Mail – Domestic and International	Within 1-2 working days for Mails Within Locality
	Within 5 working days for Intra-Regional Mails
	Within 7 working days for Inter-Regional Mails
	For Outgoing Mails: • Asia-Pacific (8-10 working days) • Europe/Middle East (10-12 working days) • Americas (10-14 working days) • Africa (12-16 working days)
e-Registered Mail	Within 1-2 working days for Mails Within Locality
	Within 5 working days for Intra-Regional Mails
	Within 7 working days for Inter-Regional Mails
	For Outgoing Mails: • Asia-Pacific (8-10 working days) • Europe/Middle East (10-12 working days) • Americas (10-14 working days) • Africa (12-16 working days)
Express Mail - Domestic and International	Within 1-2 working days for Mails Within Locality and Within the Committed Areas only
	Within 1-2 working days for Intra- Regional Mails
	Within 1-2 working days for Inter- Regional Mails

Products and Services	Service Standards
	For Outgoing Mails: • Asia-Pacific (8-10 working days) • Europe/Middle East • (10-12 working days) • Americas (10-14 working days) • Africa (12-16 working days)
Domestic Ordinary Parcel and International Air/Surface/SAL Parcel	Within 1-2 working days for Parcels Within Locality
	Within 4 working days for Intra-Regional Parcels
	Within 7working days for Inter-Regional Parcels
	For Outgoing Mails: • By Air (15-30 working days) • By Surface/SAL (30-90 working days)

Postal Payment

Products and Services	Service Standards
Electronic Postal Money Order	The electronic Postal Money Order is received within 5 minutes.
Paper-Based Money Order	The paper-based Postal Money Order check is sent through Registered Mail; please refer to the Service Standards for Registered Mail.
Bills Payment through Bayad Center	1-2 working days after encoding of the details of payment

Philately

Products and Services	Service Standards
Philatelic Stamps and Other Related Items	Must be completed within 10 to 20 minutes

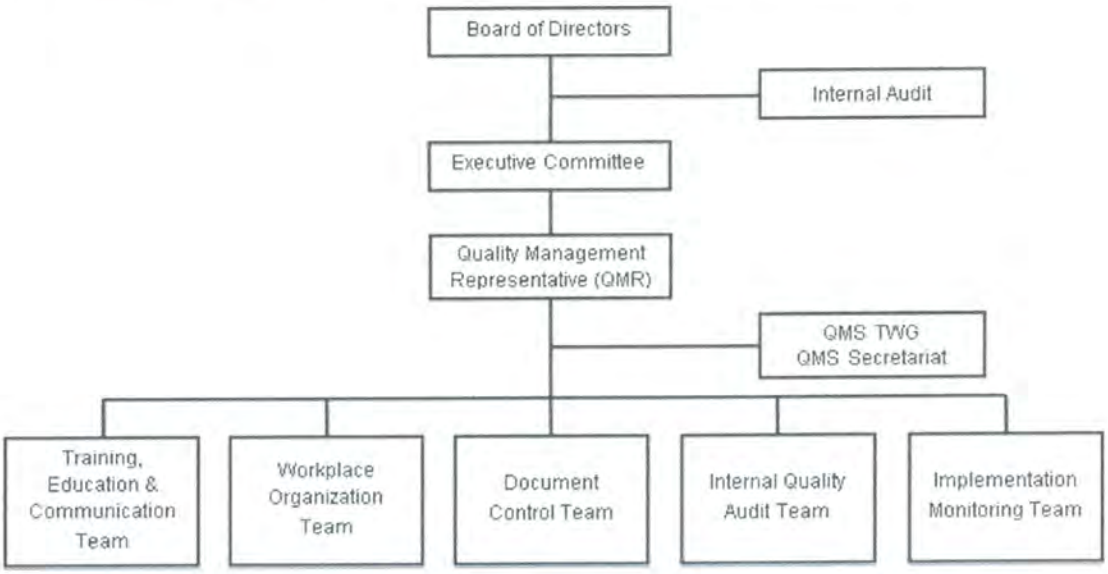
D. Responsibility, Authority and Communication

1. Designation of Quality Management Representative (QMR)

To ensure that processes needed for the Quality Management System are established, implemented and maintained, the current Assistant Postmaster General for Administration and Finance was designated as the PHLPost QMR through PHLPost Personnel Order No. 19-02 dated 27 March 2019.

2. Creation of PHLPost Quality Management System Structure

In line with the efforts of PHLPost towards ISO 9001:2015 certification and as per approval of the Board of Directors thru BOD Resolution No. 2019-64 dated 23 May 2019, PHLPost Office Order No. 20-09 was issued last 20 January 2020 creating the PHLPost Quality Management System (QMS) Structure Team as follows:



3. *Duties and Responsibilities of PHLPost QMR and QMS Teams*

The designated QMR and QMS Teams shall be responsible for the following:

a. *Quality Management Representative*

- Ensure that processes needed for the QMS are established, implemented and maintained. This may involve review and planning of internal audits, discussion with process owners or review of the processes to ensure they are properly maintained.
- Report to top Management on the performance of the QMS and any need for improvement. Information from the monitoring and measurement activities of PHLPost, as well as, the results of the internal audits are some of the information usually presented to top Management during the management review meeting.
- Ensure the promotion of awareness of customer requirements throughout the organization considering that one of the main thrusts of an ISO 9001 QMS is customer satisfaction.

b. *QMS Teams*

Internal Audit Team

- Conduct internal audits at planned interval to provide information on whether the PHLPost QMS conforms to the following:
  - PHLPost's QMS requirements; and
  - Requirement of ISO 9001:2015.
- Plan, establish, implement and maintain an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of processes concerned, changes affecting the organization, and the results of previous audits.
- Define the audit criteria and scope of each audits.
- Select auditors and conduct audits to ensure objectivity and impartiality of the audit process.
- Ensure that the results of the audits are reported to relevant management;
- Take appropriate correction and corrective actions without undue delays.
- Retain documented information as evidence of the implementation of the audit program and audit results.
- Perform other related functions that the ISO Standards require.

Training, Education & Communication Team

- Ensure that the Quality Policy is communicated, understood and applied within PHLPost in compliance with clause 5.2.2.
- Ensure that the knowledge necessary for the implementation of processes under the QMSare determined and met in compliance with clause 7.1.6.
- Ensure compliance with clause 7.3 such that the personnel doing the work under PHLPost's control are aware of:
  - The quality policy
  - Relevant quality objectives

- Their contribution to the effectiveness of the QMS, including the benefits of improved performance; and,
- The implications of not conforming to the QMS requirements.

- Develop and implement training programs, communication plan and other relevant programs promote understanding, active participation, commitment and cooperation towards the establishment and sustainability of the QMS.
- Formulate and coordinate effective deployment and efficient use of human resources in line with QMS activities.
- Provide administrative support to successfully implement and sustain the QMS.
- Perform other related functions that the International Standards require.

Workplace Organization Team

- Ensure that the resources (to include supplies, materials and other relevant resources) needed for the establishment, implementation, maintenance and continual improvement of the QMS are determined and provided in compliance with clause 7.1.1.
- Ensure that the infrastructure necessary for the operation of the processes under the QMS and to achieve conformity of products and services are determined, provided and maintained in compliance with clause 7.1.3.

  The infrastructure shall include:
  - Buildings and associated utilities;
  - Equipment, including hardware and software;
  - Transportation resources; and,
  - Information and Communication technology.

- Ensure that a suitable environment necessary for the operation of the processes under the QMS and to achieve conformity to service and customer requirements is determined, provided and maintained in compliance with clause 7.1.4.

  Relative to this, the Team shall:
  - Develop quality workplace standards relating to cleanliness, orderliness and safety of the work environment;
  - Ensure consistent implementation of 5S programs; and
  - Monitor and assess regularly the implementation of quality workplace program.

- Ensure that the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services are determined and provided in compliance with clause 7.1.5.1.

  This includes ensuring that the resources provided are:
  - Suitable for the specific type of monitoring and measurement activities being undertaken, and
  - Maintained to ensure their continuing fitness for their purpose.

Relative to this, the team shall oversee/coordinate the design of record(s) of maintenance of each PPEs and ensure that these are updated and available at all times.

- Perform other related functions that the ISO Standards require

Document Control Team

- Create and update the documented information (to include those required by the International Standards and those identified by PHLPost as being necessary for the effectiveness of the QMS) in compliance with clause 7.5.2 ensuring that there are appropriate:
  - Identification and description (e.g. title, date, author or reference number)
  - Format (e.g. language, software version graphics) and media (e.g. paper, electronic)
  - Review and approval for suitability and adequacy

- To facilitate compliance with item 1, the Team shall:
  - Prepare the quality procedures for Control of Records and Control of Documents to ensure the following:
    - Changes and current revision status of documents are identified;
    - Relevant versions of applicable documents are available at the point of use;
    - Documents remain legible, readily identified and retrievable;
    - Controls are established for identification, storage, access, protection, retrieval, retention time and disposition of records; and
    - Prevent the unintended use of obsolete documents.
  - Maintain master copies and master list of internal documents and externally generated documents and references;
  - Issue and controls distribution of QMS documents.

- Have a controlled documented information required by the QMS and by the International Standard in compliance with clause 7.5.3to ensure:
  - Availability and suitability for use, where and when it is needed;
  - Adequate protection (e.g. from loss of confidentiality, improper use, or loss of integrity)

- Perform other related functions that the International Standards required.

Implementation Monitoring Team *(Central Office & Mega Manila Area)*

- Ensure that the QMS is effectively implemented and maintained following relevant standards of Clause 8 – Operation.
- Monitor compliance to the requirements as determined by the following:
  - Training, Education and Communication Team;
  - Workplace Organization Team;
  - Document Control Team;
  - Internal Audit Team; and,
  - Other requirements as prescribed by the Standards.

- Assist the Quality Management Representative (QMR) in monitoring the implementation and effectiveness of the necessary corrections, corrective actions and preventive actions to address the opportunities for improvement, non-conformities and potential non-conformities at the Central Office and Mega Manila Area.
- Perform other related functions the International Standards require.

QMS Technical Working Group

- Provide administrative and technical support to the PHLPost Quality Management Representative (QMR) and all other QMS teams.
- Oversee the review and finalization of QMS-related documents.
- Monitor accomplishments of each working team under the QMS structure vis-à-vis the approved timeline of ISO Activities.
- Prepare progress report and other ISO-related reports that the QMR or management may require.
- Coordinate management directives affecting ISO activities to the QMS Working Teams.
- Perform other related functions that the QMR may require or the International Standards require.

QMS Secretariat

- Coordinate and assist in any scheduled QMS-related meeting/activity, and necessary logistics and other requirements.
- Assist in monitoring the completion of the assigned tasks of QMS Teams and other concerned officials/employees.
- Ensure that all Corrective Action Requests issued are followed-up if already addressed by the concerned auditees/process owners.
- Provide the QMR updates/reports of the summary/consolidated internal QMS audit results, and status of Request for Actions issued to all auditees/process owners for monitoring purposes.

4. Internal Communication

Top management shall ensure that appropriate communication is established within the Corporation. Cascading of information on the implementation of the QMS shall be done through meetings, seminars, and issuance of Office Orders, Memorandums and Circulars. Moreover, online postings and the issuance of the PHLPost Courier with QMS updates shall be managed by the Corporate Communications Division under the Office of the Postmaster General.

E. Management Review

PHLPost shall continually improve the effectiveness of the QMS through the conduct of periodic management review. The PHLPost Executive Committee (EXECOM) shall review the QMS at least once a year or as deemed necessary to check if the standard procedures are effectively implemented in accordance with the ISO 9001:2015 standards.

The Postmaster General thru the QMR shall issue a Memorandum on the schedule of the management review at least two weeks prior to the conduct of said review.

The participants of the management review shall be as follows:

1. Postmaster General and CEO
2. All Assistants Postmaster General
3. Quality Management Representative (QMR)
4. QMS Team Heads
5. Process Owners

In the conduct of the management review, the following shall be discussed (9.3.2):

1. Status of actions from previous management reviews;
2. Changes in external and internal issues that are relevant to the QMS;
3. Information on the performance and effectiveness of the QMS, including trends in:
   - Customer satisfaction and feedback from relevant interested parties
   - The extent to which quality objectives have been met
   - Process performance and conformity of products and services
   - Nonconformities and corrective actions
   - Monitoring and measurement results
   - Audit results
   - The performance of external providers.
4. The adequacy of resources;
5. The effectiveness of actions taken to address risks and opportunities; and,
6. Opportunities for improvement.

VI. PLANNING PROCESSES

A. Context Diagram

B. Process Description

PHLPost conducts planning activities in order to set the strategic directions of the Corporation. Planning process involves both strategic planning and operational planning.

1. **Strategic Planning** – involves the activities in setting the priorities, allocating the resources, strengthening the operations, and ensuring that postal employees are working toward common goals.

   PHLPost regularly undertakes internal and external environment scanning to identify the risks, trends and opportunities that could influence the strategic direction of the Corporation. Corporate Strategic Planning is conducted annually to set and review the strategic objectives and to discuss the strengths, weaknesses, opportunities and threats (SWOT) of the Corporation. Relatively, a semi-annual Business Performance Review is conducted with the top management and the responsible officers to have regular updates on the accomplishment and performance of each operating units.

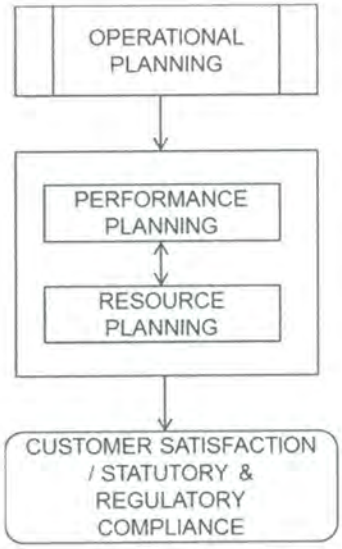
   In the conduct of the Corporate Strategic Planning, PHLPost considers the eight (8) elements based on the United Nations Strategic Planning, which includes:
   a. External input gathering;
   b. Internal input gathering;
   c. Vision statement setting;
   d. Creating objectives and using strategy map;
   e. Strategic performance measures;
   f. Strategic initiatives;

g. Identifying strategic risks; and,
h. Managing a strategy.

2. **Operational Planning** – involves the presentation of highly detailed information to complete each plans and programs. It includes identification of the strategies and tasks to be undertaken, the persons responsible, the timelines, and the amount of financial resources to be provided in accomplishing each plans and programs. PHLPost Operational Planning has its sub processes, as follows: (1) Performance Planning, and (2) Resource Planning.

Operational Planning

Context Diagram



Process Description

1. **Performance Planning** – is a systematic and structured approach to successfully achieve the desired goals of PHLPost throughout the year.

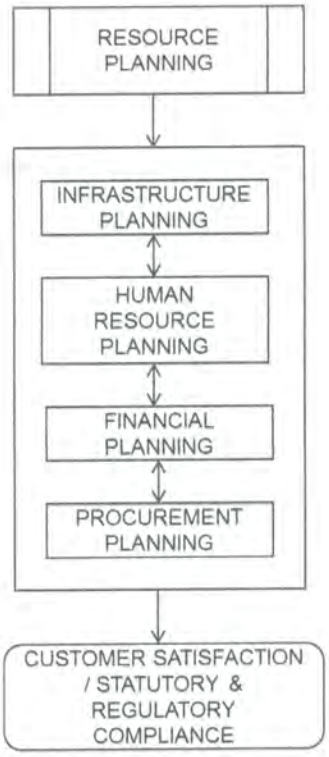
   The annual Corporate Performance Scorecard is cascaded to all Departments, Postal Areas and Post Offices through the issuance of a Circular and posting in the corporate website. Relatively, said scorecard is used as basis in the formulation of Office Performance Commitment and Review (OPCR) forms of all departments/offices.

   The Corporate Performance Scorecard is validated quarterly by the Governance Commission for GOCCs (GCG) while the OPCR is reviewed every semester by the PHLPost Performance Management Team (PMT).

2. **Resource Planning** –involves the process of allocating tasks to human and non-human resources to maximize the efficiency of the resources. Resource Planning has its sub-processes, as follows: (1) Infrastructure Planning, (2) Human Resource Planning, (3) Financial Planning, and (4) Procurement Planning.

Resource Planning

Context Diagram



Process Description

1. **Infrastructure Planning** – involves the architectural, structural, electrical and mechanical design, and specification of postal facilities.

2. **Human Resource Planning** – involves the acquisition, utilization, improvement and preservation of human resources.

3. **Financial Planning**–involves the setting of objectives, policies, procedures, programs and budgets of the financial activities of PHLPost.

4. **Procurement Planning** – involves the identification and consolidation of requirements, and the determination of timeframe for the procurement of goods and services.

C. Actions to Address Risks and Opportunities

PHLPost considers the internal and external issues, the interested parties and their requirements, and the risks and opportunities when taking actions to its QMS.

Each process owner shall document the risks and the actions to address each risk by using the Process Failure and Effects Analysis form. It includes the process analysis of each objective with the corresponding risk event, potential impact, risk trigger and detection. Actions in addressing the risks and opportunities shall be monitored and evaluated by the Implementation Monitoring Team.

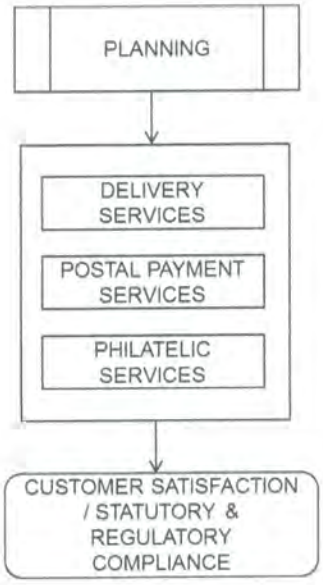
D. Planning of Changes

PHLPost determines the need for changes to improve the effectiveness and efficiency of the quality system. The Corporation ensures that these changes will comply with the requirements of ISO 9001:2015 and shall consider the following:

a. The purpose of the changes and their potential consequences;
b. The integrity of QMS;
c. The availability of resources; and,
d. The allocation or re-allocation of responsibilities and authorities.

VII. CORE PROCESSES

A. Context Diagram



B. Process Description

The core processes of PHLPost QMS are categorized into the following services:

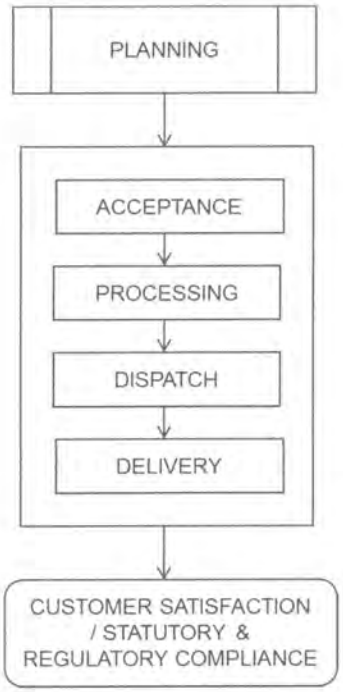
1. **Delivery Services** – include the procedures in the acceptance, processing, dispatch and delivery of mail matters both domestic and international, from Post Offices to Offices of Exchange and vice versa. This also includes the delivery procedures in the three (3) Offices of Exchange: AMED, EMED & SMED, and the selling of stamps in bulk to corporate and institutional clients.

2. **Postal Payment Services** – include the procedures in the processing of domestic, international, and electronic postal money order services, bills payment services, and pay out services.

3. **Philatelic Services** – includes the procedure in the issuance of commemorative and special stamps, and the selling of philatelic stamps and other related items.

Delivery Services

Context Diagram



Process Description

Delivery Services covers processes in the acceptance, processing, dispatch and delivery of mail matters both domestic and international which are being done at the Post Offices and in the Offices of Exchange.

1. **Post Office Procedures**

1.1 Acceptance – covers the acceptance processes of recorded and non-recorded mails; Collection of Mails from Satellite, Extension Post Offices and Private Postal Stations; Acceptance of Inbound Mail Dispatches (from Offices of Exchanges and other Post Offices); and Acceptance of Mails Under Franking Privilege.

- For mails from customers, the procedure includes the examination of mail items, weighing/rating, franking, and turn-over of mail items to processing units.
- For Collection of Mails from Satellite, Extension Post Offices and Private Postal Stations, the procedure includes the receipt, and turn-over of mail items to processing units.
- For Inbound Mail Dispatches (from Offices of Exchange and other Post Offices), the procedure includes the verification of mail dispatches, weighing, and turn-over of mail items to processing units.

- For the Mails under Franking Privilege, the procedure includes the receipt and turn-over of mail items to processing units.

1.2 **Processing** – covers the processing of Ordinary Mails, Registered Mails (Domestic and Foreign), Electronic Registered Mails (eRRR), Parcel, and Inbound Mails Dispatches (from Offices of Exchange and other Post Offices).

- For Ordinary Mails, the procedure includes sorting, dispatch preparation, and turn-over of mail dispatches to dispatching section.
- For Registered Mails, the procedure includes the attachment of barcodes, issuance of registry receipt, sorting, capturing of Event "A", dispatch preparation, and turn-over of mail dispatches to general dispatching section.
- For Electronic Registered Mails (eRRR), the procedure includes the production of POD slip, matching & sorting, capturing of Event "A", dispatch preparation, and turn-over of mail dispatches to general dispatching section.
- For Parcel, the procedure includes documentation, capturing of Event "A", dispatch preparation, and turn-over of parcels to dispatching section.
- For Inbound Mail Dispatches, the procedure includes receiving and opening of mail dispatches, checking, back-stamping, capturing of Event "G", sorting, recording, and turn-over of mail dispatches to delivery section.

1.3 **Dispatch** – covers the proper turnover of mail bag dispatches aligned with the existing procedures from the Dispatching Unit to the driver/courier, and to the Offices of Exchange or Post Office of destination. This procedure includes checking, recording & preparation, and turn-over of mail dispatches to courier.

1.4 **Delivery** – covers the processes of door-to-door delivery and window delivery of mail items.

- For door-to-door delivery, the procedure includes receipt of mails by concerned Letter Carriers, walk sorting, recording, door-to-door delivery, and updating of delivery information.
- For window delivery, the procedure includes receipt of mails by concerned post office personnel, recording, and turn-over of mails.

1.5 **Stamps in Bulk to Corporate and Institutional Clients** – this procedure includes the determination of purchase order, selling, and reporting of postage sales.

2. **Procedures at the Offices of Exchange**

2.1 **AMED procedures**– include procedures for Receipt of Mail Bag Dispatches; Processing of: Domestic Registered Mails, Domestic Ordinary Mails (incl. mails with POD), International Recorded (Outbound), International Recorded (Inbound), International Non-Recorded (Inbound), International Non-Recorded (Outbound), Domestic Air Parcel (Inbound), International Air Parcel (Inbound), International Air Parcel (Outbound); Consolidation of Dispatches; Processing of International Non-Recorded Direct Entry Mails (Inbound); Automated Sorting of Mails; Hybrid Mail Processing; International Mails with Contract; Invoicing of

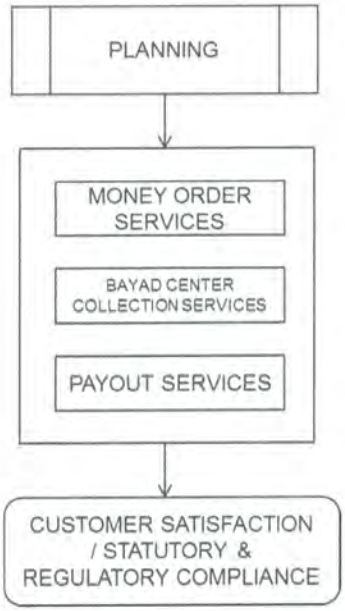
Hybrid Mails, International Mails with Contracts, Direct Entry Mailing and Direct Access; Preparation of CN 54 / 55; and Treatment of Undelivered Mails.

2.2 **EMED Procedures** – include procedures for EMS Export, EMS Import, Dispatching of IEMS Items to Provinces, IEMS Items Submitted to Customs Clearance, EMS Window Delivery, EMS Door-to-Door Delivery, Domestic Express Mail, and IEMS documents.

2.3 **SMED Procedures**– include procedures for Inbound and Outbound SAL/Surface Parcels; Processing of Inbound and Outbound Mail Letter Post and other articles; Receiving & Dispatching of Inbound and Outbound Domestic & International SAL/Surface Parcels and Mails; Return-to-Sender Mails Letter Post and other articles; Implementation of Logistics Service; and Invoicing of Logistics Service.

Postal Payment Services

Context Diagram



Process Description

Postal Payment Services include procedures for the Money Order Services, Bayad Center Collection Services and the Pay-out Services.

1. **Money Order Services** – cover the procedures in the issuance and payment of Domestic &International Postal Money Order (PMO), and Domestic Electronic Postal Money Order (e-PMO) at Post Offices. It also includes the procedure in the replacement of stale, lost or mutilated PMO checks.

   - For the Issuance of Domestic Postal Money Order (PMO), the procedure includes the acceptance of PMO application, processing, and releasing of PMO checks.
   - For the Payment of Domestic Postal Money Order (PMO), the procedure includes the acceptance of PMO checks, processing, and release of payment.
   - For the Issuance of Outgoing International Money Order (IMO), the procedure includes the acceptance of application, processing of IMO, submission of IMO to PPDD-BLD, receipt of IMO transmittal list and its processing, transmission of IMO to paying DPO, monitoring of payment of IMO transaction, refund of returned IMO transaction, and preparation and submission of report.
   - For the Issuance and Monitoring Payment of International Postal Money Order (PMO), the procedure includes the receipt of IMO advice, processing of transactions, release of payment to beneficiary/payee, monitoring of payment IMO, and repayment of IMO transaction.
   - For the Issuance of Domestic Electronic Postal Money Order (ePMO), the procedure includes the acceptance of transaction form and conduct of KYC

requirement, processing and releasing of transaction, and refund of unclaimed ePMO.

- For the Payment of Domestic Electronic Postal Money Order (ePMO), the procedure includes the acceptance of transaction form, processing, and release of payment.
- For the Replacement of Domestic Postal Money Order Checks, the procedure includes the receipt of application, review and processing of application, releasing of PMO checks to payee, preparation & submission of report, and clearing & monitoring of paid PMO checks.

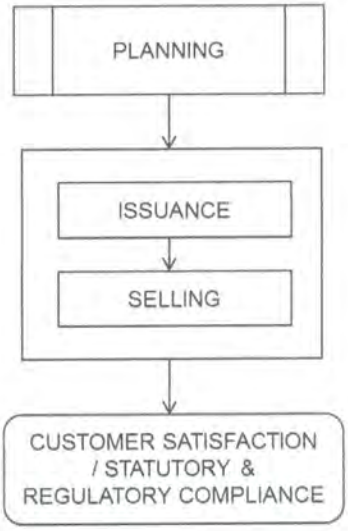
2. **Bayad Center Collection Services** – cover the procedures of Bayad Center Transactions at Post Offices, and the Consolidation and Reporting of Bayad Center Transactions.

   - For Bayad Center Transactions at Post Offices, the procedure includes the acceptance of payments, commitment of transactions, and deposit of cash collection.
   - For Consolidation and Reporting of Bayad Center Transactions, the procedure includes downloading & checking of transactions, verification & consolidation of transactions, preparation of fund transfer requisition, and preparation of order to bill.

3. **Payout Services** – cover the procedure in the distribution of cash grants to beneficiaries identified by Partner Humanitarian Aid Organizations (HAO). This procedure includes the receipt of notice to payout from partner HAO-TR, payout to beneficiaries, liquidation & reporting of payouts, and submission of billing statements& collection of service fees.

Philatelic Services

Context Diagram



Process Description

Philatelic Services covers the issuance of commemorative and special stamps and the selling of philatelic stamps and other items.

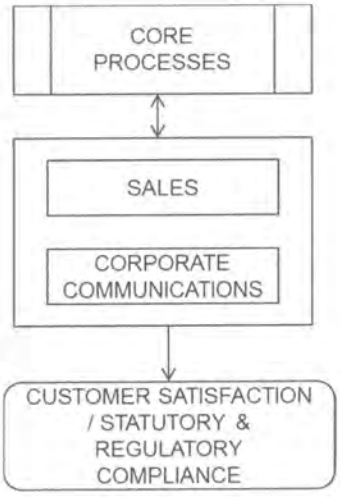
1. **Issuance of Commemorative and Special Stamps** – includes the receipt of the request from the proponent, presentation of stamp design & approval, procurement, post-production of stamps & other philatelic materials, and the distribution of the actual stamps & philatelic products to the proponent.

2. **Selling of Philatelic Stamps and Other Items** – includes the replenishment of accountabilities, selling of philatelic stamps & other related items, remittance of cash collection, and preparation of reports.

VIII. SUPPORT PROCESSES

DIRECT SUPPORT

a. ***Context Diagram***



b. ***Process Description***

The core processes are directly associated to and supported by the following:

1. **Sales Services** – includes (1) Sales Administration and (2) Sales Support. Sales Administration includes the procedures in the client acquisition, account management, and handling of inquiries. Sales Support, on the other hand, consists of billing & collection for corporate and institutional accounts, and billing & payment to partner postal administrators.

2. **Corporate Communications** – includes the procedures in the collection and distribution of information (internal and external), as well as the management of issues affecting the corporate image of the Corporation.

Sales Services

Context Diagram

Process Description

1. **Sales Administration** includes the following processes:

   1.1 Client Acquisition – this procedure includes client prospecting, client engagement, internal/external coordination, preparation & approval of MOA, and distribution of documents.

   1.2 Account Management – focuses on the management and maintenance of client relationship, documents, and communication. This procedure includes endorsement of signed MOA, and monitoring of clients' issues and concerns.

   1.3 Handling of Inquiries – covers the handling of inquiries received through telephone, letter, e-mail, from a walk-in customer, corporate clients and social media at the Offices of Exchange (AMED, EMED and SMED), Area Offices and Post Offices.

   - For Offices of Exchange and Post Offices, the procedure includes the receiving & processing of inquiries, and the provision of feedback to the caller/client.
   - For Area Offices, the procedure includes receiving of inquiries from corporate & institutional clients, coordination with concerned Post Offices, and provision of feedback to corporate clients.

2. **Sales Support** includes the following processes:

2.1 **Billing and Collection** – covers the preparation of Billing Statements, Statement of Accounts and Collections of Corporate Accounts. This procedure includes receipt of Order to Bill, validation of computation & documents, preparation of billing statements, preparation of Journal Entry Voucher, sending of Billing Statement, and collection of receivables.

2.2 **Preparation of Billing and Payment to Partner Postal Administration** – covers the preparation of billing, acceptance and settlement of international accounts on the mails received/dispatched from/to different international designated postal operators.

Corporate Communications

Context Diagram

Process Description

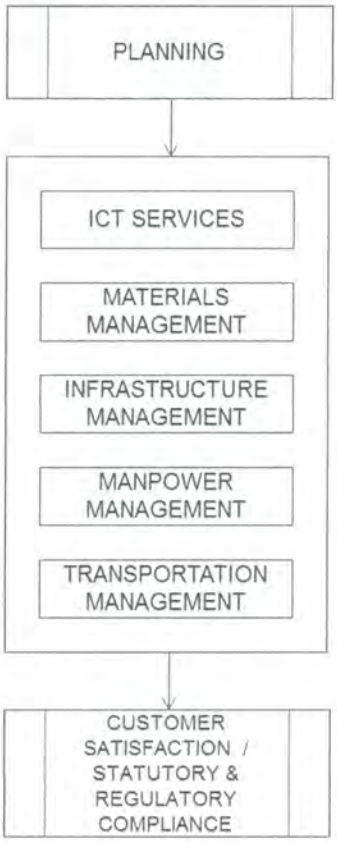
1. **Internal Communication** – refers to the collection and dissemination of related news and updates to PHLPost officials and employees. This procedure includes gathering of information, preparation of communication materials, review of information & communication materials, and distribution of communication materials.

2. **External Communication** – refers to the collection and distribution of information such as news and updates from the Corporation to the public through various media platforms. This procedure includes gathering of information, preparation of communication materials, review of information & communication materials, distribution of communication materials, and monitoring.

3. **Crisis Communications** – refers to the management of issues affecting the corporate image and/or public perception of the Corporation. This procedure includes receiving and verification of issues/complaints/news items, preparation of briefing materials, review & determination of actions to be taken, implementation of action/s, and monitoring.

IX. ORGANIZATIONALSUPPORT

A. Context Diagram



B. Process Description

The organizational support processes provide the necessary resources needed for the establishment, implementation, maintenance and continual improvement of PHLPost QMS. These processes are listed as follows:

1. **ICT Services** – include the procedures in the preventive maintenance, systems management and troubleshooting of computer hardware, software and other peripherals.

2. **Materials Management** – include the procedures relative to the procurement, processing and delivery of accountable forms, supplies & materials, equipment, and furniture & fixtures. This also includes the warehousing and distribution of supplies, loading of Postage Metered Machine, payment to suppliers and other money claims, and evaluation and re-evaluation of suppliers.

3. **Infrastructure Management** – include the procedures in the construction, renovation, and repair & maintenance of buildings, machineries and office

equipment, including the calibration of all weighing scales. It also includes the implementation of solid waste management.

4. **Manpower Management** – include the procedures in the recruitment, selection & promotion, performance evaluation, participation to training programs, career management, and separation management of PHLPost employees.

5. **Transportation Management** – include the procedures in the dispatch and collection of mail dispatches, registration, insurance, and maintenance & repair of all motor vehicles and motorcycles.

ICT Services

Context Diagram

Process Description

1. **Systems Management** – refers to the process of monitoring the system performance and IT operations. This procedure includes system configuration, system user access, database backup, and server maintenance.

2. **Technical Support** – refers to the process of troubleshooting the hardware, software and network related problem. This procedure includes the receipt of request, determination of the problem and the assignment of MISD personnel, analysis and resolution of the issue, and the information of the resolved issue to the end-user.

3. **Preventive Management** – refers to the process of ensuring the availability and functionality of all IT equipment at Post Offices and Departments in the Central Office and Area Offices. This procedure includes setting of schedule, performing of preventive maintenance, and updating of preventive maintenance record.

Materials Management

Context Diagram

Process Description

1. **Procurement** – covers the procurement of goods, services and infrastructure projects from the receipt of approved Purchase Request (PR) to the acceptance of delivered PPEs and supplies & materials from suppliers, through the following modes:

   a. For Small Value Procurement with an ABC of below ₱50,000, the procedure includes the acceptance and processing of PR, procurement, Purchase Order preparation, approval and release, and delivery of goods by supplier.

   b. For Alternative Methods of Procurement with Posting with an ABC of ₱50,000 up to ₱1 million, the procedure includes the acceptance and processing of PR, advertisement/posting of RFQs, evaluation & selection of quotations, opening and awarding of PO, PO preparation & approval, and delivery of goods, services, equipment & other fixed assets.

c. For Competitive Bidding with an ABC of ₱1 million and above, the procedure includes acceptance & processing of PR, conduct of Competitive Bidding (BAC), contract preparation & approval, and delivery of goods, services & infrastructure projects by Winning Bidder.

2. **Warehousing and Distribution**

   a. **Warehousing and Distribution of Supplies** – covers procedures in the issuance of supplies, materials, equipment and other fixed assets from the receipt of approved Purchase Request up to the acceptance of delivery from suppliers. This procedure includes the recording of accepted deliveries, warehousing and issuance.

   b. **Distribution of Supplies to Post Offices** – covers the procedures in the acceptance, preparation and distribution of supplies from the Central Office and Area Office to Post Offices. This procedure includes the acceptance and encoding of RIS, preparation and processing, issuance of supplies, recording and filing.

   c. **Distribution of Supplies to Concerned Employees**– covers the procedures in the receipt and distribution of supplies to concerned employees in the Post Offices. This procedure includes the receipt of supplies, storage, and distribution.

   d. **Distribution of Stamps and Other Accountable Forms** – covers the procedures in the acceptance, processing and issuance of Stamps and other Accountable Forms maintained by concerned Accountable Officers from the Mega Manila Area Office to Post Offices. This procedure includes the acceptance of RIS (through walk-in, mail or e-mail), review & verification of submitted documents, preparation and processing, issuance of AF (acceptance by AO or through Registered Mail), and recording and filing.

   e. **Stocking and Distribution of Postage Stamps** – covers the procedures in the stocking and distribution of postage stamps and postage related supplies from the Central Vault (Central Office) to the Postal Areas. This procedure includes the receipt of stamp delivery, issuance of postage stamp from stamp vault to CO Postage Custodian, and distribution of postage stamp to Area Postage Custodian.

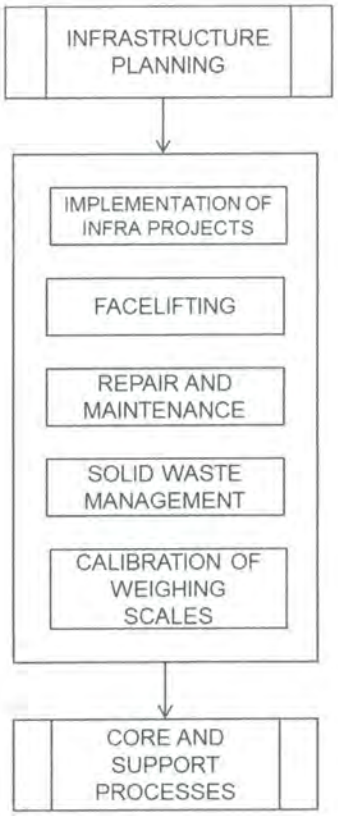
3. **Loading of Postage Metered Machine** – covers the procedures in the loading of Postage Metered Machines assigned at the Post Offices and those owned by Corporate and Institutional Clients. This procedure includes the receipt of request for loading of PMM, processing of request for loading, and loading of amount to PMM.

4. **Payment to Suppliers and Other Money Claims** – covers the procedures on the processing of money claims from receipt of disbursement vouchers to the issuance of check/bank transfer. This procedure includes receiving of Disbursement Voucher, checking if claims is within budget, processing of claims, approval of claims, and disbursement/payment.

5. **Evaluation and Re-evaluation of Suppliers** – covers the procedures on the evaluation and re-evaluation of PHLPost existing suppliers, and the assessment on the suitability of potential suppliers. This procedure includes review of eligibility, technical & financial capability, post-evaluation / post-qualification, and re-evaluation based on performance & consistency.

Infrastructure Management:

Context Diagram



Process Description

1. **Implementation of Infrastructure Projects** – covers the procedures in the implementation of Infrastructure Projects of the Corporation. This procedure includes planning & approval of Infrastructure Projects, preparation of DEW to the Infrastructure Projects for the year, implementation of the proposed Infrastructure Projects, and review & acceptance of the proposed Infrastructure Projects.

2. **Face-lifting** – covers procedures in the implementation of face-lifting of Post Offices and Postal facilities. This procedure includes planning & approval of face-lifting projects, preparation of DEW to be face-lifted for the year, implementation of the proposed Post Office to be face-lifted, and review & acceptance of the proposed Post Office to be face-lifted.

3. **Repair and Maintenance**

    a. **Buildings, Facilities, Machineries and Office Equipment** – covers the procedures on the conduct of repair and maintenance of buildings, facilities, machineries and office equipment. This procedure includes the receipt of request for repair, evaluation & approval of request, preparation of materials

needed, implementation & monitoring, and submission of accomplishment report.

b. **Electronic Postage Metered Machine** – This procedure includes the preparation of the annual preventive maintenance schedule, notification of the scheduled date of repair & preventive maintenance, inspection of ePMM, and submission of report.

4. **Solid Waste Management** – includes the proper segregation, collection, transport, storage, treatment and disposal of solid waste through the formulation and adoption of the best environmental practices in ecological waste management excluding incineration. This procedure includes the collection, segregation and disposal of solid waste.

5. **Calibration of Weighing Scales** – covers the procedures of calibration of all weighing scales in the acceptance, processing and dispatch of mail matters in all Post Offices, Extension Post Offices, Distribution Centers and Offices of Exchange. This procedure includes testing, calibration, and release of calibrated weighing scales to end-users.

Manpower Management

Context Diagram

Process Description

1. **Recruitment**

   a. **Recruitment, Selection and Promotion** – covers the procedures in the recruitment, selection and promotion of regular and contractual personnel. This procedure includes the receipt of request to fill-up, publication/posting, acceptance & evaluation of application, deliberation, processing of appointment, & approval of CSC.

   b. **Recruitment, Hiring and Renewal of New Entrants – Contract of Service (COS)** – covers the recruitment, selection, hiring and renewal of Service Contractors. This procedure includes the receipt & evaluation of request to hire, posting (optional), acceptance & evaluation of application, preparation, processing & approval of contract, renewal of COS contracts, and termination of COS workers.

2. **Training** – covers the procedures in participation and implementation of training programs.

   a. **Participation to Local External Training Programs** – covers the process of the selection of attendees and participation to local external training programs and other learning interventions. This procedure includes the receipt of the invitation from training providers/learning institutions, processing of invitations received & selection of attendees, and implementation of post-training activities/evaluation.

   b. **Participation to International Training Programs** – covers the process of the selection of attendees and the application of learning acquired from the participation in the International Training Programs. This procedure includes the receipt of the invitation from International Learning Institutions, processing of invitations received & selection of attendees, and implementation of post-training activities/evaluation.

   c. **Implementation of In-House Training Programs**–covers the process of implementing the quality In-house Training Programs. This procedure includes planning, implementation of training programs, and implementation of post-training activities

3. **Performance Evaluation** – covers the monitoring and review of individual performance of all regular employees and contractual personnel. This procedure includes the performance target setting, review of performance targets, submission of accomplished IPCR, review and evaluation of accomplished IPCR, ranking of final performance rating, and intervention.

4. **Career Management** – covers the proper intervention that will develop high potential employees within the organization. This procedure includes the determination of employees with potential, designing of career program, development of individual career plan, and execution of the career development plan.

5. **Separation Management** – covers the procedures in the separation of employees, in any mode. This procedure includes the receipt of request for separation, acceptance & approval, turnover of accountabilities & clearance, and processing of separation benefits.

Transportation Management

Context Diagram

Process Description

a. **Registration** – covers the procedures in the registration of all PHLPost Motor Vehicles and Motorcycles with Land Transportation Office (LTO). This procedure includes the preparation of an inventory list of motor vehicles indicating validity of LTO registration, preparation & processing of LTO registration documents, and issuance of certified copy of OR/CR to concerned drivers/end user.

b. **Insurance** – covers the procedures for acquiring insurance of all PHLPost motor vehicles and motorcycles with the Government Service Insurance System (GSIS). This procedure includes the preparation of the inventory list of motor vehicles indicating validity of vehicle insurance, preparation & processing of insurance documents, and release of insurance policy & official receipt.

c. **Maintenance and Repair** – covers procedures in the conduct of repair and maintenance of motor vehicles and motorcycles. This procedure includes the receipt of request for repair, evaluation and approval of request, preparation of materials needed, implementation & monitoring, and submission of accomplishment report.

d. **Transport of Dispatches** – covers the procedures in the dispatch and collection of Inbound and Outbound Mail Dispatches from and to Central Mail Exchange Center, Manila Airports, including Mega Manila Route bound to Cavite, Bulacan, Rizal, Manila, Quezon City, Makati City, Parañaque City, Pasay City and Muntinlupa City.

- For Inbound mail Dispatches, the procedure includes the collection of Inbound mail dispatches, transport to OEs, and turn-over to OEs.

- For Outbound Mail Dispatches, the procedure includes the collection of mail dispatches, transport to airport, distribution centers & selected POs, and turn-over to POs/ground handler/domestic destination.

X. MEASUREMENT ANALYSIS AND IMPROVEMENT

A. Monitoring and Measurement

1. Internal Audit

PHLPost shall conduct internal audits at planned intervals to determine whether the QMS is effectively implemented, maintained and compliant to ISO 9001:2015, and statutory & regulatory requirements.

An audit program shall be planned and shall include the audit criteria, scope, frequency and methods to be used. The Audit Team shall ensure objectivity and impartiality in the conduct of the audit process. Internal auditors shall not audit their own process.

The management or the staff responsible for the area being audited shall ensure that any necessary corrections and/or corrective actions are taken without undue delay to eliminate detected non-conformities and their causes. Follow-up activities shall include the verification of actions taken and the reporting of verification results.

A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

Records of the audits and results shall be maintained.

B. Analysis of Data

1. Continual Improvement

The top management shall ensure that the QMS processes are being monitored and controlled. PHLPost QMS shall be continually improved though the implementation of the following:

- Quality Policy
- Quality Objectives
- Internal Audit
- Control of Non-Conformities
- Corrective Action
- Management Review

2. Corrective Action

PHLPost shall implement corrective actions or immediate interventions to the non-conformities encountered. Moreover, corrective actions shall be implemented as long-term solutions to prevent the recurrence of the non-conformities.

This shall include the following:

- Review of non-conformities (including customer complaints);
- Analysis of the causes of non-conformities;
- Formulation of a plan to ensure that non-conformities do not recur;
- Implementation of action needed;
- Monitoring of the results of actions taken; and
- Evaluation of the effectiveness of the actions taken.