

Board Resolution No. 2018 - 118

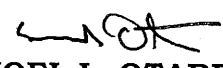
**"APPROVING THE QUALITY POLICY AND
PROCESS MAP OF THE PHILIPPINE POSTAL
CORPORATION (PHLPOST)."**

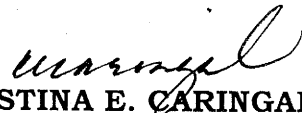
RESOLVED, as it hereby resolves to approve the Quality Policy and Process Map of the Philippine Postal Corporation (PHLPost), a copy of which is hereto attached and made integral part of this resolution as Annex "A".

Adopted during the 10th Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 25 October 2018 at the City of Manila, Philippines.

Approved by:


NORMAN N. FULGENCIO
Chairman


JOEL L. OTARRA
Vice Chairman & Postmaster General


CRISTINA E. CARINGAL
Member


RIDGWAY M. TANJILI
Member


RAUL B. BENDIGO
Member


LIBERTY C. AVILA
Member


PELAGIO S. PAGUICAN
Member

Attested by:


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

PROPOSED PHLPOST QUALITY POLICY

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.

Board Resolution No. 2019 - 64

**"APPROVING THE REVISED PROCESS MAP OF
THE PHILIPPINE POSTAL CORPORATION
(PHLPOST) AND CREATION OF ITS QUALITY
MANAGEMENT SYSTEMS STRUCTURE."**

RESOLVED, as it hereby resolves to approve the Revised Process Map of the Philippine Postal Corporation (PHLPost) and creation of its Quality Management Systems Structure, a copy of the Execom Resolution No. 2019-24 is hereto attached and made integral part of this resolution as Annex "A".

Adopted during the 5th Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 23 May 2019 at the City of Manila, Philippines.

Approved by:

NORMAN N. FULGENCIO
Chairman

JOEL L. OTARRA
Vice Chairman & Postmaster General

RIDGWAY M. TANJILI
Member

LIBERTY C. AVILA
Member

CRISTINA E. CARINGAL
Member

RAUL B. BENDIGO
Member

PELAGIO S. PAGUICAN
Member

Attested by:

ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY

GUZMAN B. MELGAPE, JR.
ACTING ASSISTANT CORPORATE SECRETARY

PHLPost EXECOM RESOLUTION NO. 2019 - 24

20 May 2019

Subject : **Proposed Revised Process Map and Creation of Quality Management System Structure**

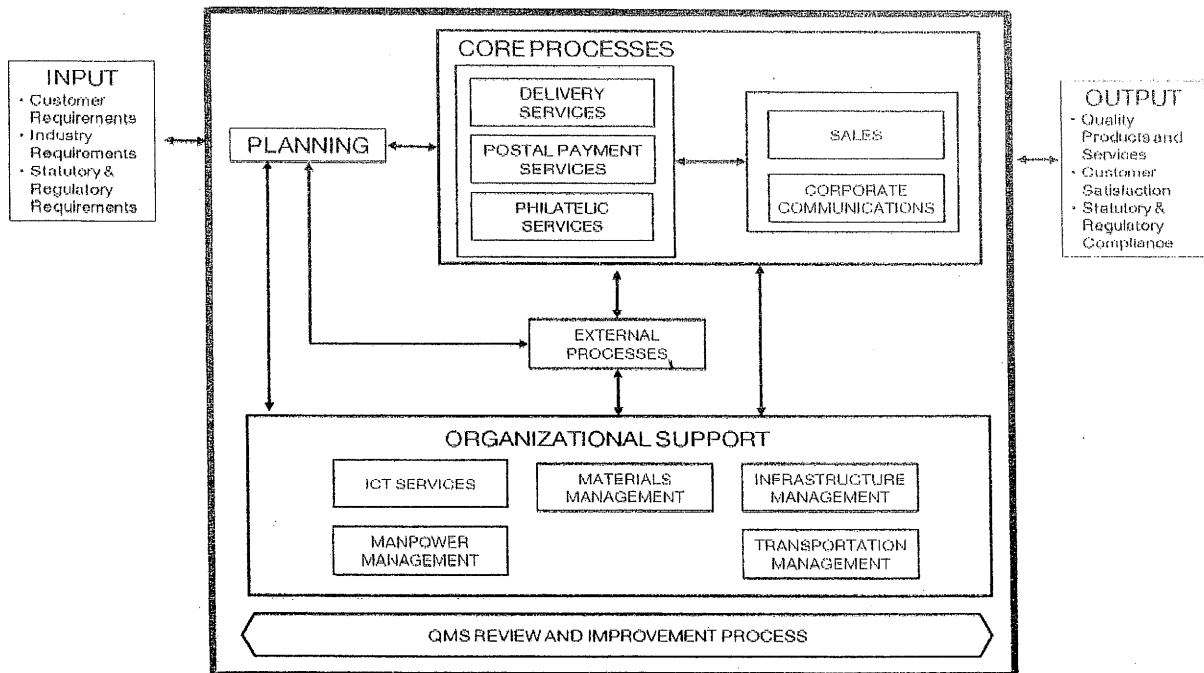
WHEREAS, relative to the efforts of the Philippine Postal Corporation to attain an ISO 9001:2015 Certification, concerned PHLPost Officials and employees, in coordination with the ISO consultants, formulated the Process Map of the Corporation

WHEREAS, the said Process Map was recommended for approval through PHLPost EXECOM Resolution No. 2018-25 dated 28 August 2018 and was subsequently approved by the PHLPost Board of Director through BOD Resolution No. 2018-118 dated 25 October 2018 during their 10th Special Meeting;

WHEREAS, as part of the preparation for ISO 9001:2015 Certification, the APMG for Administration and Finance was designated as Quality Management Representative through PHLPost Personnel Order No. 19-02 dated 27 March 2019 with the following functions:

1. Ensure that processes needed for the Quality Management System 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.
2. Report to top Management on the performance of the Quality Management System 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.
3. Ensure the promotion of awareness of customer requirements throughout the organization considering that one of the main thrusts of an ISO 9001 Quality Management System is customer satisfaction.

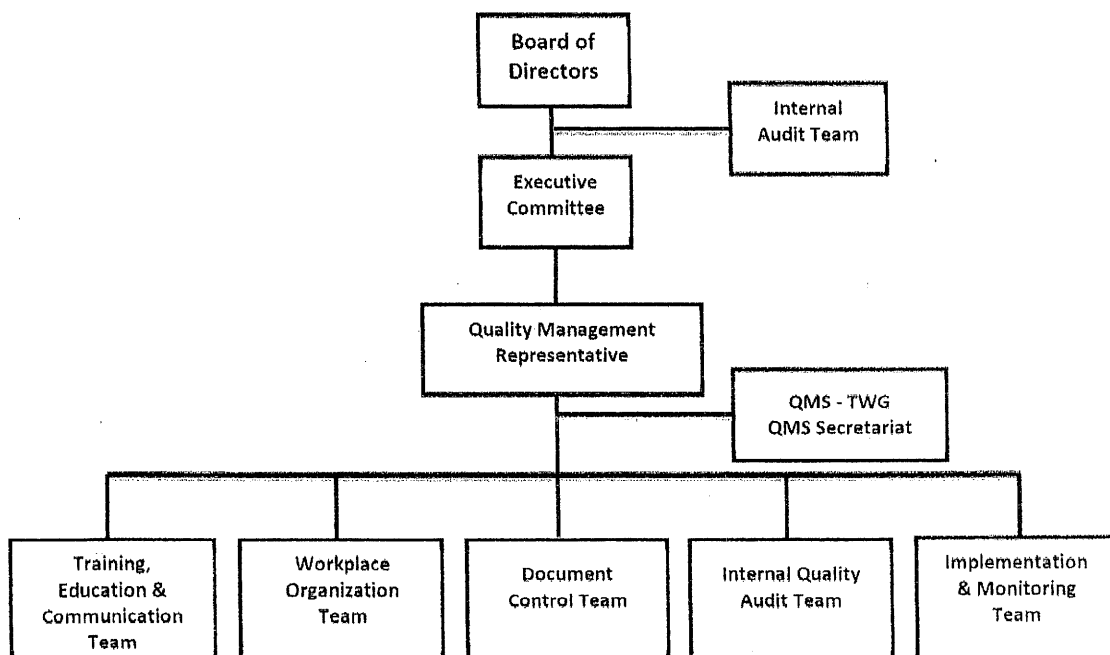
WHEREAS, as PHLPost QMR, the APMG for Administration and Finance reviewed the approved Process Map and came up with the following revisions, in coordination with the ISO consultant:



WHEREAS, significant changes from the previously approved Process Map are the following:

1. Emphasis on the three (3) core processes of Delivery Services, Postal Payment Services and Philatelic Services;
2. Legal Services and Financial Management were removed as part of organizational support and were incorporated in Sales as part of Sales Support, particularly on sales contract preparation and review, invoicing and payment;
3. Facilities Management was renamed as Infrastructure Management; and
4. Transportation Management was included to add emphasis on the movement of mails and other items.

WHEREAS, the APMG for Administration and Finance is also proposing the creation of a Quality Management System Structure as follows:

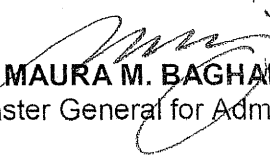


WHEREAS, the aforementioned teams to be organized will help in the preparation, implementation and monitoring of the Quality Management System in PHLPost.

HERETO, RESOLVED, that the PHLPost Executive Committee recommends for approval of the PHLPost Board of Directors on the proposal of the APMG for Administration and Finance for the Revised Process Map and the Creation of the Quality Management Structure of PHLPost.

THAT, upon approval of the PHLPost Board of Directors, the revised Process Map shall be incorporated in the drafting/finalization of the Quality Manual. Relatively, the Manager of the Corporate Planning Department is directed to draft the appropriate Office Order creating the Quality Management Structure of PHLPost, and to include the designation of its respective Heads, Members and functions.

ADOPTED this 20th day of May 2019 during the 4th Regular Meeting of the PHLPost Executive Committee.


(Ms.) MAURA M. BAGHARI - REGIS

Assistant Postmaster General for Administration and Finance


(Mr.) LUIS D. CARLOS

Assistant Postmaster General for Marketing
and Management Support Services


(Engr.) JOEL L. ZAMUDIO

OIC – OAPMG for Operations


(Mr.) JOEL L. OTARRA

Postmaster General and CEO