
 <p><b>LBP RESOURCES AND DEVELOPMENT CORPORATION</b> 24<sup>TH</sup> Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	<b>QUALITY MANAGEMENT SYSTEM</b> <b>QUALITY MANUAL</b>	Class Code: <b>D</b>
		Reference Code: <b>QM-QMR-7.0</b>
		Revision Number: <b>03</b>
	<b>Chapter 7: Quality Management Structure</b>	Date: Effective <b>Dec.14, 2023</b>
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The Quality Management Structure of LBRDC focused not only on the product and service quality but also on the means to achieve it. The Quality Management Structure is designed to assure that the quality goals of the organization are met and all the organization elements required to assure a properly functioning quality management system are in place.



### 7.1 Quality Council

- Establishes, reviews, and maintains the quality policy of the agency;
- Ensures that quality objectives are established are relevant and aligned to the functions of the core business operations of LBRDC;
- Ensures allocation of available resources to support the implementation of the LBRDC QMS;
- Defines the responsibilities and authorities of each function in the organization;
- Plans and reviews the effectiveness of the LBRDC QMS, Quality Policy and Quality Objectives, and monitors the implementation of improvement action plans;

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- Introduces mechanisms or programs to promote and improve ISO/QMS; and,
- Ensures that communication mechanisms are established and effective.

## 7.2 Quality Management Representative (QMR)

- Ensures the effective implementation and maintenance of the established Quality Management System;
- Reports to the top Management the performance of the quality management systems, its effectiveness, and areas for further improvement;
- Ensures the promotion of awareness of meeting customer requirements within the relevant scope of the LBRDC's QMS; and,
- Liaises with external parties on matters relating to the LBRDC's QMS.

## 7.3 Document and Records Control Team

- Establishes, documents, implements, and maintains a procedure for the control of documents and records;
- Maintains the master copies and masterlist of the Quality Manual and SOI Manual, as well as the master list of externally generated documents and references;
- Ensures that current versions of relevant documents are available at point of use;
- Prevents unintended use of obsolete documents as well as the unauthorized use of relevant documents and records;
- Ensures the traceability of documents.
- Coordinate enhancement of the Records Management System; and,
- Closely coordinates with Department/Unit Heads on all matters concerning Records Management, specifically on records generated from the LBRDC Management system.

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#### 7.4 Internal Quality Audit Committee

- Prepares, coordinates, and implements the audit plan;
- Identifies the necessary resources for managing the audit plan;
- Provides inputs during management review regarding audit findings; and,
- Monitors and maintains records of implementation of corrective and preventive actions for non-conformances found during audits.

#### 7.5 Process Owner

- Communicate the owner role to interested parties
- Determine the required inputs and expected outputs
- Determine the process sequence and interaction
- Define process methods to meet process criteria
- Identify process documentation and training needs
- Issue and maintain any procedures and instructions
- Align process with quality policy and strategic direction
- Make available necessary resources and information
- Operate and control an effective and efficient process
- Collect objective evidence of conformity for audits
- Meet process output requirements of internal customers
- Monitor, measure, analyze, and evaluate the process
- Use performance data to establish quality objectives
- Track progress against process performance targets
- Identify any risks to meeting process objectives
- Communicate with process users to identify issues
- Evaluate and propose process improvements