 <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>	<p><b>QUALITY MANAGEMENT SYSTEM</b> <b>QUALITY MANUAL</b></p>	<p><b>Class Code: D</b></p>
	<p><b>CHAPTER 1: INTRODUCTION</b></p>	<p>Reference Code: <b>QM-QMR-1.0</b></p>
<p>Revision Number: <b>03</b></p>		
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## 1.1 Objectives of the Quality Manual

This Manual was prepared and designed to achieve the following objectives:


- To serve as a source of reference to all personnel of LBRDC in the performance of their duties and responsibilities;
- To serve as a training manual for LBRDC's new employees;
- To ensure a satisfactory degree of uniformity in the interpretation and implementation of LBRDC's general policies and guidelines related to its operation;
- To provide LBRDC's personnel and all other concerned employees of its basic tools and techniques universally used in related works; and
- To inform and guide other departments on the organization, policies, systems and procedures adopted by LBRDC in the pursuit of its goals and objectives in the organization.

## 1.2 Scope of the Manual

The scope and intent of our Quality Management System is to define and communicate our commitment to continually enhance customer satisfaction.

The requirements are designed to:

- a) Fulfill the need to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- b) Aim to enhance customer satisfaction through the effective application of system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements;
- c) To satisfy the requirements of customers and interested parties to ensure quality and safety in all areas of the company's operations

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This covers system policies, processes and objective encompassing the operations in LBP Resources and Development Corp., as detailed in the business process.

It is intended that the QMS implemented within LBP Resources and Development Corp., can and shall be certified by an accredited certifying body to the standards of ISO 9001:2015.

### **1.3 Instruction on How to Use and Maintain the Manual**

The LBRDC Management may decide to implement new, revised, or amended policies or procedures in connection with some objectives or strategies it may decide to pursue. This implies that some changes may have to be introduced in the Manual. To allow for such changes, the Manual is bound in a loose-leaf binder.


The new or amended policy or procedure may emanate from the BOD or the ExCom. Upon receiving directive to implement the new or amended policy, the President and CEO should accomplish the following:

- Prepare a memorandum addressed to the employees of divisions concerned regarding the implementation and effectivity of the amendment;
- Ensure that adequate orientation and/or training is conducted among the staff who will implement the new policy; and
- Ensure that the amendment or revision has been incorporated in all copies of the Manual.

All amendments or additions to be introduced in the Manual should be based on a Memorandum from the President and CEO. The memo shall indicate the nature and effectivity of such new or amended policy or procedure.

For proper guidance, users and person responsible for this Manual shall observe the following:

- Verify if the pages of the Manual are the current version before using.

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- Review and update the contents of the Manual, if necessary.
- Be aware of the presentation format including the pagination of the Manual in order to facilitate reference and future revision, to wit:


#### **1.4 For the Main Body of the Manual**

- 1.4.1 The title of each Section is written in capital letters and preceded by an Arabic numeral denoting the number of such Section (e.g., **SECTION 1** Introduction);
- 1.4.2 The sections are preceded by a 4-digit Arabic number. The first two digits denote the Section and the next two digits denote the Section (e.g., 3.2.1.1);
- 1.4.3 Each page of the Manual is in Arabic numbers denoting Section number followed by the Section and the Page Sequence separated by a decimal point; and
- 1.4.4 Each page of the Manual is dated. Subsequent revision of certain pages of the Manual will thus bear the date of revision.
- 1.4.5 Should there be any changes in procedures, forms or policies in the future; corresponding revision shall be made in the Manual. To incorporate the necessary revisions without changes in the entire paging of the Manual, as well as to make revisions orderly and systematic, the following pagination shall be followed:

The indicator (Rev.) shall be used to denote a page that has been revised; and

The number after the (Rev.) indicator shows the number of times revisions have been effected. Thus:

Page	: 1.1.1 (rev)
Date First Prepared	: December 2000
Date Last Revised	: January 2018

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means first revision of page 1 of Section 1 of Section 1.

1.4.6 If the revision requires more pages than the portion it replaces, additional pages containing the revised portion shall be indicated by a small letter suffix immediately after the page number. With our example above, Page 0101.1a (Rev. 1) would mean a continuation of the first revision of page 1 of Section 1 of Section 1.

## 1.5 For the Attachments of the Manual

1.5.1 Attachments shall be in the following forms:

Annex - additional procedures, tips, techniques, flowcharts  
Exhibit - sample forms and reports

1.5.2 The attachment shall be cross-referred in the main body of the Manual. Example, to cross-refer Exhibit 1.1 in Section 1 of the Manual, we write:


The accredited supplier shall be given three (3) working days to respond to RFQ (**Exhibit 1.1**).

1.5.3 The attachment number bears Arabic numbers denoting the Section number and attachment number sequence while its title shall be the name of the document. The annex number shall be placed at the upper-right most corner of the paper below the header. Example:

Annex 1.1 means Annex 1 of Section 1  
Exhibit 1.1 means Exhibit 1 of Section 1

1.5.4 Attachments shall be numbered consecutively per Section. Each page of an attachment shall have the Section number followed by the attachment number sequence then the page sequence, each separated by a decimal point. Example:

Annex 1.1.1 means, page 1 of Annex 1 of Section 1  
Exhibit 1.1.1 means page 1 of Exhibit 1 of Section 1

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1.5.5 If a new attachment is to be inserted between two (2) attachments, it shall be numbered after the last attachment number of the affected Section. Example:

Annex 1.4 shall be the new annex to be inserted between Annex 1.1 and Annex 1.2 if the last annex is Annex 1.3 of Section 1.