

QUALITY MANAGEMENT SYSTEM QUALITY MANUAL

Class Code: D
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03

24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila Chapter 2: Definition of Terms and Acronyms

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For the purpose of this manual, the terms and its definition as presented below shall apply:

Accordited Suppliers Refers to suppliers that have accomplished, complied, and submitted the required documents for accreditation Audit Systematic, independent documented processes for obtaining audit evidence and evaluating it objectively to determine to which audit criteria are fulfilled Audit Criteria Audit Criteria Set of policies, procedures and requirements necessary for the scope of audit. Includes records, factual statements; and other verifiable information that is related to the audit criteria being used Audit Plan Description of arrangement and activities for the conduct of audit Audites Auditer Auditer Person possessing specified qualification to conduct audit Person possessing specified qualification to conduct audit BAC Bids and Awards Committee BIR Bureau of Internal Revenue BOD Board of Directors Certification Confirmation of certain characteristics of an object, person or organization Certifying Body Conformity Compliance with standards, rules or laws Continual Improvement Correction Any action that is taken to eliminate CSR Corporate Social Responsibility Customer Satisfaction Document Any source of information relating to the agency's quality management system to ensure effective planning, operation and analysis DR Delivery Receipt DO Disbursement Order Effectiveness A degree to which a planned effect is achieved GCG Governance Commission for GOCCs GOCC Government Owned and Controlled Corporation HO Head Office Internal Audit First party audit where organization audit themselves for internal purpose to declare compliance with the set standards and legal requirements ISO International Organization for Standardization IT Information Technology KRA LBP LBP AC Land Bank Accounting Center	AC	Accounting Center
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declare compliance with the set standards and legal requirements ISO International Organization for Standardization IT Information Technology KRA Key Result Areas LBP Land Bank of the Philippines	Internal Audit	First party audit where organization audit themselves for internal purpose to
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Chapter 2: Definition of Terms and Acronyms

LDDIC	Land Bank Lending Center
LBP LC	Land Bank Lending Center
Major Non Conformity	Absence or total breakdown of a system to meet the requirements of the ISO 9001 Standards and/or LBRDC quality management system. Number of nonconformities which represents consistent repeated similar deficiencies against a requirement
Management Review	Conducted to evaluate the suitability, adequacy and effectiveness of an organization's quality management system and look for improvement opportunities, assess opportunities to review the agency's policies and objectives, address resources need, etc.
	A nonconformity that is not likely to:
Minor Non Conformity	 Result in the failure of the quality system, or Reduce its ability to assure controlled processes, or Result in the probable delivery of nonconforming product or services. It may be either An isolated, inconsistent failure to fulfill a specified requirement, or Of no impact to the achievement of customer's specified requirements, needs or expectations
MOA	Memorandum of Agreement
QMR	Quality Management Representative
Non Conformity	Refers to a failure to comply with requirements.
OR	Official Receipt
Process	
	External to the organization
PAO	Payment Acceptance Order
PAO Procedure	· · · · · · · · · · · · · · · · · · ·
	Payment Acceptance Order
Procedure	Payment Acceptance Order Specified way to carry out activities which transforms inputs to outputs
Procedure QMS Qualified and Complying Accredited	Payment Acceptance Order Specified way to carry out activities which transforms inputs to outputs Quality Management System Refers to accredited suppliers that submitted documents/samples, etc.
Procedure QMS Qualified and Complying Accredited Suppliers	Payment Acceptance Order Specified way to carry out activities which transforms inputs to outputs Quality Management System Refers to accredited suppliers that submitted documents/samples, etc. required during the conduct of sealed price quotation and/or price canvass
Procedure QMS Qualified and Complying Accredited Suppliers RAR	Payment Acceptance Order Specified way to carry out activities which transforms inputs to outputs Quality Management System Refers to accredited suppliers that submitted documents/samples, etc. required during the conduct of sealed price quotation and/or price canvass Risk Assessment Register
Procedure QMS Qualified and Complying Accredited Suppliers RAR RCSA	Payment Acceptance Order Specified way to carry out activities which transforms inputs to outputs Quality Management System Refers to accredited suppliers that submitted documents/samples, etc. required during the conduct of sealed price quotation and/or price canvass Risk Assessment Register Risk Control Self-Assessment Type of documents provides evidence that activities have been performed and



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SI	Sales Invoice
SOI	Standard Operational Instructions
SWOT	Strengths, Weakness, Opportunities, Threats