 <p>LBP RESOURCES AND DEVELOPMENT CORPORATION 24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	<p>QUALITY MANAGEMENT SYSTEM QUALITY MANUAL</p>	<p>Class Code: D</p>
	<p>Chapter 9: Measurement, Analysis and Improvement</p>	<p>Reference Code: QM-QMR-9.0</p>
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9.1 Document Control


As a mechanism to measure the performance of the established Quality Management System, LBRDC monitors implementation of the system through periodic conduct of Internal Quality Audits (as defined under Internal Quality Audit Procedure). Likewise, to monitor the service outcomes in terms of meeting the client requirements and expectations at different stages of the project, periodic gathering of customer feedback and perception are conducted through any of the following approaches:

- a. Focus Group Discussions. This activity is intended to surface the current and future development and productivity concerns of key stakeholders as they are relevant in defining or aligning the LBRDC's program thrusts and relevance areas.
- b. Client Satisfaction Survey. The determination of clients satisfaction is designed to measure and monitor performance of the LBRDC's services in terms of meeting the client requirements and expectations. Results of the survey are examined during management reviews where improvement actions are identified for implementation accordingly.
- c. Review of client feedback. The gathering of client/customer feedback during business processes implementation and evaluation are used to ensure that client's acceptance of services is satisfactory.

Likewise, project scope monitoring is done periodically to keep track of project performance in terms of accomplishments and timeliness.

9.2 Data Analysis and Improvement

LBRDC uses applicable statistical techniques and tools to establish, control and verify process capability and characteristics. Data on customer satisfaction survey, conformity to product and process requirements and supplier performance are analyzed on a regular basis.

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Graphs, diagrams, trend analysis, and variance analysis are the most common tools used for data analysis depending on the information needs of management during review meetings.

Continual improvement is a permanent objective of LBRDC. As such, various inputs are considered for continual improvement such as quality policy, objectives, audit finding, analysis of performance data, corrective and preventive actions and performance review meetings,

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