

	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 01-01
	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 2
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	TABLE OF CONTENTS		


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02-03	Authorization for the Implementation / Updating Responsibility	1
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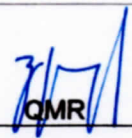
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DOCUMENT CUSTODIAN	QMR

	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 01-01
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	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	FOREWORD		

Because of the highly competitive business environment, the adoption of Quality Management System is a strategic decision of any organization to promote the confidence of its business partners and the public. In view of this, the Department of Science and Technology (DOST) approved the implementation of DOST-GIA "Project 3: Establishment and Implementation of Quality Management System in Accordance with ISO 9001" under the DOST-GIA program "*Establishment, Implementation and Maintenance of Management Systems in all DOST RDIs and Regional Offices.*"

The project is also in consonance with Executive Order No. 605, S. 2007 "Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161, S. 2006", which was issued by *then* President Gloria Macapagal-Arroyo on 23 February 2007, directing all government agencies to adopt the ISO 9001:2000 Quality Management System as part of a government-wide quality management program.



Aligned with this initiative, the Industrial Technology and Development Institute (ITDI) has undertaken actions that help secure and strengthen its position as a service provider. The ITDI is *mandated* to conduct applied research and development on industrial manufacturing, minerals, chemicals, food processing and energy, packaging technology, biotechnology, transfer technologies and provide technical services and training.


Thus, to further ensure the continuous delivery of efficient and effective service, ITDI *established, implemented and continuously maintain* a quality management system in conformance with ISO 9001:2015 for the implementation of its technical operations.

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	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	OBJECTIVES OF THE QUALITY MANUAL		

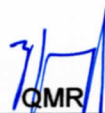
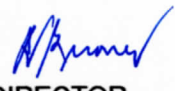
The Quality Manual is documented with the following objectives:

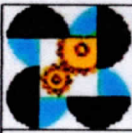
- To provide consistent information, both internally and externally, about ITDI's Quality Management System;
- To demonstrate to the customers, suppliers, stakeholders and other interested parties, the ability of the ITDI to establish Quality Management System in meeting their requirements and expectations;
- To provide a documented system which serves as a basis in auditing the implementation and effectiveness of the QMS;
- To provide continuity of the company's QMS and its requirements during changing circumstances;
- To demonstrate compliance with the requirements of ISO 9001:2015 standard to which this QMS is based.

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 02-03
	Quality Management System Manual	REVISION NUMBER	2
SECTION	USER'S GUIDE	PAGE NUMBER	1 of 1
		EFFECTIVITY DATE	01 June 2021
SUBJECT	AUTHORIZATION FOR THE IMPLEMENTATION / UPDATING RESPONSIBILITY	DOCUMENT TYPE	PAPER / PDF FILE

Implementation of the contents of the manual is authorized and approved by the Director effective on the date specified in the manual.



Updating of the manual is the responsibility of the Quality Management Representative following PM-QMS-07-01 Control of Maintain Documented Information.

Their specimen signatures appear below:

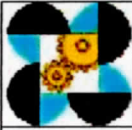

DR. ANNABELLE V. BRIONES, CESO IV
 Director


DR. ZORAYDA V. ANG
 Quality Management Representative


ROCHEEL LEE C. DELUTA
 Document Custodian



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	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	1 of 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	DISTRIBUTION OF THE QUALITY MANUAL		

The Quality Manual is distributed as follows:

COPY NO.	COPY HOLDER	DOCUMENT TYPE
Original	Document Custodian	PAPER
1	Director	-do-
2	Deputy Director for Research & Development	-do-
2A	Deputy Director for Administrative & Technical Services	-do-
3	Chief, ADM	-do-
4	Dropped (old copyholder Deputy QMR, R&D)	n/a
5	Chief, CED	-do-
6	Chief, EBD	-do-
7	Chief, FMD	-do-
8	Chief, FPD	-do-
9	Chief, MSD	-do-
10	Chief, PMISD	-do-
11	Chief, PTD	-do-
12	Chief, TSD	-do-
13	Head, Internal Audit Group	PAPER

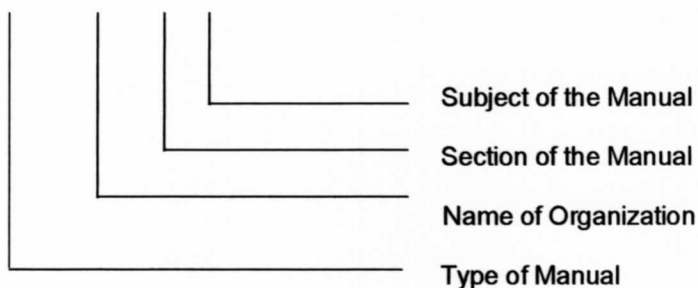
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	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	CODING SYSTEM FOR THE QUALITY MANUAL		

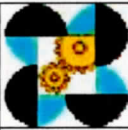
An alpha-numeric coding system is being followed in the Quality Manual as shown:

QM ITDI 00 - 06



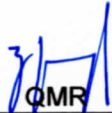

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	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	1 of 3
SECTION	QUALITY MANAGEMENT SYSTEM	EFFECTIVITY DATE	01 June 2021
SUBJECT		DOCUMENT TYPE	PAPER / PDF TYPE
	DEFINITION OF TERMS		

The basis for the definition of terms is ISO 9001:2015 standard. The following abbreviations shall be used in this Manual.

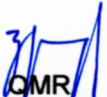

ADM	-	Administrative Division
AMS	-	Advanced Materials Section
AS	-	Accounting Section
BAC	-	Bids and Awards Committee
BDS	-	Business Development Section
BS	-	Budget Section
CED	-	Chemicals and Energy Division
CPS	-	Cleaner Production Section
CS	-	Cashier Section
DCD	-	Document Custodian of the Division
DCI	-	Document Custodian of the Institute
DOST	-	Department of Science and Technology
EBD	-	Environment and Biotechnology Division
ES	-	Energy Section
ESS	-	Engineering Services Section
FES	-	Food Engineering Section
FMD	-	Finance and Management Division
FPD	-	Food Processing Division
FSS	-	Food Safety Section
HRMS	-	Human Resource Management Section
ICS	-	Industrial Chemicals Section
IDS	-	Information and Documentation Section

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SECTION	QUALITY MANAGEMENT SYSTEM	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF TYPE
SUBJECT	DEFINITION OF TERMS		

IFTS	-	Industrial Fermentation Technology Section
ITDI	-	Industrial Technology Development Institute
MIS	-	Management Information Systems
MSD	-	Materials Science Division
MTS	-	Microbial Treatment Section
NCAR	-	Nonconformity and Corrective Action Report
PDLDS	-	Package Development & Label Design Section
PDS	-	Product Development Section
PM	-	Procedures Manual
PMISD	-	Planning and Management Information Systems Division
PMS	-	Planning and Monitoring Services
PPMS	-	Property & Procurement Management Section
PS	-	Pharmaceuticals Section
PTD	-	Packaging Technology Division
PTOSS	-	Package Testing and Other Services Section
QMR	-	Quality Management Representative
QMS	-	Quality Management System
RCTS	-	Regional Cooperation and Training Section
RM	-	Risk Management
RMS	-	Records Management Section
SES	-	Surface Engineering Section
SMS	-	Special Materials Section

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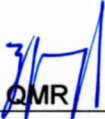
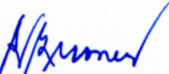
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SECTION	QUALITY MANAGEMENT SYSTEM	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF TYPE
SUBJECT	DEFINITION OF TERMS		

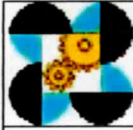
TSD - Technological Services Division

WI - Work Instructions

WMS - Waste Management Section

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	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	1 of 4
SECTION	COMPANY PROFILE	EFFECTIVITY DATE	01 June 2021
SUBJECT	COMPANY BACKGROUND INFORMATION		
		DOCUMENT TYPE	PAPER / PDF FILE

General Requirements

The ITDI through its *Director*, has established, documented, implemented and maintained a quality management system and continually improve its effectiveness in accordance with the requirements of ISO 9001:2015. The quality management system is designed following the concept of "Plan-Do-Check-Act" cycle.

The ITDI has identified the processes needed for *its* QMS and *its* application throughout the Institute and has determined the sequence and interaction of these processes. The criteria and methods needed to ensure the effectiveness of both the operation and control of these processes are established through the control parameters and performance measures integrated in the procedures of the QMS.

The Top Management has provided *the necessary* resources and information to support the control, operation and monitoring of these processes and related significant aspects. They ensure that processes within the scope of the QMS are monitored, measured and analyzed and actions necessary to *achieve* planned results and continual improvement of these processes are implemented.

Company Background Information



The Industrial Technology Development Institute (ITDI) is one of the *seven* research and development institutes (RDIs) under the Department of Science and Technology (DOST). The DOST-ITDI has been in existence since July 1, 1901 when it was then the Bureau of Government Laboratories (BGL) created through the Philippine Commission Act No. 156. It has undergone several reorganizations from 1905 until 1987, through a Republic Act (RA) and an Executive Order (EO). It is the only RDI among the other public sector research agencies in the country that is multidisciplinary, drawing on its expertise in the areas of chemicals, energy, biotechnology, environment, food processing, materials science, and packaging.

ITDI HISTORY

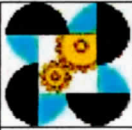
2009 – (Rationalization) August 26, 2009 – As a result of the Rationalization Program of the government under the Executive Order No. 366 dated 4 October 2004, the Industrial Technology Development Institute was rationalized with organizational and staffing modifications. Creation of the Packaging Technology Division and National Metrology Division was approved as well as consolidation of some divisions i.e. Fuels and Energy Division (FED) and Chemical and Mineral Division (CMD) to Chemicals and Energy Division (CED); Environmental Division (EnD) and Microbiology and Genetics Division (MGD) to Environment and Biotechnology Division (EBD); Economics and Planning Division (EPD) and Management Information Systems (MIS) to Planning and Management Information Systems Division (PMISD). RTID was likewise renamed to Technological Services Division.

1987 - The NSTA was reorganized into the Department of Science and Technology (DOST) by virtue of Executive Order Number 128 dated 30 January 1987.

Under this reorganization, NIST was renamed **Industrial Technology Development Institute (ITDI)** and remained one of the R&D institutes under the DOST. All centers were abolished and ITDI now has ten (10) technical divisions with (MSRI) now absorbed by ITDI. Seven (7) divisions to undertake

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		EFFECTIVITY DATE	01 June 2021
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R&D activities, three (3) to render technical services and two (2) support divisions were created.

1982 - By virtue of Executive Order Number 784 dated 17 March 1982, the NSDB was reorganized into the National Science and Technology Authority (NSTA). Under the reorganization NIST remained as one the R&D Institutes under the NSTA. As reorganized, research on agriculture was transferred to UPLB while the ceramics center emerged into an independent institute (MSRI). The Biological and Industrial research center were also abolished and in their place, three (3) centers were created namely: the National Research and Development (NRDC), Chemical Research and Development Center (CRDC), and the National Standards and Testing Center (NSTC). Under the NRDC and CRDC are seven(7) programs to undertake R&D activities, while the NSTC provides standardization and technical services.

1973 - As part of the overall reorganization of the Executive branch of the government, the NIST was reorganized, but retained the same name. With the merger of the Agriculture Research Center, Biological Research Center and Medical Center, only two (2) technical R&D centers remained, namely Biological Research Center and Industrial Research Center. In addition, these were the Tests and Standards Laboratory and the Scientific Instrumentation Division to provide standardization and technical services.

1958 - Under the so-called "Magna Carta of Philippine Science" RA 1067, NSB was reconstituted as the National Science Development Board (NSDB) which was designed to coordinate and supervise all scientific activities in the country. NSIRI became the **National Institute of Science and Technology (NIST)** under the supervision of NSDB.

1956 - Congress approved RA Number 1606 authorizing the establishment of the National Science Board (NSB). IST was changed to the **National Scientific and Industrial Research Institute (NSIRI)**, and was placed under supervision of NSB.



1951 - The IS was renamed **Institute of Science and Technology (IST)** by virtue of Executive Order No. 392 and for the first time primarily concerned itself to industry-oriented research.

1947 - The BS was transformed into the **Institute of Science (IS)** by virtue of Executive Order No. 94.

1934 - The headship of the BS was passed on for the first time to a Filipino chemist. Dr. Angel S. Arguelles. The present-day Bureau of Soils, Bureau of Mines, Bureau of Fisheries and National Survey Division of Education Museum developed initially as part of the Bureau of Science during the pre-war years.

1905 - By virtue of the Philippine Commission Act. No. 1407, the BGL was reorganized into the **Bureau of Science (BS)** and expanded its functions to include the Bureau of Mines and the Ethnological Survey Division of Education.


1901 - 1st of July - **The Bureau of Government Laboratories (BGL)** came into existence through the Philippine Commission Act. No. 156. It was composed of the biological and chemical laboratories, a science library, and the Serum Laboratory of the Board of Health.

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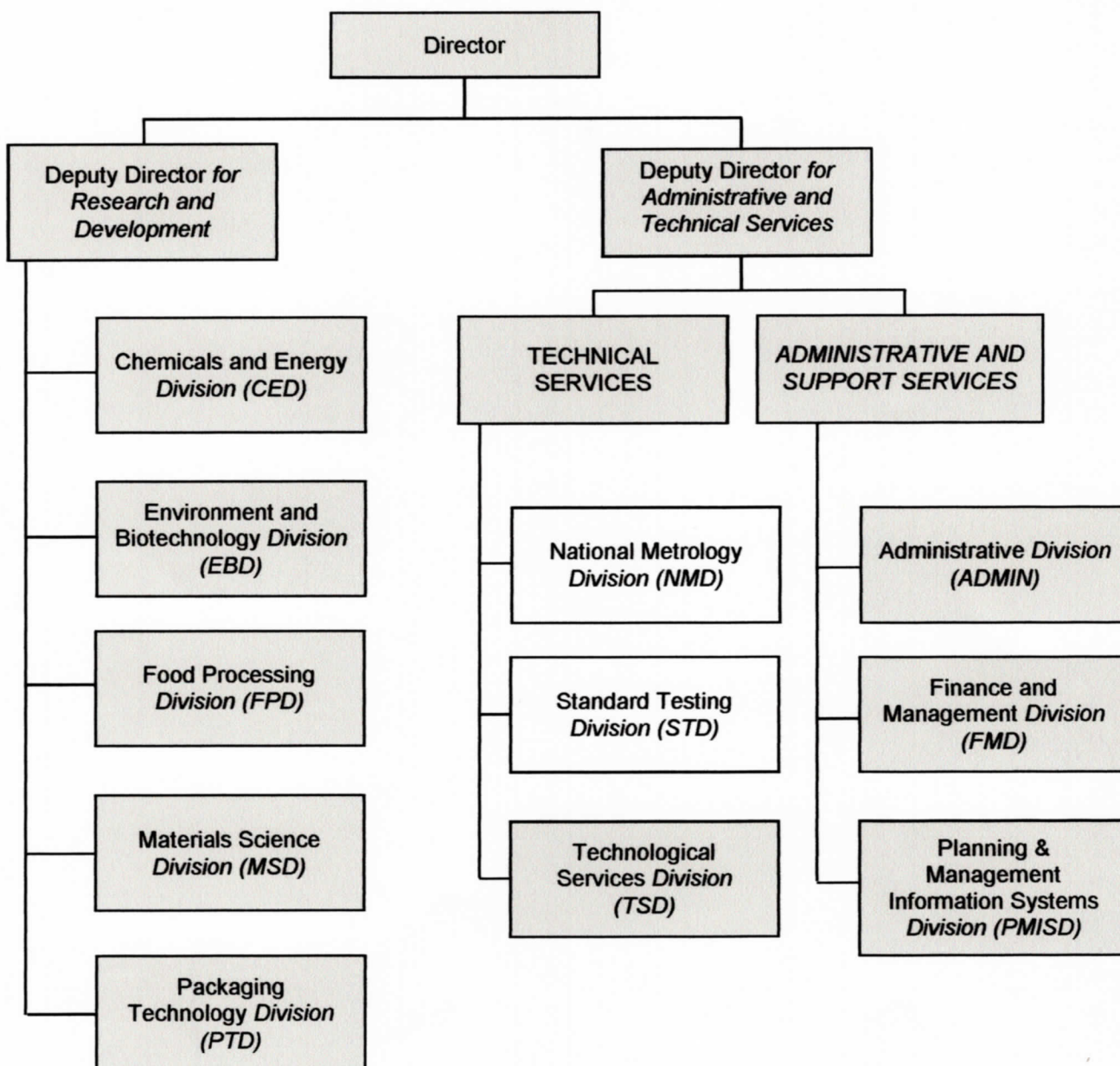
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
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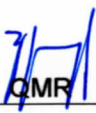

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SUBJECT	COMPANY BACKGROUND INFORMATION		
		DOCUMENT TYPE	PAPER / PDF FILE

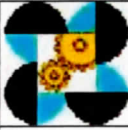
Organizational Structure



 - Scope of QMS

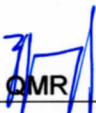

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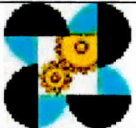
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	Quality Management System Manual	REVISION NUMBER	3
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DOCUMENTED INFORMATION:

ISO 9001:2015 QMS Requirements



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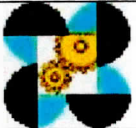
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 04-02
	Quality Management System Manual	REVISION NUMBER	3
SECTION	CONTEXT OF THE ORGANIZATION	PAGE NUMBER	1 of 11
		EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		

The ITDI has identified the interested parties who are relevant to its quality management system and the requirements of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services, which meet the customer and applicable statutory and regulatory requirements.



Document Code	Process Title / Description	Process Owner	Description of Interested Parties		Their Requirements	Status of Compliance	Remarks
			Internal	External			
PM-ADM-HRM-07-01	Human Resource Management	AOV, ADM-HRM	Employees Contract of Service Selection Board Staff Development Committee	CSC Ombudsman	Remuneration / Magna Carta Performance Evaluation Selection Criteria Contract Report	Complied	
PM-ADM-HRM-07-02	Staff Development	AOV, ADM-HRM	Employees	DOST	Training / Development	Complied	

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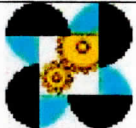
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 04-02
	Quality Management System Manual	REVISION NUMBER	3
SECTION	CONTEXT OF THE ORGANIZATION	PAGE NUMBER	2 of 11
		EFFECTIVITY DATE	01 June 2021
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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		

				CSC			
PM-ITDI-08-01	Provision of Technical Services	Deputy Directors	Technical Staff	Academe Industry PNS Internal Standards ASTM BFAD DENR/DOE	Facilities Results of Test/Analysis Standardized Fees	Complied	
PM-ITDI-08-02	Generation and Approval of Regular R&D Projects	Deputy Director, R&D	Researchers	--	Approved Project Proposal Budget Allocation	Complied	


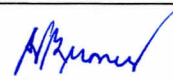
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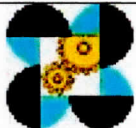
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	Quality Management System Manual	REVISION NUMBER	3
SECTION	CONTEXT OF THE ORGANIZATION	PAGE NUMBER	3 of 11
		EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		

PM-ITDI-08-03	Implementation of Regular Approved R&D Projects	Deputy Director, R&D	Project Leader PMISD R&D Chief BAC/PPMS	DOST External Providers Fabricators Academe Industry	Machine/Material Resources Report Timely delivery of requisition items <i>Results of studies</i>	Complied	
PM-CED-08-01	Energy Audit / Assessment	Supv. SRS, CED-ES	Energy Staff Division Chief	DOE Industry	Machine / Material Resources Honorarium Standardized Fees EA Report	Complied	

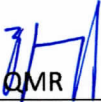

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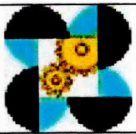
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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		

PM-EBD- CPS-08-01	Environmental Technology Verification	Supv. SRS, EBD-CPS	CPS Staff Section Head	DOST DENR Industry	Machine / Material Resources Honorarium Standardized Fees ETV Report	Complied	
PM-PTD-08- 01	Label Design Development	Supv. SRS, PTD	Designer	ISTA IAPRI FDA/USDA Industry	Packaging Technology Resources Standardized Fees Training & Development Design Folio	Complied	



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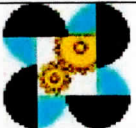


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					Approved Label Design		
PM-TSD-BDS-08-01	Technology Transfer / Commercialization of ITDI Matured Technologies	Supv. SRS, TSD-BDS	BDS Staff	DTI IPO Industry		Complied	
PM-TSD-IDS-08-01	Creation and Production of Social marketing Collaterals	Supv., SRS, TSD-IDS	Writer's Pool Committee TSD Chief Concerned Division Photographer Layout Artist	Social Media Academe Industry	Machine / Material Resources Training & Development MOA/Contract Service Published Collaterals		
PM-TSD-RCTS-08-01	Facilitation Regional	Sr. SRS, TSD-RCTS	TSD Chief	Regional Coordinator	Travel Order	Complied	

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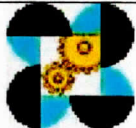
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 04-02
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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		

	Cooperation and Training		Training Coordinator Resource Person / Tech Staff	Customer / Participant	Schedule / Program of Activities CL/MOA <i>Technology / training</i>		
PM-TSD-RCTS-08-02	Planning and Scheduling of Regular / Funded Technology Transfer Program	Sr. SRS, TSD-RCTS	Section Head, TSD-RCTS Division Chief Technical Experts Director	DOST Regional Offices	Travel Order CL/MOA Letter of Request TNA		
PM-TSD-RCTS-08-03	Implementation of Technical and Other Regional Intervention	Sr. SRS, TSD-RCTS	Technology Expert RCTS Staff	Participant	Travel Order Technology		



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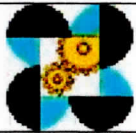
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					Honorarium		
					CL/MOA		
					Schedule / Program of Activities		
PM-TSD- RCTS-08-04	Planning and Scheduling of Regular Training program	Sr. SRS, TSD- RCTS	Division Chief Section Head, RCTS Training Coordinator Division Chief	Academe Industry	Training Program/ Module Technology for Commercialization		
PM-TSD- RCTS-08-05	Training Implementation	Sr. SRS, TSD- RCTS	Training Coordinator Training Facilitator	Participant	Training Program / Manual Honorarium		

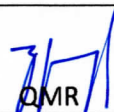

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			Resource Person		Certificate of Completion		
					Technology Innovation		
PM-TSD-RCTS-08-06	Design and Development of New Training Program	Sr. SRS, TSD-RCTS	Training Coordinator TSD Chief Design Team Resource Person		Course Design / Training Module Evaluation Criteria Certificate		
PM-PMISD-08-01	Planning, Monitoring, and Evaluation of R&D Project	Supv. SRS, PMISD-PMS	Top Management PMISD R&D Division	DOST DBM COA	Approved Budget Accomplishment Report / Performance		


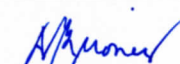
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	<i>(Regular & Assisted)</i>		TRC	Councils	R&D Programs and Projects		
					<i>Budget Utilization</i>		
PM-FMD-AS-08-01	Billing	AO IV, FMD-BS	AO IV Chief, FMD Accountant	DOST COA DBM Land Bank GAM/NGAS Bureau of Treasury External Provider Contractor	Order of Payment Statement of Account	Complied	



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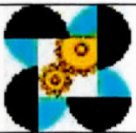


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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		



				Fabricator			
ADM-PPMS-08-01	Purchasing of Goods	BAC Secretariat AOV, ADM-PPMS	BAC / TWG End-user PPMS Staff Divisional Canvasser Accounting / Budget Officer Director / Deputy Director	PhilGEPS DBM-PS Eligible External Provider Fabricator Consultant Cooperative COA GPPB NGAS / GAM	Specification requirement Manpower complement Budget allocation Plan / Design Contract Report	Complied	

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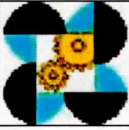
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PM-ADM-PPMS-08-02		AOV, ADM-PPMS	PPMS Staff Inspection Committee End-user	DBM-PS COA Eligible External Provider	On-time payment Facilities (Laboratory / Storage Room) Report	Complied	
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SUBJECT	SCOPE OF THE QUALITY MANAGEMENT SYSTEM	DOCUMENT TYPE	PAPER / PDF FILE

The Quality Management System of ITDI located at *the* DOST Compound, Gen. Santos Ave., Bicutan, Taguig City covers all processes under the Research and Development Divisions, Planning and Management Information Systems Division, Technological Services Division, and other support processes under the Finance and Management and Administrative Divisions.

The scope of certification is:

Generation and transfer of innovative technologies and provisions of scientific and technological services in the fields of biotechnology, chemicals and minerals, environment, foods processing, fuels and energy, materials science and packaging.

The processes involved are as follows:

RESEARCH AND DEVELOPMENT / TECHNICAL SERVICES PROCESSES

- Provision of Technical Services
- Generation and Approval of Regular R&D Projects
- Implementation of Approved Regular R&D Projects

Chemicals and Energy Process

- Energy Audit

Environment and Biotechnology Processes



- Cleaner Production Assessment
- Environmental Technology Verification
- Rapid Cleaner Production Assessment

Packaging Technology Process

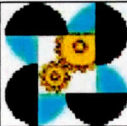
- Label Design Development

PLANNING AND MANAGEMENT INFORMATION PROCESSES

- Planning, Monitoring and Evaluation of R&D Project

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SUBJECT	SCOPE OF THE QUALITY MANAGEMENT SYSTEM		
		DOCUMENT TYPE	PAPER / PDF FILE

TECHNOLOGICAL SERVICES PROCESSES

- Facilitating Regional Cooperation and Training
- Planning and Scheduling of Regular / Funded Technology Transfer Program
- Implementation of Technical and Other Regional Intervention
- Planning and Scheduling of Regular Training Program
- Implementation of Training
- Design and Development of New Training Program
- Technology Transfer / Commercialization of ITDI Matured Technologies
- Creation and Production of Social Marketing Collaterals
- Preventive Maintenance
- Corrective Maintenance

ADMINISTRATIVE PROCESSES

- *Human Resource Management*
- Staff Development
- Purchasing of Goods
- Acceptance, Storage and Release of Purchased Items

FINANCE & MANAGEMENT PROCESSES



- Billing
- Budget Preparation

GENERAL QMS PROCESSES

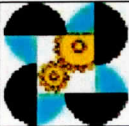
- Management Review
- Handling Customer Complaints
- Customer Satisfaction Measurement
- Control and Monitoring of Customer Supplied Materials

PROCESSES REQUIRED BY ISO 9001:2015



- Control of Maintain Documented Information
- Control of Retain Documented Information
- Control of Maintain and Retain Documented Information in Electronic Media
- Internal Audit
- Control of Nonconforming Products
- Corrective Action
- Risk Management

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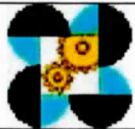
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SUBJECT	SCOPE OF THE QUALITY MANAGEMENT SYSTEM		

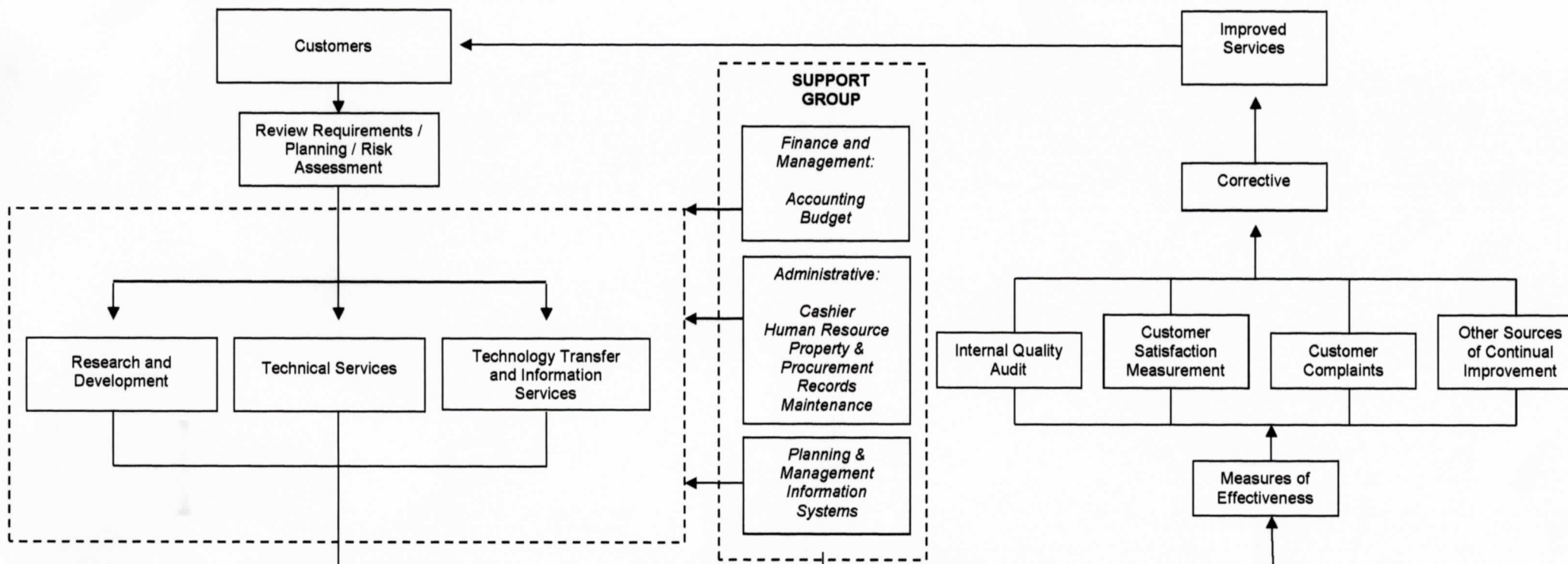
Excluded from the Scope of Quality Management System are the 2 Technical Services Divisions: The Standard and Testing Division (STD, the National Metrology Laboratory (NML), and the Advance Device Materials Testing Laboratory. Most of the laboratories of the STD are already certified under ISO 17025, starting with the Microbiology Laboratory in 2002 and followed by the Organic & Inorganic Chemistry Laboratories, and the Physical and Performance Testing Laboratory. Likewise, the National Metrology Laboratory is also ISO 17025 certified by Deutsche Akkreditierungsstelle (DAKKS) of Germany since 2010.

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SUBJECT	QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	DOCUMENT TYPE	PAPER / PDF FILE

The QMS of ITDI covers processes that involve determining customer requirements, planning and managing the different activities involved to meet the requirements and expectations of its customers and conducting evaluation and improvement activities to enhance customer satisfaction. The diagram below illustrates the basic QMS processes.



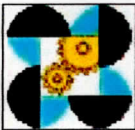
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SUBJECT	LEADERSHIP AND COMMITMENT		



Top management has demonstrated leadership and commitment with respect to the quality management system by:

- Taking accountability for the effectiveness of the quality management system.
- Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization.
- Ensuring that integration of the quality management system requirements into the organization's business processes.
- Promoting the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the quality management system are available.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements.
- Ensuring that the quality management system achieves its intended results.
- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.
- Promoting improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

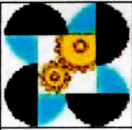
Customer Focus

Top Management has demonstrated leadership and commitment with respect to customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- The risks and opportunities that can affect conformity or products and services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.



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DOCUMENTED INFORMATION:

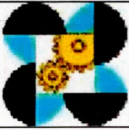
Quality Policy
 Quality Objectives
 Functional Objectives
 PM-QMS 09-03 Management Review
 Minutes of Management Review
 PM-QMS 09 -01 Customer Satisfaction Measurement

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SUBJECT	QUALITY POLICY		

Establishing the Quality Policy

Top management has established, implemented and maintained a quality policy that:

- Is appropriate to the purpose and context of the organization and supports its strategic direction.
- Provides a framework for setting quality objectives.
- Includes a commitment to satisfy applicable requirements.
- Includes a commitment for continual improvements of the quality management system.

In pursuit of its commitment of providing customer satisfaction, Top Management has established a Quality Policy that reflects the values of employees of ITDI. The Quality Policy is stated as follows:

"We are committed to help local industries become globally competitive by providing appropriate technologies and services.

We shall continually improve our QMS to come up with conformity of products and services that would meet customer expectations within applicable regulatory and statutory requirements".

The quality objectives are:



- To complete and disseminate 90% of targeted R&D activities to meet the needs of local industries to become globally competitive.
- To deliver 90% of targeted technical services according to mutually agreed terms and conditions and existing applicable regulatory and statutory requirements.
- To attain at least a very satisfactory customer satisfaction rating for the year through the continual improvement of our QMS.

FUNCTIONAL OBJECTIVES:

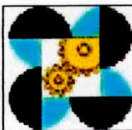
Research & Development Group:

Chemicals Energy Division (CED)

- To implement 90% of approved projects for implementation based on agreed duration.
- To submit a terminal report two months after project completion.

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SECTION	POLICY	EFFECTIVITY DATE	01 June 2021
SUBJECT	QUALITY POLICY	DOCUMENT TYPE	PAPER / PDF FILE

- To implement 90% of the approved contract technical services / assistance based on agreed schedule with Very Satisfactory customer rating.
- To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.

Environment & Technology Division (EBD)



- To implement 90% of approved projects for implementation based on agreed duration.
- To submit a terminal report two months after project completion.
- To implement 90% of the approved contract and technical services based on agreed schedule with Very Satisfactory customer rating.
- To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.

Foods Processing Division (FPD)

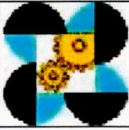
- To implement 90% of approved projects for implementation based on agreed duration.
- To submit a terminal report two months after project completion.
- To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.
- To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.

Materials Science Division (MSD)

- To implement 90% of approved projects for implementation based on agreed duration.
- To submit a terminal report two months after project completion.
- To implement 90% of the approved contract technical services / assistance on agreed schedule with Very Satisfactory customer rating.
- To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.

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SUBJECT		DOCUMENT TYPE	PAPER / PDF FILE
	QUALITY POLICY		

Packaging Technology Division (PTD)

- To implement on schedule 90% of the approved R&D projects and activities.
- To submit a terminal report two months after the project completion.
- To provide 90% of the request for packaging services with very satisfactory customer rating.

Support Group

Administrative Division – Cashier Section

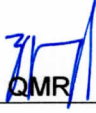

- To ensure that 90% of approved disbursement vouchers are processed and transmitted to Agency's Government Servicing Bank within three (3) working days, subject to availability of funds.

Administrative Division – Human Resource Management Section

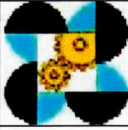
- To ensure that 90% of requisitioned employees are hired within the prescribed period in accordance to Omnibus Rules and Regulations.
- To ensure that at least one (1) Learning and Development is attended by every staff within a year based on available resources.
- To ensure that 100% of IPCR submissions are monitored and reviewed in accordance with SPMS calendar and analyzed to identify developmental interventions.

Administrative Division – Property & Procurement Management Section

- To ensure that 90% of approved Purchased / Work Orders are delivered within the agreed delivery terms based on the specifications of the end-user and in accordance with the provisions of RA 9184.
- To ensure that 90% of newly acquired, donation and transferred properties are properly accounted, labeled and recorded within fifteen (15) days upon inspection and acceptance of the end-user.
- To ensure that 100% of unserviceable properties are accounted and properly disposed within the scheduled plan in accordance with COA Rules and Regulations.

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SECTION	POLICY	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	QUALITY POLICY		

Administrative Division – Records Management Section

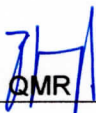

- To ensure that 90% of records received are properly disseminated within the day and shall be maintained and readily available when needed.
- To ensure that 90% of records are controlled and disposed in accordance to provisions of RA 9470.

Finance & Management Division

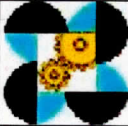
- To ensure that all ITDI activities with budgetary requirements are acted upon within the prescribed period.
- To ensure that all financial transactions are processed within the prescribed period.
- To ensure that all budgetary request and financial transactions conform with accounting and auditing rules and regulations within the prescribed period.

Planning and Management Information Systems Division

1. To ensure the preparation of the Institute's overall plans and programs for implementation during the year.
 - 90% of the Institute's programs and projects aligned *with* to the national and department priorities and needs.
 - 90% of the Institute's plans and budget proposals prepared within the prescribed date.
2. To ensure Monitoring and Evaluation (M&E) of the Institute's programs, activities and projects (PAPs) during the year:
 - 2a. Monitoring
 - 90% of projects monitored one month after the quarter.
 - 90% of projects monitored quarterly for risks identified.
 - 90% of quarterly reports prepared.
 - 2b. Evaluation
 - 90% of project proposals evaluated with the ITDI-Technical Review Committee within the prescribed period.
 - 90% of ongoing projects evaluated with the ITDI-Technical Review Committee within two months after the quarter.
 - 2c. Agency Performance Review
 - Preparation of the semestral Agency Performance Review Report two months after each semester with 100% accuracy.

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SUBJECT	QUALITY POLICY		


3. To ensure the review of existing and/or formulation of new organizational policies for improved operations and processes and effective governance with 100% acceptability.
4. To ensure the implementation of appropriate information systems for the projects, services and other activities of the Institute as identified in the approved Information Systems Strategic Plan (ISSP, 2020-2022) and in accordance with the approved budget allocation; and
5. To ensure action / response to requests for technical support on all ICT components:
 - 90% of requests for computer network technical support rendered within the agreed period.
 - 90% of requests for hardware technical support rendered with the agreed period.
 - 90% of requests for ICT System maintenance and support rendered within the agreed period.
 - 90% of requests for email technical support rendered within the agreed period.
 - 90% of requests for website maintenance and support rendered within the agreed period.

Technological Services Division

- To design and validate one new and acceptable training program within the year.
- To conduct 100% of the approved number of training programs for the year with a very satisfactory rating.
- To implement 100% of the approved requests for technical assistance / technology transfer in the Regions based on agreed schedules/duration within the year with a very satisfactory rating.
- To provide 100% relevant information to customers and stakeholders, both internally and externally in all forms (print and non-print, media / press conference, exhibits, techno fora) at the right time.
- To prepare techno-economic studies (market/industry profile, FS / BOP and techno-packages) of identified mature / commerciable technologies within the prescribed period.
- To develop business development strategies for marketing and promotion of identified technologies / new services within the prescribed period.
- To provide engineering related services in support of ITDI activities such as: R&D, technical services, maintenance and repair of physical facilities/buildings and technology transfer within the prescribed time with a very satisfactory rating.

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SUBJECT	QUALITY POLICY		

Quality Management System:

Internal Quality Audit



- To ensure that internal audits shall be conducted once a year in accordance with ITDI's annual audit program. A detailed audit plan shall state the assignment of auditors in audit schedules as confirmed by auditees to determine whether the quality management system of ITDI:
 - Conforms to the planned arrangements of ISO 9001:2015; and
 - Is implemented and maintained.
- To make sure that the audit shall be carried out in accordance with 9.2 of ISO 9001:2015, taking into consideration the status and importance of the processes in the areas to be audited, and the results of the previous audits with corrections and corrective actions.
- To render audit reports stating conformance or non-conformance to ISO 9001:2015, and recommendations to areas for improvement as inputs for management review. A follow-up of corrective and preventive actions for nonconformities, monitor and review of internal audit program shall be done in accordance with PM-QMS 09-02.

Document Custodian

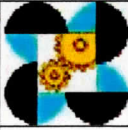
- To ensure that 100% of ITDI QMS documents are updated, maintained and controlled in accordance with its effectivity date.
- To ensure that 100% of ITDI QMS documents are properly issued on its effectivity date and withdrawn from the copy holder at the right time.

DOCUMENTED INFORMATION:

PM-QMS 09-03 Management Review
Minutes of Meeting

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SUBJECT	ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES		

Roles, Responsibilities and Authorities

The Top Management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization through issuances of Office Orders, *memoranda* and during meetings in order to implement and maintain effective and efficient quality management system. The responsibilities and authorities of all employees throughout the organization are documented in the Manual of Actual Duties and Responsibilities. These are communicated to all employees during their orientation or their assignment to new positions and/or whenever there are changes to the position descriptions to enable them to contribute to the achievement of the quality objectives and to establish their involvement, motivation and commitment.

The Top Management assigns the responsibilities and authorities for:

- Ensuring that the quality management system conforms to the requirements of the International Standard.
- Ensuring that the processes are delivering their intended outputs.
- Reporting on the performance of the quality management system and addressing opportunities for improvement, in particular to top management.
- Ensuring the promotion of customer focus throughout the organization.
- Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

The Director designated the Chief *Planning* Officer of ITDI to discharge the functions as the Quality Management Representative, on her behalf.



The responsibilities and authorities of the key personnel in the implementation and maintenance of the quality management system are described below:

Director


- Formulates the organizational plans and methods for the internal operations of ITDI;
- Chairs the ISO management review meetings; and
- Provides the necessary resources for the effective implementation and maintenance of the quality management system.

ISO Technical Committee

- Acts as the policy-making body responsible for setting the direction and overseeing the implementation of QMS activities;
- Reviews the effectiveness and suitability of the Institute's QMS;
- Approves the QMS related final deliverables; and

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- Conducts ISO management reviews on such agenda as nonconformities, audit results, quality problems, performance indicators, corrective and preventive actions, and quality objectives.

Quality Management Representative (QMR):

Chief, Planning and Management Information Systems Division

ISO Risk Review Committee:

Chairperson – Quality Management Representative

Co-Chairperson – Head, Internal Quality Audit

Members – representative from ODD / CED / PMISD

ISO Risk Management Group:

Chairperson – Chief, Technological Services Division

Co-Chairperson – Institute Document Custodian

Members: Divisional Representatives

ISO Internal Auditors:

Chairperson – Supervising Science Research Specialist, CED

Co-Chairperson – Science Research Specialist, PMISD

Science Research Specialist, ODD

Members – Divisional Representatives

ISO Document Custodians:

Chairperson – Administrative Officer V, ADM

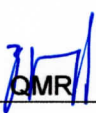

Members – Divisional Representatives

Quality Management Representative

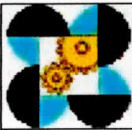
- Ensures that the quality management system is established, implemented and maintained in accordance with ISO 9001:2015 standard;
- Responsible for reporting to and updating the top management on the performance of the quality management system for review, including recommendations for improvements;
- Ensures the promotion of awareness of customer requirements throughout the organization; and
- Acts as liaison with external parties on matters relating to quality management systems.

Risk Review Committee (RRC)

- Reviews and approves the existing divisional risk registers and the risk register crafted by the Risk Management Group
- Recommends changes, as needed, to the risk registers.
- Evaluates the effectiveness of the proposed changes to the risk registers.
- Monitors and evaluates the mitigating measures indicated by the Risk Management Group affecting the Institute's operational risks and strategies.
- Works with Risk Management Group in ensuring that the risks are properly considered and addressed.

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SUBJECT	ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES		

Risk Management Group

- Develops and oversees the institute risk management system;
- Ensures that the system remains effective; and
- Ensures that immediate corrective actions are taken to minimize the impact when risks occur.

Head Internal Audit Group

- Prepares annual audit program;
- Ensures timely preparation of audit plan and audit checklist; and
- Implements the QMS internal audit based on the approved audit program.

Document Custodian

- Maintains and controls the QMS documents, including the revision, formal issuance, distribution and withdrawal;
- Prepares Master Lists of Controlled Documents, Externally-Sourced Documents and Quality Records; and
- Serves as secretariat during Management Review and QMS related meetings.

Division Chief



- Takes charge of the administrative operations of the division;
- Assist the QMR in ensuring that processes within the scope of the QMS are established, implemented & maintained;
- Report to the QMR on the performance of the QMS and any need for improvement;
- Assist the QMR in ensuring the promotion of awareness of customer requirements throughout the organization; and
- Ensure that all finished products conform to customer's specified requirements.

Section Chief

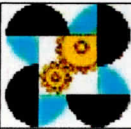
- Takes charge for the operations of the section;
- Reports to the Division Chief the performance of the QMS and any need for improvement; and
- Assist the Division Chief in ensuring the promotion of awareness of customer requirements throughout the organization.

Human Resource Management Section

- Takes charge for recruitment, selection and placement of qualified personnel;
- Ensures the continuous supply of competent people to man the processes within the scope of the QMS;
- Ensures the effectiveness of the human resource interventions conducted for all personnel within the scope of the QMS;
- Ensures that relevant documents and records of employees are updated and filed;
- Responsible for the promotion of the QMS in the Institute;
- Identifies training needs of the Institute's employees in relation to their roles in the effective implementation and maintenance of the QMS; and
- Ensures that critical personnel and members are appropriately trained and competent to perform assigned task.

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SUBJECT	ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES		

Property & Procurement Management Section

- Ensures that all purchases conform to the specified requirements and are acquired at the right time from the right source to the best advantage of the *Institute*; and
- Ensures that suppliers are competent to provide quality products & services to the *Institutes*.

Technological Services Division



- Ensures that scheduled preventive maintenance of all equipment is implemented accordingly; and
- Ensures the timely implementation of corrective maintenance.

Budget and Cashier Section

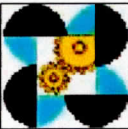
- Ensures that all finished job orders are properly billed and collected.

DOCUMENTED INFORMATION:

Manual of Actual Duties and Responsibilities
ITDI Special Order

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SUBJECT	ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES		



The ITDI considered the issues referred to the organization and its context, the requirements referred to the needs and expectations of interested parties, and determined the risks and opportunities that need to be addressed to:

- Give assurance that the quality management system can achieve its intended results.
- Enhance desirable effects.
- Prevent, or reduce, undesirable effects.
- Achieve improvement.

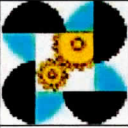
The ITDI has planned:

- Actions to address these risks and opportunities.
- How to:
 - Integrate and implement the actions into its quality management system processes.
 - Evaluate the effectiveness of these actions.

Interested Parties	Requirements	Risks and Opportunities	Effectiveness of Actions
External Providers	~ Communication ~ Payment Terms ~ Timely delivery	~ Communication gap ~ Payment and delivery terms not specified ~ Delayed delivery	~ Communication like: email, phone, ~ Payment and Delivery terms mention in PO
Customer	~ Quality products and services ~ Timely delivery of product and services ~ Response to complaint. ~ Proper communication channel.	~ Loss of trust ~ Loss of customer ~ Improve process and enhance customer satisfaction	~ Defined in documented information and review in Management Review meetings.
Statutory and Regulatory Body	~ Complying with the statutory and regulatory requirements.	~ output is not acceptable ~ aligned to government regulations, legal requirements, etc	Defined in documented information and review in Management Review meetings.

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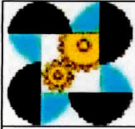
Employees	~ Remuneration ~ Training and development	~ fair and just compensation and/or benefits. ~ Missed training opportunity due to limited budget ~ technical expertise	~ compliance with the Magna Carta for S&T personnel. ~ Defined in Staff development and review in Management Review meetings.
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DOCUMENTED INFORMATION:

Risk Register
 Quality Objectives
 Functional Objectives
 Minutes of Meeting
 Minutes of Management Review

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SUBJECT	QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM		

The ITDI has established quality objectives at relevant functions, levels and processes needed for the quality management system. The quality objective is stated as follows:



1. To complete and disseminate 90% of targeted R&D activities to meet the need of local industries to become globally competitive.
2. To deliver 90% of targeted technical services according to mutually agreed terms and conditions and existing applicable regulatory and statutory requirements.
3. To attain at least a very satisfactory customer satisfaction rating for the year through the continual improvement of our QMS.

The quality objective is:

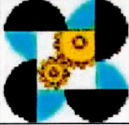
- Consistent with the quality policy.
- Measurable.
- Taking into account applicable requirements.
- Relevant to conformity of products and services and to enhancement of customer satisfaction.
- Monitored.
- Communicated.
- Updated as appropriate.

In order to achieve its quality objectives, ITDI determined:

- What will be done?
- What resources will be required?
- Who will be responsible?
- When it will be completed
- How the results will be evaluated?

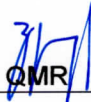

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SUBJECT	QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM		

DOCUMENTED INFORMATION:

Quality Objectives
Functional Objectives
Monitoring of Objectives

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SUBJECT	PLANNING OF CHANGES		
		DOCUMENT TYPE	PAPER / PDF FILE



The ITDI has determined the processes needed for the quality management system and their application throughout the Institute's Quality Management System and its Processes.

When there are changes needed in the quality management system, *the ITDI ensures that* such changes are carried out in a planned manner and considers the following:


- The purpose of the changes and their potential consequences.
- The integrity of the quality management system.
- The availability of resources.
- The allocation or reallocation of responsibilities and authorities.

DOCUMENTED INFORMATION:

QM-ITDI 04-04 Quality Management System and its Processes
PM-ITDI 06-01 Change Management Process

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SECTION	SUPPORT	EFFECTIVITY DATE	01 June 2021
SUBJECT		DOCUMENT TYPE	PAPER / PDF FILE
	RESOURCES		

General

The ITDI determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. Thus, the ITDI considers the capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.

The Top Management ensures that the resources essential to the implementation of strategies and the achievement of the institute's objectives are identified and that the same are made available.

These decisions on the allocation of resources for operation and improvement of the QMS, enhancement of employees' competence through training, education and human resource intervention, the satisfaction of customers and other interested parties and planning for future resource needs are made during planning sessions. These resources may include people, infrastructure, work environment, information, suppliers and partners, and financial resources.

The Plans are reviewed regularly to ensure the efficiency and the effectiveness of resource allocation.

People

The ITDI ensures that personnel performing work affecting quality are competent on the basis of appropriate education, training and experience.

To assess, enhance and develop further their competence in providing quality products to the customers, the Administrative Division in coordination with the divisions concerned conducts annual training needs analysis based on competencies defined for each position. The *Human Resource Management Plan (HRDP)* is prepared based on the identified training needs.



In addition to the provision of training, other actions and interventions are undertaken to address identified *competency* gaps in competence. Training and/or other actions taken are designed to ensure that all employees are aware of the relevance and importance of their activities and their contribution to the attainment of the quality objectives.

After each training or completion of other actions taken, the Chief, Administrative Division evaluates their effectiveness in improving/enhancing competence of employees.

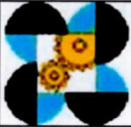
During the implementation of the QMS, all employees shall be appropriately provided with training and/or orientation to make them aware of the following:

- The importance of conformity with the quality policy and procedures and with the requirements of the quality management system;
- Their roles and responsibilities in achieving conformity with the requirements of the quality management system; and

The Records of education, training, skills and experience of employees are included in the 201 file.

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Infrastructure

The ITDI determines, provides, and maintains the environment necessary for the operations of its processes and to achieve conformity of products and services. The infrastructure includes building and associated utilities, equipment, including hardware and software, transportation resources and information and communication technology.

Environment for the Operation of Processes

To achieve conformity of products and services, the ITDI determines, provides and maintains a suitable environment which is combination of human and physical factors such as social, psychological, and physical environment.

The ITDI also implements program to ensure that work can be performed effectively, efficiently, and safely employees' opportunities for greater involvement thus, realizing the potential of people in the Institute.

Monitoring and Measuring Processes

General

ITDI determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. It ensures that the resources provided are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose.

The Institute retained documented information as evidence of fitness for purpose of the monitoring and measurement resources.

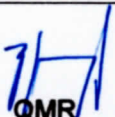
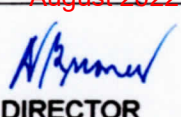
Measurement Traceability

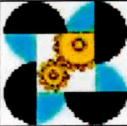
To ensure valid results, the measuring instruments and equipment are calibrated or verified or both at specified intervals and adjusted or re-adjusted as necessary. The measuring equipment is identified to determine the calibration status, safeguarded from adjustments that would invalidate the measurement result and be protected from damage and deterioration during handling, maintenance and storage.

In order to provide confidence in data, the confirmation that the measuring devices are fit to use and are maintained to suitable accuracy and accepted standards, and identification of status are included in the measuring and monitoring processes.

When the equipment is found not to conform to requirements, the concerned division/section assesses and records the validity of the previous measuring results.

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	RESOURCES		



Organizational Knowledge

The Institute determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This organizational knowledge based from internal and external sources are maintained and be made available to the extent necessary.

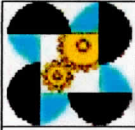
When addressing the needs and trends, *the* ITDI considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates, to enhance the effectiveness of the Quality Management System and enhance customer satisfaction.

DOCUMENTED INFORMATION:

Minutes of Planning Sessions
 Minutes of Staff Meetings
 Annual Training Plan
 PM-ADM-HRM 07-01 Human Resource Management
 PM-ADM-HRM 07-02 Staff Development
 PM-ADM-PPMS-08-01 Purchasing of Goods
 Training Record
 201 File
 Preventive Maintenance
 Corrective Maintenance
 5S Program
 Calibration Plan of Inspection, Measuring and Test Equipment
 Database of Intellectual Property
 Patents Certificates
 Terminal Reports
 Technical Papers
 Travel Reports
 Proceedings / Minutes of Planning Workshops

Prepared by:  QMR	Approved by:  DIRECTOR
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	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
SECTION	SUPPORT	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	COMPETENCE		

The ITDI has determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system. It ensured that these persons are competent on the basis of appropriate education, training or experience. Wherever applicable, the Institute takes action to acquire the necessary competence, and evaluate the effectiveness of the actions taken. These applicable actions can include the provision of training, mentoring or re-assignment of currently employed persons, or hiring or contracting of competent persons.

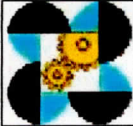
The Institute retained documented information as evidence of competence.

DOCUMENTED INFORMATION:

Individual Development Plan (IDP)
Human Resource Management Plan

Prepared by:  QMR	Reviewed / Approved by:  DIRECTOR
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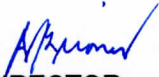
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SUBJECT	AWARENESS	DOCUMENT TYPE	PAPER / PDF FILE

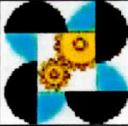
The ITDI ensures that persons doing work under the Institute control are aware of the quality policy, the relevant quality objectives, their contribution to the effectiveness of the quality management system requirements and implications of not conforming with the quality management system requirements.

DOCUMENTED INFORMATION:

Quality Policy
Quality Objectives
Functional Objectives.

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		EFFECTIVITY DATE	01 June 2021
SUBJECT	COMMUNICATION	DOCUMENT TYPE	PAPER / PDF FILE

The *pertinent* information related to the effective implementation of the QMS are relayed to all employees through Office Orders, memoranda, meetings and posting at strategic places.

The Internal communication to all levels and functions of the *Institute* shall include but not *be* limited to the following:

- Quality Policy;
- Quality objectives;
- Procedures relevant to their duties and responsibilities; and
- Results of monitoring, measurement, and analysis needed to ensure effective implementation.

The Internal and external communications relevant to the quality management system are determined including: what it will communicate, when to communicate, with whom to communicate, how to communicate and who communicates.

INTERNAL COMMUNICATION

WHAT	WHEN	WITH WHOM	HOW	WHO
Quality Policy / Quality Objectives	<i>Management Review</i>	All Employees Interested Parties	Display / Paper / Electronic	Director / QMR / DC
Effectiveness of QMS (QM/PM/WI)	Training / Orientation	All Employees	Paper / Electronic	Director / QMR DC
Internal Audit Plan	Before the Audit (at least once a year)	Top Management Process Owners of all functional areas	Paper / Electronic	Internal Quality Auditors
Management Review	After the Internal Audit	ITDI EXECOM	Meeting (<i>face-to-face/virtual</i>)	Director
Strategic Plan ~ Approved Projects ~ Monitoring & Evaluation	First Quarter Succeeding month after each quarter	Division Heads / Project Leaders / Project Staff	Letter / email / <i>Virtual cascading / orientation</i>	PMISD
Roles, Responsibilities and Authorities	During recruitment / Promotion / Department change	Employee	Procedure / Oral / Training	Director ADM-HRMS
ITDI Office Order	When necessary	All Employees	Letter / Meeting <i>Email blast to all employees</i>	Director


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Approved by:


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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	COMMUNICATION		



Competency ~ Training needs ~ Training Plan	First quarter	EXECOM ITDI Staff	Paper / <i>Electronic</i>	Division Heads
Customer Complaint / <i>Negative Feedback</i>	When there are issues or rating is below VS.	Customer	Letter / Meeting	Process Owner / Division concerned / QMR / Director

EXTERNAL COMMUNICATION

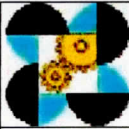
WHAT	WHEN	WITH WHOM	HOW	WHO
Information to External Providers	During pre- conference bidding / Submission of Quotation	External Providers	Purchase Order / Meeting / Telephone / Website / Email	Property & Procurement Management Section / Bids & Awards Committee / PMISD- Management Information System
Products and Services Information	During inquiry <i>thru email / social media platform</i>	Customer	Letter / <i>email</i> Meeting MOA /	Division Chief / Project Leader / Staff
Incoming and Outgoing Correspondences	When necessary	All Employees / Interested parties	Letter / email	Process Owner
Customer Feedback / Action Taken for Customer Complaints	When there are issues or rating is below VS.	Customer	Letter / Meeting	Process Owner / Division concerned / QMR / Director

DOCUMENTED INFORMATION:

Quality Policy
 Quality Objectives
 Functional Objectives
 Office Orders
 Incoming/Outgoing Correspondences
 Minutes of Meeting
 Records of Orientation/Re-orientation

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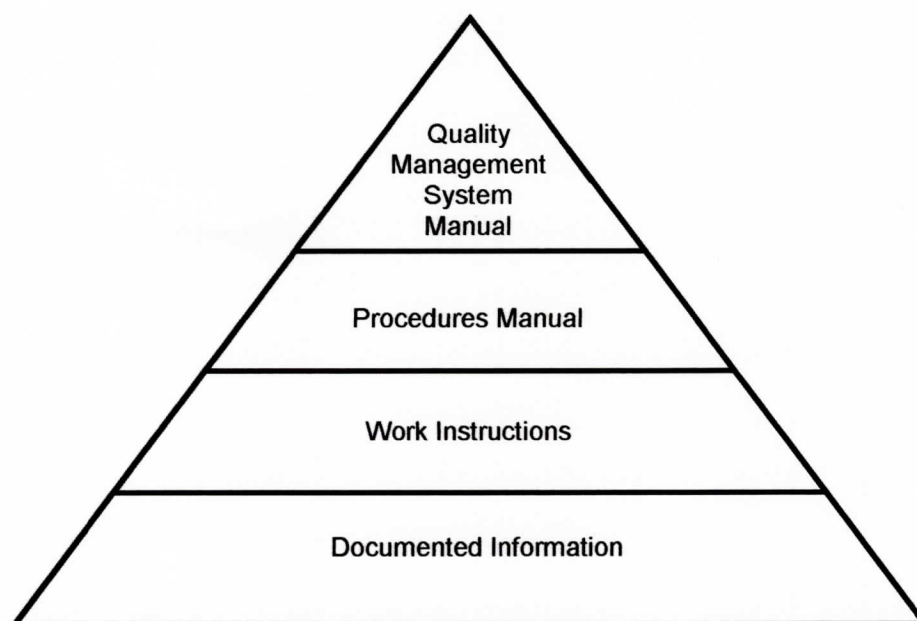
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 07-05
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SUBJECT	DOCUMENTED INFORMATION		
		DOCUMENT TYPE	PAPER / PDF FILE

The documentation of ITDI QMS is embodied in the documented statements of quality policy, objectives, quality manual, the mandatory processes required by ISO 9001:2015 and other documents needed by ITDI to ensure the effective planning, operation and control of the identified processes.

The Quality Management System Manual includes:



- The scope of the QMS as well as the details and justification for the exclusions in the QMS requirements;
- The linkage of the procedures to the QMS; and
- The description of the interaction between the processes of the QMS.

The hierarchy of the QMS documentation is shown below:

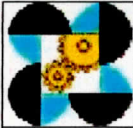


The required "maintain and retain documented information" is complied as evidence of implementation.

The QMR is responsible for the implementation of this policy.

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SUBJECT	DOCUMENTED INFORMATION		
		DOCUMENT TYPE	PAPER / PDF FILE

Creating and Updating

The ITDI ensures that internally-generated and documents of external origin (in both *soft and hard copies*) needed for the effective implementations of its QMS are controlled. A documented procedure is maintained by the Document Custodian of the Institute to ensure *appropriate*:

- Identification and description (e.g. a title, date, author, or reference number).
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic).
- Documents are reviewed and approved for suitability and adequacy.
- A Master List of Controlled Maintain Documented Information is maintained by DCI and DCD to prevent the use of obsolete documents. The list includes documents needed for knowledge-preservation and legal purposes. Such documents are properly marked.

Control of Documented Information

The ITDI maintains and retains documented information to provide evidence of conformance to ISO 9001:2015 requirements and implementation of the QMS. All documented information required by the quality management system and by *the* International Standard are controlled to ensure:



- It is available and suitable for use where and when it is needed.
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, *the* ITDI *addressed* the following:

- Distribution, access, retrieval and use.
- Storage and preservation, including preservation of legibility.
- Control of Changes (e.g. version control).
- Retention and disposition.

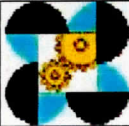
A Master List of *Retained* Documented Information is maintained to ensure control. Maintenance and storage of confidential records are the responsibility of the concerned heads.

The documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system is identified as appropriate, and *to be* controlled.

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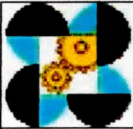
The Documented information retained as evidence of conformity is protected from unintended alterations.

DOCUMENTED INFORMATION:

PM-QMS 07-01 Control of *Maintained* Documented Information
PM-QMS 07-02 Control of *Retained* Documented Information
PM-QMS 07-03 Control of *Maintained* and Retain Documented Information in Electronic Media
Master List of Controlled *Maintained* Documented Information
Master List of Quality *Retained* Documented Information
Master List of Externally-Sourced Documented Information

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		DOCUMENT TYPE	PDF / PAPER
SUBJECT	CONTROL OF MONITORING AND MEASURING EQUIPMENT		

The ITDI has determined the monitoring and measuring equipment needed and measurements to be undertaken to provide evidence of conformity of products to specified requirements. The processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measuring requirements are established and maintained.

To ensure valid results, the measuring instruments and equipment are calibrated or verified or both at specified intervals and adjusted or re-adjusted as necessary. The measuring equipment is identified to determine the calibration status, safeguarded from adjustments that would invalidate the measurement result and be protected from damage and deterioration during handling, maintenance and storage.



In order to provide confidence in data, the confirmation that the measuring devices are fit to use and are maintained to suitable accuracy and accepted standards, and identification of status are included in the measuring and monitoring processes.

When the equipment is found not to conform to requirements, the concerned division/section assesses and records the validity of the previous measuring results.

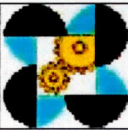
The records of the results of calibration and verification are maintained.

DOCUMENTED INFORMATION:

Calibration Plan of Inspection, Measuring and Test Equipment

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SECTION	OPERATION	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	OPERATIONAL PLANNING AND CONTROL		



The ITDI has planned, implemented and *controlled* the processes needed to meet the requirements for the provision of products and services, and implemented the actions determined in planning requirements for the products and services; established criteria for the processes and acceptance of products and services; determined the resources needed to achieve conformity to the product and service requirement; implemented control of the processes in accordance with the criteria; and determined, maintained and retained documented information to the extent necessary to have confidence that the processes have been carried out as planned and demonstrated the conformity of products and services to the customer's requirements.

The output of this planning is suitable for the Institute's operations.

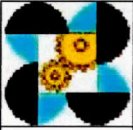
The ITDI has controlled changes of the plan, reviewed the consequences of unintended changes, took action to mitigate any adverse effects, as necessary. It ensured that outsourced processes are controlled.

DOCUMENTED INFORMATION:

PM-ITDI 08-01 Provision of Technical Services
PM-ITDI 08-02 Generation and Approval of Regular R&D Projects
PM-ITDI 08-03 Implementation of Approved Regular R&D Projects
PM-CED 08-01 Energy Audit
PM-EBD-CPS 08-01 Cleaner Production Assessment
PM-EBD-CPS 08-02 Environmental Technology Verification
PM-EBD-CPS 08-03 Rapid Cleaner Production Assessment
PM-PTD 08-01 Label Design Development
PM-PMISD 08-01 Planning, Monitoring and Evaluation of R&D Project
PM-TSD-BDS 08-01 Technology Transfer / Commercialization of ITDI Matured Technologies
PM-TSD-IDS 08-01 Creation and Production of Social Marketing Collaterals
PM-TSD-RCTS 08-01 Facilitating Regional Cooperation and Training
PM-TSD-RCTS 08-02 Planning and Scheduling of Regular / Funded Technology Transfer Program
PM-TSD-RCTS 08-03 Implementation of Technical and Other Regional Intervention
PM-TSD-RCTS 08-04 Planning and Scheduling of Regular Training Program
PM-TSD-RCTS 08-05 Implementation of Training
PM-TSD-RCTS 08-06 Design and Development of New Training Program
PM-ADM-PPMS 08-01 Purchasing of Goods
PM-ADM-PPMS 08-02 Acceptance, Storage and Release of Purchased Items
PM-FMD-AS 08-01 Billing
PM-FMD-BS 08-01 Budget Preparation

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SUBJECT		DOCUMENT TYPE	PAPER / PDF FILE
	REQUIREMENTS FOR PRODUCTS AND SERVICES		

Customer Communication

The communication with customers include:

- Providing information relating to products and services.
- Handling enquiries, contracts or orders, including changes.
- Obtaining customer feedback relating to products and services, including customer complaints.
- Handling or controlling customer property.
- Establishing specific requirements for contingency actions, when relevant.

Determining the Requirements for Products and Services



When determining the requirements for the products and services to be offered to customer, the Institute ensures that:

- The requirements for the products and services are defined including any applicable statutory and regulatory requirements and those considered necessary by the organization.
- The Institute can meet the claims for the products and services it offers.


Review of the Requirements for Products and Services

The ITDI ensures that it has the ability to meet the requirements for products and services to be offered to customers. It conducts a review before committing to supply products and services to a customer, to include:

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities.
- Requirements not stated by the customer, but necessary for the specified or intended use, when known.
- Requirements specified by the Institute.
- Statutory and regulatory requirements applicable to the products and services.
- Contract or order requirements differing from those previously expresses.

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SUBJECT	REQUIREMENTS FOR PRODUCTS AND SERVICES		

The ITDI ensures that contract or order requirements differing from those previously defined are resolved. The customers' requirements are confirmed by the Institute before acceptance, when the customers do not provide a documented statement of their requirements.

The Institute retains documented information, as applicable:



- On the results of the review
- On any new requirements for the products and services

Changes to Requirements for Products and Services

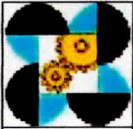
The ITDI ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

DOCUMENTED INFORMATION:

PM-ITDI 08-01 Provision of Technical Services
PM-ITDI 08-02 Generation and Approval of Regular R&D Projects
PM-ITDI 08-03 Implementation of Approved Regular R&D Projects
PM-CED 08-01 Energy Audit
PM-EBD-CPS 08-01 Cleaner Production Assessment
PM-EBD-CPS 08-02 Environmental Technology Verification
PM-EBD-CPS 08-03 Rapid Cleaner Production Assessment
PM-PTD 08-01 Label Design Development
PM-PMISD 08-01 Planning, Monitoring and Evaluation of R&D Project
PM-TSD-BDS 08-01 Technology Transfer / Commercialization of ITDI Matured Technologies
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PM-TSD-RCTS 08-01 Facilitating Regional Cooperation and Training
PM-TSD-RCTS 08-02 Planning and Scheduling of Regular / Funded Technology Transfer Program
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PM-TSD-RCTS 08-04 Planning and Scheduling of Regular Training Program
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PM-ADM-PPMS 08-02 Acceptance, Storage and Release of Purchased Items
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES		

General

The ITDI has established, implemented and maintained a design and development process that is appropriate to ensure the subsequent provision of products and services.



Design and Development Planning

The Top Management ensures that the Research and Development Divisions such as CED, EBD, FPD, MSD, PTD, and concerned section of TSD of ITDI have determined the stages and controls for design and development.

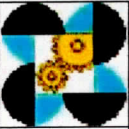
For every R&D project and packaging design, the Project Team considers the following:

- The nature, duration and complexity of the design and development activities.
- The required process stages, including applicable design and development reviews.
- The required design and development verification and validation activities.
- The responsibilities and authorities involved in the design and development process.
- The internal and external resources needs for the design and development of products and services.
- The need to control interfaces between persons involved in the design and development process.
- The need for involvement of customers and user in the design and development process.
- The requirement for subsequent provision of products and services.
- The level of control expected for the design and development process by customers and other relevant interested parties.
- The documented information needed to demonstrate that design and development requirements have been met.

Whenever a customer requires a new technical training program that is not included in the master list of training program, the *heads* of TSD and EBD/Design Team *prepare* a design and development plan. The plan describes the different activities and defines responsibility for their implementation. It also describes the training objectives and expected outputs, sequencing of the design and development process, design methodologies, review, verification and validation activities. The plan is updated whenever changes in the design occur.

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Design and Development Inputs

The inputs to design and development include functional and performance requirements, information derived from previous similar design and development activities, statutory and regulatory requirements, standards or codes of practice that the Institute has committed to implement, potential consequences of failure due to the nature of the products and services.

The inputs are adequate for design and development purposes, complete and unambiguous. *The conflicting* design and development inputs resolved.

The Concerned sections of CED, EBD, FPD, MSD, PTD, and TSD ensure that all inputs are reviewed for adequacy and that requirements are clear, unambiguous and not in conflict with each other.

The Institute *has* retained documented information on design and development inputs.



Design and Development Controls

The Institute applies controls to the design and development process to ensure that:

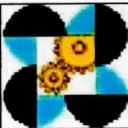
- The results to be achieved are defined.
- Reviews are conducted to evaluate the ability of the results of design and development to meet requirements.
- Verification activities are conducted to ensure that the design and development outputs meet the input requirements.
- Validation activities are conducted to ensure that the resulting products and services meet the requirement
- Any necessary actions are taken on problems determined during the review, or verification and validation activities.
- Documented information of these activities is retained.

Design and Development Outputs

The CED, EBD, FPD, MSD, PTD, and TSD Design Teams ensure that *the outputs* of design and development meet the input requirements; adequate for the *subsequent* processes for the provision of products and services; include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria; and specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

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SUBJECT	DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES		

The Institute has retained documented information on design and development outputs. *The design outputs include* data demonstrating the comparison of process inputs to process outputs, product specifications including acceptance criteria, process, material and testing specifications, training requirements, user information, purchase requirements, and qualification tests and reports.

The design outputs are reviewed against inputs to provide objective evidence that outputs have effectively and efficiently met requirements for the process and product.



Design and Development Changes

The design and development changes are identified, reviewed and control of changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

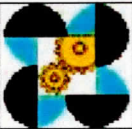
The documented information are retained on: design and development changes; results of reviews; authorization of the changes; and actions taken, to prevent adverse impacts.

DOCUMENTED INFORMATION:

Design and Development Plan
Design and Development Inputs
Design and Development Controls
Design and Development Changes
Results of Reviews
Authorization of Changes
Actions Taken to Prevent Adverse Impacts

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SUBJECT	CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES	DOCUMENT TYPE	PAPER / PDF FILE

General

To ensure that externally provided processes, products and services conform to requirement, the Property & Procurement Management Section has determined the controls to be applied to externally provided processes, products and services when:

- Products and services from external providers are intended for incorporation into the Institute's own products and services.
- Products and services are provided directly to the customer(s) by external providers on behalf of the organization.
- A process, or part of a process, is provided by an external provider as a result of a decision by the Institute.

The Institute determines and applies *the* criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements

The Master List of Eligible External Providers is retained documented information and their performance is evaluated annually through the use of rating sheet.



Whenever purchase requests are made, *the* complete specification and description of items are indicated to ensure that only the required items are purchased. No purchases are made without the approval of the Director or her Authorized Representative. *The personnel* implementing the purchase are competent based on their education, training, and experience.

In case of subcontracted services for some processes that the organization's capability may not be adequate, *the* said services should be in conformance to the requirements of the customer.

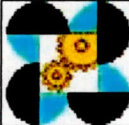
Type and Extent of Control

To ensure that externally provided processes, products and services do not adversely affect the Institute's ability to consistently deliver conforming products and services to its customers, the Institute:

- *Ensures* that externally provided processes remain within the control of its quality management system.
- *Defines* both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output.
- *Takes* into consideration the potential impact of the externally provided processes, products and services on the Institute's ability to consistently meet customer and

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-04
	Quality Management System Manual	REVISION NUMBER	3
SECTION	OPERATION	PAGE NUMBER	2 of 2
		EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES		

applicable statutory and regulatory requirements and the effectiveness of the controls applied by the external provider.

- *Determines* the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.



Information of External Providers

To ensure the adequacy of requirement prior to the communication to the external providers, the Institute communicates its requirement for:

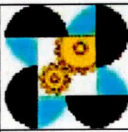
- The processes, products and services to be provided.
- The approval of products and services, methods, processes and equipment, and the release of products and services.
- Competence, including any required qualification of persons.
- The external providers' interactions with the organization.
- Control and monitoring of the external providers' performance to be applied by the Institute.
- Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

DOCUMENTED INFORMATION:

PM-ADM-PPMS 08-01 Purchasing of Goods
PM-ADM-PPMS 08-02 Acceptance, Storage and Release of Purchased Items
WI-ADM-PPMS 08-03 Supplier Performance Rating
Master List of Eligible External Providers

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-05
	Quality Management System Manual	REVISION NUMBER	4
SECTION	PRODUCT REALIZATION	PAGE NUMBER	1 of 3
		EFFECTIVITY DATE	01 June 2021
SUBJECT	PRODUCTION AND SERVICE PROVISION	DOCUMENT TYPE	PAPER / PDF FILE

Control of Production and Service Provision

The ITDI implements production and service provision under controlled conditions that include, as applicable:

- The availability of documented information that defines: (1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; and (2) the results to be achieved.
- The availability and use of suitable monitoring and measuring resources.
- The implementation of monitoring and measurements activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met.
- The use of suitable infrastructure and environment for the operation of processes.
- The appointment of competent persons, including any required qualification.
- The validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.
- The implementation of actions to prevent human error.
- The implementation of release, delivery and post-delivery activities.



Identification and Traceability

The Institute uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.


It identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

The Provision of services is uniquely identified using Reference Number. The assigned Reference No. can be traced from the time the *customer's* inquiry is received up to the time the product is released. The Reference/Project Number No. is indicated in all records.

The ITDI has retained the documented information necessary to enable traceability.

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	Quality Management System Manual	REVISION NUMBER	4
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SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	PRODUCTION AND SERVICE PROVISION		

Property Belonging to Customers or External Providers

The ITDI exercises care with materials, components, tools and equipment, premises, intellectual property and personal data belonging to customer or external providers while it is under the Institute's control or being used by the Institute. *The Institute shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.* If any customer's property is lost, damaged or otherwise found to be unsuitable for use, the *Institute shall report this to the customer or external provider and retain documented information on what has occurred.*

Preservation

The conformity of product during production and service provision and release to the intended destination are preserved by the ITDI in order to maintain conformity to requirements. *The appropriate* labels, handling instructions, contamination control, packaging, storage, transmission or transportation, and protection are ensured and protected to prevent damage during transport.

Post – Delivery Activities



To meet requirements for post-delivery activities associated with the products and services, *the* ITDI determines the extent of post-delivery activities that are required and considers:

- Statutory and regulatory requirements.
- The potential undesired consequences associated with its products and services.
- The nature, use and intended lifetime of its products and services.
- Customer requirements.
- Customer feedback.

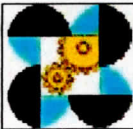
Control of Changes

To ensure continuing conformity with requirements, the Institute reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

The documented information describing the results of the review changes, the person(s) authorizing the change, and any necessary actions from the review are retained.

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-05
	Quality Management System Manual	REVISION NUMBER	4
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SUBJECT	PRODUCTION AND SERVICE PROVISION		

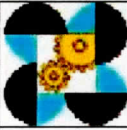
DOCUMENTED INFORMATION:

PM-ITDI 08-01 Provision of Technical Services
 PM-ITDI 08-02 Generation and Approval of Regular R&D Projects
 PM-ITDI 08-03 Implementation of Approved Regular R&D Projects
 PM-CED 08-01 Energy Audit
 PM-EBD-CPS 08-01 Cleaner Production Assessment
 PM-EBD-CPS 08-02 Environmental Technology Verification
 PM-EBD-CPS 08-03 Rapid Cleaner Production Assessment
 PM-PTD 08-01 Label Design Development
 PM-PMISD 08-01 Planning, Monitoring and Evaluation of R&D Project
 PM-TSD-BDS 08-01 Technology Transfer / Commercialization of ITDI Matured Technologies
 PM-TSD-IDS 08-01 Creation and Production of Social Marketing Collaterals

PM-TSD-RCTS 08-01 Facilitating Regional Cooperation and Training
 PM-TSD-RCTS 08-02 Planning and Scheduling of Regular / Funded Technology Transfer Program
 PM-TSD-RCTS 08-03 Implementation of Technical and Other Regional Intervention
 PM-TSD-RCTS 08-04 Planning and Scheduling of Regular Training Program
 PM-TSD-RCTS 08-05 Implementation of Training
 PM-TSD-RCTS 08-06 Design and Development of New Training Program
 PM-ADM-PPMS 08-01 Purchasing of Goods
 PM-ADM-PPMS 08-02 Acceptance, Storage and Release of Purchased Items
 PM-FMD-AS 08-01 Billing
 PM-FMD-BS 08-01 Budget Preparation
 PM-QMS 08-01 Handling Customer Complaint
 PM-QMS 08-02 Control and Monitoring of Customer Supplied Materials

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	Quality Management System Manual	REVISION NUMBER	1
SECTION	OPERATION	PAGE NUMBER	1 of 1
		EFFECTIVITY DATE	03 January 2020
SUBJECT	RELEASE OF PRODUCTS AND SERVICES	DOCUMENT TYPE	PAPER / PDF FILE

The ITDI implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

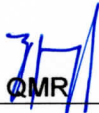

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

The Institute retained documented information on the release of products and services that include:

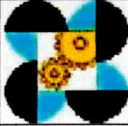
- Evidence of conformity with the acceptable criteria.
- Traceability to the person(s) authorizing the release.

DOCUMENTED INFORMATION:

Records of Traceability / Logbook

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	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	01 June 2021
SUBJECT	CONTROL OF NONCONFORMING OUTPUTS		
		DOCUMENT TYPE	PAPER / PDF FILE

The ITDI ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. It takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. It also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

The Institute deals with nonconforming outputs in one or more of the following ways:

- Correction
- Segregation, containment, return or suspension of provision of products and services.
- Informing the customer.
- Obtaining authorization for acceptance under concession.

The Top Management empowers the employees with the authority and responsibility to report nonconformities at any stage of a process in order to ensure timely detection and disposition of nonconformities. The authority for response to nonconformities and actions to be taken are defined in the documented procedures to maintain achievement of process and product requirements.

The use of, release and acceptance of nonconforming products is done under concession by divisions/sections chief concerned and, where applicable, by the customer.

All chiefs of divisions and sections concerned ensure that appropriate action be taken to preclude the original intended use or application of any nonconforming product.



Whenever applicable, all division chiefs and sections concerned ensure that appropriate action be taken to the effects or potential effects of the non-conformity when non-conforming product is detected after delivery or use has started.

The conformity to the requirements is verified when nonconforming outputs are corrected.

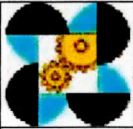
The Institute retained documented information that: described the nonconformity; describes the actions taken; describes any concessions obtained; and identifies the authority deciding the action in respect of the nonconformity.

DOCUMENTED INFORMATION:

PM-QMS 09-03 Control of Nonconforming Outputs

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	Quality Management System Manual	REVISION NUMBER	3
SECTION	PERFORMANCE EVALUATION	PAGE NUMBER	1 of 3
		EFFECTIVITY DATE	01 June 2021
		DOCUMENT TYPE	PAPER / FILE
SUBJECT	MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION		

General

The Top Management ensures the effective and efficient measurement, collection and validation of data, conformity to product requirements as well as the customers' level of satisfaction. The validity and purpose of measurements and the intended use of data are reviewed to ensure that these processes add value to the Institute.

The performance of the Institute's processes includes measurement and evaluation of its services, capability of its processes, achievement of objectives, targets and programs, compliance to applicable legal and other requirements and satisfaction of customer.

The data derived from the monitoring of performance provide information and serves as guide in its continual improvement activities. The results of the analysis of data from improvement activities is considered as one input to management review in order to provide information for improving the performance of the Institute.

Applicable methods including statistical techniques and the extent of their use are included.

The ITDI evaluates the performance and the effectiveness of the quality management system. The QMR in consultation with all the respective divisional chiefs, implements the monitoring, measurement, analysis and improvement processes needed, as to:



- What needs to be monitored and measured.
- The method for monitoring, measurement, analysis and evaluation needed to ensure valid results.
- When the monitoring and measuring shall be performed.
- When the results from monitoring and measurement are analyses and evaluated.

The institute is retaining appropriate documented information as evidence of the results.

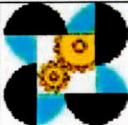
Customer Satisfaction

In order to measure the performance of the QMS, information relating to customer perception of the degree to which their needs and expectations have been fulfilled is monitored through the conduct of Customer Satisfaction Survey. The Institute determines the methods for obtaining, monitoring and reviewing this information.

The QMR in coordination with the Division Chiefs are responsible for Customer Satisfaction as one of the measurements of the Quality Management System and as to whether the Institute has met customer requirements. Customer satisfaction shall include collection of authentic data, frequency and validity of analysis. The trend and major elements affecting customer satisfaction and key indicators of customer dissatisfaction will be monitored supported by objective evidence.

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	Quality Management System Manual	REVISION NUMBER	3
SECTION	PERFORMANCE EVALUATION	PAGE NUMBER	2 of 3
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SUBJECT	MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION	DOCUMENT TYPE	PAPER / FILE

A customer satisfaction survey is done *quarterly* and its analysis and presentation is done annually and presented in the Management Review. Any negative feedbacks are addressed immediately.

Analysis and Evaluation

The ITDI analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

- Conformity of products and services
- The degree of customer satisfaction.
- The performance and effectiveness of the quality management system.
- If planning has been implemented effectively.
- The effectiveness of action taken to address risks and opportunities
- The performance of external providers.
- The need for improvements to the quality management system.



Monitoring and Measurement of Processes

The suitable methods for monitoring and, where applicable, measurement of the quality management system processes are applied to demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, appropriate correction and corrective action are taken to ensure conformity of the product.

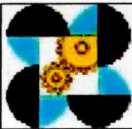
Monitoring and Measurement of Product

To verify that product requirements have been met, the Institute ensures that monitoring and measurement are carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

An evidence of conformity with the acceptance criteria is maintained. The records indicate the person(s) authorizing the release of product. Only products which have been satisfactorily completed through the planned arrangements are released to the customer.



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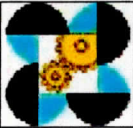
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 09-01
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SUBJECT	MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION	DOCUMENT TYPE	PAPER / FILE

DOCUMENTED INFORMATION:

Accomplished Customer Feedback Survey Form
 Analysis of Data File/Report
 Plan for Preventive Action
 Action Plan
 Monitoring of Quality Objectives

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 09-02
	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
SECTION	PERFORMANCE EVALUATION	EFFECTIVITY DATE	01 June 2021
SUBJECT	INTERNAL AUDIT		
		DOCUMENT TYPE	PAPER / PDF FILE

Internal Audit

The Internal Audit Committee is responsible in planning and implementing internal audits in order to verify whether the quality management system conforms to the planned arrangements, to the requirements of ISO 9001:2015 and to the quality management system requirements established by the Institute and whether the QMS is effectively implemented and maintained.

An audit program is planned and conducted at least once a year, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The Audit Plan defines the audit criteria, scope, frequency and methods of audit. *The auditors* are selected based on competence, *training, work experience and qualification* and shall not audit their own work. *The objectivity* and impartiality of the audit process are ensured in the selection of auditors and conduct of audits.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in PM-QMS 09-02, Internal Audit.


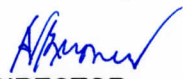
The Heads responsible for *the* area being audited ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected non-conformities and their causes.

The follow-up activities include the verification of the actions taken and the reporting of the verification results. *The* Internal audit reports include evidence of excellent performance in order to provide opportunities for recognition by management and motivation of people.

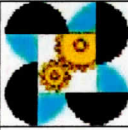
The Institute has retained documented information as evidence of the implementation of the audit programme and the audit results.

DOCUMENTED INFORMATION:

PM-QMS 09-02 Internal Audit
Audit Program
Audit Results

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	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	1 of 1
SECTION	PERFORMANCE EVALUATION	EFFECTIVITY DATE	01 June 2021
SUBJECT	MANAGEMENT REVIEW		
		DOCUMENT TYPE	PAPER / PDF FILE

The Top Management, together with the Quality Management Representative, concerned divisions and section heads review the effectiveness of the QMS at least once a year to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. The review involves identifying opportunities for improvement and possible need for changes, including the quality policy and objectives.

The Management Review is planned and carried out taking into consideration *the following* inputs:



- a) The status of actions from previous management review.
- b) Changes in external and internal issues that are relevant to the quality management system.
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 1. Customer satisfaction and feedback from relevant interested parties.
 2. The extent to which quality objectives have been met.
 3. Process performance and conformity of products and services.
 4. Nonconformities and corrective actions.
 5. Monitoring and measurement results.
 6. Audit results.
 7. The performance of external providers
- d) The adequacy of resources.
- e) The effectiveness of actions taken to address risks and opportunities.
- f) Opportunities for improvement.

The outputs of the *Management Review* include opportunities for improvement, any need for changes to the quality management system and resource needs.

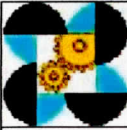
Retain documented information from *Management Reviews* are maintained to provide for traceability and to facilitate evaluation of the *Management Review* process itself, to ensure its continued effectiveness and added value to the organization.

DOCUMENTED INFORMATION:

PM-QMS 09-01 Management Review

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	Quality Management System Manual	REVISION NUMBER	3
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SECTION	IMPROVEMENT	EFFECTIVITY DATE	01 June 2021
SUBJECT		DOCUMENT TYPE	PAPER / PDF FILE
	IMPROVEMENT		

General

The ITDI determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction, which include:

- Improve products and services to meet requirements as well as to address future needs and expectations.
- Correct, prevent or reduce undesired effects.
- Improve the performance and effectiveness of the quality management system.

Non Conformity and Corrective Action

When a nonconformity occurs, including any arising from complaints, the QMR ensures that all nonconformities relating to product, process and quality system are investigated and the results are recorded. While investigating causes of non-conformances and deciding corrective actions, the QMR identifies other products / situations where same or similar nonconformance can occur.

The corrective actions for nonconforming products and processes, detected in the organization are recorded, analyzed, reviewed, and necessary actions are taken. This will be the responsibility of process owner. The corrective action and their effectiveness are monitored.

The documented procedures are established to define requirements for corrective action and for handling customer complaints.



The corrective actions are initiated whenever there are complaints from customers; audit findings; performance standards, objectives and targets are not met within the defined time frame; and nonconforming products, both internal and external to the organization occur.

The causes of nonconformities are analyzed and suitable action taken to prevent their reoccurrence. The effectiveness of the identified corrective action is monitored through customer feedback and also the customers are kept aware of the corrective actions initiated, with each identified corrective action.

Continual Improvement

The data generated from the monitoring and measurements of processes are analyzed regularly to determine areas that need to be continually improved to ensure effective implementation of QMS. This information is taken from the regular reviews of the quality policy, objectives, audit results, corrective and preventive actions, results of management reviews and analysis of customer feedback. The concerned heads are responsible for ensuring that continual improvement activities are carried out.

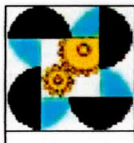
The documented procedure has defined the requirements for the determination of potential nonconformities and their causes, preparation and implementation of preventive actions where

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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	IMPROVEMENT		


needed, and review effectiveness of actions taken. The Division Chiefs and QMR maintain records of actions taken and are presented during management review meetings.

DOCUMENTED INFORMATION:

PM-QMS 08-01 Handling Customer Complaint
PM-QMS 09-04 Corrective Action

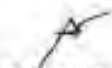
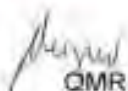
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	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	TABLE OF CONTENTS		

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02-03	Authorization for the Implementation / Updating Responsibility	1
02-04	Distribution of the Procedures Manual	2
02-05	Coding System for the Quality Manual	1
03-01	Definition of Terms	3
04-00	Company Background Information	4
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04-02	Understanding the Needs and Expectations of Interested Parties	10
04-03	Scope of the Quality Management System	3
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05-01	Leadership and Commitment	2
05-02	Quality Policy	5
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06-01	Action to Address Risks and Opportunities	2
06-02	Quality Objectives and Planning to Achieve Them	1
06-03	Planning of Changes	1
07-01	Resources	3
07-02	Competence	1
07-03	Awareness	1
07-04	Communication	2
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	Quality Management System Manual	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	FOREWORD		

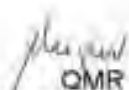
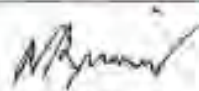
Because of the highly competitive business environment, the adoption of Quality Management System is a strategic decision of any organization to promote the confidence of its business partners and the public. In view of this, the Department of Science and Technology (DOST) approved the implementation of DOST-GIA "Project 3: Establishment and Implementation of Quality Management System in Accordance with ISO 9001" under the DOST-GIA program "Establishment Implementation and Maintenance of Management Systems in all DOST RDIs and Regional Offices."


Said project is also in consonance with Executive Order No. 605, S. 2007 "Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161, S. 2006" which was recently issued by President Gloria Macapagal-Arroyo on 23 February 2007, directing all government agencies to adopt the ISO 9001:2000 Quality Management System as part of a government-wide quality management program.

Aligned with this initiative, the Industrial Technology and Development Institute (ITDI) has undertaken actions that help secure and strengthen its position as a service provider. The ITDI is given the mandate to conduct applied research and development on industrial manufacturing, minerals, chemicals, food processing and energy, packaging technology, biotechnology, transfer technologies and provide technical services and training.

Thus, to further ensure the continuous delivery of efficient and effective service, ITDI opted to establish, implement and maintain a quality management system in conformance with ISO 9001:2015 for the implementation of its technical operations.



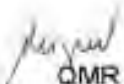
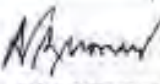
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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 02-02
	Quality Management System Manual	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
SECTION	USER'S GUIDE	EFFECTIVITY DATE	01 September 2016
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	OBJECTIVES OF THE QUALITY MANUAL		

The Quality Manual is documented with the following objectives:

- To provide consistent information, both internally and externally, about ITDI's Quality Management System;
- To demonstrate to the customers, suppliers, stakeholders and other interested parties, the ability of the ITDI to establish Quality Management System in meeting their requirements and expectations;
- To provide a documented system which serves as a basis in auditing the implementation and effectiveness of the QMS;
- To provide continuity of the company's QMS and its requirements during changing circumstances;
- To demonstrate compliance with the requirements of ISO 9001:2015 standard to which this QMS is based.



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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 02-03
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	AUTHORIZATION FOR THE IMPLEMENTATION / UPDATING RESPONSIBILITY		

Implementation of the contents of the manual is authorized and approved by the Director effective on the date specified in the manual.

Updating of the manual is the responsibility of the Quality Management Representative following PM-QMS-07-01 Control of Maintain Documented Information.


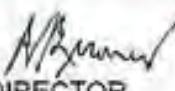
Their specimen signatures appear below:


DR. ANNABELLE V. BRIONES, CESQ IV
Director


Dr. DIANA L. IGNACIO
Quality Management Representative


ROCHEEL LEE C. DELUTA
Document Custodian




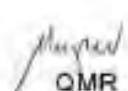
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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 02-04
	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
		EFFECTIVITY DATE	03 January 2020
SECTION	USER'S GUIDE	DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	DISTRIBUTION OF THE QUALITY MANUAL		

The Quality Manual is distributed as follows:

COPY NO.	COPY HOLDER	DOCUMENT TYPE
Original	Document Custodian	PAPER
1	Director	-do-
2	Deputy Director, R&D	-do-
3	Quality Management Representative/	-do-
4	Chief, CED	PDF File
5	Chief, EBD	-do-
6	Chief, FMD	-do-
7	Chief, FPD	-do-
8	Chief, MSD	-do-
9	Chief, PMISD	-do-
10	Chief, PTD	-do-
11	Chief, TSD	-do-
12	Head, Internal Audit Group	PAPER

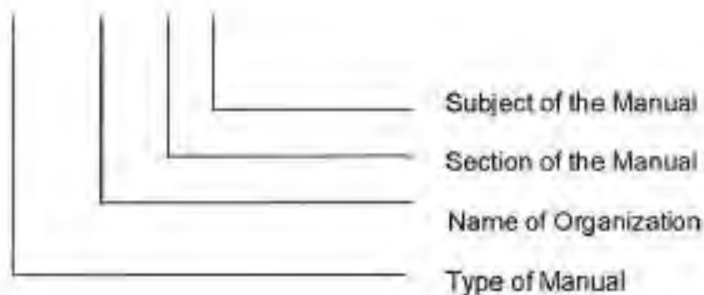


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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 02-05
	Quality Management System Manual	REVISION NUMBER	1
SECTION	USER'S GUIDE	PAGE NUMBER	1 of 1
SUBJECT	CODING SYSTEM FOR THE QUALITY MANUAL	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE

An alpha-numeric coding system is being followed in the Quality Manual as shown:

QM ITDI 00 - 06




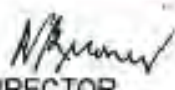
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SECTION	QUALITY MANAGEMENT SYSTEM	EFFECTIVITY DATE	03 January 2020
SUBJECT	DEFINITION OF TERMS		
		DOCUMENT TYPE	PAPER / PDF TYPE

The basis for the definition of terms is ISO 9001:2015 standard. The following abbreviations shall be used in this Manual.

ADM	-	Administrative Division
AMS	-	Advanced Materials Section
AS	-	Accounting Section
BAC	-	Bids and Awards Committee
BDS	-	Business Development Section
BS	-	Budget Section
CED	-	Chemicals and Energy Division
CPS	-	Cleaner Production Section
CS	-	Cashier Section
DCD	-	Document Custodian of the Division
DCI	-	Document Custodian of the Institute
DOST	-	Department of Science and Technology
EBD	-	Environment and Biotechnology Division
ES	-	Energy Section
ESS	-	Engineering Services Section
FES	-	Food Engineering Section
FMD	-	Finance and Management Division
FPD	-	Food Processing Division
FSS	-	Food Safety Section
HRMS	-	Human Resource Management Section
ICS	-	Industrial Chemicals Section
IDS	-	Information and Documentation Section




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SUBJECT	DEFINITION OF TERMS	DOCUMENT TYPE	PAPER / PDF TYPE

IFTS	-	Industrial Fermentation Technology Section
ITDI	-	Industrial Technology Development Institute
MIS	-	Management Information Systems
MSD	-	Materials Science Division
MTS	-	Microbial Treatment Section
NCAR	-	Nonconformity and Corrective Action Report
PDLDS	-	Package Development & Label Design Section
PDS	-	Product Development Section
PM	-	Procedures Manual
PMISD	-	Planning and Management Information Systems Division
PMS	-	Planning and Monitoring Services
PPMS	-	Property & Procurement Management Section
PS	-	Pharmaceuticals Section
PTD	-	Packaging Technology Division
PTOSS	-	Package Testing and Other Services Section
QMR	-	Quality Management Representative
QMS	-	Quality Management System
RCTS	-	Regional Cooperation and Training Section
RM	-	Risk Management
RMS	-	Records Management Section
SES	-	Surface Engineering Section
SMS	-	Special Materials Section

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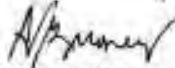
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 03-01
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SUBJECT	DEFINITION OF TERMS		


TSD - Technological Services Division

WI - Work Instructions

WMS - Waste Management Section



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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	COMPANY BACKGROUND INFORMATION		

General Requirements

ITDI through its Director has established, documented, implemented and maintained a quality management system and continually improve its effectiveness in accordance with the requirements of ISO 9001:2015. The quality management system is designed following the concept of "Plan-Do-Check-Act" cycle.

ITDI has identified the processes needed for their QMS and their application throughout the *Institute* and have determined the sequence and interaction of these processes. The criteria and methods needed to ensure the effectiveness of both the operation and control of these processes are established through the control parameters and performance measures integrated in the procedures of the QMS.

Top Management has provided resources and information necessary to support the control, operation and monitoring of these processes and related significant aspects.

They ensure that processes within the scope of the QMS are monitored, measured and analyzed and actions necessary to achieved planned results and continual improvement of these processes are implemented.

Company Background Information



The Industrial Technology Development Institute or ITDI is one of the research and development institutes (RDIs) under the Department of Science and Technology. By virtue of Executive Order No. 128 dated January 30, 1987, ITDI is mandated to render a variety of services to local industries. It is the flagship agency of the Department, generating a large pool of technologies while providing technical services to industry.

ITDI HISTORY


2009 – (Rationalization) August 26, 2009 – As a result of the Rationalization Program of the government under the Executive Order No. 366 dated 4 October 2004, the Industrial Technology Development Institute was rationalized with organizational and staffing modification. Creation of the Packaging Technology Division and National Metrology Division was approved as well as consolidation of some divisions i.e. Fuels and Energy Division (FED) and Chemical and Mineral Division (CMD) to Chemicals and Energy Division (CED); Environmental Division (EnD) and Microbiology and Genetics Division (MGD) to Environment and Biotechnology Division (EBD); Economics and Planning Division (EPD) and Management Information Systems (MIS) to Planning and Management Information Systems Division (PMISD). RTID was likewise renamed to Technological Services Division.

1987 - The NSTA was reorganized into the Department of Science and Technology (DOST) by virtue of Executive Order Number 128 dated 30 January 1987.

Under this reorganization, NIST was renamed **Industrial Technology Development Institute (ITDI)** and remained one of the R&D institutes under the DOST. All centers were abolished and ITDI now has ten (10) technical divisions with (MSRI) now absorbed by ITDI. Seven (7) divisions to undertake R&D activities, three (3) to render technical services and two (2) support divisions were created.

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1982 - By virtue of Executive Order Number 784 dated 17 March 1982, the NSDB was reorganized into the National Science and Technology Authority (NSTA). Under the reorganization NIST remained as one the R&D Institutes under the NSTA. As reorganized, research on agriculture was transferred to UPLB while the ceramics center emerged into an independent institute (MSRI). The Biological and Industrial research center were also abolished and in their place, three (3) centers were created namely: the National Research and Development (NRDC), Chemical Research and Development Center (CRDC), and the National Standards and Testing Center (NSTC). Under the NRDC and CRDC are seven(7) programs to undertake R&D activities, while the NSTC provides standardization and technical services.

1973 - As part of the overall reorganization of the Executive branch of the government, the NIST was reorganized, but retained the same name. With the merger of the Agriculture Research Center, Biological Research Center and Medical Center, only two (2) technical R&D centers remained, namely Biological Research Center and Industrial Research Center. In addition, these were the Tests and Standards Laboratory and the Scientific Instrumentation Division to provide standardization and technical services.

1958 - Under the so-called "Magna Carta of Philippine Science" RA 1067, NSB was reconstituted as the National Science Development Board (NSDB) which was designed to coordinate and supervise all scientific activities in the country. NSIRI became the **National Institute of Science and Technology (NIST)** under the supervision of NSDB.

1956 - Congress approved RA Number 1606 authorizing the establishment of the National Science Board (NSB). IST was changed to the **National Scientific and Industrial Research Institute (NSIRI)**, and was placed under supervision of NSB.

1951 - The IS was renamed **Institute of Science and Technology (IST)** by virtue of Executive Order No. 392 and for the first time primarily concerned itself to industry-oriented research.


1947 - The BS was transformed into the **Institute of Science (IS)** by virtue of Executive Order No. 94.

1934 - The headship of the BS was passed on for the first time to a Filipino chemist, Dr. Angel S. Arguelles. The present-day Bureau of Soils, Bureau of Mines, Bureau of Fisheries and National Survey Division of Education Museum developed initially as part of the Bureau of Science during the pre-war years.

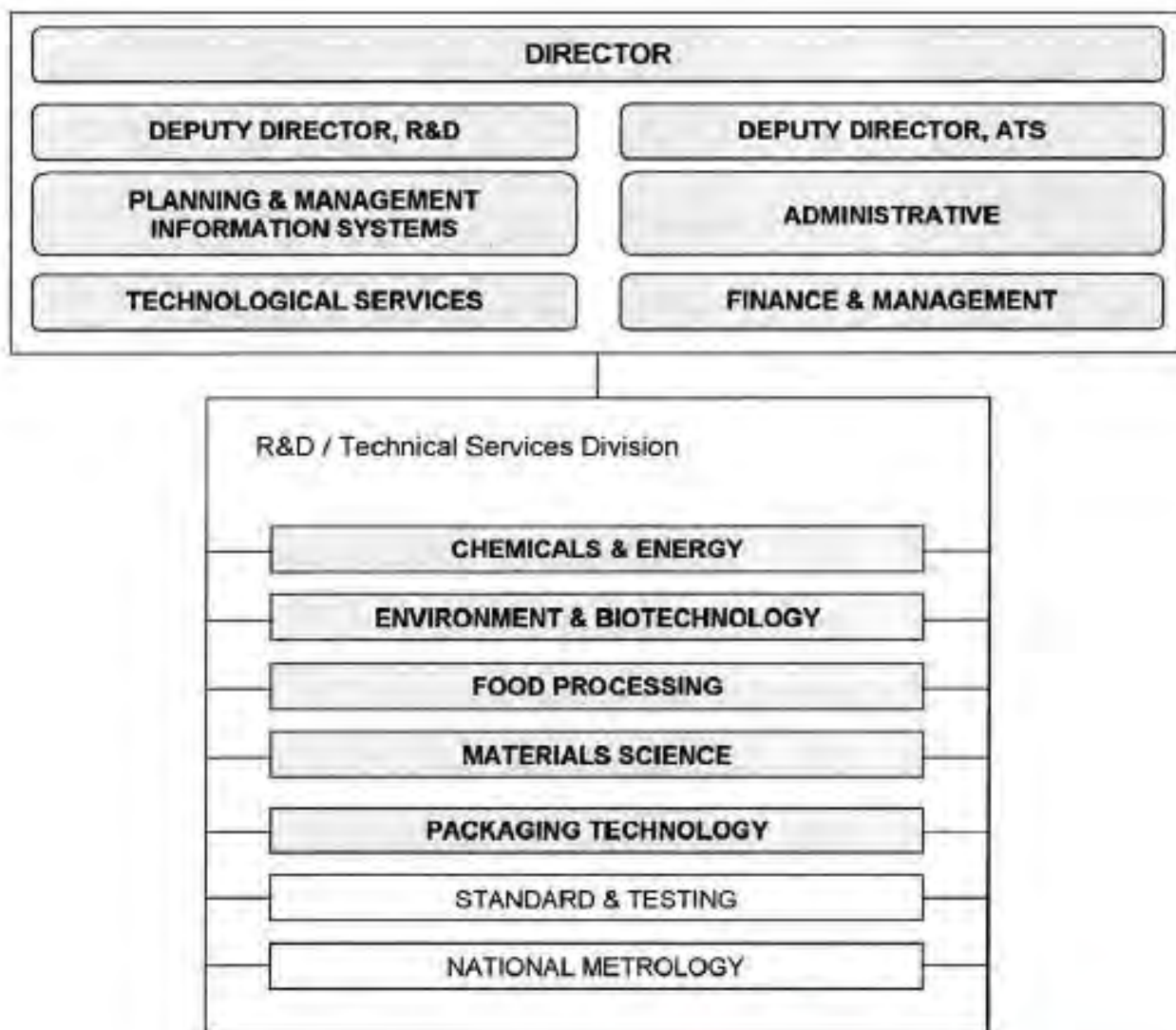
1905 - By virtue of the Philippine Commission Act No. 1407, the BGL was reorganized into the **Bureau of Science (BS)** and expanded its functions to include the Bureau of Mines and the Ethnological Survey Division of Education.


1901 - 1st of July - **The Bureau of Government Laboratories (BGL)** came into existence through the Philippine Commission Act. No. 156. It was composed of the biological and chemical laboratories, a science library, and the Serum Laboratory of the Board of Health.

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SUBJECT	COMPANY BACKGROUND INFORMATION		


Organizational Structure



 - Scope of QMS

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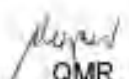

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		PAGE NUMBER	4 of 4
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SUBJECT	COMPANY BACKGROUND INFORMATION		

DOCUMENTED INFORMATION:

ISO 9001:2015 QMS Requirements



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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT		

ITDI determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of its quality management system through PEST (Political, Economic, Social and Technology factors) and SWOT (Strength, Weaknesses, Opportunities, and Threats) analysis. The external and internal issues identified through PEST and SWOT are continuously being monitored.

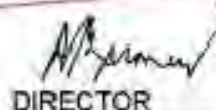
A. PEST

<p>POLITICAL VARIABLES</p> <ol style="list-style-type: none"> 1. Changes in government leadership (local, national and international) 2. Government policies to include trade regulation and requirements. 3. International political situation. 4. National and international policies and relationships. 	<p>ECONOMIC VARIABLES</p> <ol style="list-style-type: none"> 1. Membership to economic communities or organizations. 2. Government budget for STI. 3. Economic status / stability. 4. Changing industries trends. 5. National and international economic agenda of the country. 6. Globalization. 7. Competitiveness amidst technological innovations 8. Public good, participation in economic groups. 9. Road map of other government agencies.
<p>SOCIAL VARIABLES</p> <ol style="list-style-type: none"> 1. Philippine customer demographics (mostly female and young) 2. Social media as a mode of communication. 3. Cultural lifestyle 4. Addressing the needs of vulnerable groups (victims of disaster and natural calamities) 5. Foresight of other stakeholders and how to align with them. 6. Sustainability of the current standing of the Institute and relationship with stakeholders. 7. Create avenues for potential scientists 	<p>TECHNOLOGICAL VARIABLES</p> <ol style="list-style-type: none"> 1. Internet of Things (IoT) connectivity. 2. Intellectual property protection. 3. Technology gaps (local vis-à-vis international). 4. Lifecycle of technologies. 5. Timeliness of introduction of technology and innovation. 6. Focus on innovation, including green innovation technologies, artificial intelligence, and industry 4.0. 7. Setting up of new laboratories as indicated in the roadmap.


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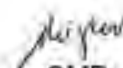
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B. SWOT

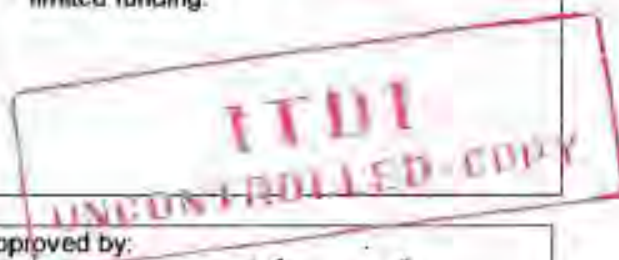
<p style="text-align: center;">STRENGTHS</p> <p>To meet the needs of local industries for global competitiveness:</p> <ol style="list-style-type: none"> 1. Multi-awarded experts and competent staff in the field of STI (local and international recognition). 2. High integrity personnel. 3. ISO and internationally-recognized laboratories meeting regulatory and statutory requirements of customers. 4. Multidisciplinary institute working as a cohesive team. 5. Investments in modern R&D and technical services facilities. 6. Active in dissemination of scientific and technical information. 7. Strong resource generation capability. 8. Institute with established national and international linkages. 9. Competitive salary and other remunerations 10. High customer satisfaction. 	<p style="text-align: center;">WEAKNESSES</p> <ol style="list-style-type: none"> 1. Need more industry collaboration to identify R&D needs 2. Need to develop institutionalized system for impact assessment of technology and technical services disseminated to customers. 3. Low utilization of funds. 4. Low level of customer awareness about ITDI and its capabilities. 5. Low level of industry immersion of staff (researchers mobility) 6. Need to intensify knowledge management (IP, success plan, data mining).
<p style="text-align: center;">OPPORTUNITIES</p> <ol style="list-style-type: none"> 1. Change in political leadership allows re-focusing Institute direction. 2. New government policies and would help guide direction for R&D and technical services. 3. Partnerships and collaborative R&D with international linkages to lessen technology gaps. 4. R&D collaboration with local industries to address social and cultural issues. 5. Additional avenue, e.g. Social media, internal connectivity, to promote ITDI and its services. 6. Energy & Environment integration 7. Industry 4.0 	<p style="text-align: center;">THREATS</p> <ol style="list-style-type: none"> 1. Some facilities located on top of fault that compromising safety of staff and integrity of buildings and equipment. 2. Government directive to streamline operations. 3. Change in political leadership could disrupt ongoing activities. 4. Other institutions compete with available limited funding.


Prepared by:


QMR

Approved by:


DIRECTOR






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Documented Information:

Road Map
ITDI Portfolio
Strategic Plan




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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 04-02
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SECTION	CONTEXT OF THE ORGANIZATION	PAGE NUMBER	1 of 10
		EFFECTIVITY DATE	03 January 2020
SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES	DOCUMENT TYPE	PAPER / PDF FILE

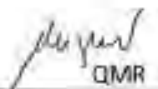
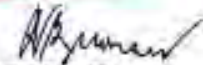
ITDI has identified the interested parties who are relevant to its quality management system and the requirements of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
PM-ADM-HRM-07-01	Human Resource Management	AOV, ADM-HRM	Employees Contract of Service Selection Board Staff Development Committee	-	CSC Ombudsman	Remuneration / Magna Carta Performance Evaluation Selection Criteria Contract Report	Complied	
PM-ADM-HRM-07-02	Staff Development	AOV, ADM-HRM	Employees	DOST	CSC	Training / Dev't	Complied	


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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES	DOCUMENT TYPE	PAPER / PDF FILE

Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
PM-ADM-PPMS-08-02	Acceptance, Storage, and Release of Purchased Items	AOV, ADM-PPMS	PPMS Staff	DBM-PS	COA	On-time payment		
			Inspection Committee	Eligible External Provider		Facilities (Laboratory / Storage Room)		
			End-user			Report		


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 QMR	 DIRECTOR



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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES	DOCUMENT TYPE	PAPER / PDF FILE


Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
PM-ITDI-08-01	Provision of Technical Services	Deputy Director, R&D	Technical Staff Academe Industry	--	PNS Internal Standards ASTM BFAD DENR/DOE	Facilities Result of Test/Analysis Standardize Fees	Complied	
PM-ITDI-08-02	Generation and Approval of Regular R&D Projects	Deputy Director, R&D		--		Approved Project Proposal Budget Allocation	Complied	
PM-ITDI-08-03	Implementation of Regular Approved R&D Projects	Deputy Director, R&D	Project Leader PMISD R&D Chief	DOST External Providers Fabricators		Machine/Material Resources Honarium Report	Complied	

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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		


Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
			BAC/PPMS Academe Industry			Timely delivery of requisition items		
PM-CED-08-01	Energy Audit / Assessment	Supv. SRS, CED-ES	Energy Staff Division Chief Industry	---	DOE	Machine / Material Resources Honorarium Standardized Fees EA Report	Complied	
PM-EBD-CPS-08-01	Environmental Technology Verification	Supv. SRS, EBD-CPS	CPS Staff Section Head Industry	DOST	DENR	Machine / Material Resources Honorarium Standardized Fees	Complied	



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Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
						ETV Report		
PM-PTD-08-01	Label Design Development	Supv. SRS, PTD	Designer	ISTA IAPRI	FDA/USDA	Packaging Technology Resources Standardized Fees Training & Development Approved Label Design	Complied	
PM-TSD-BDS-08-01	Technology Transfer / Commercialization of ITDI Matured Technologies	Supv. SRS, TSD-BDS	BDS Staff Industry		DTI IPO		Complied	
PM-TSD-IDS-08-01	Creation and Production of Social marketing Collaterals	Supv., SRS, TSD-IDS	Writer's Pool Committee TSD Chief	Social Media		Machine / Material Resources Training & Development		

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Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
			Concerned Division Photographer Layout Artist Academe			MOA/Contract Service Published Collaterals		
PM TSD RCTS-08-01	Facilitation Regional Cooperation and Training	Sr. SRS, TSD-RCTS	TSD Chief Training Coordinator Resource Person / Tech Staff Regional Coordinator Customer / Participant			Travel Order Schedule / Program of Activities CL/MOA	Complied	

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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		


Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
PM-TSD-RCTS-08-02	Planning and Scheduling of Regular / Funded Technology Transfer Program	Sr. SRS, TSD-RCTS	Section Head, TSD-RCTS Division Chief Technical Experts Director	DOST Regional Offices		Travel Order CL/MOA Letter of Request TNA		
PM-TSD-RCTS-08-03	Implementation of Technical and Other Regional Intervention	Sr. SRS, TSD-RCTS	Technology Expert RCTS Staff Participant			Travel Order Honorarium CL/MOA Schedule / Program of Activities		
PM-TSD-RCTS-08-04	Planning and Scheduling of Regular Training program	Sr. SRS, TSD-RCTS	Division Chief Section Head, RCTS			Training Program/ Module Technology for Commercialization		

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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		


Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
			Training Coordinator Division Chief Academe Industry					
PM-TSD-RCTS-08-05	Training Implementation	Sr. SRS, TSD-RCTS	Training Coordinator Training Facilitator Resource Person Participant			Training Program / Manual Honorarium Certificate of Completion		
PM-TSD-RCTS-08-06	Design and Development of New Training Program	Sr. SRS, TSD-RCTS	Training Coordinator TSD Chief			Course Design / Training Module Evaluation Criteria		

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Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
			Design Team Resource Person			Certificate		
PM-PMISD-08-01	Planning, Monitoring, and Evaluation of R&D Project	Supv. SRS, PMISD-PMS	Top Management PMISD R&D Division TRC	DOST President's Agenda DBM	COA	Approved Budget Accomplishment Report R&D Programs and Projects		
PM-FMD-AS-08-01	Billing	AO IV, FMD-BS	AO IV Chief, FMD Accountant External Provider	DOST	COA DBM Land Bank GAM/NGAS	Order of Payment Statement of Account Magna Carta	Complied	

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SUBJECT	UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES		

Document Code	Process Title / Description	Process Owner	Description of Interested Parties			Their Requirements	Status of Compliance	Remarks
			Client / Stakeholders	External Providers	Regulatory Bodies			
			Contractor Fabricator		Bureau of Treasury			
PM-ADM-PPMS-08-01	Purchasing of Goods	BAC Secretariat AOV, ADM-PPMS	BAC / TWG End-user PPMS Staff Divisional Canvasser Accounting / Budget Officer Director / Deputy Director	PhilGEPS DBM-PS Eligible External Provider Fabricator Consultant Cooperative	COA GPPB NGAS / GAM	Specification requirement Manpower complement Budget allocation Plan / Design Contract Report	Complied	

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SUBJECT	SCOPE OF THE QUALITY MANAGEMENT SYSTEM		
		DOCUMENT TYPE	PAPER / PDF FILE

The Quality Management System of ITDI located at DOST Compound, Gen. Santos Ave., Bicutan, Taguig City covers all processes under the Research and Development Divisions, Planning and Management Information Systems Division, Technological Services Division, and other support processes under the Finance and Management and Administrative Divisions.

The scope of certification is:

Generation and transfer of innovative technologies and provisions of scientific and technological services in the fields of biotechnology, chemicals and minerals, environment, foods processing, fuels and energy, materials science and packaging.

The processes involved are as follows:

RESEARCH AND DEVELOPMENT / TECHNICAL SERVICES PROCESSES

- Provision of Technical Services
- Generation and Approval of Regular R&D Projects
- Implementation of Approved Regular R&D Projects

Chemicals and Energy Process

- Energy Audit

Environment and Biotechnology Processes

- Cleaner Production Assessment
- Environmental Technology Verification
- Rapid Cleaner Production Assessment

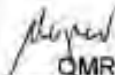
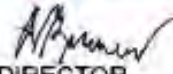
Packaging Technology Process


- Label Design Development

PLANNING AND MANAGEMENT INFORMATION PROCESSES

- Planning, Monitoring and Evaluation of R&D Project



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SUBJECT	SCOPE OF THE QUALITY MANAGEMENT SYSTEM		

TECHNOLOGICAL SERVICES PROCESSES

- Facilitating Regional Cooperation and Training
- Planning and Scheduling of Regular / Funded Technology Transfer Program
- Implementation of Technical and Other Regional Intervention
- Planning and Scheduling of Regular Training Program
- Implementation of Training
- Design and Development of New Training Program
- Technology Transfer / Commercialization of ITDI Matured Technologies
- Creation and Production of Social Marketing Collaterals
- Preventive Maintenance
- Corrective Maintenance

ADMINISTRATIVE PROCESSES

- *Human Resource Management*
- Staff Development
- Purchasing of Goods
- Acceptance, Storage and Release of Purchased Items

FINANCE & MANAGEMENT PROCESSES

- Billing
- Budget Preparation

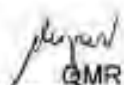

GENERAL QMS PROCESSES

- Management Review
- Handling Customer Complaints
- Customer Satisfaction Measurement
- Control and Monitoring of Customer Supplied Materials

PROCESSES REQUIRED BY ISO 9001:2015

- Control of Maintain Documented Information
- Control of Retain Documented Information
- Control of Maintain and Retain Documented Information in Electronic Media
- Internal Audit
- Control of Nonconforming Products
- Corrective Action
- Risk Management

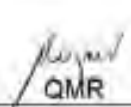
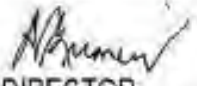



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SUBJECT	SCOPE OF THE QUALITY MANAGEMENT SYSTEM		

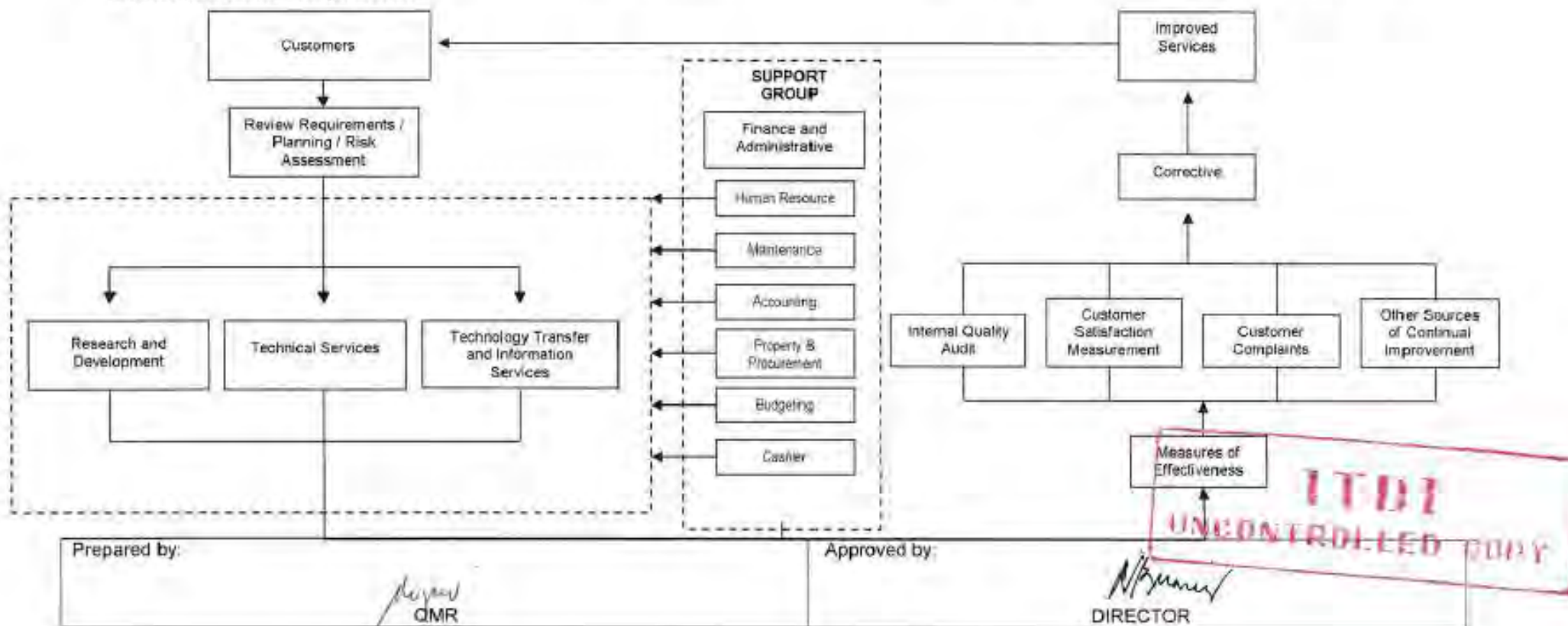
Excluded from the Scope of Quality Management System are the 2 Technical Services Divisions: The Standard and Testing Division (STD, the National Metrology Laboratory (NML), and the Advance Device Materials Testing Laboratory. Most of the laboratories of the STD are already certified under ISO 17025, starting with the Microbiology Laboratory in 2002 and followed by the Organic & Inorganic Chemistry Laboratories, and the Physical and Performance Testing Laboratory. Likewise, the National Metrology Laboratory is also ISO 17025 certified by Deutsche Akkreditierungsstelle (DAKKS) of Germany since 2010.




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SUBJECT	QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE

The QMS of ITDI covers processes that involve determining customer requirements, planning and managing the different activities involved to meet the requirements and expectations of its customers and conducting evaluation and improvement activities to enhance customer satisfaction. The diagram below illustrates the basic QMS processes.



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SECTION	LEADERSHIP	EFFECTIVITY DATE	03 January 2020
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SUBJECT	LEADERSHIP AND COMMITMENT		

Top management has demonstrated leadership and commitment with respect to the quality management system by:

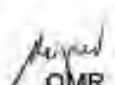
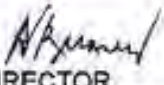
- Taking accountability for the effectiveness of the quality management system.
- Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization.
- Ensuring that integration of the quality management system requirements into the organization's business processes.
- Promoting the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the quality management system are available.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements.
- Ensuring that the quality management system achieves its intended results.
- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.
- Promoting improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.


Customer Focus

Top Management has demonstrated leadership and commitment with respect to customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.



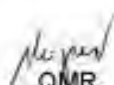
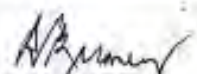
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SECTION	LEADERSHIP	EFFECTIVITY DATE	03 January 2020
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SUBJECT	LEADERSHIP AND COMMITMENT		

DOCUMENTED INFORMATION:

Quality Policy
 Quality Objectives
 Functional Objectives
 PM-QMS 09-03 Management Review
 Minutes of Management Review
 PM-QMS 09 -01 Customer Satisfaction Measurement



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SECTION	POLICY	EFFECTIVITY DATE	03 January 2020
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SUBJECT	QUALITY POLICY		

Establishing the Quality Policy

Top management has established, implemented and maintained a quality policy that:

- Appropriate to the purpose and context of the organization and supports its strategic direction.
- Provides a framework for setting quality objectives.
- Includes a commitment to satisfy applicable requirements.
- Includes a commitment for continual improvements of the quality management system.

In pursuit of its commitment of providing customer satisfaction, Top Management has established a Quality Policy that reflects the values of employees of ITDI. The Quality Policy is stated as follows:

"We are committed to help local industries become globally competitive by providing appropriate technologies and services.

We shall continually improve our QMS to come up with conformity of products and services that would meet customer expectations within applicable regulatory and statutory requirements".


The quality objectives are:


- To complete and disseminate 90% of targeted R&D activities to meet the needs of local industries to become globally competitive.
- To deliver 90% of targeted technical services according to mutually agreed terms and conditions and existing applicable regulatory and statutory requirements.
- To attain at least a very satisfactory customer satisfaction rating for the year through the continual improvement of our QMS.

FUNCTIONAL OBJECTIVES:

Research & Development Group: (Chemicals & Energy Division (CED) /
Environment & Biotechnology Division (EBD) /
Foods Processing Division (FPD) /
Materials Science Division (MSD)

- To implement 90% of approved projects for implementation based on agreed duration

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SUBJECT	QUALITY POLICY		

- To submit a terminal report two months after project completion.
- To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.
- To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.

Research & Development Group: Packaging Technology Division (PTD)

- To implement on schedule 90% of the approved R&D projects and activities.
- To submit a terminal report two months after the project completion.
- To provide 90% of the request for packaging services with very satisfactory customer rating.

Support Group

Administrative Division – Cashier Section

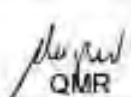

- To ensure that 90% of approved disbursement vouchers are processed and transmitted to Agency's Government Servicing Bank within three (3) working days, subject to availability of funds.

Administrative Division – Human Resource Management Section


- To ensure that 90% of requisitioned employees are hired within the prescribed period in accordance to Omnibus Rules and Regulations.
- To ensure that at least one (1) Learning and Development is attended by every staff within a year based on available resources.
- To ensure that 100% of IPCR submissions are monitored and reviewed in accordance with SPMS calendar and analyzed to identify developmental interventions.

Administrative Division – Property & Procurement Management Section

- To ensure that 90% of approved Purchased / Work Orders are delivered within the agreed delivery terms based on the specifications of the end-user and in accordance with the provisions of RA 9184.
- To ensure that 90% of newly acquired, donation and transferred properties are properly accounted, labeled and recorded within fifteen (15) days upon inspection and acceptance of the end-user.

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SUBJECT	QUALITY POLICY		

- To ensure that 100% of unserviceable properties are accounted and properly disposed within the scheduled plan in accordance with COA Rules and Regulations.

Administrative Division – Records Management Section

- To ensure that 90% of records received are properly disseminated within the day and shall be maintained and readily available when needed.
- To ensure that 90% of records are controlled and disposed in accordance to provisions of RA 9470.



Finance & Management Division


- To ensure that all ITDI activities with budgetary requirements are acted upon within the prescribed period.
- To ensure that all financial transaction are processed within the prescribed period.
- To ensure that all budgetary request and financial transactions conform with accounting and auditing rules and regulations within the prescribed period.

Planning and Management Information Systems Division

- To ensure the preparation of the Institute's overall plans and programs for implementation during the year:
 - 90% of the Institute's programs and projects aligned to the national and department priorities and needs.
 - 90% of the Institute's plans and budget proposals prepared within the prescribed date.
- To ensure Monitoring and Evaluation (M&E) of the Institute's programs, activities and projects (PAPs) during the year:
 - Monitoring
 - 90% of projects monitored one month after the quarter.
 - 90% of projects monitored quarterly for risks identified.
 - 90% of quarterly reports prepared.
 - Evaluation
 - 90% of project proposals evaluated with the ~~ITDI~~ Technical Review Committee within the prescribed period.
 - 90% of ongoing projects evaluated with the ITDI-Technical Review Committee within two months after the quarter.

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		DOCUMENT TYPE	PAPER / PDF FILE

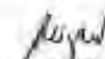
2c. Agency Performance Review

- Preparation of the semestral Agency Performance Review Report two months after each semester with 100% accuracy.
- 3. To ensure the review of existing and/or formulation of new organizational policies for improved operations and processes and effective governance with 100% acceptability.
- 4. To ensure the implementation of appropriate information systems for the projects, services and other activities of the Institute as identified in the approved Information Systems Strategic Plan (ISSP, 2020-2022) and in accordance with the approved budget allocation; and
- 5. To ensure action / response to requests for technical support on all ICT components:
 - 90% of requests for computer network technical support rendered within the agreed period.
 - 90% of requests for hardware technical support rendered with the agreed period.
 - 90% of requests for ICT System maintenance and support rendered within the agreed period.
 - 90% of requests for email technical support rendered within the agreed period.
 - 90% of requests for website maintenance and support rendered within the agreed period.

Technological Services Division

- To design and validate one new and acceptable training program within the year.
- To conduct 100% of the approved number of training programs for the year with a very satisfactory rating.
- To implement 100% of the approved requests for technical assistance / technology transfer in the Regions based on agreed schedules/duration within the year with a very satisfactory rating.
- To provide 100% relevant information to customers and stakeholders, both internally and externally in all forms (print and non-print, media / press conference, exhibits, techno fora) at the right time.
- To prepare techno-economic studies (market/industry profile, FS / BOP and techno-packages) of identified mature / commerciable technologies within the prescribed period.
- To develop business development strategies for marketing and promotion of identified technologies / new services within the prescribed period.


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SUBJECT	QUALITY POLICY		
		DOCUMENT TYPE	PAPER / PDF FILE

- To provide engineering related services in support of ITDI activities such as: R&D, technical services, maintenance and repair of physical facilities/buildings and technology transfer within the prescribed time with a very satisfactory rating.

Quality Management System:

Internal Quality Audit

- To ensure that internal audits shall be conducted once a year in accordance with ITDI's annual audit program. A detailed audit plan shall state the assignment of auditors in audit schedules as confirmed by auditees to determine whether the quality management system of ITDI:
 - Conforms to the planned arrangements of ISO 9001:2015; and
 - Is implemented and maintained.
- To make sure that the audit shall be carried out in accordance with 9.2 of ISO 9001:2015, taking into consideration the status and importance of the processes in the areas to be audited, and the results of the previous audits with corrections and corrective actions.
- To render audit reports stating conformance or non-conformance to ISO 9001:2015, and recommendations to areas for improvement as inputs for management review. A follow-up of corrective and preventive actions for nonconformities, monitor and review of internal audit program shall be done in accordance with PM-QMS 09-02.


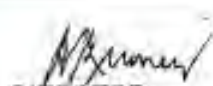
Document Custodian


- To ensure that 100% of ITDI QMS documents are *updated, maintained and controlled in accordance with its effectivity date.*
- To ensure that 100% of ITDI QMS documents are *properly issued on its effectivity date and withdrawn from the copy holder at the right time.*

DOCUMENTED INFORMATION:

PM-QMS 09-03 Management Review
Minutes of Meeting



Prepared by:  QMR	Approved by:  DIRECTOR
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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 05-03
	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 4
SECTION	POLICY	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES		

Roles, Responsibilities and Authorities

Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization through issuances of Office Orders, memorandums and during meetings in order to implement and maintain effective and efficient quality management system. The responsibilities and authorities of all employees throughout the organization are documented in the Manual of Actual Duties and Responsibilities. These are communicated to all employees during their orientation or their assignment to new positions and/or whenever there are changes to the position descriptions to enable them to contribute to the achievement of the quality objectives and to establish their involvement, motivation and commitment.

Top management assigns the responsibilities and authorities for:

- Ensuring that the quality management system conforms to the requirements of the International Standard.
- Ensuring that the processes are delivering their intended outputs.
- Reporting on the performance of the quality management system and addressing opportunities for improvement, in particular to top management.
- Ensuring the promotion of customer focus throughout the organization.
- Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

The Director designated the Chief Administrative Officer of ITDI to discharge the functions as the Quality Management Representative, on her behalf.

The responsibilities and authorities of the key personnel in the implementation and maintenance of the quality management system are described below:

Director


- Formulates the organizational plans and methods for the internal operations of ITDI;
- Chairs the ISO management review meetings; and
- Provides the necessary resources for the effective implementation and maintenance of the quality management system.

ISO Technical Committee

- Acts as the policy-making body responsible for setting the direction and overseeing the implementation of QMS activities;
- Reviews the effectiveness and suitability of the Institute's QMS;
- Approves QMS related final deliverables; and

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- Conducts ISO management reviews on such agenda as nonconformities, audit results, quality problems, performance indicators, corrective and preventive actions, and quality objectives.

Quality Management Representative (QMR):

Chief, Planning and Management Information Systems Division

Deputy QMR:

Chief, Technological Services Division

Members:

Chief, Chemicals and Energy Division
 Chief, Environment and Biotechnology Division
 Chief, Food Processing Division
 Chief, Materials Science Division
 Chief, Finance and Management Division
 Chief, Packaging Technology Division
 Chief, Administrative Division

Quality Management Representative

- Ensures that the quality management system is established, implemented and maintained in accordance with ISO 9001:2015 standard;
- Responsible for reporting and updating the top management on the performance of the quality management system for review, including recommendations for improvements;
- Ensures the promotion of awareness of customer requirements throughout the organization; and
- Acts as liaison with external parties on matters relating to quality management systems.

Division Chiefs



- Takes charge of the administrative operations of the division;
- Assist the QMR in ensuring that processes within the scope of the QMS are established, implemented & maintained;
- Report to the QMR on the performance of the QMS and any need for improvement;
- Assist the QMR in ensuring the promotion of awareness of customer requirements throughout the organization; and
- Ensure that all finished products conform to customer's specified requirements.

Section Chiefs


- Takes charge for the operations of the section;
- Reports to the Division Chief on the performance of the QMS and any need for improvement; and
- Assist the Division Chief in ensuring the promotion of awareness of customer requirements throughout the organization.

Document Custodian

- Maintains and controls QMS documents, including the revision, formal issuance, distribution and withdrawal;

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- Prepares Master Lists of Controlled Documents, Externally-Sourced Documents and Quality Records; and
- Serves as secretariat during Management Review and QMS related meetings.

Head Internal Audit Group

- Prepares annual audit program
- Ensures timely preparation of audit plan and audit checklist; and
- Implements the QMS internal audit based on the approved audit program.

Risk Review Committee

- *Review and approve the existing divisional risk registers and the risk register crafted by the Risk Management Group*
- *Recommend changes, as needed, to the risk registers.*
- *Evaluate the effectiveness of the proposed changes to the risk registers.*
- *Monitor and evaluate the mitigating measures indicated by the Risk Management Group affecting the Institute's operational risks and strategies.*
- *Work with Risk Management Group in ensuring that the risks are properly considered and addressed.*

Human Resource Management Section

- Takes charge for recruitment, selection and placement of qualified personnel;
- Ensures the continuous supply of competent people to man the processes within the scope of the QMS;
- Ensures the effectiveness of the human resource interventions conducted for all personnel within the scope of the QMS;
- Ensures that relevant documents and records of employees are updated and filed;
- Responsible for the promotion of QMS in the Institute;
- Identifies training needs of the Institute's employees in relation to their roles in the effective implementation and maintenance of the QMS; and
- Ensures that critical personnel and members are appropriately trained and competent to perform assigned task.


Property & Procurement Management Section

- Ensures that all purchases conform to the specified requirements and are acquired at the right time from the right source to the best advantage of the Center; and
- Ensures that suppliers are competent to provide quality products & services.

Technological Services Division

- Ensures that scheduled preventive maintenance of all equipment is implemented accordingly; and
- Ensures the timely implementation of corrective maintenance.

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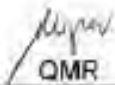
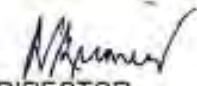
Budget and Cashier Section


- Ensures that all finished job orders are properly billed and collected.

DOCUMENTED INFORMATION:

Manual of Actual Duties and Responsibilities
ITDI Special Order



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SECTION	PLANNING	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES		

ITDI considered the issues referred to the organization and its context, the requirements referred to the needs and expectations of interested parties, and determine the risks and opportunities that need to be addressed to:

- Give assurance that the quality management system can achieve its intended results
- Enhance desirable effects.
- Prevent, or reduce, undesirable effects.
- Achieve improvement.

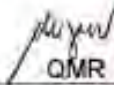


ITDI has planned:


a) Actions to address these risks and opportunities.

b) How to:

- Integrate and implement the actions into its quality management system processes.
- Evaluate the effectiveness of these actions.

Interested Parties	Requirements	Risks and Opportunities	Effectiveness of Actions
External Providers	~ Communication ~ Payment Terms ~ Timely delivery	~ Communication gap ~ Payment and delivery terms not specified ~ Delayed delivery	~ Communication like: email, phone, ~ Payment and Delivery terms mention in PO
Customer	~ Quality products and services ~ Timely delivery of product and services ~ Response to complaint. ~ Proper communication channel.	~ Loss of trust ~ Loss of customer ~ Improve process and enhance customer satisfaction	~ Defined in documented information and review in Management Review meetings.
Statutory and Regulatory Body	~ Complying with the statutory and regulatory requirements.	~ output is not acceptable ~ aligned to government regulations, legal requirements, etc	Defined in documented information and review in Management Review meetings.

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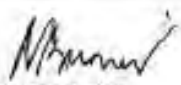
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 06-01
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Employees	~ Remuneration ~ Training and development	~ fair and just compensation and/or benefits. ~ Missed training opportunity due to limited budget ~ technical expertise	~ compliance with the Magna Carta for S&T personnel. ~ Defined in Staff development and review in Management Review meetings.
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DOCUMENTED INFORMATION:

Risk Register
 Quality Objectives
 Functional Objectives
 Minutes of Meeting
 Minutes of Management Review



Prepared by:  QMR	Approved by:  DIRECTOR
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SECTION	PLANNING	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM		

ITDI has established quality objectives at relevant functions, levels and processes needed for the quality management system. The quality objective is stated as follows:

1. *To complete and disseminate 90% of targeted R&D activities to meet the need of local industries to become globally competitive.*
2. *To delivery 90% of targeted technical services according to mutually agreed terms and conditions and existing applicable regulatory and statutory requirements.*
3. *To attain at least a very satisfactory customer satisfaction rating for the year through the continual improvement of our QMS.*


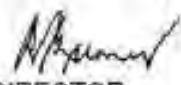
The quality objective is:


- Consistent with the quality policy.
- Measurable.
- Take into account applicable requirements.
- Relevant to conformity of products and services and to enhancement of customer satisfaction.
- Monitored.
- Communicated.
- Updated as appropriate.

In order to achieve its quality objectives, ITDI determined:

- What will be done?
- What resources will be required?
- Who will be responsible?
- When it will be completed
- How the results will be evaluated?



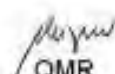

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SUBJECT	QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM		

DOCUMENTED INFORMATION:

Quality Objectives
Functional Objectives
Monitoring of Objectives



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SECTION	PLANNING	DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	PLANNING OF CHANGES		

ITDI has determined the processes needed for the quality management system and their application throughout the Institute's Quality Management System and its Processes.

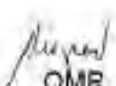
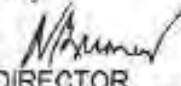
When there are changes needed in the quality management system, ITDI determines such changes are carried out in a planned manner and considers the following:


- The purpose of the changes and their potential consequences.
- The integrity of the quality management system.
- The availability of resources.
- The allocation or reallocation of responsibilities and authorities.

DOCUMENTED INFORMATION:

QM-ITDI 04-04 Quality Management System and its Processes
PM-ITDI 06-01 Change Management Process



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SECTION	SUPPORT	EFFECTIVITY DATE	03 January 2020
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SUBJECT	RESOURCES		

General

ITDI determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. Thus, ITDI considers the capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.

Top management ensures that the resources essential to the implementation of strategies and the achievement of the institute's objectives are identified and that the same are made available.

Decisions on the allocation of resources for operation and improvement of the QMS, enhancement of employees' competence through training, education and human resource intervention, the satisfaction of customers and other interested parties and planning for future resource needs are made during planning sessions. These resources may include people, infrastructure, work environment, information, suppliers and partners, and financial resources.

Plans are reviewed regularly to ensure the efficiency and the effectiveness of resource allocation.

People

ITDI ensures that personnel performing work affecting quality are competent on the basis of appropriate education, training and experience.

To assess, enhance and develop further their competence in providing quality products to the customers, the Administrative Division in coordination with the divisions concerned conducts annual training needs analysis based on competencies defined for each position. The Training Plan is prepared based on the identified training needs.

In addition to the provision of training, other actions and interventions are undertaken to address identified gaps in competence. Training and/or other actions taken are designed to ensure that all employees are aware of the relevance and importance of their activities and their contribution to the attainment of the quality objectives.


After each training or completion of other actions taken, the Chief, Administrative Division evaluates their effectiveness in improving competence of employees.

During the implementation of the QMS, all employees shall be appropriately provided with training and/or orientation to make them aware of the following:

- The importance of conformity with the quality policy and procedures and with the requirements of the quality management system;
- Their roles and responsibilities in achieving conformity with the requirements of the quality management system; and

Records of education, training, skills and experience of employees are included in the 201 file.

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Infrastructure

ITDI determines, provides, and maintains the environment necessary for the operations of its processes and to achieve conformity of products and services. The infrastructure includes building and associated utilities, equipment, including hardware and software, transportation resources and information and communication technology.

Environment for the Operation of Processes

To achieve conformity of products and services, ITDI determines, provides and maintains a suitable environment which is combination of human and physical factors such as social, psychological, and physical environment.

ITDI also implements 5S program to provide employees opportunities for greater involvement thus, realizing the potential of people in the organization.

Monitoring and Measuring Processes

General

ITDI determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. It ensures that the resources provided are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose.

The Institute retained documented information as evidence of fitness for purpose of the monitoring and measurement resources.

Measurement Traceability

To ensure valid results, measuring instruments and equipment are calibrated or verified or both at specified intervals and adjusted or re-adjusted as necessary. Measuring equipment is identified to determine the calibration status, safeguarded from adjustments that would invalidate the measurement result and be protected from damage and deterioration during handling, maintenance and storage.

In order to provide confidence in data, confirmation that the measuring devices are fit to use and are maintained to suitable accuracy and accepted standards, and identification of status are included in the measuring and monitoring processes.

When the equipment is found not to conform to requirements, concerned division/section assesses and records the validity of the previous measuring results.


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SUBJECT	RESOURCES	DOCUMENT TYPE	PAPER / PDF FILE

Organizational Knowledge

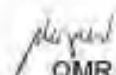
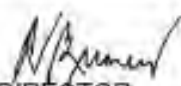
The Institute determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This organizational knowledge based from internal and external sources are maintained and be made available to the extent necessary.


When addressing the needs and trends, ITDI considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates, to enhance the effectiveness of the Quality Management System and enhance customer satisfaction.

DOCUMENTED INFORMATION:

Minutes of Planning Sessions
 Minutes of Staff Meetings
 Annual Training Plan
 PM-ADM-HRM 07-01 Human Resource Management
 PM-ADM-HRM 07-02 Staff Development
 PM-ADM-PPMS-08-01 Purchasing of Goods
 Training Record
 201 File
 Preventive Maintenance
 Corrective Maintenance
 5S Program
 Calibration Plan of Inspection, Measuring and Test Equipment
 Database of Intellectual Property
 Patents Certificates
 Terminal Reports
 Technical Papers
 Travel Reports
 Proceedings / Minutes of Planning Workshops



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SUBJECT	COMPETENCE		

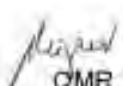

ITDI has determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system. It ensured that these persons are competent on the basis of appropriate education, training or experience. Wherever applicable, the Institute takes action to acquire the necessary competence, and evaluate the effectiveness of the actions taken. These applicable actions can include the provision of training, mentoring or re-assignment of currently employed persons, or hiring or contracting of competent persons.


The Institute retained appropriated documented information as evidence of competence.

DOCUMENTED INFORMATION:

Training Record



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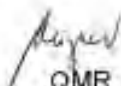
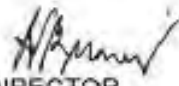
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SUBJECT		DOCUMENT TYPE	PAPER / PDF FILE
	AWARENESS		


ITDI ensures that persons doing work under the Institute control are aware of the quality policy, the relevant quality objectives, their contribution to the effectiveness of the quality management system requirements and implications of not conforming with the quality management system requirements.

DOCUMENTED INFORMATION:

Quality Policy
Quality Objectives
Functional Objectives



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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	COMMUNICATION		

Pertinent information related to the effective implementation of the QMS are relayed to all employees through Office Orders, memoranda, meetings and posting at strategic places.

Internal communication to all levels and functions of the institute shall include but not limited to the following:

- Quality Policy;
- Quality objectives;
- Procedures relevant to their duties and responsibilities; and
- Results of monitoring, measurement, and analysis needed to ensure effective implementation.

Internal and external communications relevant to the quality management system are determined including: on what it will communicate, when to communicate, with whom to communicate, how to communicate and who communicates.

INTERNAL COMMUNICATION

WHAT	WHEN	WITH WHOM	HOW	WHO
Quality Policy / Quality Objectives	Permanent	All Employees Interested Parties	Display / Paper / Electronic	Director / QMR / DC
Effectiveness of QMS (QM/PM/VI)	Training / Orientation	All Employees	Paper / Electronic	Director / QMR / DC
Internal Audit Plan	Before the Audit (at least once a year)	Top Management Process Owners of all functional areas	Paper / Electronic	Internal Quality Auditors
Management Review	After the Internal Audit	ITDI EXECOM	Meeting	Director
Strategic Plan ~ Approved Projects ~ Monitoring & Evaluation	First Quarter Succeeding month after each quarter	Division Heads / Project Leaders / Project Staff	Letter / email	PMISD
Roles, Responsibilities and Authorities	During recruitment / Promotion / Department change	Employee	Procedure / Oral / Training	Director ADM-HRMS
ITDI Office Order	When necessary	All Employees	Letter / Meeting	Director
Competency ~ Training needs ~ Training Plan	First quarter	EXECOM ITDI Staff	Paper	Division Heads

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SUBJECT	COMMUNICATION		

Customer Complaint / Feedback	When there are issues or rating is below VS.	Customer	Letter / Meeting	Process Owner / Division concerned / QMR / Director
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EXTERNAL COMMUNICATION


WHAT	WHEN	WITH WHOM	HOW	WHO
Information to External Providers	During pre-conference bidding / Submission of Quotation	External Providers	Purchase Order / Meeting / Telephone / Website / Email	Property & Procurement Management Section / Bids & Awards Committee / PMISD- Management Information System
Products and Services Information	During inquiry	Customer	MOA / Letter / Meeting	Division Chief / Project Leader / Staff
Incoming and Outgoing Correspondences	When necessary	All Employees / Interested parties	Letter / email	Process Owner
Customer Feedback / Action Taken for Customer Complaints	When there are issues or rating is below VS.	Customer	Letter / Meeting	Process Owner / Division concerned / QMR / Director

DOCUMENTED INFORMATION:

Quality Policy
 Quality Objectives
 Functional Objectives
 Office Orders
 Incoming/Outgoing Correspondences
 Minutes of Meeting
 Records of Orientation/Re-orientation



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QMR	DIRECTOR

	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 07-05
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SECTION	QUALITY MANAGEMENT SYSTEM REQUIREMENTS	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	DOCUMENTED INFORMATION		

Documentation of ITDI QMS is embodied in the documented statements of quality policy, objectives, quality manual, the mandatory processes required by ISO 9001:2015 and other documents needed by ITDI to ensure the effective planning, operation and control of the identified processes.

The Quality Management System Manual includes:

- The scope of the QMS as well as the details and justification for the exclusions in the QMS requirements;
- The linkage of the procedures to the QMS; and
- The description of the interaction between the processes of the QMS.


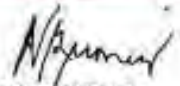
The hierarchy of the QMS documentation is shown below:




Required maintain and retain documented information are maintained as evidence of implementation.

The QMR is responsible for the implementation of this policy.

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SUBJECT	DOCUMENTED INFORMATION	DOCUMENT TYPE	PAPER / PDF FILE

Creating and Updating

ITDI ensures that internally-generated and documents of external origin (in both hard copy and electronic form) needed for the effective implementations of its QMS are controlled. A documented procedure is maintained by the Document Custodian of the Institute to ensure *appropriate*:

- Identification and description (e.g. a title, date, author, or reference number).
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic).
- Documents are reviewed and approved for suitability and adequacy.
- A Master List of Controlled Maintain Documented Information is maintained by DCI and DCD to prevent the use of obsolete documents. The list includes documents needed for knowledge-preservation and legal purposes. Such documents are properly marked.

Control of Documented Information

ITDI maintains and retains documented information to provide evidence of conformance to ISO 9001:2015 requirements and implementation of the QMS. All documented information required by the quality management system and by International Standard are controlled to ensure:

- It is available and suitable for use where and when it is needed.
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).


For the control of documented information, ITDI is address the following:

- Distribution, access, retrieval and use.
- Storage and preservation, including preservation of legibility.
- Control of Changes (e.g. version control).
- Retention and disposition.

A Master List of Retain Documented Information is maintained to ensure control. Maintenance and storage of confidential records are the responsibility of the concerned heads.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system is identified as appropriate, and be controlled.

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 07-05
	QUALITY MANUAL	REVISION NUMBER	2
SECTION	QUALITY MANAGEMENT SYSTEM REQUIREMENTS	PAGE NUMBER	3 of 3
		EFFECTIVITY DATE	03 January 2020
SUBJECT	DOCUMENTED INFORMATION	DOCUMENT TYPE	PAPER / PDF FILE

Documented information retained as evidence of conformity is protected from unintended alterations.

DOCUMENTED INFORMATION:

PM-QMS 07-01 Control of Maintain Documented Information

PM-QMS 07-02 Control of Retain Documented Information


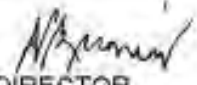
PM-QMS 07-03 Control of Maintain and Retain Documented Information in Electronic Media


Master List of Controlled Maintain Documented Information

Master List of Quality Retain Documented Information

Master List of Externally-Sourced Documented Information



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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-01
	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	OPERATIONAL PLANNING AND CONTROL		

ITDI has planned, implemented and control the processes needed to meet the requirements for the provision of products and services, and implemented the actions determined in planning requirements for the products and services are determined; established criteria for the processes and acceptance of products and services; determined the resources needed to achieve conformity to the product and service requirement; implemented control of the processes in accordance with the criteria; and determined, maintained and retained documented information to the extent necessary to have confidence that the processes have been carried out as planned and demonstrated the conformity of products and services to the customer's requirements.

The output of this planning is suitable for the Institute's operations.

ITDI has controlled in changes of the plan, reviewed the consequences of unintended changes, take action to mitigate any adverse effects, as necessary. It ensure that outsourced processes are controlled.

DOCUMENTED INFORMATION:

PM-ITDI 08-01 Provision of Technical Services
PM-ITDI 08-02 Generation and Approval of Regular R&D Projects
PM-ITDI 08-03 Implementation of Approved Regular R&D Projects
PM-CED 08-01 Energy Audit
PM-EBD-CPS 08-01 Cleaner Production Assessment
PM-EBD-CPS 08-02 Environmental Technology Verification
PM-EBD-CPS 08-03 Rapid Cleaner Production Assessment
PM-PTD 08-01 Label Design Development
PM-PMISD 08-01 Planning, Monitoring and Evaluation of R&D Project
PM-TSD-BDS 08-01 Technology Transfer / Commercialization of ITDI Matured Technologies
PM-TSD-IDS 08-01 Creation and Production of Social Marketing Collaterals
PM-TSD-RCTS 08-01 Facilitating Regional Cooperation and Training
PM-TSD-RCTS 08-02 Planning and Scheduling of Regular / Funded Technology Transfer Program
PM-TSD-RCTS 08-03 Implementation of Technical and Other Regional Intervention
PM-TSD-RCTS 08-04 Planning and Scheduling of Regular Training Program
PM-TSD-RCTS 08-05 Implementation of Training
PM-TSD-RCTS 08-06 Design and Development of New Training Program
PM-ADM-PPMS 08-01 Purchasing of Goods
PM-ADM-PPMS 08-02 Acceptance, Storage and Release of Purchased Items
PM-FMD-AS 08-01 Billing
PM-FMD-BS 08-01 Budget Preparation


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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-02
	Quality Management System Manual	REVISION NUMBER	1
		PAGE NUMBER	1 of 2
SECTION	OPERATION	EFFECTIVITY DATE	03 January 2020
SUBJECT	REQUIREMENTS FOR PRODUCTS AND SERVICES		
		DOCUMENT TYPE	PAPER / PDF FILE

Customer Communication

Communication with customers include:

- Providing information relating to products and services.
- Handling enquiries, contracts or orders, including changes.
- Obtaining customer feedback relating to products and services, including customer complaints.
- Handling or controlling customer property.
- Establishing specific requirements for contingency actions, when relevant.

Determining the Requirements for Products and Services

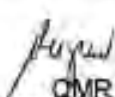


When determining the requirements for the products and services to be offered to customer, the Institute ensures that:


- The requirements for the products and services are defined including any applicable statutory and regulatory requirements and those considered necessary by the organization.
- The Institute can meet the claims for the products and services it offers.

Review of the Requirements for Products and Services

ITDI ensures that it has the ability to meet the requirements for products and services to be offered to customers. It conducts a review before committing to supply products and services to a customer, to include:

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities.
- Requirements not stated by the customer, but necessary for the specified or intended use, when known.
- Requirements specified by the Institute.
- Statutory and regulatory requirements applicable to the products and services.
- Contract or order requirements differing from those previously expresses.

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-02
	Quality Management System Manual	REVISION NUMBER	1
		PAGE NUMBER	2 of 2
SECTION	OPERATION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	REQUIREMENTS FOR PRODUCTS AND SERVICES		

ITDI ensures that contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by ITDI before acceptance, when the customer does not provide a documented statement of their requirements.

The Institute retains documented information, as applicable:

- On the results of the review
- On any new requirements for the products and services

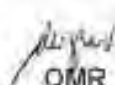
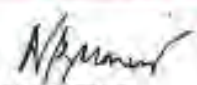
Changes to Requirements for Products and Services


ITDI ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

DOCUMENTED INFORMATION:

PM-ITDI 08-01 Provision of Technical Services
PM-ITDI 08-02 Generation and Approval of Regular R&D Projects
PM-ITDI 08-03 Implementation of Approved Regular R&D Projects
PM-CED 08-01 Energy Audit
PM-EBD-CPS 08-01 Cleaner Production Assessment
PM-EBD-CPS 08-02 Environmental Technology Verification
PM-EBD-CPS 08-03 Rapid Cleaner Production Assessment
PM-PTD 08-01 Label Design Development
PM-PMISD 08-01 Planning, Monitoring and Evaluation of R&D Project
PM-TSD-BDS 08-01 Technology Transfer / Commercialization of ITDI Matured Technologies
PM-TSD-IDS 08-01 Creation and Production of Social Marketing Collaterals
PM-TSD-RCTS 08-01 Facilitating Regional Cooperation and Training
PM-TSD-RCTS 08-02 Planning and Scheduling of Regular / Funded Technology Transfer Program
PM-TSD-RCTS 08-03 Implementation of Technical and Other Regional Intervention
PM-TSD-RCTS 08-04 Planning and Scheduling of Regular Training Program
PM-TSD-RCTS 08-05 Implementation of Training
PM-TSD-RCTS 08-06 Design and Development of New Training Program
PM-ADM-PPMS 08-01 Purchasing of Goods
PM-ADM-PPMS 08-02 Acceptance, Storage and Release of Purchased Items
PM-FMD-AS 08-01 Billing
PM-FMD-BS 08-01 Budget Preparation

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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-03
	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 3
SECTION	OPERATION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES		

General

ITDI has established, implemented and maintained a design and development process that is appropriate to ensure the subsequent provision of products and services.

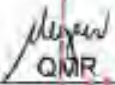


Design and Development Planning


Top management ensures that the Research and Development Divisions such as CED, EBD, FPD, and MSD, PTD and concerned section of TSD of ITDI has determined the stages and controls for design and development.

For every R&D project and packaging design, the Project Team considers the following:

- The nature, duration and complexity of the design and development activities.
- The required process stages, including applicable design and development reviews.
- The required design and development verification and validation activities.
- The responsibilities and authorities involved in the design and development process.
- The internal and external resources needs for the design and development of products and services.
- The need to control interfaces between persons involved in the design and development process.
- The need for involvement of customers and user in the design and development process.
- The requirement for subsequent provision of products and services.
- The level of control expected for the design and development process by customers and other relevant interested parties.
- The documented information needed to demonstrate that design and development requirements have been met.

Whenever a customer requires a new technical training program that is not included in the master list of training program, the head of TSD and EBD/Design Team prepares a design and development plan. The plan describes the different activities and defines responsibility for their implementation. It also describes the training objectives and expected outputs, sequencing of the design and development process, design methodologies, review, verification and validation activities. The plan is updated whenever changes in the design occur.

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	Quality Management System Manual	REVISION NUMBER	2
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SUBJECT	DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES	DOCUMENT TYPE	PAPER / PDF FILE

Design and Development Inputs

Inputs to design and development include functional and performance requirements, information derived from previous similar design and development activities, statutory and regulatory requirements, standards or codes of practice that the Institute has committed to implement, potential consequences of failure due to the nature of the products and services.

Inputs is adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs is resolved.

Concerned sections of CED, EBD, FPD, MSD, PTD, and TSD ensure that all inputs are reviewed for adequacy and that requirements are clear, unambiguous and not in conflict with each other.

The Institute is retained documented information on design and development inputs.


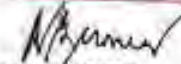
Design and Development Controls

The Institute applies controls to the design and development process to ensure that:


- The results to be achieved are defined.
- Reviews are conducted to evaluate the ability of the results of design and development to meet requirements.
- Verification activities are conducted to ensure that the design and development outputs meet the input requirements.
- Validation activities are conducted to ensure that the resulting products and services meet the requirement
- Any necessary actions are taken on problems determined during the review, or verification and validation activities.
- Documented information of these activities is retained.

Design and Development Outputs

CED, EBD, FPD, MSD, PTD, and TSD Design Team ensure that output of design and development outputs meet the input requirements; adequate for the subsequence processes for the provision of products and services; include or reference monitoring and ~~measuring requirements~~ as appropriate, and acceptance criteria; and specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

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	Quality Management System Manual	REVISION NUMBER	2
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES		

The Institute has retained documented information on design and development outputs. Design output includes data demonstrating the comparison of process inputs to process outputs, product specifications including acceptance criteria, process, material and testing specifications, training requirements, user information, purchase requirements, and qualification tests and reports.

Design outputs are reviewed against inputs to provide objective evidence that outputs have effectively and efficiently met requirements for the process and product.

Design and Development Changes

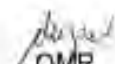

Design and development changes are identified, reviewed and control of changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.


Documented information retained on: design and development changes, results of reviews, authorization of the changes, and actions taken to prevent adverse impacts.

DOCUMENTED INFORMATION:

Design and Development Plan
Design and Development Inputs
Design and Development Controls
Design and Development Changes
Results of Reviews
Authorization of Changes
Actions Taken to Prevent Adverse Impacts



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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-04
	Quality Management System Manual	REVISION NUMBER	2
SECTION	OPERATION	PAGE NUMBER	1 of 2
		EFFECTIVITY DATE	03 January 2020
SUBJECT	CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES	DOCUMENT TYPE	PAPER / PDF FILE

General

To ensure that externally provided processes, products and services conform to requirement, the Property & Procurement Management Section has determined the controls to be applied to externally provided processes, products and services when:

- Products and services from external providers are intended for incorporation into the Institute's own products and services.
- Products and services are provided directly to the customer(s) by external providers on behalf of the organization.
- A process, or part of a process, is provided by an external provider as a result of a decision by the Institute.

The Institute determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

The Master List of Accredited External Providers is retained documented information and their performance is evaluated annually through the use of rating sheet.

Whenever purchase requests are made, complete specification and description of items are indicated to ensure that only the required items are purchased. No purchases are made without the approval of the Director or her Authorized Representative. Personnel implementing the purchase are competent based on their education, training and experience.


In case of subcontracted services for some processes that the organization's capability may not be adequate, said services should be in conformance to the requirements of the customer.

Type and Extent of Control

To ensure that externally provided processes, products and services do not adversely affect the Institute's ability to consistently deliver conforming products and services to its customers, the Institute is:

- Ensure that externally provided processes remain within the control of its quality management system.
- Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output.
- Take into consideration: the potential impact of the externally provided processes, products and services on the Institute's ability to consistently meet customer and

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	Quality Management System Manual	REVISION NUMBER	2
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES		

applicable statutory and regulatory requirements and the effectiveness of the controls applied by the external provider.

- Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Information of External Providers

To ensure the adequacy of requirement prior to the communication to the external providers, the Institute communicates its requirement for:

- The processes, products and services to be provided.
- The approval of products and services, methods, processes and equipment, and the release of products and services.
- Competence, including any required qualification of persons.
- The external providers' interactions with the organization
- Control and monitoring of the external providers' performance to be applied by the Institute.
- Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.


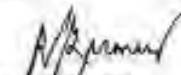
DOCUMENTED INFORMATION:


PM-ADM-PPMS 08-01 Purchasing of Goods

PM-ADM-PPMS 08-02 Acceptance, Storage and Release of Purchased Items

Master List of Accredited External Providers



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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-05
	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	1 of 3
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	PRODUCTION AND SERVICE PROVISION		

Control of Production and Service Provision

ITDI implements production and service provision under controlled conditions that include, as applicable:

- The availability of documented information that defines: (1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed; and (2) the results to be achieved.
- The availability and use of suitable monitoring and measuring resources.
- The implementation of monitoring and measurements activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met.
- The use of suitable infrastructure and environment for the operation of processes.
- The appointment of competent persons, including any required qualification.
- The validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.
- The implementation of actions to prevent human error.
- The implementation of release, delivery and post-delivery activities.

Identification and Traceability

The Institute uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

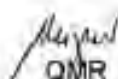
It identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

Provision of services is uniquely identified using Reference Number. The assigned Reference No. can be traced from the time the customer inquiry is received up to the time the product is released. The Reference/Project Number No. is indicated in all records.

ITDI has retained the documented information necessary to enable traceability.


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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-05
	Quality Management System Manual	REVISION NUMBER	3
		PAGE NUMBER	2 of 3
SECTION	PRODUCT REALIZATION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	PRODUCTION AND SERVICE PROVISION		

Property Belonging to Customers or External Providers

ITDI exercises care with materials, components, tools and equipment, premises, intellectual property and personal data belonging to customer or external providers while it is under the Institute's control or being used by the Institute. It is identified, verified, protected and safeguarded. If any customer property is lost, damaged or found to be unsuitable for use, the customer is informed and retained documented information on what has occurred.

Preservation

Conformity of product during production and service provision and release to the intended destination are preserved by the ITDI in order to maintain conformity to requirements. Appropriate labels, handling instructions, contamination control, packaging, storage, transmission or transportation, and protection are ensured and protected to prevent damage during transport.

Post – Delivery Activities



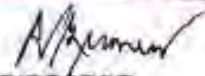
To meet requirements for post-delivery activities associated with the products and services, ITDI determines the extent of post-delivery activities that are required and considers:


- Statutory and regulatory requirements.
- The potential undesired consequences associated with its products and services.
- The nature, use and intended lifetime of its products and services.
- Customer requirements.
- Customer feedback.

Control of Changes

To ensure continuing conformity with requirements, the Institute reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

Documented information describing the results of the review changes, the person(s) authorizing the change, and any necessary actions from the review are retained.

	
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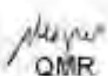
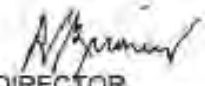
	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-05
	Quality Management System Manual	REVISION NUMBER	3
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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	PRODUCTION AND SERVICE PROVISION		


DOCUMENTED INFORMATION:

PM-ITDI 08-01 Provision of Technical Services
 PM-ITDI 08-02 Generation and Approval of Regular R&D Projects
 PM-ITDI 08-03 Implementation of Approved Regular R&D Projects
 PM-CED 08-01 Energy Audit
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 PM-TSD-RCTS 08-01 Facilitating Regional Cooperation and Training
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 PM-FMD-AS 08-01 Billing
 PM-FMD-BS 08-01 Budget Preparation
 PM-QMS 08-01 Handling Customer Complaint
 PM-QMS 08-02 Control and Monitoring of Customer Supplied Materials



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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-06
	Quality Management System Manual	REVISION NUMBER	1
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	03 January 2020
SUBJECT	RELEASE OF PRODUCTS AND SERVICES		DOCUMENT TYPE PAPER / PDF FILE

ITDI implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

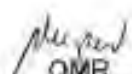
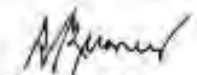
The Institute retained documented information on the release of products and services that include:


- Evidence of conformity with the acceptable criteria.
- Traceability to the person(s) authorizing the release.

DOCUMENTED INFORMATION:

Records of Traceability / Logbook



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	DEPARTMENT OF SCIENCE AND TECHNOLOGY INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE	DOCUMENT CODE	QM-ITDI 08-07
	Quality Management System Manual	REVISION NUMBER	2
		PAGE NUMBER	1 of 1
SECTION	OPERATION	EFFECTIVITY DATE	03 January 2020
		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	CONTROL OF NONCONFORMING OUTPUTS		

ITDI ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. It takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. It also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

The Institute deals with nonconforming outputs in one or more of the following ways:

- Correction
- Segregation, containment, return or suspension of provision of products and services.
- Informing the customer.
- Obtaining authorization for acceptance under concession.

Top management empowers the employees with the authority and responsibility to report nonconformities at any stage of a process in order to ensure timely detection and disposition of nonconformities. Authority for response to nonconformities and actions to be taken are defined in the documented procedures to maintain achievement of process and product requirements.

Use of, release and acceptance of nonconforming products is done under concession by divisions/sections chief concerned and, where applicable, by the customer.

All chiefs of divisions and sections concerned ensure that appropriate action be taken to preclude the original intended use or application of any nonconforming product.

Whenever applicable, all chiefs of divisions and sections concerned ensure that appropriate action be taken to the effects or potential effects of the non-conformity when non-conforming product is detected after delivery or use has started.

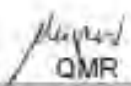
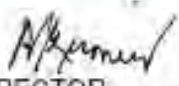
Conformity to the requirements is verified when nonconforming outputs are corrected.


The Institute retained documented information that: described the nonconformity, describes the actions taken, describes any concessions obtained, and identifies the authority deciding the action in respect of the nonconformity.

DOCUMENTED INFORMATION:

PM-QMS 09-03 Control of Nonconforming Outputs



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		DOCUMENT TYPE	PAPER / FILE
SUBJECT	MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION		

General

Top management ensures the effective and efficient measurement, collection and validation of data to ensure conformity to product requirements as well as the customers' level of satisfaction. The validity and purpose of measurements and the intended use of data are reviewed to ensure that these processes add value to the Institute.

Performance of the Institute's processes include measurement and evaluation of its services, capability of its processes, achievement of objectives, targets and programs, compliance to applicable legal and other requirements and satisfaction of customer.

Data derived from the monitoring of performance provide information and serves as guide in its continual improvement activities. Results of the analysis of data from improvement activities is considered as one input to management review in order to provide information for improving the performance of the Institute.

Applicable methods including statistical techniques and the extent of their use are included.

ITDI is evaluating the performance and the effectiveness of the quality management system. The QMR in consultation with all the respective divisional chiefs, implements the monitoring, measurement, analysis and improvement processes needed, as to:

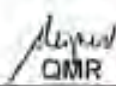


- What needs to be monitored and measured.
- The method for monitoring, measurement, analysis and evaluation needed to ensure valid results.
- When the monitoring and measuring shall be performed.
- When the results from monitoring and measurement are analysed and evaluated.


The institute is retaining appropriate documented information as evidence of the results.

Customer Satisfaction

In order to measure the performance of the QMS, information relating to customer perception of the degree to which their needs and expectations have been fulfilled is monitored through the conduct of Customer Satisfaction Survey. The Institute determines the methods for obtaining, monitoring and reviewing this information.

The QMR in coordination with the Division Chiefs are responsible for Customer Satisfaction as one of the measurements of the Quality Management System and as to whether the Institute has met customer requirements. Customer satisfaction shall include collection of authentic data, frequency and validity of analysis. The trend and major elements affecting customer satisfaction and key indicators of customer dissatisfaction will be monitored supported by objective evidence.

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A customer satisfaction survey is done periodically and its analysis and presentation is done annually and presented in the Management Review. Any negative feedbacks are addressed immediately.

Analysis and Evaluation

ITDI analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

- Conformity of products and services.
- The degree of customer satisfaction.
- The performance and effectiveness of the quality management system.
- If planning has been implemented effectively.
- The effectiveness of action taken to address risks and opportunities
- The performance of external providers.
- The need for improvements to the quality management system.

Monitoring and Measurement of Processes

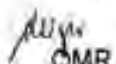

Suitable methods for monitoring and, where applicable, measurement of the quality management system processes are applied to demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, appropriate correction and corrective action are taken to ensure conformity of the product.


Monitoring and Measurement of Product

To verify that product requirements have been met, the Institute ensures that monitoring and measurement are carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorizing the release of product. Only products which have been satisfactorily completed through the planned arrangements are released to the customer.

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
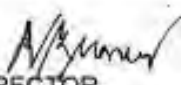
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DOCUMENTED INFORMATION:

Accomplished Customer Feedback Survey Form
 Analysis of Data File/Report
 Plan for Preventive Action
 Action Plan

Monitoring of Quality Objectives



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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	INTERNAL AUDIT		

Internal Audit

The Internal Audit Committee is responsible in planning and implementing internal audits in order to verify whether the quality management system conforms to the planned arrangements, to the requirements of ISO 9001:2015 and to the quality management system requirements established by the Institute and whether the QMS is effectively implemented and maintained.

An audit program is planned and conducted at least once a year, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The Audit Plan defines the audit criteria, scope, frequency and methods of audit. Auditors are selected based on competence, *training, work experience and qualification* and shall not audit their own work. Objectivity and impartiality of the audit process is ensured in the selection of auditors and conduct of audits.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in PM-QMS 09-02, Internal Audit.

The Heads responsible for area being audited ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected non-conformities and their causes.

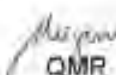
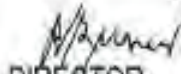
Follow-up activities include the verification of the actions taken and the reporting of the verification results. Internal audit reports include evidence of excellent performance in order to provide opportunities for recognition by management and motivation of people.

The Institute has retained documented information as evidence of the implementation of the audit programme and the audit results.

DOCUMENTED INFORMATION:

PM-QMS 09-02 Internal Audit
Audit Program
Audit Results



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		DOCUMENT TYPE	PAPER / PDF FILE
SUBJECT	MANAGEMENT REVIEW		

Top Management, together with the Quality Management Representative, concerned divisions and section chiefs reviews the effectiveness of the QMS at least once a year to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. The review involves identifying opportunities for improvement and possible need for changes, including the quality policy and objectives.

The management review is planned and carried out taking into consideration of inputs:

- a) The status of actions from previous management review.
- b) Changes in external and internal issues that are relevant to the quality management system.
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 1. Customer satisfaction and feedback from relevant interested parties.
 2. The extent to which quality objectives have been met.
 3. Process performance and conformity of products and services.
 4. Nonconformities and corrective actions.
 5. Monitoring and measurement results.
 6. Audit results.
 7. The performance of external providers
- d) The adequacy of resources.
- e) The effectiveness of actions taken to address risks and opportunities.
- f) Opportunities for improvement.

Outputs of the management review include opportunities for improvement, any need for changes to the quality management system and resource needs.


Retain documented information from management reviews are maintained to provide for traceability and to facilitate evaluation of the management review process itself, to ensure its continued effectiveness and added value to the organization.

DOCUMENTED INFORMATION:

PM-QMS 09-01 Management Review



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General

ITDI determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction which include:

- Improve products and services to meet requirements as well as to address future needs and expectations.
- Correct, prevent or reduce undesired effects.
- Improve the performance and effectiveness of the quality management system.

Non Conformity and Corrective Action

When a nonconformity occurs, including any arising from complaints, the QMR ensures that all nonconformities relating to product, process and quality system are investigated and the results are recorded. While investigating causes of non-conformances and deciding corrective actions, the QMR identifies other products / situations where same or similar nonconformance can occur.

Corrective actions for nonconforming products and processes, detected in the organization are recorded, analyzed, reviewed, and necessary actions are taken. This will be the responsibility of process owner. The corrective action and their effectiveness is monitored.

Documented procedures are established to define requirements for corrective action and for handling customer complaints.


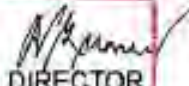

Corrective actions are initiated whenever there are complaints from customers; audit findings; performance standards, objectives and targets are not met within the defined time frame; and nonconforming products, both internal and external to the organization occur.


Causes of nonconformities are analyzed and took suitable action to prevent their reoccurrence. The effectiveness of the identified corrective action is monitored through customer feedback and also the customers are kept aware of the corrective actions initiated, with each identified corrective action.

Continual Improvement

Data generated from the monitoring and measurements of processes are analyzed regularly to determine areas that need to be continually improved to ensure effective implementation of QMS. This information is taken from the regular reviews of the quality policy, objectives, audit results, corrective and preventive actions, results of management reviews and analysis of customer feedback. The concerned heads are responsible for ensuring that continual improvement activities are carried out.

The documented procedure has defined requirements for the determination of potential nonconformities and their causes, preparation and implementation of preventive actions where

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needed, and review effectiveness of actions taken. The Division Chiefs and QMR maintain records of actions taken and is presented during management review meetings.

DOCUMENTED INFORMATION:

PM-QMS 08-01 Handling Customer Complaint
PM-QMS 09-04 Corrective Action



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