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## 6.1 QUALITY STATEMENTS

### MISSION

To Our Clients:

We will use advance technology, innovative and environmental safety processes to deliver quality service in construction, real estate management, property maintenance and manpower and other allied services supportive to the goals and objectives of LANDBANK and other clients.

To Our Employees:

We will train and develop employees to be highly competitive and enhance their capability to strive for excellence in providing quality service to our clients.

### VISION


By 2020, LBRDC will be a triple "A" company that will provide LANDBANK, other government agencies and private clients with quality service by using advance technology and innovative processes to be competitive in the delivery of construction and real estate management, property management, property maintenance, manpower and other support services.

### CORE VALUES

- Professionalism –Competency, reliability and good judgment
- Integrity - Honesty, Transparency and Accountability
- Prudent – Thrifty, cost conscious and economical
- Excellence - Commitment to outstanding performance
- Happy – Cheerful, pleasantly bright, noticeably contented and optimistic.

## 6.2 QUALITY MANAGEMENT SYSTEM MODEL

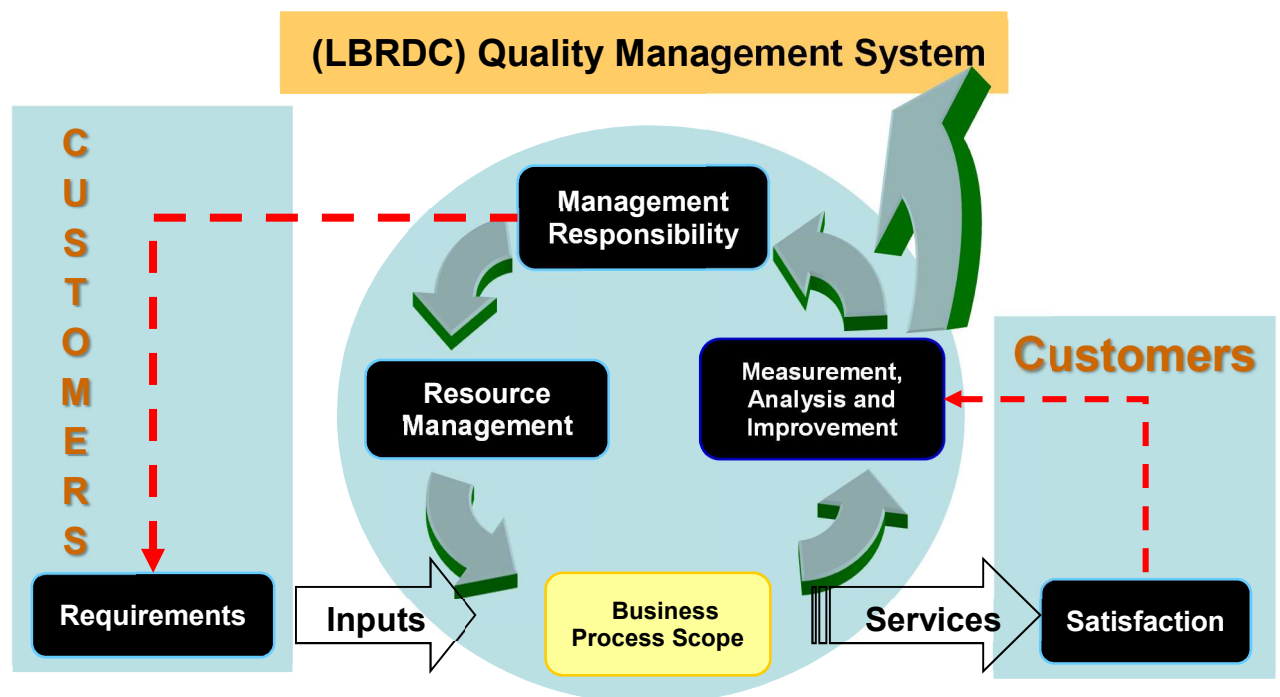
The LBRDC as a GOCC operates for the purpose of engaging in the business of Construction, Property Management and Manpower Services and for providing management and consultancy services on insurance-related activities. Hence, a process-based quality management system model as suggested by the ISO has been adopted.

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The model (Figure 1) shows two (2) interacting processes. First, the “internal processes” covers the activities to: [a] communicate the importance of meeting customer/client and citizen requirements and expectations; [b] define the management responsibility; [c] provide adequate resources to implement the QMS; [d] implement project management system; and, [e] monitor, analyze and continually improve the management systems to meet and exceed customer expectations.


The second covers the “external processes”. It shows the processes for: [a] determining customer requirements, designing and implementing projects in line with customer requirements; and [b] expectations, determining customer satisfaction, and communicating with customers about the (LBRDC)’s service offerings.

Information derived from the customers is used for the continual improvement of both processes. Figure 1 shows the graphical representation of the processes.



### 6.3 SCOPE AND APPLICATION

This Quality Manual applies to the LBRDC’s Quality Management System and covers the processes.

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It contains the basic policies, objectives and guidelines set by LBRDC as regard to the different elements, which can be implemented as a tool for exceeding internal and external customers/clients' expectations.

The ISO 9001:2015 Standards have been adopted by the agency and are being implemented to serve as the foundation of the quest to attain quality as a way of life in the agency.


#### 6.4 DOCUMENTATION STRUCTURE

The LBRDC's Quality Management System is designed to assure consistency in meeting the clients/customers and citizens' needs and expectations through the actual performance of the documented processes, work instructions, support policies, systems and procedures.

The LBRDC Quality System is described in the following documents:



**Level 1: Quality Manual** – The highest level of Quality System documentation. It contains the quality policy, organizational structure, resource management, and specific policies for business process and quality control and improvement.

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**Level 2: Standard Operational Instructions (SOI) Manual** – Operational guide on what the agency does and how it achieves stated policies. It also provides guidance on how to communicate and perform various activities. The SOI Manual also includes operational instructions that describe the detailed series of steps in performing routine activities.

**Level 3: Policies and Guidelines (Internal and External)** – The Policies and Guidelines include records of agency issuances such as Memorandum Circulars, Office Orders and Special Orders. It also includes Executive Orders and Memorandum Circulars issued by the Office of the President of the Philippines and/or particular oversight agencies which are relevant to the LBRDC’s operations and should be complied with.

**Level 4: Quality Records** – The Quality Records include records providing evidence of conformity to the established procedures and work instructions, as well as the LBRDC’s QMS.

## 6.5 QUALITY MANUAL AMENDMENT

Introduction of new procedures or services may necessitate amendments to existing Quality Manual and relevant procedures.

A re-issue of this Quality Manual shall be reflected only when there is:


- a. Change in the scope of certification;
- b. Change in the management and/or organizational structure; and
- c. Change in the core business process.

Requests or suggestions shall be made in writing using the Document Feedback Form to the Quality Management Representative for his/her consideration to ensure that such changes are reflected in the manual.

## 6.6 CONFIDENTIALITY AND DISTRIBUTION

The Quality Manual and its related documents are treated as confidential and shall not be brought outside the LBRDC premises without prior authorization from the Quality Management Representative (QMR).

Controlled copies of the Manual are issued to Document Custodians identified by the LBRDC’s Document Controller who is responsible for safekeeping and promptly updating necessary revisions.

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It is the responsibility of the Document Controller to distribute and keep a list of authorized holder of the Quality Manual, which may be issued either as controlled or uncontrolled copy. All uncontrolled documents shall be marked with "Uncontrolled" and shall not be updated. Uncontrolled copy of the Quality Manual may be distributed to customers or stakeholders when considered commercially beneficial or when demanded as a contract requirement. All external distribution shall be subject to the approval of the QMR.

### **6.7 QUALITY MANAGEMENT SYSTEM PLANNING**

The LBRDC's strategic and operational plans are the results of the annual corporate planning process. This is the venue where the strategic thrusts of the agency are defined, commitments are obtained, and resource requirements are determined. Objectives and targets are set at appropriate levels but specific quality objectives are defined during the annual planning.

Prior to the conduct of corporate planning activities, the various operating units conduct pre-planning activities to assess performance, gather information on stakeholder requirements and expectations and review and align future directions. The outputs of the planning process include, among others, strategies for business and operational improvement, pursuit of the agency's mandates, product or service innovation and for enhancing customer/client and citizen-focused services.