

24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL

Class Code: D

Reference Code:

QM-QMR-0

Revision
Number:

00

Date: Effective

Nov. 20, 2018

Table of Contents

Page 1 of 3

			No. of Pages
	MAN	NUAL DISTRIBUTION	i
	AME	ENDMENT HISTORY	ii
1.0	1.1 1.2 1.3 1.4	RODUCTION Objective of the Quality Manual Scope of the Manual Instruction on How to Use and Maintain the Manual For the Main Body of the Manual For the Attachments of the Manual	1-4
2.0	DEF	INITION OF TERMS AND ACRONYMS	1-3
3.0	ORGANIZATIONAL PROFILE		
	3.1	Organizational Description	
	3.2	Organizational Structure	
	3.3	Finance Department (Please refer to Finance Operations Manual) 3.3.1 General Accounting and Budget Unit 3.3.2 Disbursement and Payroll Unit 3.3.3 Treasury and Investment Unit 3.3.4 Guidelines and Procedure	
	3.4	Administrative and General Services Department (Please refer to Administrative Manual) 3.4.1 Personnel and Administrative Unit 3.4.2 Purchasing Unit 3.4.3 Guidelines and Procedure	
	3.5	Construction Management Department (Please refer to Construction Management Operations Manual) 3.5.1 Project Management Unit	

3.6 Property Management and Maintenance

3.5.2 Cost Estimating and Design Unit

Services (PMMS) Department
(Please refer to Property Management and Maintenance Manual)

3.6.1 Brokering Services Unit



24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL

Class Code: D Reference Code: QM-QMR-0 Revision Number: 00 Date: Effective Nov. 20, 2018

Page 2 of 3

Table of Contents

No. of

			Pages
		3.6.2 Manpower & Maintenance Services Unit3.6.3 Property Management & Maintenance3.6.4 ACU Maintenance Services	
	3.7	Corporate Social Responsibility (CSR) and Relations with Stakeholders	
	3.8	Formal Recognition of Stakeholders LBRDC's major and other Stakeholders; Land Bank of the Philippines and its clients	
4.0	LEA	DERSHIP	1
	4.1	Management Commitment (Quality Policy)	
	4.2	Organizational Roles, Responsibilities and Authorities	
5.0	PLA	NNING	1-2
	5.1	Actions to Address Risks and Opportunities	
	5.2	General	
	5.3	Planning	
	5.4	Management of Change	
6.0	QUA	LITY MANAGEMENT SYSTEM	1-5
	6.1	Quality Statements	
	6.2	Quality Management System Model	
	6.3	Scope of Application	
	6.4	Documentation Structure	
	6.5	Quality Manual Amendment	



24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL

Class Code: D

Reference Code:

QM-QMR-0

Revision
Number:

00

Date: Effective

Nov. 20, 2018

Table of Contents

Page 3 of 3

		No. of Pages
	6.6 Confidentiality and Distribution	
	6.7 Quality Management System Planning	
7.0	QUALITY MANAGEMENT STRUCTURE	1-3
	7.1 Quality Council	
	7.2 Quality Management Representative (QMR)	
	7.3 Document and Record Control Team	
	7.4 Internal Quality Audit Committee	
	7.5 Process Owners	
8.0	QUALITY PROCEDURE	1-4
	8.1 Document Control	
	8.2 Records Control	
	8.3 Control of Externally Provided Processes	
	8.4 Control of Nonconformities	
	8.5 Corrective and Preventive Action	
	8.6 Internal Quality Audit	
	8.7 Management Review	
9.0	MEASUREMENT, ANALYSIS AND IMPROVEMENT	1-2
	9.1 Document Control	
	9.2 Data Analysis and Improvement	