

 <p>LBP RESOURCES AND DEVELOPMENT CORPORATION 24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	<h1>QUALITY MANAGEMENT SYSTEM</h1> <h2>QUALITY MANUAL</h2>	Class Code: D
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Section 2: Definition of Terms and Acronyms		

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

AC	Accounting Center
Accredited Suppliers	Refers to suppliers that have accomplished, complied, and submitted the required documents for accreditation
Audit	Systematic, independent documented processes for obtaining audit evidence and evaluating it objectively to determine to which audit criteria are fulfilled
Audit Criteria	Set of policies, procedures and requirements necessary for the scope of audit.
Audit Evidence	Includes records, factual statements; and other verifiable information that is related to the audit criteria being used
Audit Plan	Description of arrangement and activities for the conduct of audit
Audit Scope	Focus, extent of a particular audit
Auditee	Unit/Department being audited
Auditor	Person possessing specified qualification to conduct audit
BAC	Bids and Awards Committee
BIR	Bureau of Internal Revenue
BOD	Board of Directors
Certification	Confirmation of certain characteristics of an object, person or organization
Certifying Body	An organization accredited by a recognized accrediting body
Conformity	Compliance with standards, rules or laws
Continual Improvement	Activities that the agency carries out in order to enhance its ability to meet requirements.
Correction	Any action that is taken to eliminate
CSR	Corporate Social Responsibility
Customer Satisfaction	Customer's perception of the degree to which the customer's requirements have been fulfilled
Document	Any source of information relating to the agency's quality management system to ensure effective planning, operation and analysis
DR	Delivery Receipt
DO	Disbursement Order
Effectiveness	A degree to which a planned effect is achieved
GCG	Governance Commission for GOCCs

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GOCC	Government Owned and Controlled Corporation
HO	Head Office
Internal Audit	First party audit where organization audit themselves for internal purpose to declare compliance with the set standards and legal requirements
ISO	International Organization for Standardization
IT	Information Technology
KRA	Key Result Areas
LBP	Land Bank of the Philippines
LBP AC	Land Bank Accounting Center
LBP LC	Land Bank Lending Center
Major Non Conformity	Absence or total breakdown of a system to meet the requirements of the ISO 9001 Standards and/or LBRDC quality management system. Number of nonconformities which represents consistent repeated similar deficiencies against a requirement
Management Review	Conducted to evaluate the suitability, adequacy and effectiveness of an organization's quality management system and look for improvement opportunities, assess opportunities to review the agency's policies and objectives, address resources needs, etc.
Minor Non Conformity	A nonconformity that is not likely to: <ul style="list-style-type: none"> • Result in the failure of the quality system, or • Reduce its ability to assure controlled processes, or • Result in the probable delivery of nonconforming product or services. • It may be either • An isolated, inconsistent failure to fulfill a specified requirement, or • Of no impact to the achievement of customer's specified requirements, needs or expectations
MOA	Memorandum of Agreement
QMR	Quality Management Representative
Non Conformity	Refers to a failure to comply with requirements.

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OR	Official Receipt
Process	External to the organization
PAO	Payment Acceptance Order
Procedure	Specified way to carry out activities which transforms inputs to outputs
QMS	Quality Management System
Qualified and Complying Accredited Suppliers	Refers to accredited suppliers that submitted documents/samples, etc. required during the conduct of sealed price quotation and/or price canvass
RAR	Risk Assessment Register
RCSA	Risk Control Self-Assessment
Record	Type of documents provides evidence that activities have been performed and result have been achieved
RM	Risk Management
RTR	Risk Treatment Register
SI	Sales Invoice
SOI	Standard Operational Instructions
SWOT	Strengths, Weakness, Opportunities, Threats