

 <p>LBP RESOURCES AND DEVELOPMENT CORPORATION 24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	<p>QUALITY MANAGEMENT SYSTEM QUALITY MANUAL</p>	<p>Class Code: D</p>
	<p>Section 4: Leadership</p>	<p>Reference Code: QM-QMR-4.0</p> <p>Revision Number: 00</p> <p>Date: Effective Nov. 20, 2018</p> <p>Page 1 of 1</p>

4.1 Management Commitment (Quality Policy)

QUALITY POLICY / SERVICE STANDARD

LBP Resources and Development Corporation (LBRDC) is committed to provide quality service by using advance technology and innovative processes to Land Bank, other government agencies and private clients and to be competitive in the delivery of its services.

To achieve this, LBRDC shall:

- Formulate and implement quality objectives and monitor performance to ensure their achievement;
- Comply with applicable legislative requirements;
- Adhere to high standards of professionalism, integrity and excellence;
- Continually improve all processes to meet customer's satisfaction.

4.2 Organizational Roles, Responsibilities and Authorities

The responsibility, authority and interrelation of personnel who manage, perform and verify work affecting the quality management system are defined and include in the Job Description, Memorandum Orders, Codified Approving and Signing Authority (CASA), Manual of Operations, Charters and its Organizational and Functional Charts.