



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY MANUAL**

Document Code		
<b>DILG-QM-01</b>		
Document Title		
<b>INTRODUCTION</b>		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 2

## 1. INTRODUCTION

In consonance with the program of the Philippine government led by the Government Quality Management Committee (GQMC), DILG considered the following regulations in setting up its National ISO 9001:2015 QMS in order to institutionalize best practices in the Agency:

- a) EO 605 dated February 23, 2007 - Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161 s. 2006; and
- b) Annual Memorandum Circulars issued by the Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (i.e. Memorandum Circular No. 2016-1 dated May 12, 2016 and Memorandum Circular No. 2017-1 dated March 09, 2017), prescribing the criteria and conditions for the grant of Performance-Based Bonus (PBB) – which since 2014, requires the establishment of a Quality Management System (QMS) aligned with ISO standards, or ISO certification, as one of the common targets for the Support to Operations (STO), as a condition to the grant of PBB.

DILG established its initial Quality Management System based on ISO 9001:2008 for the Central Office which was certified in August 2016. To comply with the 2015 version of the standard, this 2008-based QMS was reviewed and upgraded to cover all the key services and processes of DILG CO in line with the essence and intent of the upgraded version under the “Clause 4: Context of an Organization” of the standard requiring the organization to align its QMS to its purpose and strategic direction.

DILG then extended its application of ISO 9001:2015 QMS to all the Regional Offices, culminating in the certification of the Regional Offices by various Certification Bodies.

### 1.1. Purpose

This Quality Manual aims to achieve the following objectives:

- a) To serve as an effective tool in communicating relevant information to the stakeholders / interested parties the different products and services of the Department consistent with its mandate and mission. It also considered the applicable government policies and regulations including freedom of information.
- b) To provide evidence of DILG’s conformity to the different legal /regulatory, customer/ stakeholder and organizational requirements through the documented information that it maintains and retains. These requirements include pertinent provisions of ARTA (Anti-Red Tape Act) and resulting evidences which are suitably controlled consistent with applicable regulations of the National Archives Law of the Philippines (NAP).



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY MANUAL**

Document Code		
<b>DILG-QM-01</b>		
Document Title		
<b>INTRODUCTION</b>		
Rev. No.	Eff. Date	Page
00	06.15.21	2 of 2

- c) To provide a medium for knowledge sharing between the different operating groups and functions within the Department, thus enhancing effectiveness and efficiency across all levels that contribute to the enhancement of customer satisfaction.
- d) To disseminate and preserve the organization's experiences in the overall operation and control of its processes in the course of the delivery of its products and services to the public in general and the LGUs in particular.

## 1.2. Content

This Quality Manual covers both the documented information required by ISO 9001:2015 and those determined by the Agency as necessary for the effective planning, operation and control of its National Quality Management System (QMS). It contains the different policies and commitments of the DILG Management that demonstrates its firm resolve to conform to and comply with the applicable requirements. Designed as Level 1 document, the Quality Manual will lead the user to the different sections and aspects of the DILG's QMS through cross-referencing as outlined in the documentation hierarchy of the QMS through each pertinent section. It also provides a cross-referencing with the Government Quality Management System (GQMS) requirements.

*This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.  
Always refer to the Documented Information Management System for the Controlled Copy*

## 1.3. Amendment or Revision

This Quality Manual is a live document. It is maintained up-to-date to reflect the current policies, procedures and practices across the Agency. It is amended or revised as deemed necessary by the Management, Heads, Process Owners, and other interested parties by their feedback or initiative. These amendments and revisions are governed by the procedure on the Control of Maintained Documented Information (Document Control) through the Document Control Request.

## 1.4. Distribution

This Quality Manual is accessible thru the DILG Intranet governed by the procedure on the Control of Maintained Documented Information.

Prepared By	Reviewed By	Approved By
(sgd.) <b>ROMAR B. PANGANIBAN</b>	(sgd.) <b>ASEC. ESTER A. ALDANA, CESO II</b>	(sgd.) <b>USEC. EPIMACO V. DENSI</b>
<b>QMS Secretariat Head</b>	<b>Overall Deputy Quality Management Representative</b>	<b>Quality Management Representative</b>