



Metropolitan Manila Development Authority
Quality Management System

INTRODUCTION

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The Metropolitan Manila Development Authority (MMDA) Quality Manual (QM) defines and clarifies policies, systems and procedures adopted to implement and continuously improve the Quality Management System of the Authority.

This Quality Manual aims to:

- a. Establish, document and maintain an effective and economical quality management system and to ensure that the services carried out by the **Authority** conform to the specified requirements;
- b. Provide information and serve as a reference guide for the relevant interested parties; and,
- c. Provide the means by which the clientele may derive confidence that the services will be carried out in accordance with specified requirements.

In this Quality Manual, the requirements of the ISO 9001:2015 have been considered and incorporated.

The Quality Manual defines the various quality related systems and procedures which operated within the existing regulations. In addition thereto, it sets down requirements, gives guidelines, provides information and indicates to appropriate personnel and external organizations the procedures to be followed.

The Authority recognizes that quality is the primary responsible of everyone, and that the effective application of this Quality Manual will depend upon the conformance of the individual members combined with their knowledge and experience.

By proper application of this Quality Manual, the Authority will be able to:

- a. Derive benefits generally provided by an effective Quality System;
- b. Create the environment to comply with relevant processes and requirements, thus, safeguarding and maintaining a high standard of public service;
- c. Achieve international quality standards.

This Manual is intended to be used by all the offices of the Metropolitan Manila Development Authority (MMDA).

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