



Metropolitan Manila Development Authority  
**Quality Management System**  
**QUALITY POLICY**

Doc Ref No.:	QM-04
Effective Date:	01/12/2021
Revision No.:	01
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The Management maintains the Quality Policy, which ensures the satisfaction of the MMDA's clients and other interested parties. This policy is communicated to ensure that it is understood and applied at all levels of the organization. Comprehension of the Quality Policy is verified through, but not limited to, Internal Quality Audits, Management Reviews and during staff meetings.

The Management is responsible for ensuring that the quality policy is appropriate to its mandates and provides framework for establishing and reviewing quality objectives and goals. This is reviewed periodically to ensure continuing suitability to its mandates and thrusts, including the requirement and needs of its clients.

**QUALITY POLICY**

"We commit to provide prompt, efficient, effective and quality services in Metropolitan Manila pursuant to our seven (7) mandates adherent to the highest standard of good governance to ensure a safe, livable and workable environment for all."

To achieve these, we shall:

- Strengthen partnership and cooperation with the seventeen (17) local government units of Metro Manila and other stakeholders;
- Promote, maintain and observe our corporate values which are "Marangal, Matapat, Disiplinado"; and,
- Comply with ISO 9001:2015 requirements and continually improve the MMDA Quality Management System to meet customer satisfaction.

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