7.Overview of Quality Procedures

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7.1 Document and Data Control

Document Control procedures provides for review, approval and release of all documentation which is used within the quality system. These specify how document and data control activities performed by the personnel will be carried out and who will be responsible in performing the activity. This procedure incorporates control of correspondence.

All documents that will be included in the QMS are reviewed and approved by authorized personnel prior to its use. Only the documents which are currently used are available at locations where business operations are performed. Obsolete documents which are no longer being used are identified, retrieved and properly disposed of, retaining only the original copy for reference purposes.

7.2 Records Control

The Authority maintains documented procedures for identification, collection, indexing, filing, storage, maintenance and disposition of quality records.

All offices, centers and units maintain relevant quality records to demonstrate achievement of the required quality and effective implementation of the MMDA quality system.

Quality records shall be legible and kept and retained, for these to be readily available and can be easily retrieved when these are needed, in safe storage areas to prevent damage, deterioration, and/or loss.

The period of retention of quality records are established, recorded and maintained in accordance with the National Archives of the Philippines (NAP) Records Disposition Schedule.

7.3 Control of Nonconforming Products/Service

The MMDA ensures that product which does not conform to product requirement is identified and controlled to prevent its unintended use or delivery. A documented procedure shall be established to define the controls and related responsibilities and authorities for dealing with non – conforming product.

The MMDA deals with non – conforming products in the following ways:

7.3.1 By taking action to eliminate the detected non – conformity;

7.3.2 By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customs; and,

7.3.3 By taking action to preclude its original use or application.

When non – conforming products is corrected, it shall be subject to verification to demonstrate conformity to the requirements.

Records of the nature of non – conformants and any subsequent actions, including concessions obtained shall be maintained.

7.4 Corrective and Preventive Action

The MMDA has established a documented procedure for corrective and preventive actions in order to address non – conformities of products which include the following:

7.4.1 Systematic listing of customer complaints and identifying the root cause thereof;

7.4.2 Identifying the corrective actions required to address the problem and avoid non – conformities;

7.4.3 Determining the steps needed to deal with any potential problem requiring preventive actions;

7.4.4 Implementation of controls to ensure the efficient and effective implementation of corrective and preventive actions;

7.4.5 Preparing/making historical records of changes in procedures resulting from corrective actions;

7.4.6 Use of appropriate information such as audit results, quality records, service reports and customer complaints to detect, analyze and eliminate potential causes of non – conformities; and,

7.4.7 Ensuring that relevant information on actions taken is submitted for management review.

Any preventive or corrective action taken to eliminate the cause of neutral or potential non – conformities shall be to a degree appropriate to the magnitude of the problems and commensurate to the risks encountered.

7.5 Internal Quality Audit (IQA)

Internal Quality Audits shall be planned and documented so that all aspects of the Quality Manual are reviewed and assessed regularly to determine the effectiveness of the quality manual and quality system. Internal Quality Audit can be done by trained auditors who are independent from the area under audit. Results of audits are maintained by the IQA Team.

The non – conformities found during the audit are reported to the QMR, along with the monitoring of corresponding Corrective Action and Preventive Action (CAPA). The Center/Unit/Office Head shall ensure the timeliness and effectiveness of the identified CAPA, while the IQA Team shall verify such actions if indeed effective. Effectiveness of actions are reported to the Management.

7.6 Purchasing

Materials, items and services shall be procured by the Supply and Property Division (SPD) in accordance with the provisions of RA 9184, known as the Government Procurement Act.

The purchasing information is provided through the prescribed Purchase Request (PR) form for the procurement of goods and services. The PR – form contains, as appropriate, the following information:

7.6.1 Specification requirements for the approval of goods and services;

7.6.2 Specification requirements for the qualifications of personnel; and,

7.6.3 Quality management system requirements.

The responsible personnel reviews the adequacy of specified purchasing/outsourcing requirements prior to the approval and processing of request. Prior to acceptance, purchasing and when appropriate, secures acceptance by the End – User, or its authorized representative. The necessary evaluation, selection and re- evaluation of the performance of the supplier and the purchased goods and services are performed by responsible personnel.

The purchasing procedures include scope for inspecting supplier's/contractor's quality assurance systems, source evaluation, objective evidence of quality furnished by the suppliers/contractors, inspection, surveillance and audit at source, documentation and where specified, traceability to materials and certificates.