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## 4. Quality Management System

### 4.1 Quality Management System Model

The MMDA as a government entity was created under RA 7924 to provide metro-wide services having metro-wide impact and transcend local political boundaries or entail huge expenditures such that it would not be viable for said services to be provided by the individual local government units of Metropolitan Manila, operates as a business entity. Since MMDA implements projects, programs and activities to its customers, the agency considers this as interacting activities that requires efficient and systematic management.

The model (Figure 1) shows two (2) interacting processes, the internal processes and the external processes.

The internal processes cover the following activities:

1. Communicate the importance of meeting customer requirements and expectations;
2. Define the management responsibility;
3. Provide adequate resources to implement the Quality Management System (QMS);
4. Provide means by which the clientele may derive confidence that the services will be carried out in accordance with specified requirements; and,
5. Monitor, analyze and continually improve the management system to meet and/or exceed the expectations of customers/clientele.

The external processes show the following processes:

1. Determine customer requirements, design and implement projects in accordance with the requirements and expectations of the customer/clientele; and,

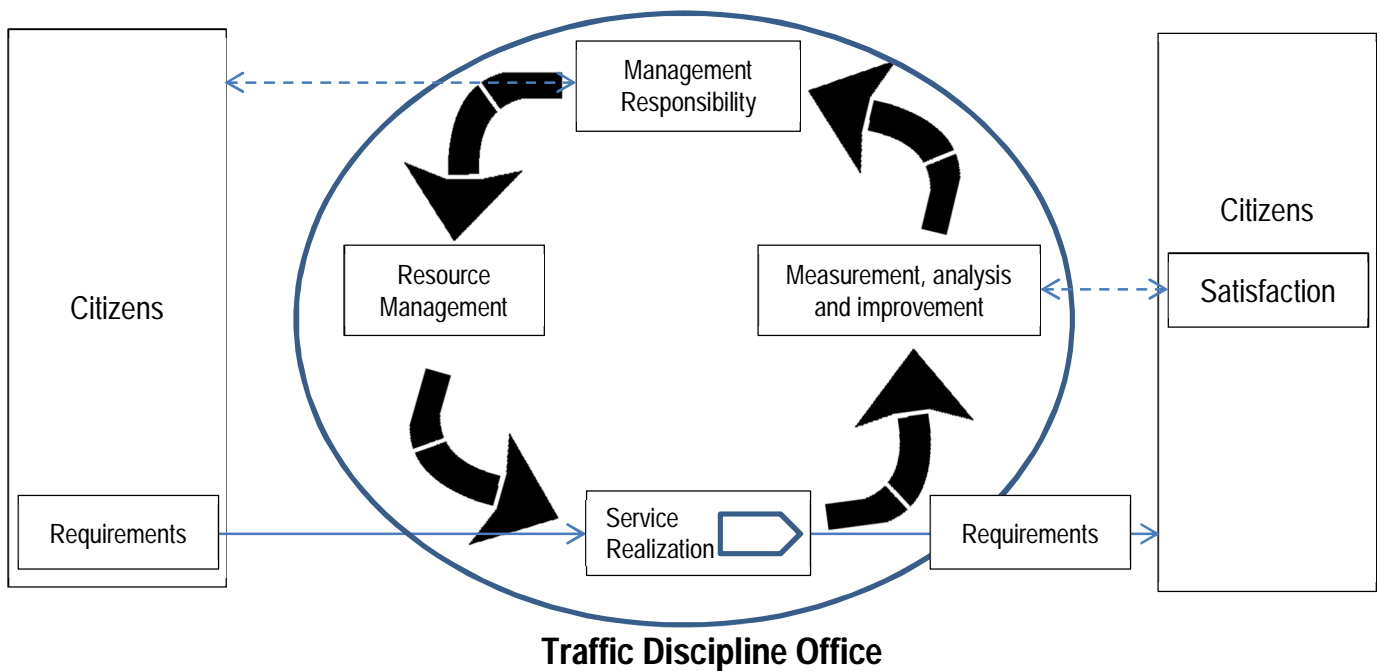
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- Determine customer's satisfaction and communicate with customers relative to the services offered by MMDA pursuant to its mandates that are specified under RA 7924.

The information derived from the customers is used as reference for the continual improvement of both the external and internal processes.

Figure 1 shows the graphical presentation of the subject processes.

**CONTINUAL IMPROVEMENT OF MMDA QUALITY MANAGEMENT SYSTEM**



#### 4.2 Scope and Application

This Quality Manual applies to MMDA Quality Management System and covers the Traffic Discipline Office (TDO) of the Authority particularly the Traffic Education Division, Traffic Enforcement Division (applicable for all sectors), Traffic Adjudication Division, Impounding and Inspectorate Division and Traffic Ticket Management Division (TTMD) including the TDO personnel who are issuing clearance to Drivers.

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This contains the basic policies, objectives and guidelines set by MMDA with regard to the different elements that can be implemented as tools in exceeding internal and external expectations of customers/clienteles. This likewise ensures the availability of information on the systems and procedures of the Traffic Discipline Office, in accordance with the ISO 9001:2008 standards.

### 4.3 Contract Review and Design Control

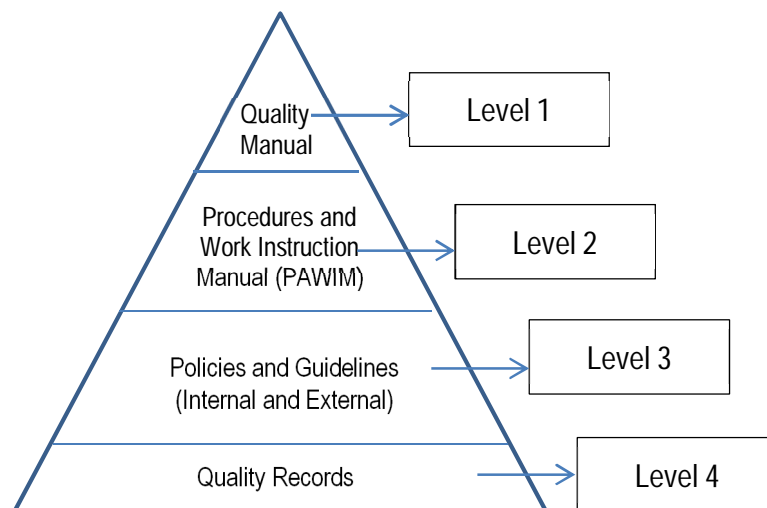
The scope of works of the MMDA include quality system requirements for contract review and design control.

### 4.4 Documentation Structure

The MMDA Quality Management System is designed to assure consistency in meeting the needs and expectations of customers through the actual performance of the processes and procedures that are documented, work instructions and support policies and procedures.

The MMDA Quality Management System is described in the following documents:

Figure 2. MMDA – QMS



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Level 1. Quality Manual. This is the highest level of the Quality Management System documentation that contains the quality policy, organizational structure, resource management and specific policies for business processes and quality control improvement.

Level 2. Procedures and Work Instruction Manual (PAWIM). This serves as the operational guide on what the Agency does and how it achieves the stated policies. This includes work instructions describing the detailed series of steps on how to perform routine activities.

Level 3. Policies and Guidelines (Internal and External). This includes records of the Authority such as Memorandum Circulars, Office Orders and Special Orders issued by Head of the Authority and Executive Orders and Memorandum Circulars issued by the President of the Philippines or other agencies which are relevant in carrying out the mandated functions of the Authority and which require compliance thereof.

Level 4. Quality Records – This includes records that provide proof/evidence of conformity to established procedures and work instructions including the QMS of MMDA.

#### **4.5 Quality Manual Amendment**

The introduction of new systems and procedures may require certain amendments to the existing Quality Manual and other procedures that are relevant in the operation of the Authority.

A re-issue of this Quality Manual shall be reflected only when:

1. There is a change (QMS for certification yet as this is only for ISO 9001:2008 aligned documentation)
2. There is a change in the management and/or organizational structure; and,
3. There is a change in the core business process.

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The Document Feedback Form shall be used for requests and suggestions which shall be submitted to the QMS representative to ensure that such changes are reflected in the manual.

#### **4.6 Confidentially and Distribution**

This MMDA Quality Manual and other related documents are treated as Confidential and cannot just be reproduced without clearance from the Quality Management Representative (QMR).