



Section

QUALITY MANUAL

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6. Resource Management


The Staff Development Division (SDD), and the Personnel Transaction Division both under the Administrative Service regularly identify the training needs of personnel from the different MMDA offices in order to provide appropriate trainings to employees based on their duties and responsibilities. These offices have their own systems and procedures to ensure that the personnel assigned in different offices are competent based on educational qualification, training and experience. Both ensure that the following undertakings are recorded and kept properly for easy retrieval and reference:

6.1 Human Resource Management

- 6.1.1 Determining the capability building needs of personnel performing work affecting products and service quality;
- 6.1.2 Evaluating the effectiveness of Human Resource Development interventions;
- 6.1.3 Organizing seminars to meet the identified needs;
- 6.1.4 Orienting the personnel on their roles and responsibilities as they affect the achievement of objectives;

The Personnel Transaction Division, Administrative Service, evaluates the qualification of contenders/applicants to vacant positions, taking into consideration the educational attainment, seminars taken, work experience, leadership qualities, among others.

The Personnel Selection Board/Placement Committee, upon submission of the qualified candidates/applicants by the Personnel Transaction Division, schedules deliberation for the purpose. Aside from interview from the panel, the Personnel Selection Board also gives weight to alertness, ability to present ideas, judgment, emotional stability, voice and speech, personality and self-confidence.

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All the qualifications, training and Personal Data of all employees are safely kept at the 201 File Section, Personnel Transaction Division, Administrative Service for easy retrieval once these are needed by the concerned employee or by the management.

6.2 Infrastructure Management

The Authority gives importance to the needed infrastructures as it believes that without these it will be difficult to meet the satisfaction of customers especially in the delivery of services required by them. These include work stations, training facilities, conference rooms, customer receiving areas, and other facilities.

6.3 Work Environment

The Authority believes that a good quality work environment encourages the employees to render effective and efficient services to the public specifically those services mandated under RA 7924. Hence, the Authority sees to it that the work environment has the following standards:

- 6.3.1 Conducive for working and learning by defining work stations and formulating and observing quality workplace standards;
- 6.3.2 Promotes teamwork thru sharing of acquired knowledge and skills;
- 6.3.3 Safe and convenient to all workers.