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1. INTRODUCTION

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 Agency.

The purposes of this Quality Manual are:

- a. To establish, document and maintain an effective and economical quality management system and to ensure and demonstrate that the services carried out by the **Authority** conform to the specified requirements.
- b. To provide information and serve as a reference for employee staff.
- c. To provide 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 9001:2008 have been considered and incorporated.


The Quality Manual defines the various quality related systems and procedures which operate 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.

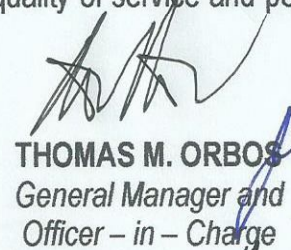
The **Authority** recognizes that quality is fundamentally the responsibility of everyone, and that the effective application of this Quality Manual will depend upon the quality of the individual members combined with their knowledge and experience.

By proper applications of this Quality Manual, the **Authority** will:

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

It is hoped that this Quality Manual will further improve the quality of service and performance of all MMDA employees.


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