



**NORTHERN ILOILO POLYTECHNIC STATE COLLEGE
ESTANCIA, ILOILO**

**QUALITY MANUAL
OF THE
QUALITY MANAGEMENT SYSTEM
(POLICIES)**

**OF THE MARITIME EDUCATION PROGRAM BASED
ON THE CHED POLICIES, STANDARDS AND
GUIDELINES (PSG) AND ISO 9001:2008**

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Section 0.1

INTRODUCTION

0.1 General

Foreword

The Northern Iloilo Polytechnic State College (NIPSC) has developed and implemented a Quality Management System taking as a model the Process Approach in ISO 9001: 2008 incorporating the requirements of STCW 78 Convention as Amended in 1995 and CHED POLICIES, STANDARDS AND GUIDELINES (PSG), and aiming to achieve consistent customer satisfaction in the highest level of service and reputation.

Background of the Institution:

THE NORTHERN ILOILO POLYTECHNIC STATE COLLEGE ESTANCIA, ILOILO

The Northern Iloilo Polytechnic State College or NIPSC with main campus at Estancia, Iloilo is a public, non sectarian, non profit institution of tertiary or higher education established pursuant to BP Bldg. 500 for the development of the nation and its service area in particular. By virtue of RA 6747 it integrated the former Barotac Viejo National Agricultural College in Barotac Viejo, Iloilo as a branch otherwise known as the Barotac Viejo Campus.

The institution created a school of Industrial Technology and Engineering which was approved by the Board of Trustees last May 15, 1998. The school of Industrial Technology and Engineering composed of the following departments

- 1) Marine Engineering/ESLPME
- 2) Drawing / Drafting Technology
- 3) Auto-Diesel Technology
- 4) Electrical Technology
- 5) Civil Technology
- 6) Food Technology
- 7) Mechanical Engineering
- 8) Civil Engineering



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SECTION 0.1 SUBSECTION 1.1.1

Purpose of the Northern Iloilo Polytechnic State College:

The Institution also known as the State College has the following purposes:

- a) Provide higher, vocational, professional and technical instructions and training in the fields of industry sciences, fishery, engineering and services as well as short term vocational instruction and continuing courses.
- b) Promote research, advanced studies and progressive leadership in the fields of agriculture including agricultural education and home technology, fishery, forestry, industrial education, arts, services, trades, engineering, and sciences
- c) Undertake extension activities for social problems
- d) Enhance its critical role in community development



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SECTION 0.1 SUBSECTION 1.2

Vision and Mission of the Northern Iloilo Polytechnic State College:

Vision

A leading polytechnic institution offering capability and industry-oriented programs; deriving its strengths from the tradition of polytechnics, particularly the business-professional partnerships in developing a competent person responsive to his needs to the community.

Mission

NIPSC, as a state supported institution established pursuant to B.P. 500, aims to provide education and training for human resource development to accelerate and sustain the socio-economic transformation of its service area by offering quality, relevant, accessible and effective polytechnic programs.

More specifically, NIPSC is committed to:

- 1) Provide education that will promote personal development, social responsibility, technological proficiency, and professional integrity;
- 2) Provide responsible professionals/leaders, competent technologist, highly-skilled technician and workers, and dynamic entrepreneurs for rural development;
- 3) Undertake research and extension to further knowledge and technology transfer;
- 4) Enhance its critical role in community development, and to achieve balanced growth.
- 5) Use planning to effectively respond to the changing environment, and to achieve balance growth.



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SECTION 0.1 SUBSECTIION 1.2.1

Goals and Objectives

1. To turn out competent graduates in the polytechnic areas, who are prepared for occupational and professional requirements, and gainful employment;
2. To improve the instructional resources e.g. libraries, classrooms, laboratories and workshops.
3. To provide opportunities for students' expression of their aesthetics, physical, intellectual, emotional and social development;
4. To strengthen faculty competencies through in-service program, scholarship and study assistance;
5. To support the faculty to undertake action research aimed at improving the teaching and learning situation;
6. To enhance the management capabilities of key officials through the use of participatory decision-making;
7. To contribute to community improvement by encouraging faculty and staff members to become leaders/officers and members of civic, professional, religious and other NGO's in the service area;
8. To use research to generate knowledge and find solutions to social problems;
9. To make institutional development planning as means for responding to changes;
10. To promote a college environment that is conducive to the pursuit of learning and other academic activities.



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SECTION 0.1 SUBSECTION 1.2.2

Vision and Mission of the Enhanced Support Level Program of the Marine Engineering

Vision

The ESLPME seeks to combine academic goals with value inculcation with emphasis on commitment and service to country and the world. The ultimate goal is to produce professionals loyal to the institution, country and God.

Cognizant of the global requirement for competent Seafarers, the department shall continue to employ qualified faculty and provide adequate laboratory equipment and facilities to meet the demands of the global market.

Mission

The Enhanced Support-Level Program for Marine Engineering of Northern Iloilo Polytechnic State College aims to develop a highly trained and skillful individual who is competent to meet the demands of the global maritime industry.

More specifically, The ESLPME is committed to:

- 1) Produce competent seafarers at the deck support level and enable the acquisition of the skills and knowledge needed by such seafarers to accomplish their future duties, tasks and responsibilities pursuant to STCW Regulations II/4, II/5, VI/1, VI/2.1 VI/6, part of II/1 and the National Standard Requirements;
- 2) Produce competent seafarers at the engine support level and enable the acquisition of the skills and knowledge needed by such seafarers to accomplish their future duties, tasks and responsibilities pursuant to STCW Regulations III/4, III/5, VI/1, VI/6, part of III/1 and National Standard Requirements';
3. Enhance the training of seafarers at the deck and engine support level through exposure to general education and technical courses at the college level college level (e.g. plane and spherical trigonometry, speech communication with IMO SMCP, computer applications and networking); and
4. Provide an option for maritime higher education institutions (MHEIs) under the Commission on Higher Education (CHED) to convert their BS programs into the ESLPME and produce qualifications at other levels that are aligned with the Philippine Qualifications Framework (PQF).



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SECTION 0.2

Quality Policy

1.3.3 Quality Policy

The ESLPME of NIPSC is committed to provide quality maritime education compliant with national and international standards with the view of continuously meeting the demands of the global maritime industry

This policy provides the framework for establishing and reviewing quality objectives and it shall be effectively communicated within the institution and compliance mandatory... Quality being the commitment of everyone in the institution.

13.4 Quality Objectives

- * The Institution shall provide adequate funds, competent marine instructors and equipment in the pursuit of quality maritime education for customer satisfaction.
- * The institution shall maintain its ISO accredited status by complying standard requirements, prescribed by both local and international regulatory bodies governing maritime institutions such as the Commission on Higher Education (CHED), Maritime Industry Authority (MARINA) and the International Maritime Organization (IMO).
- * In keeping with the ever-changing trend in the maritime industry, the institution shall establish linkages to both local and international maritime industry and other maritime institutions to keep track of the current development for student's career advancement.

MA. THERESA G. PALMARES, Ed.D.
SUC President II

Date _____



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SECTION 0.3

SAFETY AND ENVIRONMENTAL PROTECTION POLICY

The Institution, has identified safety and the environment as two key areas in its sphere of operations that are of paramount importance and need to be effectively controlled to prevent unnecessary injuries, loss of life, damage to health, property and degradation of the environment.

To meet this requirement the institution has embraced the ISO 9001: 2000 based on Quality Management System. The system is designed to ensure that the institution activities are sufficiently controlled to protect personnel, property and the environment from all risks and hazards that can be expected.

Safety is the concern of all and recognizes no rank. To this end, the administration is committed in making all Faculty, Staff and students more safety conscious and encourage all to become actively involved in identifying possible hazards, implementing corrective action and constantly monitoring all facets of their working environment to ensure prevalence of safety conditions. In so doing, the institution shall brief the students & staff on the Quality and Safety Policy of the Institution and bring to their attention incidents that has occurred in the past so that they may learn from them.

MA. THERESA G. PALMARES, Ed.D.
SUC President II

Date _____



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SECTION 0.4

DRUGS AND ALCOHOL POLICY

The institution's Drugs and Alcohol Abuse Policy applies to all Maritime education Students, Faculty & Staff.

DRUGS

The misuse of legitimate drugs or the use, possession, distribution, or sale of controlled and/or prohibited drugs in the institution by maritime students, faculty & staff is totally prohibited.

The institution will not authorize the enrolment & employment of any person/s who are users of or have a record of the use of illegal drugs or have abused the use of prohibited drugs. Any person found in contravention of the institution drug policy will be instantly dismissed. All are reminded that in certain countries possession of illegal drugs can result in them DEATH PENALTY.

ALCOHOL

On classrooms & campus alcohol consumption by students, faculty & staff irrespective of their position is not allowed.

Excessive consumption of alcohol can have serious adverse effects on an individual's health and their ability to function effectively. Any person found to have alcohol problem shall not be employed.

MA. THERESA G. PALMARES, Ed.D.
SUC President II

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QSR 1

SECTION 1

SCOPE AND FIELD OF APPLICATION

1.1 Scope

The Scope of the Institution's Quality Management System includes all services related to Maritime Education and Training with a view of providing and enhancing systems and processes and maintaining a continual improvement process in order to conform with customer and applicable National and International regulatory and statutory requirements.

1.2 Field of Application

The Quality Management System applies to all activities related to the Educational Advancement training, placement onboard ships and other requirements relative to Maritime Education.



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SECTION 2

NORMATIVE REFERENCE

The following standards are relevant to the understanding and implementation of policies and procedures contained in the Quality Management system

ISO 9001:2008 Quality Management Systems Requirements

ISO 9004 (2000) Quality Management Systems – Guidelines for Performance Improvements

ISO 9000 (2005) Quality Management Systems – Fundamentals and Vocabulary

IMO STCW 78 as amended in 1995, (1995,2000,2010) to meet PSG of CHED for quality maritime education for better end user satisfaction

NIPSC Library Manual

Maritime Industry Authority Policies and Guidelines

National Budget Circular # 461 dated June 1, 1998

Omnibus Rules Implementing Book V of Executive Order No. 292

Civil Service Commission – Qualification Standards (Revised 1997)

NIPSC Faculty Manual (June 2001)

NIPSC College Code 1998

R.A. 8292 – Higher Education Modernization Act. of 1997.

Citizen Charter for Faculty

Merit System for Staff

Anti Red-Tape Act

These standards are registered as external documents and subject to review and changes.



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SECTION 3

TERMS AND DEFINITIONS

3.1 General

The definitions found in the International Standard ISO 9001:2008 together with the following definitions have been used in the Quality Management system.

- 3.1.1 Audit – A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented and are suitable to achieve objectives
- 3.1.2 Chairman – Chairman of the Board of Trustees of the Institution
- 3.1.3 CHED – Commission on Higher Education, an educational body under the office of the President of the Philippines, which is entrusted regulation and supervision of tertiary education in the country
- 3.1.4 Client – Refer to the recipient of product or service of NIPSC Marine Engineering /ESLP Department
- 3.1.5 Contract – agreed requirements between the institution and customer transmitted by means described in the Institutions approved procedures
- 3.1.6 Curriculum – A systematic group of courses or sequence of subjects required by CHED for graduation in a field of study
- 3.1.7 Customer – the recipient of a product or service of NIPSC
- 3.1.8 Faculty – deliver instruction and facilitate learning
- 3.1.9 MARINA – Maritime Industry Authority, Regulatory of Local Maritime Industry
- 3.1.10 IMO – International Maritime Organization
- 3.1.11 IQA - Internal Quality Audit
- 3.1.12 Maritime Students – students enrolled in the maritime education of the institute program
- 3.1.13 ESLPME – Enhanced Support-Level Program for Marine Engineering is a one and a half (1.5) year special program addressing the competencies required for Ratings Forming Part of an Engineering Watch (RFPEW) and Ratings as Able Seafarer Engine (ABE) as defined in the STCW convention regulations and codes.



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SECTION 3

TERMS AND DEFINITIONS

- 3.1.13 Maritime Industry – refers to the end user of the products of NIPSC
- 3.1.14 Maritime Training Centers – Government or private institutions involved in the teaching of IMO model course and related subjects
- 3.1.15 NIPSC – Northern Iloilo Polytechnic State College, an institution of higher learning.
- 3.1.16 Non Conformance – Non fulfillment of a specified requirement
- 3.1.17 Objective Evidence – Information which can be verified true based on facts obtained through observation, measurement, test or other means
- 3.1.18 Organization – NIPSC, the entity which this International Standard applies
- 3.1.19 President – Referred to as the College President of NIPSC
- 3.1.20 Process – a series of steps aimed at achieving a goal
- 3.1.21 Product – refers to the graduates of Associate in Marine Engineering and Bachelor of Science in Marine Engineering Programs
- 3.1.22 QMR – Quality Management Representative
- 3.1.23 QPM – Quality Policy Manual (level 1)
- 3.1.24 QPR – Quality Procedures Manual (level 2)
- 3.1.25 QSR – Quality Standard Requirements (Referring to ISO – 9001:2008)
- 3.1.26 QWI – Quality Work Instructions
- 3.1.27 Quality – The totality of features and characteristics of a product/ service that demonstrate its ability to satisfy a given need in conformity to appropriate requirements
- 3.1.28 Quality Assurance – Those planned and systematic actions necessary to provide high level of confidence that the product or service will satisfy requirement for quality
- 3.1.29 Quality Management System (QMS) – The total aspect of management to implement quality standard system requirement.
- 3.1.30 Safety – Free from harm
- 3.1.31 NIPSC SYSTEM – Comprises then seven (7) Campuses of NIPSC.



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SECTION 3

TERMS AND DEFINITIONS

- 3.1.31 STO – Shipboard Training Officer
- 3.1.32 Supplier - provider of a service
- 3.1.33 Traceability – Is the investigation made to inform that an activity or service is in accordance with the specified requirements
- 3.1.34 Verification – Determination the physical presence of the specified requirement.
- 3.1.35 Top Management – This refers to the Board of Trustees, College President and Key Officials of NIPSC



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QSR 4

SECTION 4
SUBSECTION 4.1

QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

The Institution has established, documented, implemented and maintains and continually improve a Quality Management System in accordance with the requirements of ISO 9001:2008.

The Institution has defined and manages the processes required, in order to perform its main activity-to produce quality graduates which meet the requirements of the global maritime industry

In attaining the objectives of its Quality Management System, the Institution has adapted the following methodologies;

1. *Process Approach* - Defined activities and related resources are managed as a process. This methodology considers the processes as activities that receives inputs and converts them to outputs with the output of one process considered as input into the next process. (ICOM)

2. *Improvement* - Continual improvement is one of the permanent objectives of the institution

3. *Customer focused organization* - The institution understands current and future customer needs and requirements and strive to continuously meet customer expectations

4. *Top Management* – whose aim is to identify the purpose and direction and create the proper internal environment for total effectiveness of the staff and the rank and file.

5. *Personnel* – whose abilities are used for the institution's benefit and their full involvement is continuously supported



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SUBSECTION 4.1

QUALITY MANAGEMENT SYSTEM

4.1 General Requirements (continuation)

6. *Factual approach to decision making* – where data and information are logically and intuitively analyzed in order to come out with effective decisions

7. *Evaluation of the Institutions progression in performance improvement* – wherein Top Management is closely monitoring the performance with the aim to achieve improvement and prevent deficiency

The main processes and their sequences and interactions are illustrated in Chart No. 4.1.1



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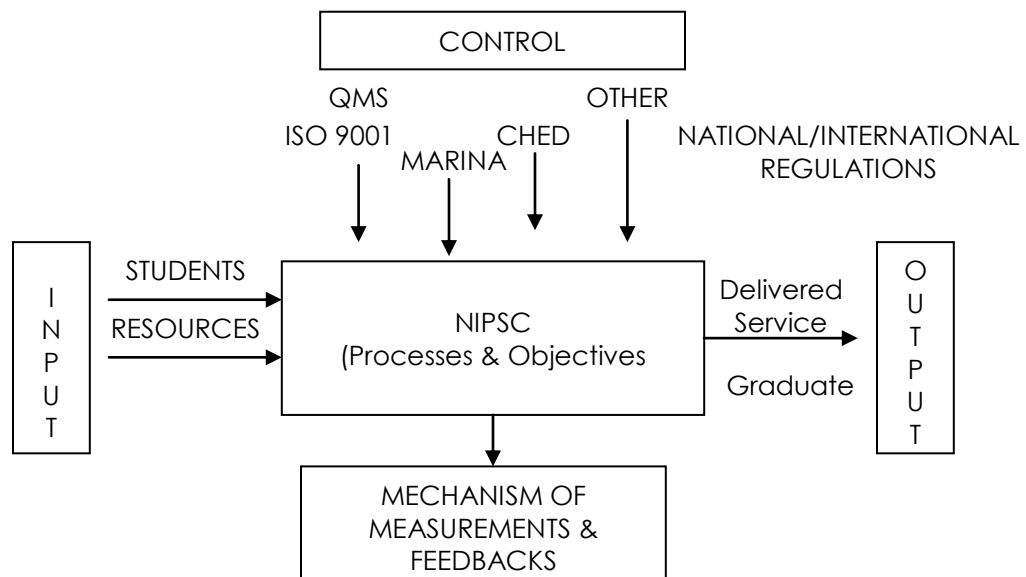
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QSR 4

**SECTION 4
SUBSECTION 4.1**

QUALITY MANAGEMENT SYSTEM

A. THE INSTITUTIONS' QUALITY MANAGEMENT SYSTEM IS A PROCESS APPROACH MODEL



The diagram shows the concept of Implementing the Quality Management System through the Process Approach Model or ICOM (Input, Control Output and Mechanism of Feedback & Measurements). The following pages describe the integration of the Main business and Service Realization processes. The systems' process approach is illustrated by the use of flowcharts and further analyzed as procedural step in each process and sub process.



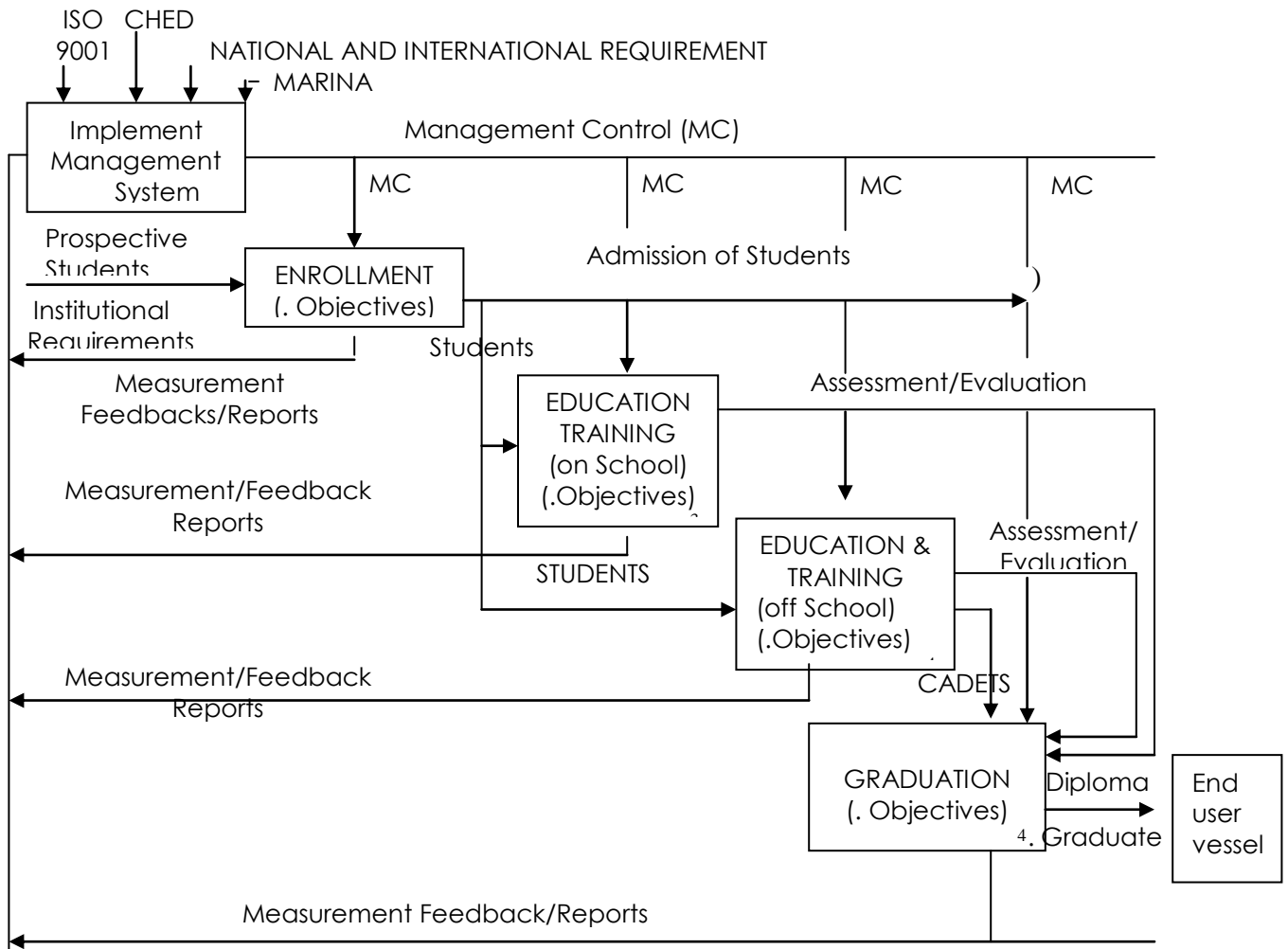
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B. THE INSTITUTION'S MAIN BUSINESS PROCESSES





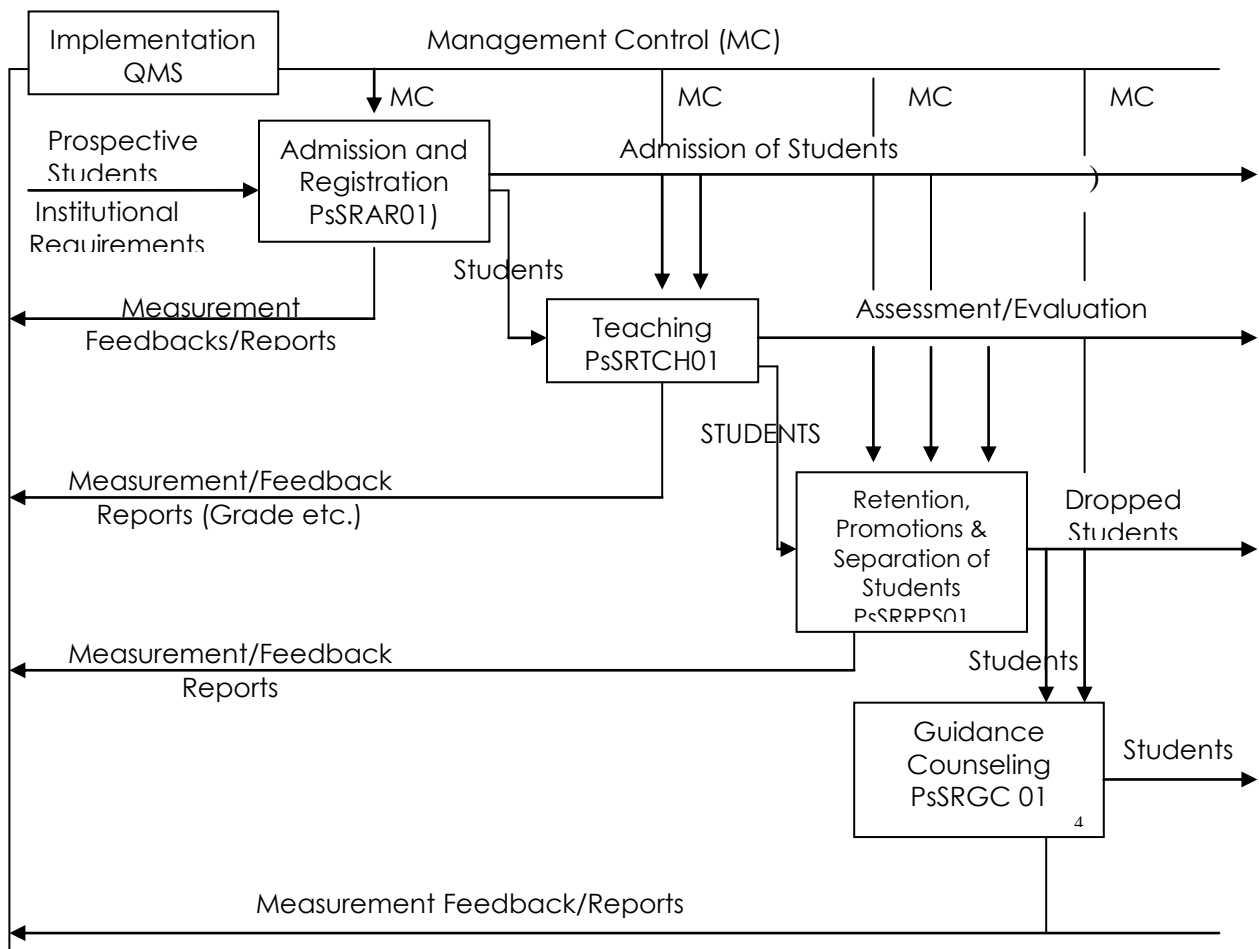
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C. THE INSTITUTIONS SERVICE REALIZATION PROCESS





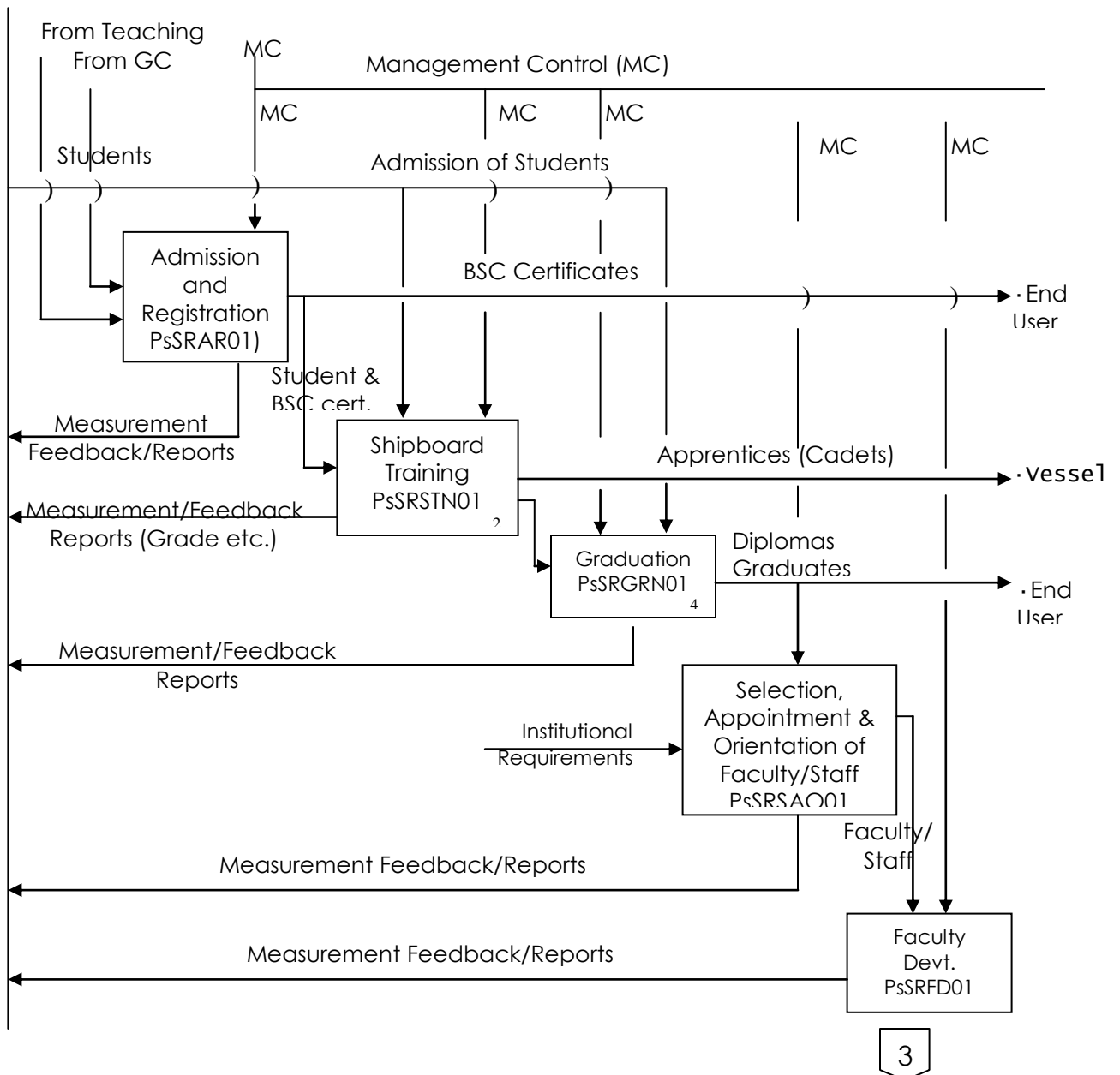
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THE INSTITUTIONS SERVICE REALIZATION PROCESS (cont.)





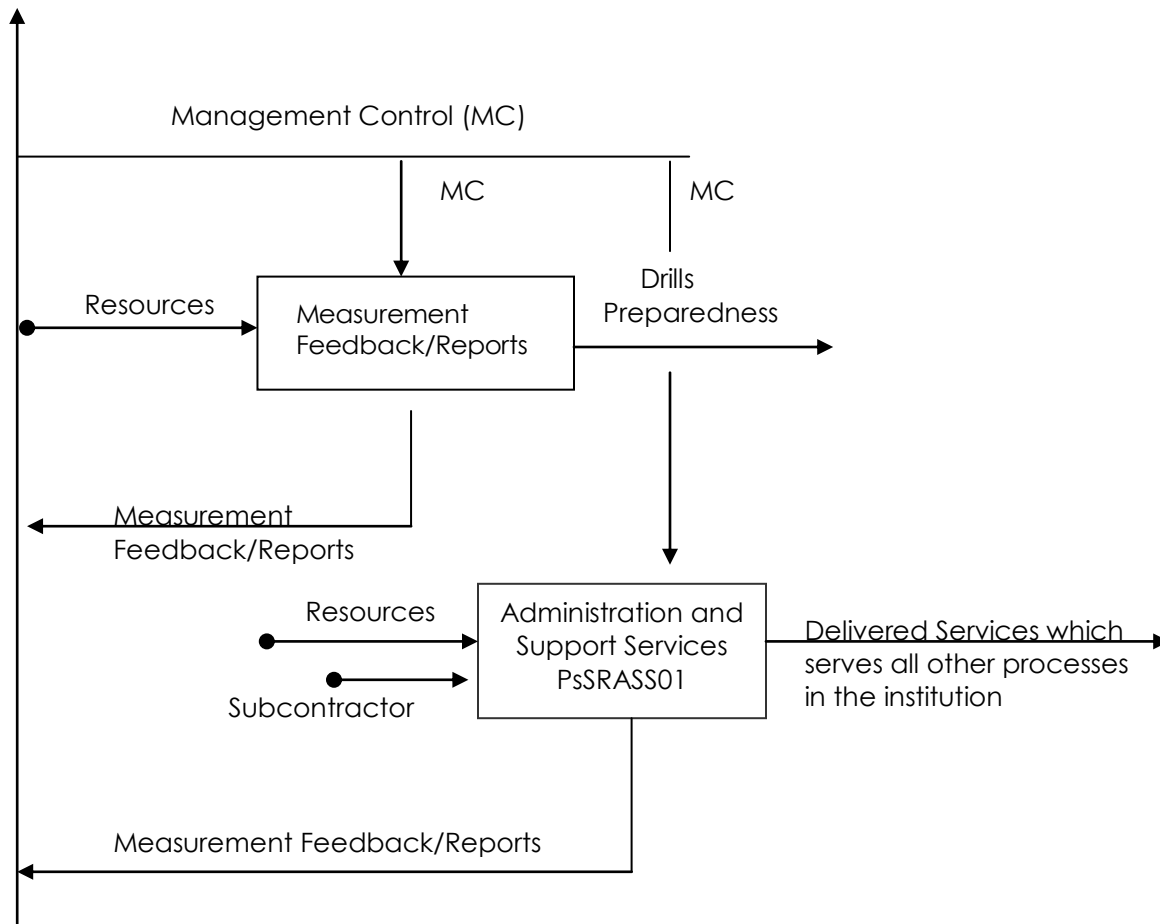
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THE INSTITUTIONS SERVICE REALIZATION PROCESS (cont.)





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QSR 4.2

SECTION 4.2 SUBSECTION 4.2.1

Documentation Requirements

4.2.1 General

The Institution has established a Quality Management System which includes the following documentations;

- documented quality policy and quality objectives
- a quality manual
- procedures and records required by ISO 9001:2008
- planning and process control documentations
- records required by the standard

As documented the institution's quality management system includes:

* Policies

Describes administration's commitment and intentions in terms of plans, objectives and activities required to implement the quality management system

* Procedures

Describes the sequence and interactive nature of the process necessary to ensure the conformity of the service

* Instructions

Describes the specific steps and control of process activities



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QSR 4.2.2

SUBSECTION 4.2.2

Documentation Requirements

4.2.2 Quality Manual

The Institution has prepared a Quality Manual which includes

- a) The scope of the Quality Management System, including details of and justification for any exclusions;
- b) The documented procedures established for the Quality Management System, or reference to them and
- c) A description of the interaction between the processes of the Quality Management System.



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QSR 4.2.3

SUBSECTION 4.2.3

Documentation Requirements

4.2.3 Control of Documents

The institution has established a procedure PrQMSCD01 that describe the Control of Documents (internal and external) as far as their status, revision, validity, adequacy, availability, identification, legibility and persons authorized or involved. Controlled documents are the:

INTERNAL

Manual
Regulations
Policies
Processes
Procedures
Instructions
Organizational Chart
Job Description
Master List
Forms

EXTERNAL

CHED Memorandum Order)
STCW Requirements
MARINA
International Maritime Organization
(IMO) Requirements
Maritime Industry Authority
MOA, Training Center
MOA Shipping Company
Marlow Navigation (communication)
MOA, Medical Clinic
PAMI (communication)
PRC (communication)
MSAP (communication)
MARTA (communication)

The College President approved documents for adequacy prior to the issuance and release by his authorized representative.

Released documents are registered in the Master List of documents where following data are held.

Obsolete documents will be returned to the QMR for proper disposition.



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SUBSECTION 4.2.3

Documentation Requirements (cont.)

The person requesting for revision will attach the changes in the original document issued to him.

All system documents are listed in the Master List of documents showing the current status and revisions.



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QSR 4.2.4

SUBSECTION 4.2.4

Documentation Requirements (cont.)

4.2.4 Control of Records

* The institution has developed a procedure PrRec0001 for the identification, collection, indexing, access, filing, storage maintenance and disposal of quality records as evidence that the Quality Management System is operated in conformance with the Quality Manual.

* The Quality System shall be defined and maintained in a Quality Manual which is divided into three (3) main components. The structure of the documented system shall be as follows: All relevant records are defined in the Quality Records Matrix.





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QSR 5

SECTION 5
SUBSECTION 5.1

MANAGEMENT RESPONSIBILITY

5.1 Management Commitment:

Top Management has demonstrated its commitment to quality by developing and implementing a Quality Management System whose effectiveness is continually improved by:

- a) communicating to the organization the importance of meeting customer's as well as statutory, regulatory requirements
- b) establishing the quality policy with relevant objectives and planning
- c) ensuring that quality objectives are established
- d) ensuring the availability of resources and skilled faculty & staff
- e) continuous evaluation by performing management review



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QSR 5.2

SECTION 5.2

MANAGEMENT RESPONSIBILITY

5.2 Customer Focus

The Top Management of the institution ensures that customer needs and expectations are determined and met with the aim of achieving customer satisfaction and confidence and are taking into considerations all interested parties such as:

- Maritime Industry
- People in the organization
- Suppliers and
- Community

The Institution has defined the Maritime Industry as End User while students are the Customers.

To ensure conformance with the customer requirements, the institution has established a system, to:

- Identifies and classify the customers
- Define, identify and assess competition in the Market
- Determine service features and their relative value to the customers
- Identify Strength, Weaknesses, Opportunities and Threats (SWOT)

People working, trading and in anyway affiliated to the Institution are very essential and to ensure satisfaction of customers requirements their needs, expectations for recognition, work satisfaction and competence are identified and continuously improved.



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QSR 5.3

SECTION 5.3

MANAGEMENT RESPONSIBILITY

5.3 Quality Policy

The Top Management has established the Institution's Quality Policy which:

- a) is appropriate to the purpose of the organization
- b) includes a commitment to comply with requirements and continuously improve the effectiveness of the quality management system
- c) provides a framework for establishing and reviewing quality objectives
- d) is communicated and understood within the organization; and
- e) is reviewed for continuing suitability

The quality policy including the Environment and Drug and Alcohol Policy is incorporated in section PoDAP0001 of this manual



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QSR 5.4

SECTION 5.4
SUBSECTION 5.4.1

MANAGEMENT RESPONSIBILITY

5.4 Planning

5.4.1 Quality Objectives

The quality objectives which have been set by Top Management in the Quality Policy are reflected in the relevant processes of the Enhanced Support-Level Program for Marine Engineering/ESLP and the NIPSC Administration.



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QSR 5.4.2

SUBSECTION 5.4.2

MANAGEMENT RESPONSIBILITY

5.4.2 Quality Management System Planning

The institution defines the needed resources and activities by planning the phases of each developed process, setting the acceptability criteria, measurement and verification activities, improvement processes, keeping the necessary record and ensuring that when changes are made in the Quality Management System its integrity is maintained.

5.4.2.1 Product realization

5.4.2.1.1 Planning of product realization

In planning product realization, the organization determines the following, as appropriate:

- a) quality objectives and requirements for the product;
- b) the need to establish processes and document, and to provide resources specific to the product;
- c) required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance;
- d) records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.4).



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QSR 5.5

SECTION 5.5 SUBSECTION 5.5.1

MANAGEMENT RESPONSIBILITY

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

5.5.1.1 The structure of the entire organization of Institution's is shown in the Organizational Chart where the interrelations between positions are shown. Please refer to chart 5.5.1.5 in this chapter.

5.5.1.2 Job descriptions are written down to describes the responsibilities and authorities of personnel. Each individual staff has a copy of their respective job description. The job descriptions are attached in a separate manual labeled Job Description

5.5.1.3 Department Heads have the organizational freedom and authority for the control and maintenance of the Quality Management System in their respective departments

5.5.1.4 Each staff has the responsibility for the control and maintenance of the Quality Management System in their respective job responsibilities and likewise has the organizational freedom to initiate, contribute and recommend ways and means for collective improvement of the quality system.



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SECTION 5.5.2

MANAGEMENT RESPONSIBILITY

5.5.2 Management Representative

The Top Management of the Institution has appointed the Quality Management Representative (QMR) who an officer of the Administration who irrespective of his other duties, responsibilities and authorities have the following responsibilities and authorities;

- a) ensure that the Quality Management System is implemented and maintained in accordance with ISO 9001:2008
- b) report to management on the performance of the system including any needs for improvement
- c) ensure awareness of customer requirements throughout the organization
- d) liaison with external parties and matters relating to the Quality Management System



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QSR 5.5.3

SECTION 5.5.3

MANAGEMENT RESPONSIBILITY

5.5.3 Internal Communication

The Institution has established a procedure (PrMrlCo1) to deal with various functions and level as described in the organizational chart regarding Internal Communications.



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QSR 5.6

SECTION 5.6

MANAGEMENT RESPONSIBILITY

5.6 Management Review

5.6.1 General

The Institution has established a Procedure (PrMR0001) for the system management review in order to ensure continuing suitability, adequacy, and effectiveness taking into account the need for changes and improvement including the quality policy and set objectives.

5.6.2 Review Input

The INPUTS for management review are among others:

- Results of audit
- Customer feedback
- Process performance and service conformity
- Status of preventive and corrective actions
- Follow-up actions from previous management review
- Review of progress made in achieving Quality/Policies objective
- Reviews of any new national and international legislation affecting the management and operation of the institution

5.6.3 Review Output

The OUTPUTS of the Management Review include any decision and action related to:

- Quality Management System effectiveness and procedures improvement
- Improvement of product related to customer requirements, and
- Resource needs



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SECTION 5.7

MANAGEMENT RESPONSIBILITY

Top Management through the QMS Review Committee will start reviewing the system after the first internal audit has take place then from this point the system shall be reviewed every six months during the first year after certification. Henceforth the review will take place once a year.

The record of the meeting will be taken and maintained in the Management Review File along with other relevant instructions from top management.



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SECTION 5.7

MANAGEMENT RESPONSIBILITY

5.7 Legal Requirements

The institution has established a procedure (PrMRLR01) for identifying and accessing to legal requirements regarding its services.



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QSR 6

SECTION 6
SUBSECTION 6.1

RESOURCE MANAGEMENT

6.1 Provision of Resources

The Institution provides qualified and skilled faculty and personnel and necessary resources needed to develop and implements its Quality Management System.

Financial Resources are planned, made available and controlled in order to maintain the quality management system and realize its objectives. The planning shall include among others budgeting, financial reporting of activities related to the performance of the quality management system and service quality. These plans and reports are periodically reviewed and analyzed to ensure availability and control to address customer's satisfaction.



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QSR 6.2

SECTION 6.2

RESOURCE MANAGEMENT

6.2 Human Resources

6.2.1 General

The Institution has developed procedure in the selection and employment of personnel performing work affecting conformity to product requirement, identification of training needs, training implementation including job and task familiarization and evaluation of the results of training and relevant actions. Records of education, experience, training and qualifications are maintained on their 201 file.

6.2.2 Competence, training and awareness

The organization has

- a) determine the necessary competence for personnel performing work affecting conformity to product requirements;
- b) where applicable, provide training or take other actions to achieve the necessary competence;
- c) evaluate the effectiveness of the action taken
- d) ensure that its personnel, are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives; and
- e) maintain appropriate records of education, training skills and experience.



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QSR 6.3

SECTION 6.3 SUBSECTION 6.3.1

RESOURCE MANAGEMENT

6.3 Facilities/Infrastructure

The Institution provides adequate facilities and measures including maintenance to ensure that facilities and environment are conducive to the educational process. In relation to this, the top management has created the Infrastructure Projects and Planning Implementation Office composed of competent and qualified personnel (i.e. Mechanical Engineer, Civil Engineer and An Architect) to perform the following functions

*Should oversee all work operations of the project

*Review the plans and programs of works of the projects

*Prepare structural design analysis, estimates, and PERT/CPM of the project.

The Institution had determined, provided and maintained the infrastructure needed to achieve conformity to CHED requirements namely:

- * Building, workspace, and associated utilities
- Machinery & equipment
- Process equipment both hardware and software
- Supporting services such as transport, communication and information system.



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SECTION 6.4 SUBSECTION 6.4.1

RESOURCE MANAGEMENT

6.4 Work Environment

6.4.1 The Institution has determined and managed work environment needed to achieve conformity to customer requirements.

- Work place location
- Facilities for students
- Social interaction
- Heat, humidity, light, hygiene, cleanliness, noise, temperature and pollution



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QSR 7

SECTION 7
SUBSECTION 7.1

PRODUCT REALIZATION

7.1 Planning of Product Realization

The organization has planned and defined the main and secondary activities which have been written down as processes needed for product realization and are consistent with the requirements of the other processes in the Quality Management System

In planning product realization, the institution has determined the following, as appropriate:

- a) quality objectives and requirements for the product
- b) establishing methods and practices and providing documents and resources necessary to achieve an effective operation
- c) determining and implementing criteria to control the processes
- d) verifying through the process through conformity with customer's requirements
- e) determine and implementing monitoring and follow up the processes
- f) ensuring availability of information/data to support and monitor the processes
- g) maintain quality records as evidence of effective operation and monitoring or processes



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QSR 7.2

SECTION 7.2
SUBSECTION 7.2.1

PRODUCT REALIZATION

7.2 Customer Related Processes

7.2.1 Determination of Requirements related to the Product

The Institution has established procedure (PrSRDR01) for identifying customer requirements by determining;

- Accomplishment of customer requirements
- Requirements not specified by the customer but necessary for specified or intended use, where known
- Statutory and regulatory requirements applicable to the product
- Any additional requirements considered necessary by the organization



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SECTION 7.2 SUBSECTION 7.2.2

PRODUCT REALIZATION

7.2.1 Review of Requirements Related to the Product

The Institution has developed and established a procedure (PrSRRR01) product requirements including any changes in them, before submitting a tender, accepting a contract or contract changes by ensuring that:

- Product requirements are clearly defined
- Differing requirements from those previously expressed are resolved
- Where the product provides no written statement of requirement same is confirmed before acceptance
- The Institution has the ability to meet the requirements
- When product requirements are changed, the Institution shall ensure that relevant documents are amended and these are communicated or made known to concerned personnel

Quality records of the review actions duly maintained.



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SECTION 7.2
SUBSECTION 7.2.3

PRODUCT REALIZATION

7.2.3 Customer Communications

The institution has developed and implement procedure PrSCC01 in CLSRCC01 supported by the checklist CLSRCL01 for communication with the customer regarding the following subjects:

- a) Product/service information
- b) inquiries, on contracts or order handling including amendments and
- c) customer feedback including customer complaints



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QSR 7.3

SECTION 7.3
SUBSECTION 7.3.1

PRODUCT REALIZATION

7.3 Design and Development

7.3.1 Curriculum Design/Academic Program Design and Development Planning

The institution plans and control the design and development of curricular offerings and training courses that suit the needs of the customer.

During the design and development planning the institution determine;

- a) the design and development stages
- b) the review, verification and validation that are appropriate to each design and development stages, and
- c) the responsibilities and authorities for design and development

The institution manages the interfaces between different groups involved in design and development to ensure effective communication and clear assignment and responsibility.

The planning output is updated, as appropriate, as the design and development progresses.



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QSR 7.3.2

SUBSECTION 7.3.2

PRODUCT REALIZATION

7.3.2. Curriculum Program, Design and Development Inputs

Inputs relating to product requirement shall be determined and records maintained (see 4.2.4). These inputs include;

- a) functional and performance requirements
- b) applicable statutory and regulatory requirements
- c) where applicable, information derived from previous similar designs, and
- d) other requirements essential for design and development.

The inputs is reviewed for adequacy. Requirements is complete, unambiguous and not in conflict with each other.



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SUBSECTION 7.3.3

PRODUCT REALIZATION

7.3.3 Curriculum/Program Design and Development Outputs

The outputs of design and development are verifiable against the design and development input and are approved prior to release.

Design and development outputs shall;

- a) meet the input requirements for design and development
- b) provide appropriate information on the standard requirements for qualification to the new program
- c) contain references in the development of the program
- d) specify the requirements of the program for customers information and guidance.



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SUBSECTION 7.3.4

PRODUCT REALIZATION

7.3.4. Curriculum/Program Design and Development Review

At suitable stages, systematic review of design and developments shall be performed in accordance with planned arrangements (see 7.3.1)

- a) to evaluate the ability of the results of design and development to meet requirements, and
- b) to identify any problems and propose necessary actions.

Participants in such review includes representatives of functions concerned with the design and development stage(s) being reviewed. Records of the reviews and any necessary actions shall be maintained (see 4.2.4)



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SUBSECTION 7.3.5

PRODUCT REALIZATION

7.3.5. Curriculum/Program Design and Development Verification

Verification is performed in accordance with planned arrangement (see 7.3.1) to ensure that the design and development outputs have met the design and development input requirements. Records of the result of the verification and any necessary actions is maintained (see 4.2.4)



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PRODUCT REALIZATION

7.3.6. Curriculum Design and Development Validation

Curriculum design and development validation is performed in accordance with planned arrangements (see 7.3.1) to ensure that the resulting product is capable of meeting the requirements for the specified application of intended use, where known. Whenever practicable, validation is completed prior to the implementation of the product. Records of the results of the validation and any necessary actions is maintained (see 4.2.4).



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PRODUCT REALIZATION

7.3.7. Control of Design and Development Changes

Design and development changes or revision is identified and records maintained. The changes or revision is reviewed, verified and validated as appropriate, and approved before implementation. Whenever practicable, validation is completed prior to the implementation of the program. Record of the results of validation and any necessary actions is maintained (see 4.2.4.).



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SECTION 7.4 SUBSECTION 7.4.

PRODUCT REALIZATION

7.4 Purchasing

7.4.1 Purchasing Process

The organization shall ensure that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

The organization shall evaluate and select suppliers based on their ability to supply product in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation shall be established. Records of the results of evaluation and any necessary actions arising from the evaluation shall be maintained (see 4.2.4).

In addition, the Institution has established a procedure PRSRPur01 making sure that the services of suppliers conforms with the Institution's specified requirements in order to fully reinforce its services to its customers. These suppliers or subcontractors include but not limited to:

- a) couriers
- b) equipment maintenance
- c) office equipment & supplies
- d) uniforms
- e) advertisement services
- f) equipment supply

The Institution assesses the quality capability of its suppliers from time to time and shall use form **NIPSCFoSRSO014** for the evaluation of suppliers or subcontractors. NIPSC maintains a list of approved or accredited suppliers and shall not give any preference to any one supplier or subcontractor.



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SUBSECTION 7.4.2

PRODUCT REALIZATION

7.4.2 Purchasing Information

The Institution is using a form NIPSCFoSRSO001 for purchase requisitions which describes the details of the product, the process flow, approving authorities, designations and qualifications of personnel involved in the process and quality management system requirements

The Institution shall ensure adequacy of specified purchase requirements prior to their communication to the supplier.

The Institution selects and recruits suppliers taking into considerations;

- a) qualifications required according to Institutional rules & regulations
- b) any additional Institutional requirements



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PRODUCT REALIZATION

7.4.3 Verification of Purchased Product

Inspection and other activities necessary for ensuring that purchased product/service meets specified requirements are discussed in Procedures PrSRPur01, Sec:13 Sub Section 13.4.6.

The Institution depending on circumstances may include in the contract or purchasing information a clause for the verification and activities at suppliers premises.



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SUBSECTION 7.5.1

PRODUCT REALIZATION

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

The realization of service for all processes under controlled conditions follows the planning as it is developed in QSP5, #5.4 Planning and having taken consideration:

- a) the availability of information that describes the characteristics of the product,
- b) the availability of work instruction, as necessary,
- c) the use of suitable equipment
- d) the availability and use of monitoring and measuring equipment,
- e) the implementation of monitoring and measurement, and
- f) the implementation of product release, delivery and post-delivery activities.

Control measures takes place as the various processes covering the delivery, release and post activities evolve, and the responsibility of the personnel are as described in the job descriptions.



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SUBSECTION 7.5.2

PRODUCT REALIZATION

7.5.2 Validation of Processes for Service Provision:

The Institution shall validate any process for production and provision of service where resulting output can not be verified by subsequent monitoring or measurement and deficiencies become apparent only after the service has been provided.

The process of validation shall

- Define criteria for review and approval of process
- Qualifications of personnel
- Use of specific methods and processes
- Revalidation
- Requirements for records

The Institution has developed a procedure PrSRVSP01 for this purpose.



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SUBSECTION 7.5.3

PRODUCT REALIZATION

7.5.3 Identification and Traceability

The Institution has developed a procedure PrSRIT01 for identifying the provision of services by suitable means throughout realization processes. Relevant records are provided to specific processes whenever unique identification of the product or service is required.



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PRODUCT REALIZATION

7.5.4 Customer Property

The institution has established a procedure PrSRCP01 in order to ensure that any/all data and materials supplied by customer are controlled, maintained, preserved and properly identified and safeguarded at all times while under its responsibility.

If any customer property is lost, damaged or otherwise found to be unsuitable for use, the organization reports this to the customer and records maintained.



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PRODUCT REALIZATION

7.5.5 Preservation of Product

This element of the standard has not been specifically addressed because of its irrelevancy to the institutions business proper. The requirements for handling of students were however addressed by the Service Realization Process (Chapter 7 of this manual).



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PRODUCT REALIZATION

7.6 Control of Monitoring and Measuring Equipment

The institution has developed a procedure PrSRCMD01 in order to ensure that Measurement and Monitoring Devices used in the academic processes/objectives conforms to specific requirements



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PRODUCT REALIZATION

7.7 Operation and Maintenance of the College Motor pool Motor Vehicles and Powerhouse

The institution has developed a procedure PrSRMMV01 in order to ensure that government vehicles will be used in accordance with the prescribed government rules.



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QSR 8

SECTION 8
SUBSECTION 8.1

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8 General

The institution implements a system for monitoring, analysis and improvement of the processes, the rendered services and of the Quality Management System. This quality planning is incorporated and defined during the evolution of each process

- a) to demonstrate conformity to product requirements,
- b) to ensure conformity of the quality management system, and
- c) to continually improve the effectiveness of the quality management system.



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QSR 8.2

SECTION 8.2
SUBSECTION 8.2.1

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2 *Monitoring and Measurement*

8.2.1 Customer Satisfaction:

The institution monitors the customer's perception as to whether it has fulfilled their requirements. This is manifested in active or passive approach, in written or verbal forms, from internal or external sources. Please refer to **PrMAICS01**.



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SUBSECTION 8.2.2

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2.2 Internal Audit

The institution has developed a procedure PrMAIIA01 for Internal Audit in order to evaluate conformance to QMS requirements and effectiveness in meeting quality requirements and objectives. The result of internal audits can be used to identify opportunities for improvement.



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SUBSECTION 8.2.3

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2.3 Monitoring and Measurement of Product

The organizations apply the suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.



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SUBSECTION 8.2.4

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2.4 Monitoring and Measurement of Product

The institution has established a procedure PrMAIIMP01 to ensure that process results are measured using relevant process control charts and other tools to obtain specific process output for data analysis



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SECTION 8.3

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.3 Control of Nonconforming Product

The institution has developed a procedure (PrMAICN01) according to which the non-conformities are dealt with records of these nonconformity's are kept.



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SECTION 8.4

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.4 Analysis of Data

The institution has developed a procedure PrMAIDA01 to determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.



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SUBSECTION 8.5.1

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5 Improvement

8.5.1 Continual Improvement

The institution has developed procedures for the improvement of the system (PrMAIICI01) taking into consideration the Quality Policy objectives, audit results, analysis of data, corrective and preventive action and management review.



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MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5.2 Corrective Action

The Institution has developed a procedure PrMAICA01 for reducing or eliminating the causes of nonconformance. The detected non-conformances are corrected by following this procedure.



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SUBSECTION 8.5.3

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5.3 Preventive Action

The Institution has developed a procedure, PrMAIPA01 for identifying the potential risk i.e. identification, determination of cause, implementation of preventive action, recording results and reviewing the preventive actions taken.

