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## 1.0 USER'S GUIDE AND CONTROL OF THE QMS MANUAL

### 1.1 Introduction

- 1.1.1 This QMS Policy Manual is authorized for use in **Bulacan State University (BuSU)**. The manual describes the Quality Management System (QMS) of BuSU for its activities, products and services.
- 1.1.2 The manual defines the overall scope, design, functional structure and responsibilities, documentation structure and the core elements of the QMS. It also provides a brief description of BuSU and its activities, products and services. It provides a description of how the elements of the ISO 9001:2015 Standard are applied to its activities, products and services. Where appropriate, it also provides referencing to detailed action plans, programs, procedures, best practices, work instructions and other documented information that relate to how BuSU intends to satisfy the requirements of the different elements of ISO 9001:2015 Standard.
- 1.1.3 In whole, the manual defines BuSU's overall planning, implementation and operation, performance evaluation, and continual improvement of its QMS. It serves as the primary reference of BuSU in managing its activities, products and services that have or can have adverse impacts in the continuity of its operations, fulfilling compliance obligations, and in improving its image and reputation.
- 1.1.4 This QMS Policy Manual applies to all BuSU employees, suppliers, contractors, visitors and other stakeholders that can affect, be affected by, or perceive itself to be affected by its activities, products and services.

### 1.2 Purposes of the QMS Policy Manual

- 1.2.1 The QMS Policy Manual is developed and used by BuSU for purposes including but not limited to the following:
- 1.2.1.1 Describing the core elements of the management system and as framework in its effective establishment, implementation, maintenance and continual improvement;
- 1.2.1.2 Communicating BuSU's quality policy, objectives and the key requirements of its QMS to employees, customers, visitors, suppliers and contractors, stakeholders and other interested parties;
- 1.2.1.3 Providing improved and best practices, and in facilitating controls in BuSU's operations to continually improve its performance;
- 1.2.1.4 Providing continuity of BuSU's QMS and its requirements during changing circumstances;
- 1.2.1.5 Training BuSU employees and external providers on the QMS requirements, thereby enabling them to understand their respective roles and responsibilities in achieving the intended results of the management system;

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- 1.2.1.6 Providing a documented management system, which serves as a basis in evaluating the continuing suitability, adequacy and effectiveness of the QMS; and
- 1.2.1.7 Demonstrating compliance with the requirements of ISO 9001:2015 Standard, to which this QMS is based.

### 1.3 Control of the QMS Policy Manual

- 1.3.1 The preparation and revision of this manual is the main responsibility of the Quality Management Representative (QMR). The review of its appropriateness and adequacy is the responsibility of the Vice Presidents while its approval and authorization for use is with the President. The Document Controller (DC) is responsible for uploading in BuISU's intranet/ website the appropriately reviewed and approved copy of the Policy Manual, including keeping the master (original) copy of the document.
- 1.3.2 All pages of the manual shall have the same format, except for the first page where the footer will include name and signature of the functions for the preparation, review, notation and approval of the document. The header contains the following information:
- Official logo of BuISU
  - Title of manual
  - Document title and code
  - Page number
  - Effective Date
  - Revision number
- 1.3.3 The Effective Date is the date when the document becomes officially implementable. The Revision Number shows the document has been prepared or revised, with 0 as the initial revision. The status and description of the revision are detailed in the Revision History.
- 1.3.4 The manual is subject to regular review, and where applicable, revision once every three (3) years. Should there be changes to any part of the manual during the year, the revision is effected based on the established procedure on control of documented information of BuISU.

### 1.4 Confidentiality and Distribution

- 1.4.1 This QMS Policy Manual is confidential and propriety of BuISU. Current and approved copy of the policy manual in PDF format marked "Original Signed" shall be uploaded in the designated shared folder in BuISU's intranet/ website and shall be maintained by the Document Controller (DC). Uploaded documents shall be watermarked as CONTROLLED. Uploaded documents are accessible to all BuISU employees with defined viewing rights. BuISU employees shall use only the "CONTROLLED" copies as reference in the performance of their work.
- 1.4.2 This manual is maintained on a controlled basis. A Master Copy (hard copy) is maintained by the Document Controller. Only the controlled copies are considered as official documents. Where need arises, reproduction of controlled copies is done from the Master Copy only and with the permission of the QMR. Printing or e-copying of uploaded documents is restricted and must be appropriately permitted. The DC shall


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ensure that the policy manual is available to relevant employees in their respective areas. Controlled hardcopies shall be provided to work stations at strategic locations where there is no or limited access to the electronic management system documentation.

- 1.4.3 The manual may be distributed to external interested parties when deemed mutually beneficial or when required contractually or obligatory, i.e., regulatory bodies, certification body, customers, etc. Any external distribution of the manual is subject to the approval of the QMR and are considered uncontrolled. Uncontrolled copies are not updated when the document is revised.

## 1.5 Amendments

- 1.5.1 The introduction of new processes and/ or services or a change in the management structure may necessitate amendment or addition to policies described in this policy manual. Any comments, suggestions, or questions regarding the QMS and this QMS Policy Manual may be forwarded to the QMR.
- 1.5.2 Only the QMR is authorized to effect revision on the policy manual and for the DC to upload appropriately reviewed and approved document. When any part of the policy manual is revised, the uploaded policy manual shall be replaced with the current version and the master copy of the revised page or document shall be marked OBSOLETE.
- 1.5.3 Obsolete documents shall be removed from the shared folder permanently. The DC is tasked to ensure that obsolete electronic copies are securely deleted from the server. The e-copy of the superseded document shall be kept in the designated "Obsolete" folder for reference. The editable e-copy of the document shall be filed accordingly. Only the e-copies kept by the DC shall be considered official.


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## 2.0 TERMS AND DEFINITIONS

### 2.1 Definition of Terms


The following terms are used in this manual and other QMS documentation, using the ISO 9001:2015 (and as being popularly practiced and understood in BuSU):

- 2.1.1 **Audit** – systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
- 2.1.2 **Audit Conclusion** – outcome of an audit provided by the auditor or team of auditors, after consideration of the audit objectives and all audit findings.
- 2.1.3 **Audit Criteria** – set of policies, procedures or requirements used as reference in the audit.
- 2.1.4 **Audit Findings** – results of the evaluation of the collected evidence against audit criteria.
- 2.1.5 **Audit Program** – set of one or more audits planned for specific time frame and directed towards a specific purpose. This is also referred to as Annual QMS Audit Program.
- 2.1.6 **Auditor** – person with the competence to conduct an audit.
- 2.1.7 **Company** – refers to Bulacan State University (BuSU) (Note: “Company” may be used interchangeably with “Organization”).
- 2.1.8 **Competency** – should be understood as the application of knowledge, understanding, proficiency, skills, confidence and, where appropriate, the qualities of leadership necessary for an individual to perform a specified task, duty or responsibility.
- 2.1.9 **Continual Improvement** – a recurring activity to enhance performance.
- 2.1.10 **Compliance Obligation** – legal requirements that an organization should comply with and other requirements that an organization chooses to comply with.
- 2.1.11 **Conformity** – fulfilment of a requirement.
- 2.1.12 **Contractor** – refers to an individual or an entity engaged by BuSU to provide service for its operations (see “Supplier”), i.e., haulers, security services, construction, repairs and maintenance contractor. Also, referred to as external provider.
- 2.1.13 **Context of the Organization** – combination of internal and external issues that can have an effect on an organization’s approach to developing and achieving its objectives.
- 2.1.14 **Continual** – activity occurs over a period but with potential intervals of interruption, while ‘Continuous’ means duration without interruption.
- 2.1.15 **Control Measure** – any action and activity that can be used to prevent or eliminate, environmental aspect.


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- 2.1.16 **Correction** – action taken to correct or stop or mitigate the impacts of a detected nonconformity or other undesirable and substandard condition.
- 2.1.17 **Corrective Action** – action to eliminate the cause of a nonconformity and to prevent recurrence or occurrence.
- 2.1.18 **Customer** – person or organization that could or does receive a product or a service that is intended for or required by this person or organization. Recipient of the products and services provided by BuISU.
- 2.1.19 **Customer Satisfaction** – customer’s perception of the degree to which customer’s expectations have been fulfilled.
- 2.1.20 **Design and Development** – set or processes that transform requirements for an object into more detailed requirements for that object.
- 2.1.21 **Document** – meaningful data and other information and its supporting medium, i.e., procedure, specification, drawing, report, standard, records, etc. The medium can be paper, magnetic, electronic or optical disc photograph, or master sample, or a combination thereof. Also, referred to as documented information to be maintained.
- 2.1.22 **Documentation** – a set of documents and records containing meaningful information, i.e., policies, specifications, procedures, guidelines, work instructions and records.
- 2.1.23 **Documented Information** – information required to be controlled and maintained by an organization and the medium which it is contained.
- 2.1.24 **Effectiveness** – extent to which planned activities are realized and planned results achieved.
- 2.1.25 **Engagement** – involvement in, and contribution to, activities to achieve shared objectives.
- 2.1.26 **External Provider** – refers to an organization engaged by BuISU to provide product or service.
- 2.1.27 **Feedback** – opinions, comments and expressions of interest in a product, a service or a complaints-handling process.
- 2.1.28 **Interested Party** – person organization that can affect, be affected by or perceive itself to be affected by a decision of activity.
- 2.1.29 **Indicator** – measurable representation of the condition or status of operations, management or conditions.
- 2.1.30 **Infrastructure** – system of facilities, equipment and services needed for the operation of an organization.
- 2.1.31 **Involvement** – taking part in an activity, event or situation.
- 2.1.32 **Local Government Unit (LGU)** – government entities that visit BuISU regularly to check on its compliance to applicable laws, regulations and requirements, i.e., Barangay Representatives, Municipal Officials, etc.




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- 2.1.33 **Management** – coordinated activities to direct and control an organization.
- 2.1.34 **Mission** – organization’s purpose for existing as expressed by top management.
- 2.1.35 **Monitoring** – determining the status of a system, a process, product, service or an activity.
- 2.1.36 **Measurement** – process to determine a value.
- 2.1.37 **Nonconformity** – non-fulfillment of a requirement. Any deviation from work standards, practices, procedures, regulations, and other management system requirements, that could either directly lead to customer complaints, damage to goods and services, injury or illness, property damage, damage to the workplace environment or combination of these. This may also be referred to as non-conformance.
- 2.1.38 **Objective** – results to be achieved. An objective can be strategic, tactical or operational.
- 2.1.39 **Outsource** – an arrangement where an external organization performs part of an organization’s function or process.
- 2.1.40 **Output** – result of a process.
- 2.1.41 **Performance** – measurable result. Can relate either to quantitative or qualitative findings.
- 2.1.42 **Procedure** – specified way to carry out an activity or a process. Procedures can be documented or not.
- 2.1.43 **Process** – set of interrelated or interacting activities that use inputs to deliver an intended result. Whether the “intended result” of a process is called output, product or service depends on the context of the reference.
- 2.1.44 **QMS Performance** – measurable results of the QMS associated to BuISU’s products and services based on its quality policy and objectives.
- 2.1.45 **Quality** – degree to which a set of inherent characteristics of an object fulfils requirements.
- 2.1.46 **Quality Assurance** – part of the quality management focused on providing confidence that quality requirements will be fulfilled.
- 2.1.47 **Quality Control** – part of the quality management focused on fulfilling quality requirements.
- 2.1.48 **Quality Improvement** – part of quality management focused on increasing the ability to fulfil quality requirements.
- 2.1.49 **Quality Management System (QMS)** – the part of the overall management system used to develop and implement its quality policy.


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- 2.1.50 **Quality Policy** – statement of commitments, intentions and principles in related to BuSU’s overall goals and direction as formally expressed by the top management. It can be aligned with the organization’s vision and mission and provides framework for the setting of quality objectives
- 2.1.51 **Quality Objective** – overall quality goals, arising from the quality policy, that BuSU sets itself to achieve, and which is measurable where practicable.
- 2.1.52 **Record** – special type of document stating results achieved or providing evidence of activities performed. Also, referred to as documented information to be retained.
- 2.1.53 **Requirement** – need or expectation that is stated, generally implied or obligatory.
- 2.1.54 **Risk** – effect of uncertainty. An effect is a deviation from the expected – positive or negative.
- 2.1.55 **Risks and Opportunities** – potential adverse effects (threats) and potential beneficial effects (opportunities).
- 2.1.56 **Statutory Requirement** – obligatory requirement specified by a legislative body.
- 2.1.57 **Regulatory Requirement** – obligatory requirement specified by an authority mandated by a legislative body.
- 2.1.58 **Supplier** – refers to an individual or business entity that supplies BuSU with goods and materials for its operations and processes. Also, referred to as external provider.
- 2.1.59 **Traceability** – ability to trace the history, application or location of an object.
- 2.1.60 **Top Management** – person or group of people who directs and controls and organization at the highest level. For BuSU, this refers to the President.
- 2.1.61 **Uncertainty** – the state, even partial, of deficiency of information related to, understanding or knowledge of an event, consequence, or likelihood.
- 2.1.62 **Validation** – confirmation through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.
- 2.1.63 **Verification** – confirmation, through the provision of objective evidence that specified requirements have been fulfilled.
- 2.1.64 **Vision** – aspiration of what an organization would like to become as expressed by top management.
- 2.1.65 **Work Environment** – set of conditions under which work is performed.


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## 2.2 Acronyms

<b>CA</b>	– Corrective Action
<b>CAFA</b>	– College of Accounting and Finance
<b>CAL</b>	– College of Arts and Letters
<b>CBA</b>	– College of Business Administration
<b>CCJE</b>	– College of Criminal Justice Education
<b>CHE</b>	– College of Home Economics
<b>CHED</b>	– Commission on Higher Education
<b>CICT</b>	– College of Information and Communication Technology
<b>CIT</b>	– College of Industrial Technology
<b>Co Ed</b>	– College of Education
<b>Co Eng</b>	– College of Engineering
<b>Co Law</b>	– College of Law
<b>COA</b>	– Commission on Audit
<b>CoN</b>	– College of Nursing
<b>CS</b>	– College of Sciences
<b>CSSP</b>	– College of Social Studies and Philosophy
<b>DC</b>	– Document Controller
<b>DRC</b>	– Document and Record Custodian
<b>FMMO</b>	– Facilities Management and Maintenance Office
<b>GS</b>	– Graduate Studies
<b>IPERS</b>	– Institute of Physical Education, Recreation and Sports
<b>ISO</b>	– International Organization for Standardization
<b>LGU</b>	– Local Government Unit
<b>MoM</b>	– Minutes of Meeting
<b>NGOs</b>	– Non-Government Organizations
<b>PDCA</b>	– Plan-Do-Check-Act
<b>PhP</b>	– Philippine Peso
<b>PPE</b>	– Personal Protective Equipment
<b>QMR</b>	– Quality Management Representative
<b>QMS</b>	– Quality Management System
<b>ROA</b>	– Risk and Opportunity Assessment
<b>RTAP</b>	– Risk Treatment Action Plan
<b>SIR</b>	– System Improvement Request

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**VP** – Vice President

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### 3.0 BULACAN STATE UNIVERSITY (BuISU)

#### 3.1 Profile of BuISU

##### HISTORICAL MILESTONE

**1904** – The Bulacan Trade School was created by virtue of a legislative act passed by the Philippine Commission in 1901 which established trade schools in the country.

**1916** – By virtue of the Philippine Autonomy Act, the Bulacan Trade School was formally turned over by the Americans to the Filipino administrators.

**1920** – The intermediate course was started to be dissolved to give way to secondary course.

**1926** – Complete secondary curriculum operated.

**1931** – The school was transferred to the Voice of America Administrative Building.

**1945** – After the war, classes were resumed with eight teachers handling instruction.

**1949** – USIS gave two Quonset huts to serve as classrooms for the shops classes.

**1951** – The two-story related subjects building was constructed from the War Damage Rehabilitation Fund.

**1952** – The Bulacan Trade School offered for boys a two-year special trade curriculum in Automotive Mechanics and Building Construction. The one-story girls made building was constructed out of the provincial fund and Parent-Teacher Association.

**1953** – By virtue of Republic Act No. 908, the Bulacan Trade School (BTS) was nationalized and became the Bulacan National Trade School (BNTS). Henceforth, the school was funded from the national contributions. PHILSCUSA and ICA-NEC gave aid to the school in the form of office equipment, tools, machineries and buildings.

**1956** – The machine shop building was constructed with a school clinic. This was made possible through the aid given by Father Gregorio Lugos Crisostomo Estate Fund.


**1957** – By virtue of Republic Act. 1800, the school became the Bulacan National School of Arts and Trades (BNSAT).

**1960** – Through another legislative act, the BNSAT was renamed Bulacan School of Arts and Trades (BSAT).

**1965** – Republic Act No. 4470, sponsored by late Hon. Teodullo C. Natividad, converted the school into the Bulacan College of Arts and Trade to provide higher professional instruction and training in arts and sciences and technology.

**1968** – The four-year Teacher Education curriculum was offered with specialization in Drafting, Machine Shop Practice, Woodworking and Automotive.

**1970** – The five0year engineering courses were introduced, but had to be phased out during the thirds year because of inadequacy of training facilities.

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**1974** – Dr. Antonio T. Federizo succeeded by Mr. Gavino M. Carpio, as President of BCAT from 1974-1977.

**1976** – A branch campus was opened in Bustos, Bulacan offering one year special vocational courses in Engine Repair and Tune-up, Tailoring, Practical Electricity and Drafting.

**1977** – The Engineering curriculum was re-opened. The graduate program leading to the degree of Master of Arts in Teaching Vocational subject was also opened. The extension office conducted non-formal education classes in the countryside.

**1983** – The Graduate School, School of Engineering and Architecture, School of Education, School of Arts and Sciences and School of Industrial Technology were created. Dr. Rosario Pimentel was appointed as the fourth President of BCAT in December 1983 until December 1989.

**1990** – The Bulacan Heroes Park was constructed as a project of the BCAT Alumni Association Incorporated.

**1991** – Dr. Rosario Pimentel was re-appointed President for a second term of six years.

**1992** – The Hagonoy Municipal Council passed a resolution allotting a 78, 992 square meter lot in Abulalas, Hagonoy, Bulacan for the proposed college of Fisheries.

**1993** – His Excellency Fidel v. Ramos signed onto law Republic Act No. 7665 the charter of the Bulacan State University. Hon. Teodoro C. Natividad was also the principal author of House bill no. 461 which later became the aforesaid law. Dr. Rosario Pimentel was appointed the first University President.

**1994** – The first phase of the Engineering and Technical building started their construction.


**1995** – A memorandum of agreement was signed among the Department of Interior and Local Government (DILG), Local Government Academy (LGA) and the Bulacan State University where the latter served as anchor of the Institute for Local Government Administration (ILGA).

**1996** – Inter-link fences were constructed in the Malolos, Campus and the construction of the Engineering, Technical and Bustos buildings were continued.

**1997** – Continuation of the construction of the Engineering, Technical and Bustos buildings. A one hectare lot was purchased by the Municipality of Bustos and the Congressional allocation of Rep. Pedro Pancho of the 2<sup>nd</sup> District of Bulacan for the Bustos Campus.

**1998** – A Deed of Donation for a new school site (19,996 sq.m.) was executed by the Sarmiento Family. The development of the site and construction of a three-story building started. The College of Arts and Sciences started offering BS Mathematics major in Computer Science and BS Biology. The Distance Learning Program started its operation catering to the Bachelor in Industrial Technology Program.

**1999** – The construction of the College of Fisheries building and fencing commenced. The Architecture Program became independent from the College of Engineering and Architecture and offered a new program, Bachelor of Fine Arts major in Advertising. The Institute of Home Economics was included as a Curricular Program.

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**2000** – Dr. Rosario Pimentel was re-appointed as President from July 7, 2000 to July 26, 2004. The Center for Bulacan Studies was launched. The three-story building in San Jose del Monte, Bulacan was inaugurated and named in honor of Don Pablo Sarmiento.

**2001** - The BS Engineering Program and Bachelor of Secondary Education were offered at Bambang Campus, Bulacan. The Institute of Computer Education was established. The BSU Gymnasium was renovated and extended. The buildings of the University were renamed and markings were installed, viz-a-viz: College of Education to Roxas Hall; Laboratory High School to Carpio Hall; College of Engineering to Natividad Hall; College of Arts and Sciences to Federizo Hall; Multi-Purpose Gymnasium to Valencia Hall; and San Jose del Monte Campus to Sarmiento Campus.

The BSU-DOST Food Testing Laboratory, Robotics Laboratory of the College of Engineering and Computer Education were inaugurated.

**2002** – The BSU College of Law named Marcelo H. del Pilar School of Law started its program.

**2003** – The Philippine Information Agency (PIA) formalized the turn-over of 25-hectare lot to the University.


**2004** – The University embarked on cooperative educational agreements with some nations in the Asia Pacific region. Mutually beneficial accords were signed with University in China, South Korea and Hongkong.

**2005** – The University Technology Building is partially functional and houses the refurbished machine shops and state-of-the-art E-learning laboratory for automotive and industrial automation. The University Dormitory was completed.

**2007** – First State University in Region III awarded Level III Accreditation in its Education programs (BS Elementary, BS Secondary and BS Industrial Education) by the Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACUP). On August 30, 2007, Dr. Mariano C. de Jesus took his oath as the second University President. Three Institutes were converted to the Colleges, namely: College of Information and Communications Technology; College of Home Economics; College of Architecture and Fine Arts.

**2008** – The Institute of Arts and Letters, Institute of Physical Education, Recreation and Sports and Institute of Social Sciences and Philosophy were converted into Colleges. The University exhibited remarkable performance in licensure and bar examinations, to wit: 90% passing average in the June Nurse Licensure examination with 35 passers out of 39 takers one of whom placed 8<sup>th</sup>; 87% passing average in the November Nurse Licensure Examination where 52 passed out of 60 takers; and 32% passing average in Bar Examination with 6 passers out of 19 takers. The University also ranked 3<sup>rd</sup> and 13<sup>th</sup> top school in the Electronics and Communication Engineer Licensure Examination and Civil Engineer Examination respectively while ranked 16<sup>th</sup> among 103 law schools in the country.

Through the years, the University grew into its present status consisting of Colleges and several Campuses, offering more courses in engineering, education, arts and sciences, architecture and fine arts, law, information technology, graduate education, business and public administration. Its student population is about twenty-one (21) thousand.


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### 3.2 Vision, Mission and Goals

Bulacan State University is a progressive knowledge generating institution globally-recognized for excellent instruction, pioneering research, and responsive community engagements.

Bulacan State University exists to produce highly competent, ethical and service-oriented professionals that contribute to the sustainable socio-economic growth and development of the nation



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## 4.0 CONTEXT OF THE ORGANIZATION

### 4.1 Understanding the Organization and Its Context

- 4.1.1 The internal and external issues associated to BuISU that are relevant to its purpose and that can affect the ability to achieve the intended results of its QMS are determined, reviewed and updated taking into consideration the following:
- 4.1.1.1 External issues arising from legal, technological, competitive, market, cultural, social and economic environments whether international, national, regional or local; and
  - 4.1.1.2 Internal issues related values, culture, knowledge and performance of the organization.
- 4.1.2 The internal and external issues which can result in risks and opportunities are addressed in the established procedure on risks and opportunities assessment.

### 4.2 Understanding the Needs and Expectations of Interested Parties

- 4.2.1 Relevant internal and external interested parties and their corresponding needs and expectations that relate to the quality performance of BuISU and the effectiveness of its QMS are determined, updated and reviewed. Interested parties include among others the customers, shareholders, competitors, external providers, nearby community, and relevant regulatory bodies.
- 4.2.2 The risks and opportunities resulting from the identified needs and expectations of interested parties are addressed in the established procedure on risks and opportunities assessment.


### 4.3 Determining the Scope of the Quality Management System

- 4.3.1 The QMS of BuISU covers all its process, products and services and associated facilities at it is described as follows:

Scope: **Provision of Instruction, Research and Extension Services**

Location: **Main Campus**  
Brgy. Guinhawa, Malolos City – 3000, Bulacan, Philippines

- 4.3.2 All persons entering the premises of BuISU (employees, visitors, external providers and other interested parties) are influenced by the policies, programs and processes set out in the QMS.
- 4.3.3 The QMS is established to provide order and consistency in BuISU's effort in managing and controlling its activities, products and services. It is an essential management tool in enhancing the ability of BuISU to meet customer's selective decisions and ever increasing competition in the industry. It also provides a framework for BuISU to


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continually improve its performance in all stages of its operations. These include among others the following:

- 4.3.3.1 To consistently provide instruction, research and extension services;
- 4.3.3.2 To enhance customer satisfaction;
- 4.3.3.3 To achieve quality objectives; and
- 4.3.3.4 To continually improve BuISU's operation and services


#### 4.4 The QMS and its Process

- 4.4.1 The Quality Management System (QMS) of BuISU is based on the requirements of ISO 9001:2015 Standard. The QMS is established, implemented, maintained and continually improved following closely the principle of "Plan-Do-Check-Act", as described below (See Figure 4.1):
- 4.4.2 **PLAN (Determining and Planning What to Manage in the QMS)** – Includes establishing the quality policy and identifying the basis of the QMS – understanding the context of BuISU and its activities, products and services that need to be managed and controlled. This involves:
  - 4.4.2.1 Establishing the Quality Policy by the President which provides BuISU the overall direction as to its quality performance;
  - 4.4.2.2 Determining and updating internal and external issues that are relevant to the purposes of BuISU, and that can affect its ability to achieve the intended results of the QMS;
  - 4.4.2.3 Determining and updating the needs and expectations of relevant interested parties relevant to the effective implementation of the QMS;
  - 4.4.2.4 Identifying, accessing and updating compliance obligations related to products and services and planning actions to ensure compliance;
  - 4.4.2.5 Mapping the QMS and its application to the BuISU's processes (core and support) including outsourced processes. This also includes determining the criteria and monitoring and measuring requirements of inputs, process and outputs for each process by establishing quality control plans; (Refer to BuISU-PM-QMS-01F1, Quality Control Plan).
  - 4.4.2.6 Identifying and evaluating risks and opportunities associated to BuISU's internal and external issues, needs and expectations of relevant interested parties and business processes, and planning actions to address them; and
  - 4.4.2.7 Setting-up quality objectives to identified improvement areas, and establishing programs and action plans to achieve these.
- 4.4.3 **DO (Strengthening the Support Mechanism and Operating the QMS)** – Includes engagement of people; documentation and implementation of the management system in BuISU's activities, products and services; taking actions to critical risks and pursuing

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opportunities, and satisfy compliance obligations; and implementing programs to achieve quality objectives established at the planning phase. Specifically involves:

- 4.4.3.1 Defining the organizational structure, responsibilities and authorities in the QMS;
- 4.4.3.2 Determining and providing adequate resources (e.g., people, infrastructure, environment for the operation of processes, monitoring and measuring resources and organizational knowledge) necessary for the effective implementation of the management system. This also includes provision of specialized training necessary to ensure competency of persons doing work for BuISU that affects the performance and effectiveness of the QMS;
- 4.4.3.3 Documenting the QMS and its processes considering the identified actions and control measures to meet customer requirements, address identified risks and opportunities, achieve quality objectives and fulfill compliance obligations;
- 4.4.3.4 Conduct general orientation among employees and external providers, especially those on-site on BuISU's QMS and its key requirements to engage each one within the company for the effective implementation of the management system;
- 4.4.3.5 Establishing effective communication with the employees, customers and other relevant internal and external interested parties such as the regulatory bodies, external providers especially those on-site; and
- 4.4.3.6 Operating the QMS and carrying out BuISU's business processes in accordance with the defined quality control plans, operational procedures and improvement plans and programs.
- 4.4.4 **CHECK (Evaluating the performance of the QMS)** – Includes regular monitoring, measurement, analysis and evaluation of BuISU's quality performance and the effectiveness of the QMS. This involves:
  - 4.4.4.1 Monitoring, measuring, analyzing and evaluating regularly the key characteristics of the BuISU's activities, products and services including its performance against set quality objectives and programs;
  - 4.4.4.2 Evaluating periodically BuISU's compliance obligations;
  - 4.4.4.3 Ensuring that the monitoring and measuring resources being used are calibrated and/ or verified;
  - 4.4.4.4 Conducting internal audits to provide information on whether the QMS conforms to the requirements of the standard to which it is based, and to BuISU's own requirements, and to determine if it is effectively implemented and maintained; and
  - 4.4.4.5 Conducting periodic review of the management system to ensure its continuing suitability, adequacy and effectiveness.

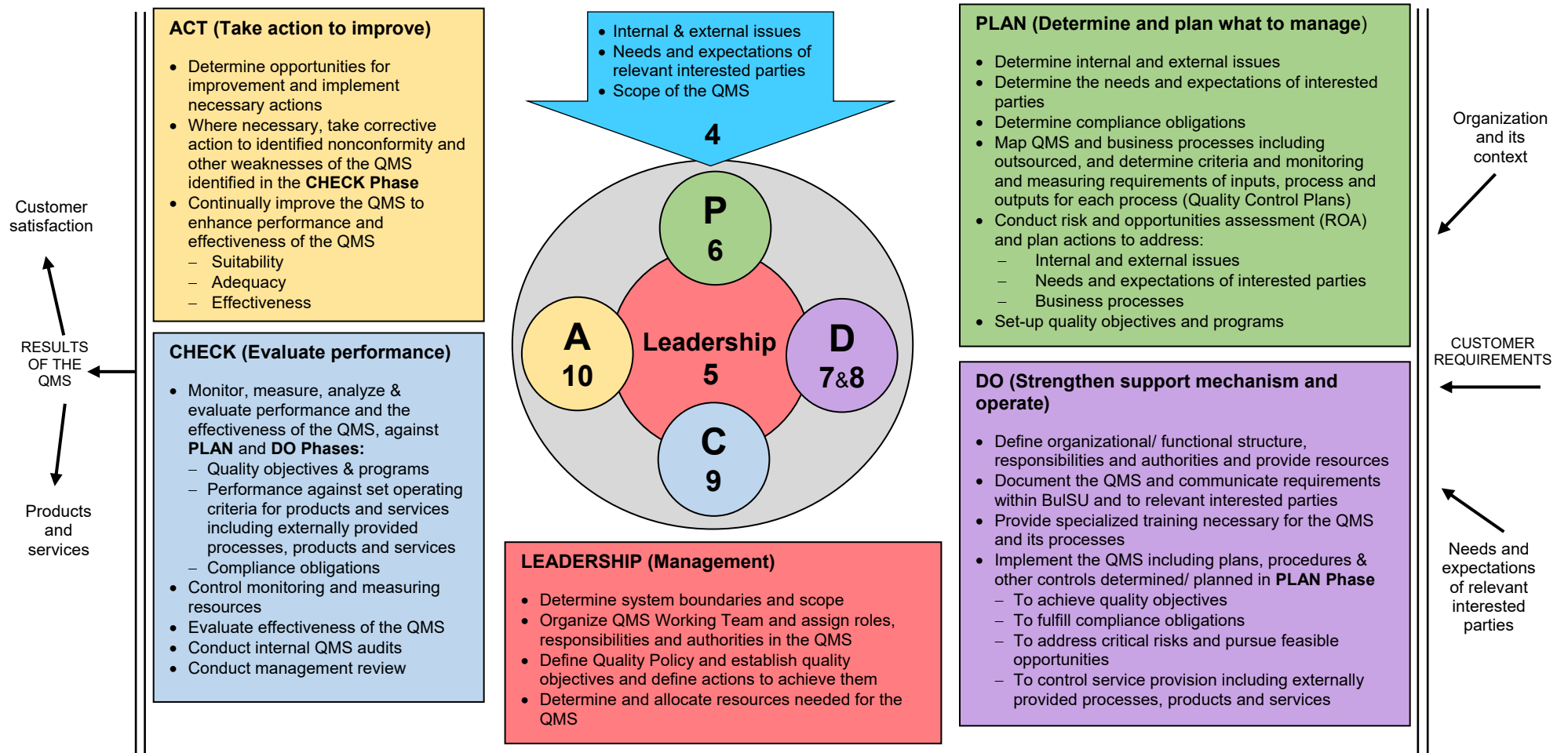
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4.4.5 **ACT (Improving the QMS)** – Includes determining opportunities for improvement and implementing necessary actions to achieve the intended results of the QMS. This involves:


- 4.4.5.1 Assessing opportunities for improvement and the need for changes, including the quality policy, objectives, and other elements of the management system;
- 4.4.5.2 Handling of management system nonconformities and taking actions to mitigate their impacts to BuISU's activities, products and services, including its quality performance; and
- 4.4.5.3 Driving continual improvement of the management system considering the quality policy and objectives, analysis of data from monitoring and measurement activities, results of management system audits and management reviews, and where necessary, applying corrective action processes to identified weaknesses.

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**Figure 4.1 –QMS Processes of Bulacan State University (BuSU) following the PDCA Framework**



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## 5.0 LEADERSHIP

### 5.1 Leadership and Commitment


5.1.1 Bulacan State University's Management demonstrates their leadership and commitment in the establishment, implementation, maintenance and continual improvement of the QMS by:

- 5.1.1.1 Taking accountability for the effectiveness of the QMS including the evaluation of its effectiveness;
- 5.1.1.2 Establishing, implementing and maintaining an appropriate quality policy within the defined scope of the management system;
- 5.1.1.3 Customer requirements are determined, understood and satisfied;
- 5.1.1.4 Ensuring that quality objectives and programs are set, maintained and achieved and are compatible with the strategic direction and the context of BuISU;
- 5.1.1.5 Ensuring the integration of the QMS requirements into BuISU's processes;
- 5.1.1.6 Ensuring that the resources needed for the QMS to achieve its intended results are available;
- 5.1.1.7 Communicating the importance of effective quality management and of conforming to the QMS requirements;
- 5.1.1.8 Directing and supporting persons to contribute to the effectiveness of the QMS and in promoting continual improvement throughout BuISU;
- 5.1.1.9 Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- 5.1.1.10 Ensuring meaningful reviews of the continuing suitability, adequacy and effectiveness of the QMS are conducted;
- 5.1.1.11 The planning of the QMS is carried out to meet the requirements specified in the ISO 9001:2015 Standards;
- 5.1.1.12 The integrity of the QMS is maintained when changes to BuISU are planned and implemented; and
- 5.1.1.13 Quality issues are recognized and where necessary, are controlled and managed appropriately.

5.1.2 Where applicable, the President may delegate responsibility for the above actions to others, but it retains accountability for ensuring the actions are performed.

5.1.3 Customer Focus


- 5.1.3.1 The focus of the QMS shall be enhancing customer satisfaction, which is well reflected in the quality policy, objectives and programs, as well as the built-in

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controls in BuISU's operations and processes, monitoring activities, and processes for continual improvement in the management system. The QMS shall include a system to determine and understand customer requirements, as well as proactively monitoring the same, to ensure their requirements are continuously met with the aim of enhancing their satisfaction.

## 5.2 Quality Policy

- 5.2.1 To provide overall direction of its performance, the Management of BuISU, headed by the President, have established a quality policy that shall reflect the work attitude and values of every employee and member at the workplace, that is – quality of operations and processes is everybody's responsibility!
- 5.2.2 The overall direction of BuISU with respect to its quality performance shall be aligned and maintained consistent with the quality policy.
- 5.2.3 BuISU shall initiate a review of the policy at least once a year to ensure that it shall continuously provide an overall direction and commitment regarding its quality performance, including providing framework for setting and reviewing its objectives.
- 5.2.4 The review shall ensure that the policy remains appropriate to the purposes of BuISU, and to continually improve the effectiveness of the management systems established.
- 5.2.5 Should major changes in the operations of BuISU occur and necessitate changes in the quality policy, any member of the QMS Working Committee shall initiate the revision. The proposed revision shall be reviewed by the Quality Management Representative (QMR) and shall be approved by the President. The revision process shall be in accordance with the established control of documented information procedure.
- 5.2.6 To ensure that the policy shall be understood, implemented and maintained in BuISU, the approved policy shall be posted in strategic locations. This shall be communicated and promoted among employees, customers and other relevant stakeholders, suppliers, contractors and other members through orientation, meetings and other means deemed appropriate. A copy of the policy shall be provided to all employees, suppliers, contractors and to any other interested member of the public.
- 5.2.7 BuISU's quality policy, signed by the President, is attached in the following page.

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## QUALITY POLICY

We at Bulacan State University (BuISU) are committed to providing excellent instruction, research and extension services.

Cognizant of this commitment and in achieving our objectives, we shall implement an internationally recognized management system in all aspects of our operations, processes and services.

To continually improve our quality performance and the effectiveness and suitability of our quality management system, we shall:


- Comply with applicable laws and regulations, the needs of our stakeholders, industry initiatives and other requirements we subscribe to;
- Consistently understand the needs of our customers and strive to exceed their expectations;
- Provide assurance to our students, partners and other stakeholders to quality services by offering excellent instruction, pioneering research, providing value-adding extension services and responsive engagements;
- Establish quality objectives aimed at improving the efficiency of our operations, processes and procedures for sustainable growth; and
- Provide our employees and staff appropriate training and support to maintain a highly competent, motivated and reliable workforce, thereby ensuring work is performed with excellence.

This quality policy shall be communicated throughout BuISU and made available to interested parties to ensure that it continuously provide us overall direction in improving customer satisfaction and providing consistently conforming services.

**DR. CECILIA N. GASCON**  
President


Revision: 0  
Date: March 06, 2017



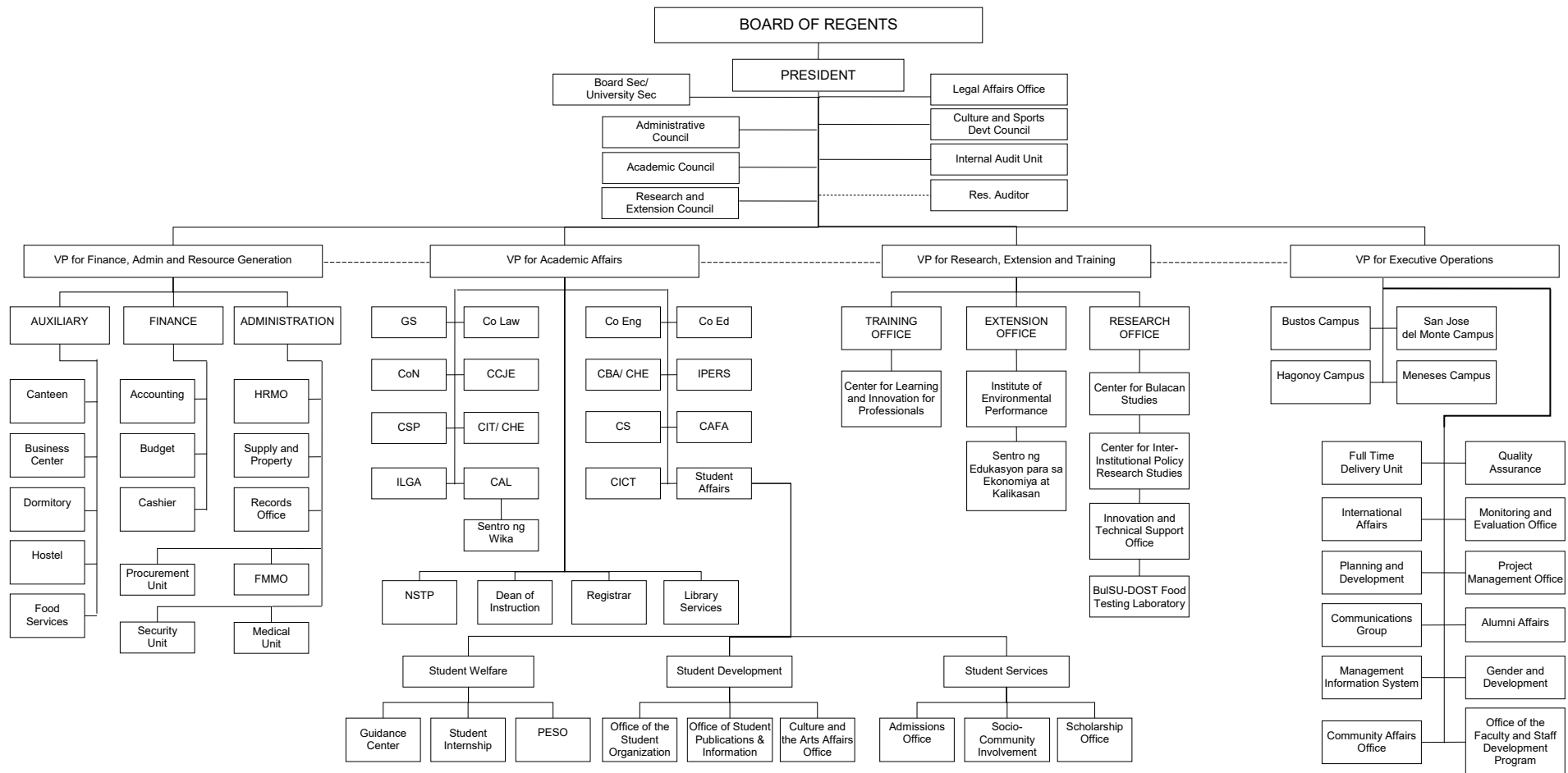
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### 5.3 Structures, Roles, Responsibilities, Authorities and Accountabilities


- 5.3.1 BuISU shall ensure that the responsibilities and authorities of BuISU personnel and the entire workforce, particularly those functions whose work may affect its QMS performance are clearly defined and documented.
- 5.3.2 Management representatives (QMR, Deputy QMRs) and members of the QMS Working Team are known by the employees.
- 5.3.3 Responsibilities and authorities shall be assigned to individuals to ensure that quality control and assurance are integrated with their respective functions. More specific descriptions of the responsibilities and authorities of personnel whose work affect the QMS performance of BuISU shall be described in related procedures. Below is the organizational structure of BuISU and the functional structure of its QMS.

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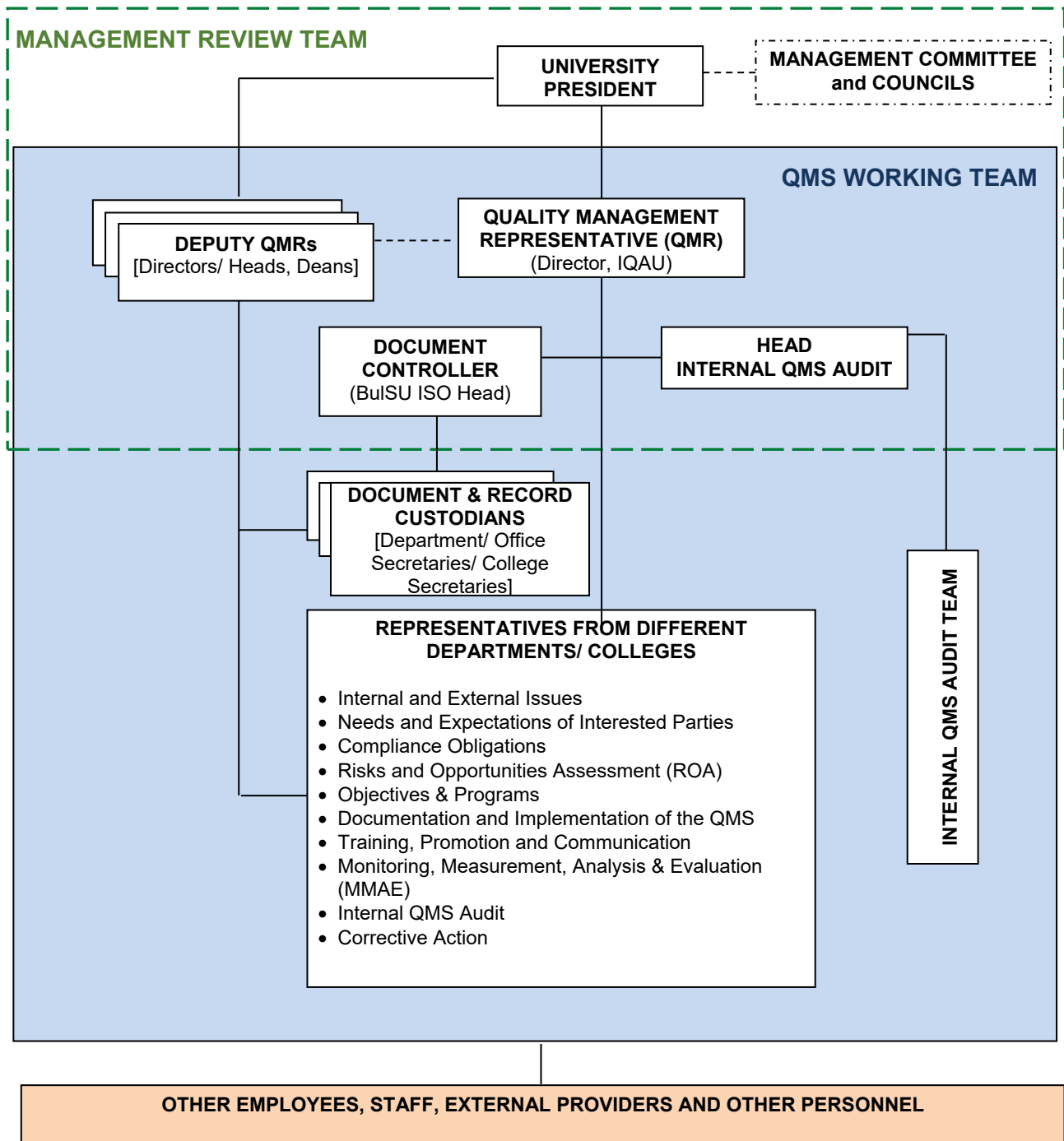
**Figure 5.1 –Organizational Structure of Bulacan State University (BuSU)**




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**Figure 5.2 –Functional Structure of the QMS of Bulacan State University (BuISU)**




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#### 5.3.4 Description of roles, responsibilities and authorities

KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
PRESIDENT	<p>In addition to having the executive responsibility in directing BuISU, the President is responsible in:</p> <ul style="list-style-type: none"> <li>• Chairing the Management Committee;</li> <li>• Defining the organization's quality policy which provides the overall directions and commitment of BuISU on the quality of its operations and services;</li> <li>• Ensuring that the QMS is systematically and effectively executed;</li> <li>• Appointing the Quality Management Representative (QMR), Deputy QMRs and other key functions in the QMS Working Team; and</li> <li>• Approving the provision of the necessary resources for the effective establishment, implementation, maintenance, and continual improvement of the QMS.</li> </ul>
MANAGEMENT COMMITTEE	<p>Has the main function of providing the President advice on corporate governance including matters relating to the implementation and continual improvement of the QMS in the whole organization. The President is the permanent Chairman of the Top Management.</p> <p>Management Committee comprises the President, Vice Presidents, Deans of Colleges, and Heads of Departments/ Offices.</p>
MANAGEMENT REVIEW TEAM	<p>The team is responsible in conducting the second-tier periodic review of the QMS, particularly in:</p> <ul style="list-style-type: none"> <li>• Reviewing the continuing suitability, adequacy and effectiveness of the QMS including the need for changes in the Quality Policy and the intended results of the QMS;</li> <li>• Defining the directions and areas of QMS-related policies, objectives, programs and standards; and</li> <li>• Review and where applicable, approve QMS-related final deliverables.</li> </ul> <p>The Management Review Team comprises at minimum the President, Vice Presidents, QMR, Deputy QMRs (Department Heads/ College Deans), Lead Internal Auditor and Document Controller. Where need arises, other key functions shall be invited.</p>
QUALITY MANAGEMENT REPRESENTATIVE (QMR)	<p>In addition to being the Director of the Internal Quality Assurance Unit, has the overall responsibility in ensuring that the QMS is systematically established, implemented, maintained and continually improved. Specifically, responsible for:</p> <ul style="list-style-type: none"> <li>• Managing the QMS Working Team;</li> <li>• Responsible in the preparation of the QMS Policy Manual and in the initiation of revision, where need arises.</li> <li>• Managing the implementation of QMS policies, objectives, plans and programs, procedures and guidelines to ensure that</li> </ul>


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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<p>the management system is established, implemented and maintained compliant to the requirements of ISO 9001:2015 Standard;</p> <ul style="list-style-type: none"> <li>• Reporting to the Management on the performance of the QMS, including areas for improvement;</li> <li>• Acting as liaison with external parties on matters relating to the QMS, such as technical assistance, certification, etc;</li> <li>• Coordinating QMS activities with other departments, including consolidating information/ data generated by the QMS Working Team, such as QMS performances, status against set objectives, compliance obligations, training needs and provision, etc; and</li> <li>• Providing logistics to facilitate the conduct of the management review meetings, including availability of information on the QMS performance and status of implementation for review and as basis for its improvement.</li> </ul>
DEPUTY QMRs	<p>In addition to being the Department Head/ College Dean, mainly responsible in assisting the QMR in the establishment, day-to-day implementation and maintenance of the QMS, particularly those that relate to their respective area, including among others the following:</p> <ul style="list-style-type: none"> <li>• Assisting the QMR in all identified responsibilities including review of documents pertaining to QMS particularly the auditable ones;</li> <li>• Ensuring critical processes (those that can have impact on quality performance of BuISU) are executed under controlled conditions;</li> <li>• Managing the implementation of relevant management system policies, objectives, plans &amp; programs, procedures, work instructions and guidelines in their area;</li> <li>• Initiating, identifying and recording any problem in the department relating to the QMS policies, objectives, plans &amp; programs, procedures, work instructions and guidelines, and ensuring timely and adequate actions to management system nonconformities;</li> <li>• Ensuring that the quality policy and objectives are established and are compatible with the strategic direction and the context of the organization;</li> <li>• Communicating the importance of effective quality management and of conforming to the QMS requirements to ensure that the QMS achieves its intended results;</li> </ul>
QMS WORKING TEAM	<p>Composed of the QMR, Deputy QMRs, Document Controller, Lead Internal QMS Auditor and college/ department/ office representatives. Mainly responsible in spearheading the establishment, implementation, maintenance and continual improvement of the QMS in their respective department/ areas, compliant with the requirements of ISO 9001:2015 Standard.</p>


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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<p>Each representative shall be in-charge in their respective area regarding:</p> <p>Internal and External Issues and Interested Parties</p> <ul style="list-style-type: none"> <li>Determination and updating of internal and external issues and needs and expectations of relevant interested parties</li> </ul> <p>Compliance Obligations</p> <ul style="list-style-type: none"> <li>Review and evaluation of BuISU's compliance obligations</li> </ul> <p>Risks and Opportunities Assessment (ROA)</p> <ul style="list-style-type: none"> <li>Identification and evaluation of risks and opportunities, and planning actions to address them</li> </ul> <p>Documentation and Implementation of QMS</p> <ul style="list-style-type: none"> <li>Preparation and review and where necessary, revision of management system documentation including implementation in their respective areas</li> </ul> <p>Objectives and Programs</p> <ul style="list-style-type: none"> <li>Formulation and documentation of action plans and programs to achieve set quality objectives, and in monitoring their implementation and progress.</li> </ul> <p>Training, Promotion and Communication</p> <ul style="list-style-type: none"> <li>Promotion of the QMS and its initiatives and requirements;</li> <li>Conduct of general QMS orientation among employees, contractors and other personnel; and</li> <li>Communication and promotion of the QMS and its initiatives to internal and external interested parties including employees, customers, visitors, external providers, surrounding communities and related government agencies</li> </ul> <p>Monitoring, Measurement, Analysis and Evaluation</p> <ul style="list-style-type: none"> <li>Monitoring, measurement, analysis and evaluation of data relevant to QMS performance; and</li> <li>Ensuring calibration and/ or verification of monitoring and measuring equipment owned and used in their area, if any.</li> </ul> <p>Corrective Action</p> <ul style="list-style-type: none"> <li>Taking correction and corrective action to identified/ detected QMS nonconformities.</li> </ul>
DOCUMENT CONTROLLER	<p>Mainly responsible in:</p> <ul style="list-style-type: none"> <li>Evaluating, maintaining, and improving document and data control system and procedure. Coordinating with department/ college representatives in implementation of related programs;</li> <li>Monitoring and updating of QMS compliance obligations and</li> </ul>

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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<p>implementation, management and administration of documents and records management system in the organization</p> <ul style="list-style-type: none"> <li>• Ensuring conformance to defined capabilities of the system. Participating in internal audits regularly to ensure that the established procedures and work instructions are updated.</li> <li>• Ensuring that controlled copies of the latest approved documents are issued or distributed to authorized copyholders in a timely manner, retrieving the old/superseded documents to avoid confusion. Department/ College Documents and Records Custodian shall be checked and inspected by the QMS Document Controller to ensure documents are updated and monitoring are being complied as required by the standard.</li> <li>• Taking and preparing minutes during Management Reviews and QMS Committee meetings.</li> <li>• Providing support for QMS during certification audits and actively participate in department documentation activities. Effectively follow BuSU standard operating procedures in submission of documents;</li> <li>• Coordinating with Lead Internal QMS Auditor for the Annual Audit Plans and Matrix, and Audit Checklists; and implementation of the management system procedure; and</li> <li>• Coordinating with the QMR on QMS implementation, documentation, monitoring, update of the status of compliance obligations and notifies responsible department to address active concerns;</li> </ul>
DOCUMENT AND RECORD CUSTODIAN	<p>Mainly responsible in the control of documented information (documents) issued to and/ or printed by the department/ college, including documented information (records) generated to evidence implementation of the QMS, including as follows:</p> <ul style="list-style-type: none"> <li>• Maintaining, securing, and caring for records in accordance with BuSU's guidelines in his/her department where he/ she belongs.</li> <li>• Monitoring and updating QMS compliance obligations and implementation, management and administration of documents and records management system in the department or section assigned.</li> <li>• Ensuring conformance to defined capabilities of the system.</li> <li>• Ensuring that the established procedures and work instructions are updated in the department where he/she department</li> <li>• Ensuring that controlled copies of the latest approved documents are issued or distributed to authorized copyholders in a timely manner, retrieving the old/superseded documents to avoid confusion. Coordinating with QMS Document Controller for documents and records relevant to the QMS.</li> <li>• Providing support for Document Controller during certification</li> </ul>

This is a controlled documented information and must not be printed and photocopied without permission from the QMR.

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KEY POSITION	RESPONSIBILITIES AND AUTHORITIES
	<p>audits and actively participate in department documentation activities. Effectively follow BuSU standard operating procedures in submission of documents;</p> <ul style="list-style-type: none"> <li>• Coordinating with the Document Controller on QMS implementation, documentation, monitoring, update of the status of compliance obligations and notifies department head to address active concerns;</li> </ul>
LEAD INTERNAL QMS AUDITOR	<p>Mainly responsible in managing the internal audit system of BuSU, including:</p> <ul style="list-style-type: none"> <li>• Preparing and updating the procedure for Internal QMS Audit, Annual Internal QMS Audit Plans and Matrix, and Internal QMS Audit Checklists;</li> <li>• Implementing the internal QMS audit system; and</li> <li>• Evaluating the performance of Internal QMS Auditors</li> </ul>
OTHER EMPLOYEES/ PERSONNEL	<p>Mainly responsible in:</p> <ul style="list-style-type: none"> <li>• Understanding the Quality Policy and following relevant operational procedures;</li> <li>• Implementing QMS-specific procedures, guidelines and instructions in accordance to set standards of BuSU; and</li> <li>• Communicating through relevant channels any concern or suggestion for the effective implementation, maintenance and continual improvement of the QMS;</li> <li>• Participate in any consultation arrangements of BuSU on matters related to QMS; and</li> <li>• Respond appropriately to both internal and external audits.</li> </ul>



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## 6.0 PLANNING OF THE QMS

### 6.1 Actions to Address Risks and Opportunities

6.1.1 Risks and opportunities associated to the business processes, internal and external issues and needs and expectations of relevant interested parties are identified and evaluated through the Risk and Opportunities Assessment (ROA) procedure. The ROA includes criteria for determining which risks need to be acted upon and which opportunities need to be pursued by the company. The ROA is performed by the QMS Working Team members, guided by the appointed Team Leader.

6.1.2 Identified risks and opportunities are recorded in the ROA Worksheet. Risks and opportunities are color-coded, depending on their assessed ratings, which are as follows:

#### 6.1.2.1 Risk Rating

- **Green – Low Risk:** Risk is acceptable; no further action is needed (Note: The risk maybe retained by informed decision or take the risk to pursue an opportunity).
- **Yellow – Moderate Risk:** Risk can be tolerated but needs risk treatment action plan (RTAP) aimed at least to reduce likelihood of the risk event occurring and/ or mitigate the adverse impact (Note: The risk maybe transferred or shared, i.e., outsourced or insured).
- **Red – High Risk:** Risk is not acceptable; needs RTAP aimed at avoiding the risk/ eliminating the risk source (Note: Stop or suspend work/ operation where the risk event may occur until an RTAP has been implemented).


#### 6.1.2.2 Opportunity Rating

- **Green – Excellent Opportunity:** Opportunity shall be pursued immediately.
- **Yellow – Fair Opportunity:** Management should decide whether to pursue the opportunity.
- **Red – Poor Opportunity:** Opportunity shall not be pursued.

6.1.3 A Risks and Opportunities Assessment Matrix is established to determine appropriate actions needed based on the results of the risk and opportunities assessment, which are as follows:

6.1.3.1 **A1 – Low Risk/ Excellent Opportunity:** Pursue opportunity; no action needed for the risk event.


6.1.3.2 **A2 – Low Risk/ Fair Opportunity:** Management to decide whether to pursue opportunity or not; no action needed for the risk event.

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- 6.1.3.3 **A3 – Low Risk/ Poor Opportunity:** Do not pursue opportunity; no action needed for the risk event.
- 6.1.3.4 **B1 – Moderate Risk/ Excellent Opportunity:** Pursue opportunity but needs RTAP for the risk event.
- 6.1.3.5 **B2 – Moderate Risk/ Fair Opportunity:** Management to decide whether to pursue opportunity or not but needs RTAP for the risk event.
- 6.1.3.6 **B3 – Moderate Risk/ Poor Opportunity:** Do not pursue opportunity but needs RTAP for the risk event.
- 6.1.3.7 **C1 – High Risk/ Excellent Opportunity:** Pursue opportunity but needs RTAP for the risk event.
- 6.1.3.8 **C2 – High Risk/ Fair Opportunity:** Management to decide whether to pursue opportunity or not but needs RTAP for the risk event.
- 6.1.3.9 **C3 – High Risk/ Poor Opportunity:** Do not pursue opportunity but needs RTAP for the risk event.
- 6.1.4 The ROA Worksheets are reviewed at least annually or considering significant changes in BuISU, such as but not limited to the following:
  - 6.1.4.1 New processes/ products/ services/ program
  - 6.1.4.2 Modification/ relay outing/ renovation
  - 6.1.4.3 Occurrence of incident or emergency
  - 6.1.4.4 Management directive
  - 6.1.4.5 Changes to management system requirements or scope
  - 6.1.4.6 Changes to business processes, internal/ external issues and needs and expectations of interested parties
- 6.1.5 The results of review are presented to the Management during their periodic review of the continuing suitability, adequacy and effectiveness of the QMS

## 6.2 Quality Objectives and Programs

- 6.2.1 The BuISU shall develop a key performance indicator in line with quality policy and set objectives. The objectives shall be aimed at continual improvement of the overall performance of BuISU. Improvement areas considered in setting-up quality objectives include among others the following organizational goals as stated in the strategic plan of BuISU:
  - 6.2.1.1 Provide Relevant Quality and Accessible Education
  - 6.2.1.2 Provide Innovative and Responsive Research and Extension Programs

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6.2.1.3 BuISU in Regional Development

6.2.1.4 Sound Financial Management and Resource Generation

6.2.1.5 Good Governance

6.2.2 Specific objectives per department/ college documented as Office Performance Commitment Review (OPCR) shall support BuISU's overall goal.

6.2.3 To ensure that the set objectives are achieved and action plans are implemented as planned, these shall be communicated to relevant functions and levels within BuISU to solicit everyone's commitment. Individual commitments and action plans shall be developed by each employee in consultation with his or her immediate.

### 6.3 Planning of Changes


6.3.1 The Management ensures that the planning of the QMS is carried out to meet the requirements of BuISU operations, processes and services including associated risks and opportunities and the BuISU's commitment to continual improvement of its quality performance and the management system.

6.3.2 Changes in BuISU that may affect its performance and the integrity of the QMS, either caused by internal or external factors, are planned and carried out in a planned manner. BuISU plans changes that may affect the integrity of the QMS and its processes to ensure:

6.3.2.1 The integrity of the QMS is maintained;

6.3.2.2 Necessary resources are made available; and

6.3.2.3 Where necessary, responsibilities and authorities are allocated or reallocated.

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## 7.0 STRENGTHENING THE SUPPORT MECHANISM OF THE QMS

### 7.1 Resources for the QMS

#### 7.1.1 General

7.1.1.1 The Management of BuSU determines and ensures the availability of resources necessary to enhance customer satisfaction and continually improve the effectiveness of the QMS. To ensure the effective establishment, implementation, maintenance and continual improvement of the QMS, such resources of BuSU are properly managed and other support mechanism of the management system are strengthened. This includes among others the following:

- Clear definition and documentation of the responsibilities and authorities of BuSU personnel, particularly those functions whose work may affect the quality performance of BuSU;
- Provision of adequate resources, including competent personnel for the effective establishment, implementation, maintenance and improvement of the management system, and
- Provision and maintenance of infrastructure and suitable working environment needed to achieve conformity to QMS requirements.

#### 7.1.2 People


7.1.2.1 The Management of BuSU determines and provide the persons necessary for the effective implementation of its management system and for the operation and control of its business processes. This include defining and documenting clearly the responsibilities, authorities and accountabilities of employees, external providers and other personnel, particularly those functions whose work may affect the quality performance of BuSU and the effectiveness of its QMS.

#### 7.1.3 Infrastructure

7.1.3.1 The infrastructure needed to achieve conformity to the operational requirements of BuSU aimed at satisfying its customer requirements shall be determined, provided and maintained. This shall also include the infrastructure necessary to control BuSU processes and services.

7.1.3.2 General housekeeping, building maintenance, maintenance of equipment, hardware and software, transportation and communication facilities, and infrastructure shall be provided by BuSU.

7.1.3.3 Documented information of the maintenance conducted shall be retained.

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#### 7.1.4 Environment for the Operation of Processes

7.1.4.1 Work environment necessary to ensure conformity to operations and services of the company shall be determined and provided/ complied with where practicable. These can be a combination of human and physical factors such as the following:


- Social [non-discriminatory, calm and non-confrontational working environment];
- Psychological [stress-reducing, burn-out prevention, emotionally protective working environment]; and
- Physical [suitable temperature, heat, humidity, light, airflow, hygiene, noise].

7.1.4.2 More specific description of the work environment requirements where necessary shall be included in the operational procedure.

#### 7.1.5 Monitoring and Measuring Resources

7.1.5.1 Monitoring and measuring equipment used to demonstrate conformity of materials and services to a specified requirement shall be calibrated and maintained by the respective process owners. Controls of monitoring and measuring equipment shall be designed to ensure the following:

- The equipment is appropriate to the required accuracy and precision of measurement, inspection, and test of the defined parameters;
- The monitoring and measuring equipment are calibrated and/ or verified at appropriate intervals. A Master List shall be prepared and maintained, showing the unique identification and description of the equipment, location, frequency of checks/ calibration, uncertainty/ tolerance requirements, date of previous and next calibration, and the action to be taken when results of calibration are unsatisfactory;
- Monitoring and measuring equipment are calibrated prior to use, against certified equipment, traceable to an internationally or nationally-recognized standard;
- The equipment is safeguarded from unauthorized adjustments;
- The calibration status is indicated with stickers, where practicable;
- Records of calibration are maintained in accordance with the established procedure on control of documented information;
- The equipment is protected from damage and deterioration during handling, maintenance and storage; and

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- Where required by the customer or other relevant interested parties such as regulatory bodies, records of calibration and other technical data shall be made available for verification.

7.1.5.2 A documented calibration procedure and work instruction are prepared for monitoring and measuring equipment that will be calibrated internally. For external calibration, the calibration and/ or testing laboratory should preferably be an ISO Guide 17025 accredited.

#### 7.1.6 Organizational Knowledge

7.1.6.1 BuISU shall determine, maintain and make it available to relevant personnel the knowledge necessary for the operation of processes and to achieve conformity of products and services, it shall include experiences, skills and information. BuISU shall also determine how to acquire or access any additional knowledge considering changing needs and trends such as from:

- Internal sources, e.g., intellectual property; best practices, etc; and
- External sources, e.g., standards; academe; conferences; benchmarking, consultants, external providers, etc

### 7.2 Competence

7.2.1 Personnel performing task that can affect product/ service conformity is ensured competent based on appropriate education, training, skills and experience.


7.2.2 The Training Office, in conjunction with the relevant departments, is responsible in conducting training needs analysis among employees, service providers and other members who have access to BuISU's premises and who can potentially affect its quality performance. This is to determine their competence requirements for the effective establishment, implementation, maintenance and continual improvement of the management system.

7.2.3 The results of the training needs analysis are used as a basis in developing BuISU's training program and/ or in taking other actions to address the competency requirements of personnel. The Training Program includes general awareness campaigns on the QMS and its requirements. A more specialized training is provided to personnel who are operating equipment and facilities or working in areas that can affect the quality and performance of BuISU.

7.2.4 Effectiveness of the training conducted and other actions taken shall be evaluated through a performance evaluation of the personnel and/ or application of other performance indicators specified in BuISU procedures maintained and retained, including records of effectiveness and evaluation of the same.

### 7.3 Awareness


7.3.1 Employees, external providers and other members who have access to the operational areas and/ or could affect the quality performance of BuISU shall undergo an orientation of its QMS and its requirements. The orientation includes provisions to make them aware of the following:

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- 7.3.1.1 BuISU quality policy, objectives and programs, and the need to understand and comply with BuISU's QMS requirements;
- 7.3.1.2 Their responsibilities and contribution to the effectiveness of the QMS, including achieving quality objectives and the benefits of enhanced quality performance; and
- 7.3.1.3 The implications of not conforming to established rules and regulations including the consequences of not fulfilling BuISU's compliance obligations.
- 7.3.2 New employees and members are likewise required to undergo the same training to ensure that they carry out their work properly and responsibly, and promote a quality conscious workforce.

#### **7.4 Communication**

- 7.4.1 The requirements of the QMS and other pertinent information, including the defined roles and responsibilities of each employee and other stakeholders are communicated throughout the company and to other relevant interested parties based on the approved Communication Plan. The Communication Plan consist of:
  - 7.4.1.1 What information about the company's QMS and its processes that need to be communicated internally and externally;
  - 7.4.1.2 When to communicate the information;
  - 7.4.1.3 With whom to communication the information internally and externally;
  - 7.4.1.4 How to communicate the information internally and externally; and
  - 7.4.1.5 Who is responsible in communicating the information.
- 7.4.2 The management of BuISU shall ensure that QMS requirements and other pertinent information are communicated to BuISU employees and other relevant parties, in accordance with the established procedure for internal and external communication.
- 7.4.3 Processes and arrangements needed for internal and external communications relevant to the QMS are established, implemented and maintained by BuISU to ensure that:
  - 7.4.3.1 QMS requirements and other pertinent information are communicated to employees and other personnel working in behalf of BuISU or under its control, including external providers and visitors; and
  - 7.4.3.2 Processes of handling external communication are established throughout the company, including where necessary, communication with external providers and other interested parties' information that relate to its quality performance and the QMS.
- 7.4.4 BuISU also ensures that communication arrangements are in line with relevant corporate policies, and includes determining what information to communicate, including when, with whom and how the information are communicated.

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#### 7.4.5 Internal Communication

7.4.5.1 The QMS and its requirements are communicated throughout BuISU and to other interested parties, in accordance with established internal communication procedure. Information for communication include, but not limited to:

- Quality policy, objectives and programs;
- Performance and achievements of the QMS including highlights of management system audits and periodic management reviews; and
- Key functions responsible in the establishment, implementation, maintenance and continual improvement of the QMS, such as the QMR and Deputy QMRs, members of the QMS Working Team, etc.

7.4.5.2 BuISU Management ensures that appropriate communication processes are established – from management to staff and staff to management. Communication that relate to the quality performance of BuISU and the implementation and effectiveness of the QMS may be received through memos and emails from the management; announcements posted in the bulletin boards, discussions/ updates during meetings, verbal instructions from superiors, etc. Communication involving employee concerns on QMS-related issues may also be received through their immediate superiors, meetings, trainings, suggestion boxes, and other means that may be established.

7.4.5.3 Valid concerns or suggestions for the improvement of the company's quality performance and the effectiveness of the QMS are recorded and where appropriate, are integrated in the QMS.

#### 7.4.6 External Communication


7.4.6.1 External providers are oriented by the designated functions of BuISU before the start of their activities on-site.

7.4.6.2 Communications from external interested parties that relate to the company's quality performance and/ or QMS effectiveness are received, documented and responded. External communication may include concerns and suggestions on BuISU's quality performance from customers, non-governmental organizations, regulatory bodies, local government units (LGUs), external providers and other interested parties.

7.4.6.3 Selected information above may also be communicated proactively to external interested parties during QMS Orientation of visitors, external providers and during its participation to relevant conferences and conventions. Such initiative would be useful for BuISU in:

- Demonstrating its management commitment
- Raising awareness among employees, external providers and other interested parties of BuISU's quality policy, objectives, programs and initiatives; and



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- “Walking the talk” to its external providers and other stakeholders in the industry.

## 7.5 Management System Documentation

### A. Documentation Requirements

7.5.1 The documentation of BuISU’s management system shall be structured following the pyramid hierarchy, as illustrated in Figure 7.1, The Hierarchy of QMS Documentation following the Pyramid Model. The QMS documentation shall include at minimum the following:

7.5.1.1 Quality policy, objectives and programs;

7.5.1.2 Description of the scope of the QMS;

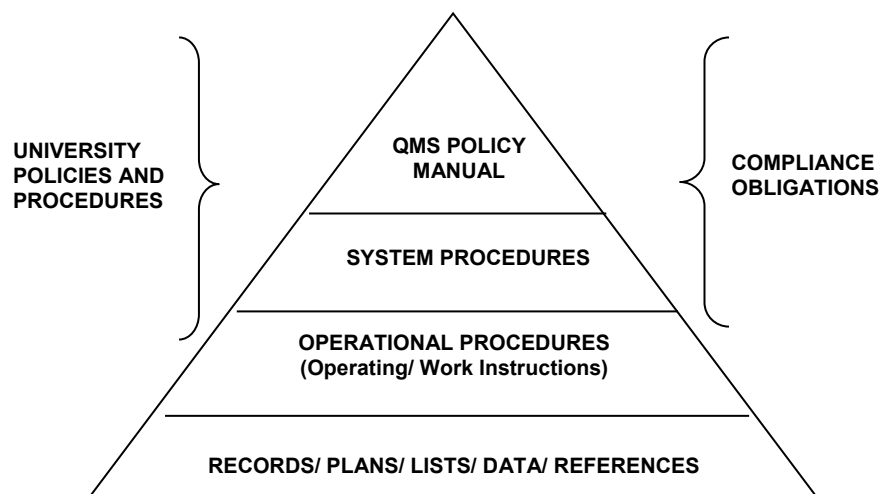
7.5.1.3 Description of the main elements of the management system, the processes involved and their interactions, and references to related documents;


7.5.1.4 Documented information (documents and records) required by ISO 9001:2015 standard; to which the management system is based; and

7.5.1.5 Documented information (documents and records) determined by BuISU to be necessary to ensure the effective planning, operation and control of processes that relate to its provision of operations and services

7.5.2 The QMS documentation is structured following the pyramid hierarchy, as illustrated below:

**Figure 7.1 – Documentation Structure of the QMS of BuISU**



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7.5.3 The above QMS documentation is prepared and organized in 4 parts as follows:

7.5.3.1 **Level 1 – QMS Policy Manual.**

- This manual shall provide an overview of the activities, products and services of the company including the scope of its QMS. The manual serves as the primary reference of BuISU in the overall planning, implementation and operation, performance assessment, review and continual improvement of the QMS.
- The QMS Policy Manual contains policies, commitments and how the company intends to satisfy the requirements of the different elements of ISO 9001:2015 Standards, and the Quality Policy. It provides a description of the core elements of the QMS and their interaction, and signposting to the other documents (system procedures, operational control procedures and operating instructions) that form part of BuISU's QMS documentation.

7.5.3.2 **Level 2 – System Procedures Manual**

- This Manual contains the documented system procedures (SPs) required by the standard that relate to the effective establishment, implementation, maintenance and continual improvement of the QMS. These include among others, procedures for risks and opportunities assessment, setting-up and monitoring of objectives and programs; internal and external communication; control of documented information; control of monitoring and measuring resources; conduct of internal audits; nonconformity and corrective actions; and management review.


7.5.3.3 **Level 3 – Operational Procedures Manual**

- This Manual contains procedures, work instructions and guidelines aimed at controlling the quality aspects specific to the departments/ units/ colleges of BuISU. The said documents shall describe how the different operations and processes are to be carried out taking into consideration their associated impacts to the quality performance of BuISU. The work instructions shall provide a detailed description of how an activity or task defined in the procedure is to be carried out.

**Note:** Where practicable, system and operational procedures should consist of process flowcharts, description of the responsibilities, authorities and interrelationships of functions that manage, perform, verify or review works affecting the company's quality and environmental performance.

7.5.3.4 **Level 4 – Records, Worksheets, Lists, Plans/ Programs and Other Data**

- Records provide evidence of the implementation and compliance of the company with its QMS requirements, while worksheets, lists, plans/ programs and other references complement the first three levels of documentation. Documents and records belonging to this level include, but are not limited to, the following:

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- ROA Worksheets (Organization's Context, Needs and Expectations of Interested Parties and Business Process)
- Office Performance Commitment Review (OPCR)
- Quality Control Plans
- Communication Plan
- Appointment Letters
- Reports and Minutes

#### 7.5.3.5 Other Documentation

- Other university policies, procedures and guidelines – are documents from the University that are relevant to the activities, products and services of BuISU, hence are expected to be complied with.
- External documents such as copies of equipment manual, laws and regulations, and other requirements applicable to the operations and processes of BuISU shall also form part of the QMS documentation.


Note: The requirements of applicable laws and other regulations shall prevail over the requirements of the QMS internal documentation.

### B. Control of Documented Information (Documents and Records)

7.5.4 The control, authorization, issuance and amendments of QMS documents are in accordance with the company's document control procedure. The procedure includes provisions such that:


- 7.5.4.1 QMS documents are legible, dated and bears a unique identification and description, e.g., title, author or reference number, including the use of appropriate format (e.g., language, software version, graphics) and media (e.g., paper, electronic);
- 7.5.4.2 Current versions of QMS documents can be located and are available for use, where and when it is needed;
- 7.5.4.3 QMS documents are adequately protected from loss of confidentiality, improper use or loss of integrity;
- 7.5.4.4 QMS documents are periodically reviewed and where necessary, revised and approved for suitability and adequacy;
- 7.5.4.5 The nature of revision in the document is clearly identified; and
- 7.5.4.6 Obsolete documents are promptly removed from all points of issue to prevent unintended use, and when retained for future reference, these are suitably identified as such.

7.5.5 The Document Controller shall maintain a set of Master Copies which are the set of documents originally signed by the designated signatories. Controlled hardcopies, which shall be reproduced from the Master Copy, shall be appropriately marked, initial affixed and then distributed to the approved copy holders. Superseded controlled copies shall be retrieved by the Document Controller to prevent unintended use of the

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obsolete copies. The master obsolete copy shall be stamped by the Document Controller as Obsolete on every page and filed for reference.

- 7.5.6 Copies of QMS documents may be provided by the Document Controller to requesting parties, upon approval of the QMR. The copies shall likewise be reproduced from the Master Copy, but these shall be uncontrolled, i.e., the copy provided shall not be replaced shall it be superseded.
- 7.5.7 The revision number of, and changes to, internal QMS documents (those which are authored by BuISU) shall be indicated in the Revision History. Revised documents shall bear the same code as the document they replace, but the revision numbers are updated, unless the management system documentation is re-structured.
- 7.5.8 Except for Quality policy, which shall be reviewed at least annually as part of the QMS management review, internal QMS documents shall be reviewed and revised, where necessary, at least every three (3) years. Review may also be prompted by changes to the management system scope and/ or requirements, audit findings, management directive, among others. Records of reviews shall be maintained.
- 7.5.9 Documents of external origin affecting the QMS shall be identified and their distribution controlled. The process owners shall periodically revisit the sources of these documents to ensure that the documents are updated.
- 7.5.10 QMS records shall be controlled in accordance with the established procedure on records control. The procedure shall include identification, maintenance, storage, and retrieval, protection from damage and/ or loss, and disposal of QMS records.
- 7.5.11 Adequate records shall be maintained to demonstrate conformity to the requirements of ISO 9001:2015 standard, and to the needs of BuISU's QMS. Records relevant to the QMS include, but are not limited to, records of requests and services provided, monitoring and measurement activities, monitoring of quality performance indicators, results of audits, and reviews done on the management system.
- 7.5.12 Master lists of records per department/ unit/ college shall be prepared for immediate reference on the implementation of the management system.

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## 8.0 OPERATING THE QMS

### 8.1 Operational Planning and Control of BuISU's Business Processes

8.1.1 BuISU plans, implements and controls its processes to consistently:

- 8.1.1.1 Meet customer requirements and enhance customer satisfaction;
- 8.1.1.2 Comply with applicable statutory and regulatory requirements;
- 8.1.1.3 Control and address risks and opportunities; and
- 8.1.1.4 Achieve set quality objectives.

8.1.2 BuISU also control planned changes and review the consequences of unintended changes, acting to mitigate any adverse effects, as necessary. Further, BuISU ensures that outsourced processes are controlled or influenced.

### 8.2 Requirements for Products and Services

8.2.1 Customer Communication

8.2.1.1 BuISU establishes, defines and arranges clear effective communication systems for interfacing between BuISU personnel and their counterparts in the customer's organization at the start of the contract review mainly for verification, inquiries and customer feedback.


8.2.2 Determining and Reviewing Requirements and Changes for Products and Services

8.2.2.1 BuISU, through its relevant departments/ units/ colleges and key functions, shall ensure that customer requirements related to their specific services are determined. These include among others the following:

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- Requirements not stated by the customer but necessary for specified or intended use, where known;
- Statutory and regulatory requirements applicable to the goods and services; and
- Any additional requirements considered necessary by BuISU.

8.2.2.2 Further, relevant departments/ units/ colleges and key functions shall review customer requirements prior to confirming the provision of their services and ensure that:

- Needed services are defined;
- Service requirements differing from those previously expressed are resolved;

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- Relevant departments/ units/ colleges and key functions can meet the defined service requirements;
- Records of the results of the review and actions arising from the review are maintained in accordance with the established procedure on control of documented information;
- Where the customer provides no documented statement of requirement, relevant college/ department/ office/ unit and key functions confirm and document such requirements before acceptance; and
- Where customer requirements are changed, relevant department/ unit/ college and key function ensure that applicable documents are amended and that relevant personnel are made aware of the changed requirements.

### 8.3 Design and Development of Products and Services

#### 8.3.1 Design and Development Planning


8.3.1.1 BuSU shall consider the following in determining the stages and controls for design and development of its instruction, research and extension services:

- The nature, duration and complexity of the design and development activities;
- The required process stages, including applicable design and development reviews;
- The required design and development verification and validation activities;
- The responsibilities and authorities involved in the design and development process;
- The internal and external resource needs for the design and development of products and services;
- The need to control interfaces between persons involved in the design and development process;
- The need for involvement of customers and users in the design and development process;
- The requirements for subsequent provision of products and services;
- The level of control expected for the design and development process by customers and other relevant interested parties;
- The documented information needed to demonstrate that design and development requirements have been met

#### 8.3.2 Design and Development Inputs

8.3.2.1 BuSU shall determine the requirements essential for the specific types of products and services to be designed and developed. Inputs include:

- Functional and performance requirements;
- Information derived from previous similar design and development activities;
- Statutory and regulatory requirements;
- Standards or codes of practice that the organization has committed to implement; and

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- Potential consequences of failure due to the nature of the products and services.

8.3.2.2 Inputs shall be adequate for design and development purposes; complete and unambiguous; and conflicting design and development inputs shall be resolved. BuSU shall retain documented information on design and development inputs in accordance with the established procedure on control of documented information.

### 8.3.3 Design and Development Controls

8.3.3.1 BuSU shall apply controls to the design and development process to ensure that:

- The results to be achieved are defined;
- Reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- Verification activities are conducted to ensure that the design and development outputs meet the input requirements;
- Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- Any necessary actions are taken on problems determined during the reviews, or verification and validation activities; and
- Documented information of these activities is retained.

### 8.3.4 Design and Development Outputs

8.3.4.1 BuSU shall ensure that design and development outputs:

- Meet the input requirements;
- Are adequate for the subsequent processes for the provision of products and services;
- Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
- Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.


8.3.4.2 BuSU shall retain documented information on design and development outputs in accordance with the established procedure on control of documented information.

### 8.3.5 Design and Development Changes

8.3.5.1 BuSU shall identify, review and control changes made during, or after, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

8.3.5.2 BuSU shall retain documented information (in accordance with established procedure on control of documented information) on:

- Design and development changes;

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- The results of reviews;
- The authorization of the changes; and
- The actions taken to prevent adverse impacts

#### **8.4 Purchasing and Control of Externally Provided Processes, Products and Services**

8.4.1 BuSU ensures that externally provided processes, products and services conform to its requirements. The company determines and applies controls to externally provided processes, products and services when:

- 8.4.1.1 Products and services from external providers are intended for incorporation into the company's own products and services;
- 8.4.1.2 Products and services are provided directly to the customer(s) by external providers on behalf of the company; and
- 8.4.1.3 A process, or part of a process, is provided by an external provider as a result of a decision by the company.

#### **8.4.2 Selection and Evaluation of Suppliers and Contractors**

8.4.2.1 Purchases of key raw materials and services are made only from suppliers and contractors included in the "List of Suppliers". New suppliers and contractors are accredited and included in the List of Suppliers based on their previously demonstrated satisfactory performance, as evidenced by any or combination of the following:

- Suitable registration from a third-party qualification body;
- Satisfactory assessment of the company's existing management system through interviews, or onsite verification, or test results and/ or combination thereof;
- Agreement and/ or establishment of contracts or specifications

8.4.2.2 Suppliers and contractors' capability to comply with applicable legal requirements and the BuSU's policies and regulations are considered during their accreditation and performance evaluation. BuSU provides feedback on the suppliers and contractors' performance. Suppliers with unsatisfactory performance may be de-listed from the List of Suppliers.

#### **8.4.3 Purchasing data**


8.4.3.1 Purchases are made via purchase orders or purchasing contracts. In both cases, requirements are detailed in the purchasing documents such as code, performance specification, price, condition, delivery date, etc.

8.4.3.2 Procurement documents are checked by the Procurement personnel and appropriately approved. Purchasing personnel are responsible for placing orders, maintaining records of purchases data, supplier performance evaluation and follow-up of order status.

#### **8.4.4 Verification of Purchased Products and Services (Incoming Inspection)**

8.4.4.1 Purchased supplies and services are verified through the inspection of condition, quantity and quality of the delivered goods or services. Depending



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on the performance of the products or items in the process, random sampling can be initiated for product quality characteristics. Performance are monitored closely and any issues encountered is raised accordingly for appropriate action. Records of verification are retained.

8.4.4.2 Key raw materials are inspected upon receipt or delivery. Inspections include completeness and accurateness of documentation, and the physical state of the product, including containers, ensuring there is no leak that could contribute to material degradation and may results to hazards. Some controls applied to incoming raw materials include the following:

- Review of supplier inspection records and/ or statistical test data;
- Physical inspection and/ or testing of incoming materials; and
- Safety Data Sheet (SDS) compliance

8.4.4.3 For direct supplies, in the case, of direct flow status, product quality is guaranteed based on previous acceptance rate. Purchased products failing to meet acceptance criteria are physically identified, segregated and handled and/ or disposed in accordance with the procedure on Control of Nonconforming Outputs.

8.4.4.4 Where the purchasing function requires verification of the purchased products or services at the premises of suppliers and services providers, it shall define verification arrangements and methods of release with the suppliers in the purchasing documents.


## 8.5 Production and Service Provision

### 8.5.1 Control of Production and Service Provision

8.5.1.1 Operations and processes of BuISU that could affect the quality of its instruction, research and extension services shall be identified, planned, maintained and carried out under specified conditions to meet customer requirements and enhance customer satisfaction.

8.5.1.2 Specified conditions shall include among others, the following:

- Preparation of documented procedures, guidelines or work instructions on how the different core and support processes shall be performed. The procedure, guideline or work instruction shall include where practicable, a clear definition of responsibilities and the minimum requirements for each processes and services, i.e., timetable for the processes, resources required, etc. Where applicable, the requirements of set objectives and targets shall also be incorporated in the documentation. Where practicable, a copy of relevant documentation shall be made available at each colleges and departments for immediate reference during the implementation of the service provision processes at any given time;
- Use of qualified and competent personnel in performing the different core and support processes. Relevant personnel shall be qualified based on their education, training and/ or experience;

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- Use of appropriate and adequate equipment and facilities in providing instruction, research, production and development, and extension services, and suitable work environment;
- Use of appropriate monitoring and measuring equipment and methods for defined monitoring and measurement activities, i.e., examinations, assessments, performance evaluation, customer satisfaction survey, etc.;
- Suitable maintenance of relevant instruction, research and production equipment, classrooms, laboratories, workshops, and other facilities to ensure continuing effectiveness of services provision processes;
- Provision of adequate resources and processes to ensure compliance to applicable statutory and regulatory requirements, and accreditation requirements including international standards that the University subscribes to; and
- Implementation of appropriate release, delivery and post-delivery activities for instruction, research, production and development, and extension services, i.e., performance in the licensure examination, employment opportunities, etc.


8.5.1.3 The service provision processes covered in the QMS that shall need to be carried out under controlled conditions are illustrated in Figure 8.1 –Business Processes of BuISU and listed as follows:

#### **A. CORE PROCESSES**


8.5.1.4 **PLANNING** – Planning conducted by the Management to map the strategic directions and initiatives of the University for a specified time-frame, the results of which are documented as the Strategic Plans. This shall include planning for the human resources needs and organizational structure, infrastructure and technological requirements for the provision of instruction, research and extension services of the University.

8.5.1.5 **INSTRUCTION** – Provision of instruction by the relevant colleges and institution, including design and development of degree and non-degree programs being offered

- **Admission** – Admission to the degree and non-degree programs is open to all students who meet all the requirements for admission as set forth by CHED and by the University. Assessment test is administered to new students or transferees from other schools, to determine general *abilities for admission qualification to the chosen degree program*. Selection and admission requirements are the same for male and female students. Once admitted to the College for the specified course, the students shall be assigned with a unique Student Identification Number (Student ID No.). The ID is traceable to the College that is offering the course and the year the student is first admitted to the *University*.

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- Registration – Registration of students opens at least two (2) weeks before the beginning of classes every semester or as announced, and closes on the day regular classes begin. A student is guided by the College Evaluator (Department/ Program Chair) as to the subjects to be taken, including subject loading for a given semester or summer, when required. A student is officially enrolled only after the required tuition and other fees the semester or school year have been paid in full or arrangement for payment on instalment has been made, and has completed the enrolment processes. The detailed flow and requirements for registration are further defined in the Student Manual and in the specific admission requirements of the different Colleges, listed as follows:
  - College of Architecture & Fine Arts
  - College of Arts and Letters
  - College of Business Administration
  - College of Criminal Justice Education
  - College of Education
  - College of Engineering
  - College of Home Economics
  - College of Industrial Technology
  - College of Information & Communication Technology
  - College of Law
  - College of Nursing
  - College of Physical Education, Recreation & Sports
  - College of Science
  - College of Social Science & Philosophy
  
- TEACHING – Teaching processes and methods and corresponding controls shall depend on the subjects in the degree and non-degree programs. To ensure adequate control and effectiveness of instructional processes, the University shall satisfy the minimum CHED requirements for each subject or training, which include but not limited to the following:
  - Qualification of the faculty member assigned for the subject/ activity;
  - Availability of current and approved Curriculum;
  - Availability and functionality of instructional materials and equipment, classrooms, laboratories and workshops;
  - Availability of textbooks and other references, and
  - Syllabi which contain learning objectives, including number or contact hours with the students, etc.
  
- EXAMINATIONS AND ASSESSMENTS – In addition to the general policies and guidelines on grading system, selection/ retention/ satisfactory progress of students as set forth in the Student Manual. Examinations as planned in the Syllabi shall be administered and/ or a specialized form of assessment for the degree and non-degree programs shall be performed to monitor the progress of the students at different learning stage or year and/ or qualification level. The administration of examinations and performance of assessments are detailed in the individual Syllabus.

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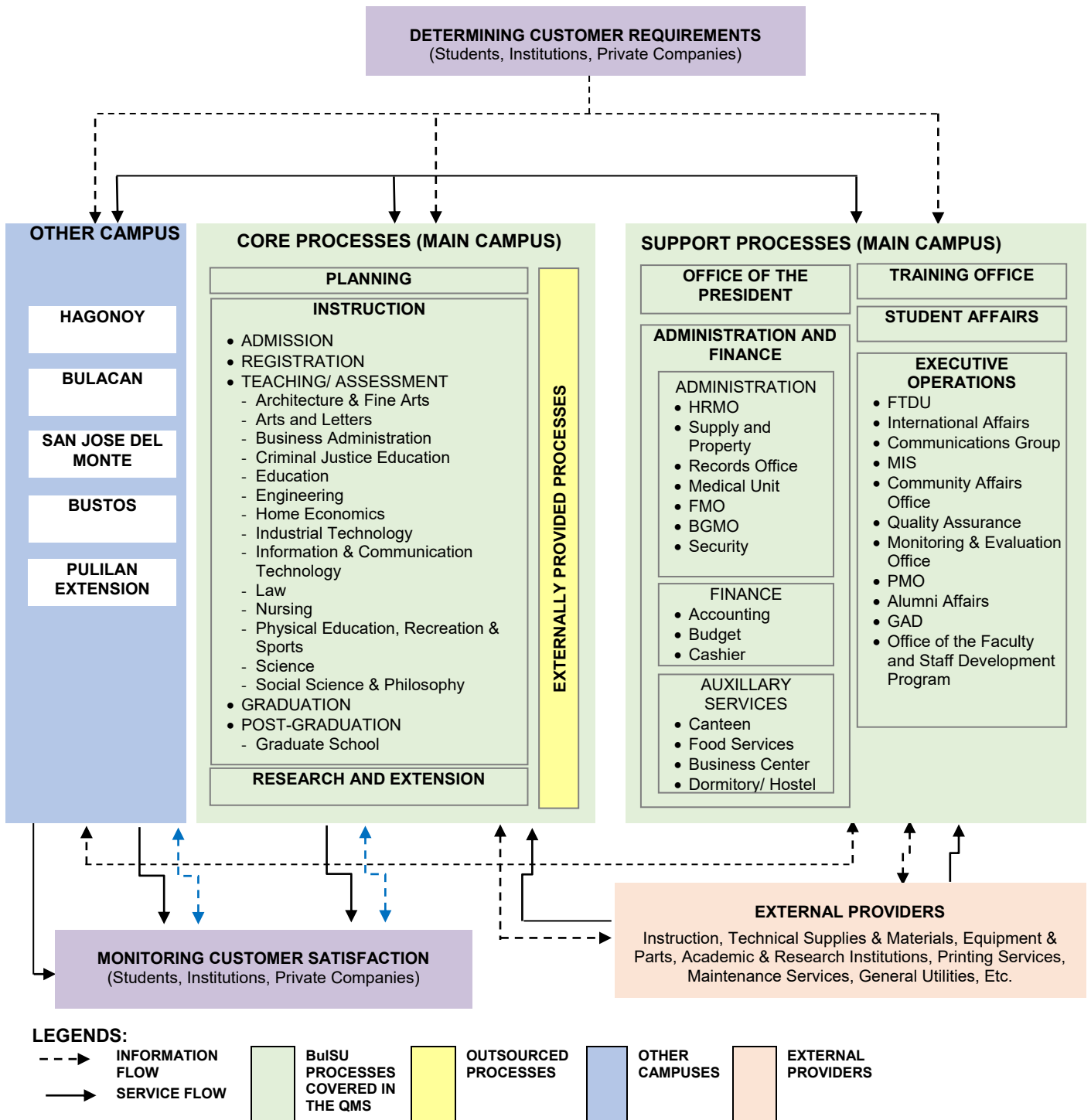
- GRADUATION – The general policies and requirements for the retention and graduation of students are defined in the *BuISU Code*. The satisfactory performance of the students at the end of the semester/ academic year or completion of the required subjects or training for a given qualification level shall be used as basis for the student's promotion to the next qualification level (Second or Third Year), or their “Internship” after the completion of the *required* academic units, or the conferment of the degree to the student after satisfactory completion of the training and registration of the subject. The procedures and requirements of the different qualification levels and conferment of degrees are detailed in the established relevant procedures, guidelines and work instructions of the Academic Affairs.
- POST-GRADUATION – This include processes and services of the University for their graduates that relate to licensure examination, job placement, etc.


#### 8.5.1.6 RESEARCH AND EXTENSION

- RESEARCH SERVICES – Its goal is to pursue research and development (R&D) projects based on the thrusts and priorities of BuISU for regional and national development.
- EXTENSION SERVICES – The Extension Office envisions to be a technology resource and development center for Bulacan Province and nearby provinces. Its programs and activities are conducted to assist the community in developing their full potentials toward acquiring capability and self-reliance to uplift the quality of life.

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**Figure 8.1 –Business Processes of BuSU**



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## B. SUPPORT PROCESSES

8.5.1.7 Other departments/ offices/ units of BuSU provide the support processes for its provision of instruction, research and extension services. Other support process/ services such as Finance, Administration, Auxiliary, Training, Executive Operations are described in the Student Manual and/ or in the detailed procedures of the respective departments/ offices/ units providing support to the provision of secondary and tertiary education

### 8.5.2 Identification and Traceability


8.5.2.1 Where appropriate, BuSU shall identify its products and services including their status where practicable, by suitable means throughout product realization. Identification and traceability requirements of the standard applies among others to the following:

- Instruction – Identification and traceability shall be through:
  - Student ID Number
  - Degree and non-degree courses and subjects;
  - Textbooks and references
  - Laboratories and equipment
  - Classrooms and workshops
  - Examinations and assessments
  - Students, faculty and staff records
  - Types and sizes of school uniforms
- Research – Identification and traceability shall be through:
  - Title of Research Project
  - Name of Proponents – Program/ Project Leader, Researcher/s
  - Collaborating Agency
  - Sources of Fund
- Extension – Identification and traceability shall be through:
  - Title of Extension Program/ Project
  - Name of Proponent/s – Program/ Project Leader and Extension worker/s
  - Location/ Venue of the extension project
  - Beneficiaries of the project
  - Expected Outcome of the Project

8.5.2.2 The need for identification and traceability may also apply to the following:

- Product status during verification of delivered purchases;
- Status and capability of service provision processes, particularly resulting from monitoring and measurement activities; and
- Relevant statutory and regulatory requirements, i.e., CHED Memos, DepEd, etc

8.5.2.3 The process or methods in the use of unique identification and traceability shall be built-in in the specific operational procedures, guidelines and work instruction for the different services of the University.

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### 8.5.3 Property Belonging to Customers or External Providers

8.5.3.1 Customer properties covered under this element of the standard shall include but not limited to the following:

- Instruction – includes mainly the student’s properties such as the following:
  - Documents given by the students during admission/ registration, i.e., certificates, diplomas of previous school levels, personal documents such as birth certificates, etc;
  - Medical exam results; and
  - Exams, tests or paperwork performed by the students;
- Research – includes mainly the following:
  - Research Proposal
  - Progress Report
  - Terminal Report
  - Certificate of Recognition as Paper Presenter and/ or Copy of Publication
- Extension – includes mainly the following:
  - Project Proposal
  - Progress Report
  - Activity/ Accomplishment Report
  - MOA with LGU or NGO

8.5.3.2 The University shall ensure that customer properties given to the University shall be identified, verified, and reasonably protected while being handled/ kept. These properties form part of the QMS documented information. The control and/ or maintenance of such properties shall be in accordance with the procedure on documented information.

### 8.5.4 Preservation


8.5.4.1 This element of the standard applies mainly to the following:

- Purchased goods, i.e., supplies and materials for instruction, research, and extension
- In-process materials (used as constituents of the products) and final products being produced or developed
- Tangible products produced from researches.

8.5.4.2 Relevant colleges and departments shall maintain procedures to ensure preservation of their respective products described above through proper identification, handling, storage and protection during internal processing and delivery to the intended process or customers to maintain conformity to requirements.

### 8.5.5 Post-delivery Activities

8.5.5.1 BuSU determines post-delivery activities considering statutory/ regulatory and customer requirements, nature, use and intended lifetime of products and services; and customer feedback

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### 8.5.6 Control of Changes

8.5.6.1 BuSU, through its relevant colleges/ departments/ offices reviews and controls changes in its manufacturing processes, to the extent necessary to ensure continuing conformity to service requirements.

8.5.6.2 BuSU retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

### 8.6 Release of Products and Services

8.6.1 Products and services are not released for use until conformance to specification has been demonstrated. If product is released before testing is completed, records are kept which will permit appropriate action in the event of subsequent nonconformity per record retention procedures.

8.6.2 Final inspections and tests for conformance against specified requirements are completed as defined in the Quality Plan and/ or as described in other documents. Systems are in place to assure that all required inspections and tests on products prior to and during final inspection are performed and that the results meet specified requirements.

### 8.7 Control of Nonconforming Output

8.7.1 The identification of nonconforming goods and services and determining subsequent actions shall be carried out in accordance with the established procedure on control of nonconforming products and services. These nonconformities maybe detected out of specification during monitoring and measurement of processes at different stages of the BuSU operations and services. Nonconforming products or services shall include, but are not limited to the following:

8.7.1.1 Incoming materials/ supplies that failed to meet the required purchase specifications, that may affect the operations and services of BuSU;


8.7.1.2 In-process services that failed to meet the required specifications at a certain stage of the processes;

8.7.1.3 Products and services that failed to meet customer, company and regulatory requirements.

8.7.2 Non-conforming outputs shall be identified and where practicable, segregated or marked to prevent them from being used or from being delivered to the customer. Where appropriate, correction and corrective action shall be initiated to prevent their recurrence.


8.7.3 Nonconforming outputs shall be recorded in Logbook of Nonconforming Outputs by relevant functions. The Logbook shall contain information describing the details of the nonconformity of the product/ service, immediate and subsequent actions taken, including disposition. Responsibilities and authorities in the review and disposition of nonconforming products (services), and maintenance of records shall be defined and performed in the specified procedures. Where nonconforming products or services are



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reworked or repeated, these shall be re-evaluated before use and/ or delivery to the next stage/ process. Records of re-evaluation shall be maintained.

- 8.7.4 When nonconforming outputs are detected, the System Improvement Request (SIR) shall be initiated to relevant functions of the concerned division. The SIR shall be initiated and processed in accordance with the procedure on corrective action.

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## 9.0 PERFORMANCE ASSESSMENT OF THE QMS

### 9.1 General Requirements

- 9.1.1 As illustrated in the PDCA framework of the QMS, the performance of the management system is monitored, measured, analyzed and evaluated to:
- 9.1.1.1 Determine conformity of the QMS to planned arrangements and the requirements of the ISO 9001:2015 Standards; and
  - 9.1.1.2 Identify areas for continually improving the quality performance of BuISU and the effectiveness of the QMS.
- 9.1.2 BuISU's QMS processes shall be monitored and measured at relevant stages and levels to determine their conformity to planned arrangements and the requirements of the ISO 9001:2015 Standard on which this management system is based. The monitoring and measurement of processes and products are aimed at identifying areas for continually improving the implementation and effectiveness of the management system.
- 9.1.3 Monitoring and measurement processes shall be appropriate to the organization's needs. Monitoring and measurement of performance quality include monitoring of BuISU's progress with its set goals, specific objectives; conformity to its operational procedures, and the implementation of quality initiatives of BuISU.
- 9.1.4 Results of monitoring and measurement shall be recorded and analyzed to facilitate the assessment of the management system's overall performance and to identify opportunities for continual improvement.


### 9.2 Monitoring, Measurement, Analysis and Evaluation of Quality Performance

#### 9.2.1 Monitoring Customer Satisfaction

- 9.2.1.1 A Customer Satisfaction Survey shall be conducted regularly to determine the overall perception of the customers as to how well BuISU is meeting customer requirements. Consolidated results shall be presented during the management review.
- 9.2.1.2 Performance rating below the acceptable level shall be considered nonconforming product and shall require correction and corrective action.

#### 9.2.2 Monitoring Quality Objectives and Programs

- 9.2.2.1 Performance against set goals, objectives and performance indicators shall be performed at planned intervals, i.e., in college/ department/ office meetings and during performance appraisals. Where practicable, and at the discretion of the QMS Working Team, new and additional objectives and performance indicators may be set when objectives are met well in advance of the target schedule.
- 9.2.2.2 Additional objectives and programs may also be set upon recognition of other priority areas for improvement. These improvement areas may result from

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corporate directives, the organization's continuing review of its new activities, products; and/ or considering new information and available technology for BuISU.

- 9.2.2.3 Objectives which are not achieved or programs which are not implemented as planned shall be addressed in accordance with the established procedure on corrective action

### 9.2.3 Monitoring and Measurement of Processes

9.2.3.1 BuISU shall monitor its QMS processes and service through audits and inspections at relevant stages of the product realization processes. To facilitate this activity, the processes are categorized as follows:

- System-related processes, which address the system requirements of the ISO 9001:2015 Standard;
- Product quality-related processes

9.2.3.2 Implementation and effectiveness of the system-related processes shall be monitored and measured mainly through internal QMS audit, as explained in the latter sections of this manual. Any deficiency or nonconformity detected during audit shall be addressed in accordance with the established procedure on corrective action. On the other hand, monitoring and measurement of BuISU's service quality-related processes shall be performed at relevant stages by. In addition, the Customer Satisfaction Survey shall also be used to monitor and measure the effectiveness of the processes and services of BuISU.


### 9.2.4 Monitoring and Measurement of Services

9.2.4.1 BuISU monitors and measures its products and services at a defined frequency and stage of business processes realization against criteria specified in the quality or process control plans and documented procedures. The verification activities, when these are to be performed and the responsibilities for these are also contained in the plans.

9.2.4.2 Verification of the type and quality of materials and products are performed along the guidelines laid out in the quality control plans and relevant procedures.

9.2.4.3 Records of verification are maintained and retained to provide historical record that the product has passed inspection and/ or test. These records are made available for traceability against batch records. These shall also demonstrate that products have been inspected, and clearly identified whether the product has passed or failed. Verification records shall also indicate the person authorizing the release of the said products. No products are released unless the said monitoring and measurement activities are satisfactorily completed.

9.2.4.4 Nonconforming outputs are addressed with corrective action in accordance with the documented procedure for control of nonconforming outputs and corrective action. Where practicable, comparative analysis of the results of tests and measurements are done to establish trends, which could be used in identifying the need for actions

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### 9.2.5 Analysis and Evaluation of Monitoring and Measurement Data

9.2.5.1 BuSU define data that needs to be collected, analyzed and evaluated, and record where these data are gathered by responsible personnel. The results of monitoring and measurement activities are the main sources of data or information to be analyzed and evaluated. Where appropriate, statistical techniques are applied in the analysis of data.

9.2.5.2 Results of the analysis and evaluation of monitoring and measurement activities serve as the basis of continual improvement and demonstrate the suitability and effectiveness of the QMS. Hence, to ensure that the analysis and evaluation of data are comprehensive and meaningful, these must provide information relating to:

- Conformity of products and services to requirements;
- Degree of customer satisfaction and concerns of interested parties;
- Performance and effectiveness of the QMS;
- If planning has been implemented effectively;
- Characteristics and trends of processes, products and other defined parameters, including the need for action and opportunities for the enhancement of control measures for associated risks and opportunities;
- Performance of suppliers to the company's specified requirements and level of commitments to comply with the requirements of the QMS; and
- Need for improvements to the integrated management system.

9.2.5.3 The results of data analyses are one of the basis in identifying nonconformity or inadequacies of the QMS. Likewise, the results are also used in identifying the need for corrective action, additional training of personnel, and areas and opportunities for further improvement in the management system.


### 9.3 Identification and Evaluation of Compliance Obligations

9.3.1 BuSU has established, implemented and maintained procedures for periodic evaluation of its compliance obligations (refer to the Master List of Compliance Obligations). Based on the detailed listing, the designated function in the QMS Working Team evaluate BuSU's compliance at least every quarter or whenever there are updates or actions on applicable provisions.

9.3.2 BuSU's compliances are also evaluated considering new and/ or amendments of existing laws and regulations, installation of new equipment/ facilities, renovation/ repairs and improvements of facilities use of new or modified products or process, after an accident or emergency, and other significant changes in BuSU that could potentially affect its quality performance.

9.3.3 Breaches with applicable laws and regulations, including timely application or renewal of required permits and licenses and/ or submission of reports are closely monitored. For compliance to legal limits or standards, where practicable, comparative analysis of the results of tests and measurements is done to determine trends, which could be used in identifying further opportunities for improvement. The results of periodic evaluation are reflected on the Master List and/ or prescribed reports.

9.3.4 The results of periodic compliance monitoring and evaluation are brought to the attention of the Management. Non-compliance issues are acted upon and where

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necessary, addressed with appropriate corrective action. Where practicable, comparative analysis of the results of tests and measurements shall be done to establish trends, which could be used in identifying the opportunities for improvement.

#### 9.4 Internal QMS Audit

9.4.1 Internal audit of the management system shall be carried out in accordance with the established procedure. Audit of the entire management system shall be conducted at planned intervals at least annually. Additional audits may be undertaken where there are identified problems that could seriously affect the integrity of the QMS. The purposes of the internal audits are as follows:

9.4.1.1 Determine whether the QMS conforms to planned arrangements such as those defined in the Quality policy, objectives, operational procedures, to the requirements of the ISO 9001:2015 Standard, and other requirements of the management systems, and BuISU's Policies;

9.4.1.2 Verify that the QMS is properly implemented and maintained; and

9.4.1.3 Provide information on the results of audits for management review.


9.4.1.4 The internal audit shall be undertaken by a team of qualified auditors. The team shall comprise auditors from different colleges/ departments/ offices of BuISU and shall be headed by the Lead Internal Auditor. The auditors shall be appropriately trained and must have completed at least the following trainings or their equivalents:

- Appreciation Course on ISO 9001:2015 Standard
- Internal QMS Audit Course

9.4.2 The auditors must also be familiar with the BuISU processes and QMS requirements. To ensure the objectivity and impartiality of the audit process, the internal auditors shall not audit their own work/ areas.

9.4.3 The Lead Internal Auditor shall maintain an audit program that takes into consideration the status and importance of the processes and areas to be audited and results of previous audits. An internal audit matrix shall be developed to determine the scope of audit that shall be conducted for every area/ process/ function. Results of the audit shall be recorded in checklists and the nonconformities and observations shall be documented using the Corrective Action and Internal Audit Report forms. Audit records shall be maintained and properly controlled.

9.4.4 The process owner of the audited area/ function/ process shall ensure that correction and corrective actions are taken to eliminate the detected nonconformities and their causes without undue delay. Follow-ups of corrective actions taken to address audit findings shall be performed in accordance with the established procedure on corrective action.

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## 9.5 Management Review

### 9.5.1 Review Process

- 9.5.1.1 A two-tier review shall be adopted for the review of the QMS to ensure its continuing adequacy, suitability and effectiveness.
- 9.5.1.2 The first tier shall be in the college/ department/ office/ unit level, which shall focus on day-to-day issues and implementation of the QMS. This review shall be chaired by the Deputy QMR. The Review Team at this level shall include at minimum, College/ Department/ Office/ Unit Representative(s), the Document Controller and/ or the Document and Record Custodian.
- 9.5.1.3 The second tier shall be a dedicated review of the QMS which shall be conducted at least once a year. This periodic review shall be conducted by the defined Management Review Committee (refer to the QMS Functional Structure of BuISU) and chaired by the President. The Committee comprises at minimum the President, Management Committee, QMR, Deputy QMRs, Lead Internal Auditor. Other resource persons or audience may be identified and invited as deemed necessary.

### 9.5.2 Review Inputs

- 9.5.2.1 The review inputs shall include but are not limited to the following:
- Status of actions from previous Management Review;
  - Changes in:
    - External and internal issues that are relevant to the QMS;
    - The needs and expectations of interested parties including compliance obligations; and
    - Risk and opportunities
  - The extent to which quality objectives have been achieved;
  - Information on the performance and effectiveness of the QMS, including trends in:
    - Customer satisfaction and feedback from relevant interested parties;
    - Process performance and conformity of products and services;
    - Nonconformities and corrective actions;
    - Monitoring and measurement results;
    - Fulfilment of compliance obligations;
    - Audit results; and
    - The performance of external providers;
  - The adequacy of resources;
  - The effectiveness of actions taken to address risks and opportunities; and
  - Relevant communication(s) from interested parties, including complaints; and
  - Opportunities for continual improvement.

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9.5.2.2 The above agenda need not be covered in a single meeting, but these must be discussed within each second tier QMS review cycle, i.e., one year.

9.5.2.3 Review Outputs - Outputs shall include actions and decisions regarding:


- Conclusions on the continuing suitability, adequacy and effectiveness of the QMS;
- Commitments and recommendations for continual improvement;
- Resource needs, i.e., training needs, technology upgrade, etc.;
- Continuing suitability of the BuISU quality policy, objectives and programs;
- Opportunities to improve integration of the QMS with other business processes, if needed;
- Any implications for the strategic direction of the organization; and
- Other changes that could affect BuISU's QMS.

9.5.2.4 The minutes of the meeting shall be maintained in accordance with the documented procedure for records control. Copy of the minutes shall be distributed to all the members of the Management Review Committee, who then are responsible in communicating relevant information in their respective departments.

9.5.2.5 The QMR may post some highlights of the meeting and/ or relevant information about the performance of the management system for possible participation and consultation among their employees and members on-site.

9.5.2.6 Where appropriate, the management may initiate the issuance of corrective action for areas needing further investigation and immediate action, areas for improvement, or issues that could result to a potential nonconformity.

9.5.2.7 Records of reviews, including decisions and actions taken shall be retained by the Document Controller.

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## 10.0 IMPROVEMENT OF THE QMS

### 10.1 General Requirements

10.1.1 The results from the analysis and evaluation of quality performance, internal audits and management review are considered by BuISU when acting to improve the QMS.

### 10.2 Nonconformity and Corrective Action

10.2.1 System nonconformity is defined as any deviation from specifications, operational criteria, procedures, regulations and other management system requirements. The following are the possible nonconformities requiring system improvement that may be encountered during the implementation and maintenance of the QMS:

10.2.1.1 Nonconforming outputs detected during monitoring and measurements activities;

10.2.1.2 Nonconformities and observations detected during audits, i.e., internal, external audits;

10.2.1.3 Valid complaints from customers or low satisfaction level during customer satisfaction monitoring;

10.2.1.4 Noncompliance to legal requirements detected during periodic evaluation of compliance including notice of violation from the regulatory bodies;

10.2.1.5 Objectives that are not achieved or programs not implemented as planned, detected during monitoring and measurement activities;

10.2.1.6 Poor performance of suppliers against prescribed criteria during performance evaluation;

10.2.1.7 Problems (actual or potential) identified by the Management Review Team during QMS review requiring preventive action; and


10.2.1.8 Potential problems identified during the analysis of QMS performance data.

10.2.2 Relevant BuISU personnel shall be guided in addressing actual and potential nonconformities and other system improvement requirements of the QMS through the established procedure on Nonconformity and Corrective Action. The procedures on corrective actions that shall define responsibilities and authorities for the above nonconformities/ system improvement requirements and shall contain provisions for the following:

10.2.2.1 Documentation of the detected nonconformity, correction and corrective action processes through the Corrective Action form containing the following fields:

- Description and review of nonconformities (actual and potential) and other system improvement requirements, usually done by the function



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initiating the issuance of the corrective action, or function detecting the nonconformity;


- Determination of the cause of nonconformities (actual and potential) and other system improvement requirements, usually done by the department/ office/ unit or designated function to whom the corrective action has been issued;
- Determination and initiation of correction or control measures for mitigating the consequences of the nonconformity;
- Determination and implementation of appropriate action(s) to prevent the occurrence or recurrence of actual nonconformity
- Review and verification of the implementation and effectiveness of action(s) taken.

10.2.2.2 Corrective actions shall be appropriate to the nature and magnitude of the problem to the QMS performance of BuISU. Evaluation of results of corrective action raised and implementation of corresponding action plans and resolutions shall be covered by the management review process.

10.2.3 Changes to documentation that may be prompted by corrective actions shall be incorporated following the established procedure on control of documented information. Relevant records shall be appropriately controlled


### **10.3 Opportunities and Continual Improvement**

10.3.1 BuISU continually improves the suitability, adequacy and effectiveness of the QMS to enhance its quality performance including conformity of products and services.

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**ELEMENTS OF ISO 9001:2015 STANDARD AND CORRESPONDING DOCUMENTED INFORMATION OF BULACAN STATE UNIVERSITY (BuISU)**

STANDARD		CORRESPONDING QMS DOCUMENTED INFORMATION	
ISO 9001:2015 Clauses		Document Code	Title
<b>CONTEXT OF THE ORGANIZATION</b>			
4.1	Understanding the organization and its context	BuISU-PM-QMS-01	4.0 CONTEXT OF THE ORGANIZATION – Section 4.1, Understanding the Organization and its Context
4.2	Understanding the needs and expectations of interested parties	BuISU-PM-QMS-01	4.0 CONTEXT OF THE ORGANIZATION – Section 4.2, Needs and Expectations of Interested Parties
4.3	Determining the scope of the QMS	BuISU-PM-QMS-01	4.0 CONTEXT OF THE ORGANIZATION – Section 4.3, Determining the Scope of the QMS
4.4	QMS and its processes	BuISU-PM-QMS-01	4.0 CONTEXT OF THE ORGANIZATION – Section 4.4, QMS and its Processes
<b>LEADERSHIP</b>			
5.1	Leadership and commitment	BuISU-PM-QMS-01	5.0 LEADERSHIP – Section 5.1, Leadership and Commitment
5.1.1	General		
5.1.2	Customer focus		
5.2	Policy	BuISU-PM-QMS-01	5.0 LEADERSHIP – Section 5.2, Quality Policy
5.2.1	Establishing the quality policy		
5.2.2	Communicating the quality policy		
5.3	Organizational roles, responsibilities and authorities	BuISU-PM-QMS-01	5.0 LEADERSHIP – Section 5.3, Structures, Roles, Responsibilities, Authorities and Accountabilities
<b>PLANNING</b>			
6.1	Actions to address risk and opportunities	BuISU-PM-QMS-01	6.0 PLANNING OF THE QMS – Section 6.1, Actions to Address Risks and Opportunities
		BuISU-SP-QMS-02	Risks and Opportunities Assessment
6.2	Quality objectives and planning to achieve them	BuISU-PM-QMS-01	6.0 PLANNING OF THE QMS – Section 6.2, Quality Objectives and Programs
		BuISU-SP-QMS-03	Setting-up, Review and Renewal of Quality Objectives and Programs
6.3	Planning of changes	BuISU-PM-QMS-01	6.0 PLANNING OF THE QMS – Section 6.3, Planning of Changes
<b>SUPPORT</b>			
7.1	Resources	BuISU-PM-QMS-01	7.0 STRENGTHENING THE SUPPORT FOR THE QMS – Section 7.1, Resources for the QMS
7.1.1	General		
7.1.2	People		
7.1.3	Infrastructure	BuISU-OP-HRMO-00 Series	Human Resources Management Office
		BuISU-OP-BGMO-00 Series	Building and Ground Management Office OPs


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STANDARD		CORRESPONDING QMS DOCUMENTED INFORMATION	
ISO 9001:2015 Clauses		Document Code	Title
		BuSU-OP-FMO-00 Series	Facility Management Office OPs
7.1.4	Environment for the operation of processes	BuSU-OP-BGMO-00 Series	Building and Ground Management Office OPs
		BuSU-OP-FMO-00 Series	Facility Management Office OPs
7.1.5	Monitoring and measuring resources	BuSU-PM-QMS-01	7.0 STRENGTHENING THE SUPPORT FOR THE QMS – Section 7.1, Resources for the QMS – Subsection 7.1.5, Monitoring and Measuring Resources
		BuSU-SP-QMS-04	Control of Monitoring and Measuring Equipment
7.1.6	Organizational knowledge	BuSU-PM-QMS-01	7.0 STRENGTHENING THE SUPPORT FOR THE QMS – Section 7.1, Resources for the QMS – Subsection 7.1.6, Organizational Knowledge
7.2	Competence	BuSU-PM-QMS-01	7.0 STRENGTHENING THE SUPPORT FOR THE QMS – Section 7.2, Competence
		BuSU-OP-HRMO-00 Series	Human Resources Management Office
7.3	Awareness	BuSU-PM-QMS-01	7.0 STRENGTHENING THE SUPPORT FOR THE QMS – Section 7.3, Awareness
		BuSU-OP-HRMO-00 Series	Human Resources Management Office
7.4	Communication	BuSU-PM-QMS-01	7.0 STRENGTHENING THE SUPPORT FOR THE QMS – Section 7.4, Communication
		BuSU-SP-QMS-05	Internal and External Communication
7.5	Documented information		
7.5.1	General	BuSU-PM-QMS-01	7.0 STRENGTHENING THE SUPPORT FOR THE QMS – Section 7.5, Management System Documentation
7.5.2	Creating and updating	BuSU-SP-QMS-01	Control of Documented Information
7.5.3	Control of documented information	BuSU-SP-QMS-01	Control of Documented Information
<b>OPERATION</b>			
8.1	Operational planning and control	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.1, Operational Planning and Control of BuSU's Business Processes
8.2	Requirements for products and services	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.2, Requirements for Products and Services
8.2.1	Customer communication	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.2, Requirements for Products and Services
8.2.2	Determining the requirements for products and services	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.2, Requirements for Products and Services
8.2.3	Review of the requirements for products and services	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.2, Requirements for Products and Services
8.2.4	Changes to requirements for products and services	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.2, Requirements for Products and Services

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STANDARD		CORRESPONDING QMS DOCUMENTED INFORMATION	
ISO 9001:2015 Clauses		Document Code	Title
8.3	Design and development of products and services	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.3, Design and Development of Products and Services
8.3.1	General		
8.3.2	Design and development planning		
8.3.3	Design and development inputs		
8.3.4	Design and development control		
8.3.5	Design and development outputs		
8.3.6	Design and development changes		
8.4	Control of externally provided process, products and services	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.4, Purchasing and Control of Externally Provided Processes, Products and Services
		BuSU-OP-PU-00 Series	Procurement OPs
8.5	Production and service provision	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.5, Control of Production and Service Provision
8.5.1	Control of production and service provision	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.5, Control of Production and Service Provision
8.5.2	Identification and traceability	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.5, Control of Production and Service Provision
8.5.3	Property belonging to customers or external providers	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.5, Control of Production and Service Provision
8.5.4	Preservation	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.5, Control of Production and Service Provision
8.5.5	Post-delivery activities	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.5, Control of Production and Service Provision
8.5.6	Control of changes	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.5, Control of Production and Service Provision
8.6	Release of products and services	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.6, Release of Products and Services
8.7	Control of nonconforming outputs	BuSU-PM-QMS-01	8.0 OPERATING THE QMS – Section 8.7, Control of Nonconforming Outputs
		BuSU-SP-QMS-06	Control of Nonconforming Outputs
<b>PERFORMANCE EVALUATION</b>			
9.1	Monitoring, measurement, analysis and evaluation	BuSU-PM-QMS-01	9.0 PERFORMANCE ASSESSMENT OF THE QMS – Section 9.1, Monitoring, Measurement, Analysis and Evaluation of Quality Performance
9.1.1	General	BuSU-PM-QMS-01	9.0 PERFORMANCE ASSESSMENT OF THE QMS – Section 9.1, Monitoring, Measurement, Analysis and Evaluation of Quality Performance

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STANDARD		CORRESPONDING QMS DOCUMENTED INFORMATION	
ISO 9001:2015 Clauses		Document Code	Title
9.1.2	Customer satisfaction	BuISU-PM-QMS-01	9.0 PERFORMANCE ASSESSMENT OF THE QMS – Section 9.1, Monitoring, Measurement, Analysis and Evaluation of Quality Performance – Customer Satisfaction
		BuISU-SP-QMS-07	Monitoring Customer Satisfaction
9.1.3	Analysis and evaluation	BuISU-PM-QMS-01	9.0 PERFORMANCE ASSESSMENT OF THE QMS – Section 9.1, Monitoring, Measurement, Analysis and Evaluation of Quality Performance
9.2	Internal audit	BuISU-PM-QMS-01	9.0 PERFORMANCE ASSESSMENT OF THE QMS – Section 9.2, Internal QMS Audit
		BuISU-SP-QMS-08	Internal QMS Audit
9.3	Management review	BuISU-PM-QMS-01	9.0 PERFORMANCE ASSESSMENT – Section 9.3, Management Review
		BuISU-SP-QMS-09	Management Review
<b>IMPROVEMENT</b>			
10.1	General	BuISU-PM-QMS-01	10.0 IMPROVEMENT OF THE QMS – Section 10.1, General Requirements
10.2	Nonconformity and corrective action	BuISU-PM-QMS-01	10.0 IMPROVEMENT OF THE QMS – Section 10.2, Nonconformity and Corrective Action
		BuISU-SP-QMS-10	Nonconformity and Corrective Action
10.3	Continual improvement	BuISU-PM-QMS-01	10.0 IMPROVEMENT OF THE QMS – Section 10.3, Opportunities and Continual Improvement



## QUALITY CONTROL PLAN

<i>Department/ Office/ Unit:</i>	<i>Prepared by:</i>	<i>Reviewed by:</i>	<i>Approved by:</i>	<i>Rev No:</i>	<i>Effective Date:</i>
	Signature Over Printed Name/ Date	Signature Over Printed Name/ Date	Signature Over Printed Name/ Date		

PROCESS	CONTROL POINT	QUALITY REQUIREMENT	REQUIREMENTS/ SPECIFICATIONS	FUNCTION RESPONSIBLE FOR M/M	FREQUENCY	DOCUMENTED INFORMATION	NONCONFORMING OUTPUTS/ SERVICES	CORRECTIONS (Function Responsible)
	Input							
	Process							
	Output							