

Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION
BIR Road, East Triangle, Diliman, Quezon City, Philippines





Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY MANAGEMENT SYSTEM

Document Title	FOREWORD		
Document Code	i	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

All pages of this manual relating to the Quality Management System are hereby approved. The Quality Management System shall be implemented by the Central Office and the Regional Offices.

Date: _____

GAMALIEL A. CORDOBA
Commissioner



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY MANAGEMENT SYSTEM

Document Title	INTRODUCTION		
Document Code	ii	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

INTRODUCTION

All government institutions are directed to have a Quality Management System under Executive Order No. 605 series of 2007, "*Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161, s. 2006*".

The said EO is strengthened by the directive of President Rodrigo R. Duterte that all government agencies must secure the trust and confidence of all its stakeholders, especially the Filipino citizens. This calls for the streamlining of processes and minimizing requirements.

The establishment of a Quality Management System (QMS) promotes and enhances performance. A Quality Management System refers to the organizational structure, responsibilities, procedures, processes and resources needed to implement quality management.

As a management tool, the management of the National Telecommunications Commission (NTC) hereby establishes a quality system for the effective control, evaluation and improvement of service standard throughout all stages of the provision of service.

This QMS guides the NTC in its journey to excellence. It expresses our commitment to meet customer, employee and stakeholder requirements and expectations.

By adopting ISO 9001:2015, the NTC shall endeavor to deliver its mission and vision through its QMS.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY MANAGEMENT SYSTEM

Document Title	AGENCY MANDATE		
Document Code	iii	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

AGENCY MANDATE

The National Telecommunications Commission (NTC), pursuant to Act 3846, as amended, is mandated to:

- Regulate the installation, operation and maintenance of radio stations both for private and public use. (Radio Control Law, Act No. 3846, as amended)
- Regulate and supervise the provision of public telecommunications services (Radio Control Law, Act No. 3846, as amended and Public Telecommunications Policy Act of 1995, RA No. 7925)
- Manage the radio spectrum (Radio Control Law, Act No. 3846, as amended and Public Telecommunications Policy Act of 1995, RA No. 7925)
- Regulate and supervise radio and television broadcast stations, cable television (CATV) and pay television (EO No. 546 and EO No. 205)



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY MANAGEMENT SYSTEM

Document Title	THE COMMISSION		
Document Code	iv	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 2

VISION

By 2020, the National Telecommunications Commission (NTC) is a world class regulatory agency able to lead the Telecommunications and Information sector as an engine for progress and development.

MISSION

The National Telecommunications Commission shall proactively and continually create a responsive regulatory environment for a viable, affordable, reliable and accessible Telecommunications and Information Infrastructure and Services to ensure the welfare and protection of our people.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY MANAGEMENT SYSTEM

Document Title	THE COMMISSION		
Document Code	iv	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 2

VALUES

The following principles define the core values of NTC:

Honesty and Integrity

Integrity involves moral judgment and character, honesty and leadership values. We at NTC believes so that all stakeholders can rely on our work. We refrain from any conduct that is questionable on ethical grounds.

Fairness

We deal with everyone in a just and transparent manner. We at NTC avoids conflict of interest.

Dignity and Respect

We believe in creating a positive workplace culture. A respectful workplace is generally more productive. We treat everyone with dignity, respect our leaders, colleagues, suppliers and customers.

Responsibility

We act responsibly and promptly, exercise sound judgment and preserve the values and enhance them. We do not wait for others to tell us what to do.

Quality

We commit to provide quality service through establishment of a Quality Management System to be incorporated to everyday processes in NTC.

Teamwork

We believe in unity working as a TEAM, for there is strength in numbers. We can harmoniously work together and contribute our individual skills and talents and providing constructive results and feedbacks.

Excellence

We strive to put quality to the services/products being provided by NTC in order to meet the highest standard as mandated.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY MANAGEMENT SYSTEM

Document Title	PURPOSE AND SCOPE OF QUALITY MANAGEMENT SYSTEM		
Document Code	v	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 2

PURPOSE AND SCOPE OF QMS

The purpose of this manual is to ensure that NTC meets the requirements of ISO 9001:2015, which aims to facilitate the establishment of a QMS covering the following processes:

- Issuance of Type Approval/Type Acceptance Certificate and Grant of Equipment Conformity by the Equipment Standards Division under the Office of the Commissioners
- Issuance of New Radio Station Licenses of Public Telecommunications Entities with pre-assigned frequencies by the Network and Facilities Division of the Regulations Branch; and
- Issuance of Renewal of Radio Station Licenses without modification of Public Telecommunications Entities by the Regional Offices.

The Design and Development requirement is claimed as exclusion under Clause 8.3 of the Standard that does not apply to the services/products being provided by the Commission within the context of the QMS.

This manual ensures that the NTC continues to meet the highest standards, driven by the public it serves. It covers the policies that shall be implemented and maintained throughout the offices in the NTC under the scope of the QMS. The QMS core elements are described with reference to the key organizational procedure.

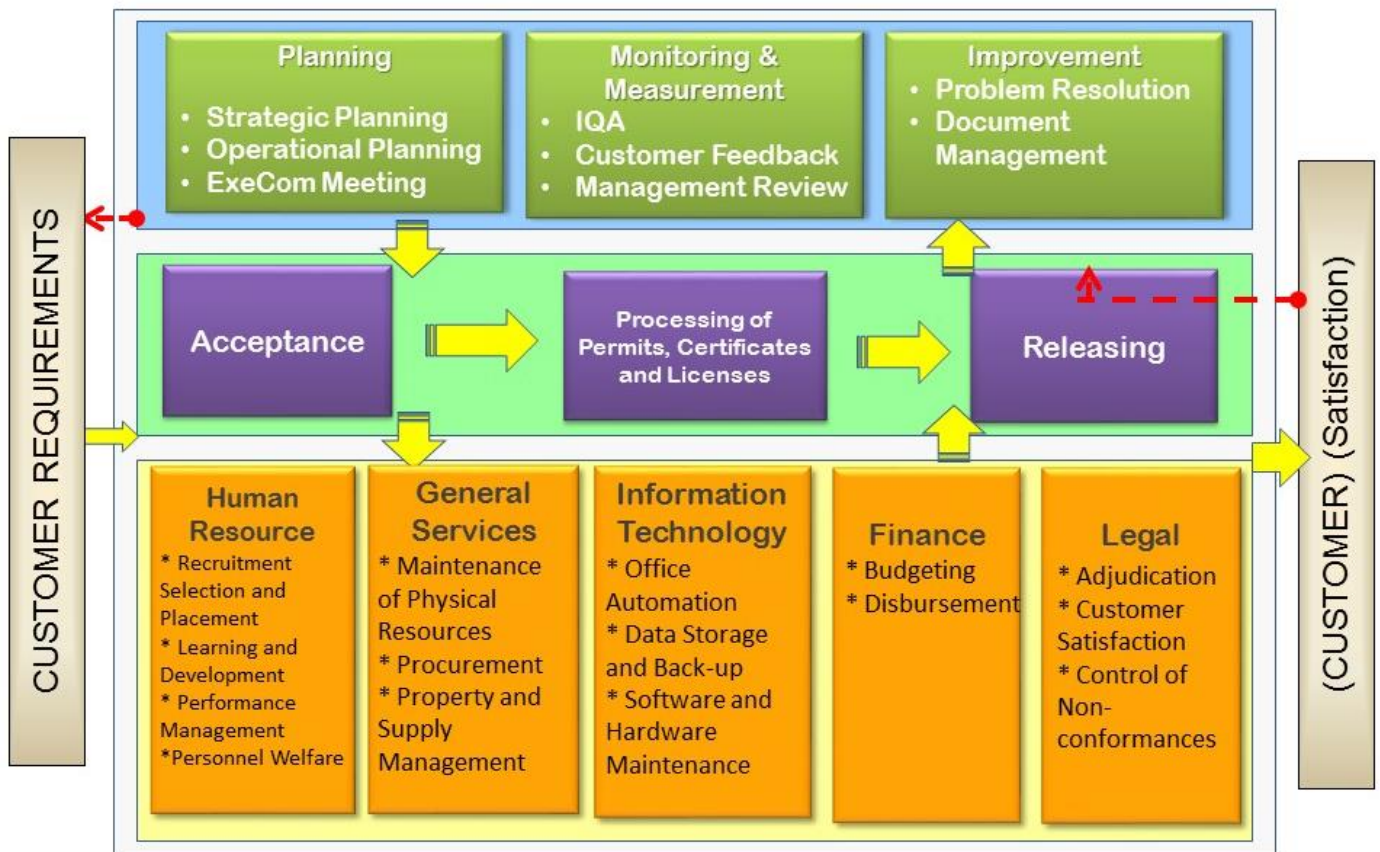


Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY MANAGEMENT SYSTEM

Document Title	PURPOSE AND SCOPE OF QUALITY MANAGEMENT SYSTEM		
Document Code	v	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 2

OVERALL BUSINESS PROCESS MAP



Republic of the Philippines
National Telecommunications Commission



**QUALITY MANAGEMENT
SYSTEM
LEVEL 1
QUALITY POLICY MANUAL**

CONTROLLED COPY	
COPY NO.	MASTER COPY
ISSUE NO.	01
DATE OF ISSUE	
DIVISION/SECTION	QMS SECRETARIAT
APPROVED BY	GAMALIEL A. CORDOBA Commissioner

Reproduction in part or in whole of this manual is strictly prohibited without prior consent/approval of the Commissioner and should not be brought out of the NTC's premises.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	DISTRIBUTION LIST		
Document Code	QPM-i	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

MANUAL COPY	ISSUED TO	DATE ISSUED	ISSUED BY	RECEIVED BY
MASTER COPY	QMS SECRETARIAT		QL	
COPY 1	COMMISSIONER		QL	
2	DEPUTY COMMISSIONER I		QL	
3	DEPUTY COMMISSIONER II		QL	
4	DIRECTOR, LEGAL BRANCH		QL	
5	DIRECTOR, ADMINISTRATIVE BRANCH		QL	
6	DIRECTOR, REGULATION BRANCH		QL	
7	DEPUTY, QUALITY MANAGEMENT SYSTEM LEADER		QL	
8	CHIEF, EQUIPMENT STANDARDS DIVISION			
9	DIRECTOR, NATIONAL CAPITAL REGION		QL	
10	DIRECTOR, REGIONAL OFFICE I		QL	
11	DIRECTOR, REGIONAL OFFICE II		QL	
12	DIRECTOR, REGIONAL OFFICE III		QL	
13	DIRECTOR, REGIONAL OFFICE IV		QL	
14	DIRECTOR, REGIONAL OFFICE V		QL	
15	DIRECTOR, REGIONAL OFFICE VI		QL	
16	DIRECTOR, REGIONAL OFFICE VII		QL	
17	DIRECTOR, REGIONAL OFFICE VIII		QL	
18	DIRECTOR, REGIONAL OFFICE IX		QL	
19	DIRECTOR, REGIONAL OFFICE X		QL	
20	DIRECTOR, REGIONAL OFFICE XI		QL	
21	DIRECTOR, REGIONAL OFFICE XII		QL	
22	DIRECTOR, CORDILLERA ADMINISTRATIVE REGION		QL	
23	DIRECTOR, REGIONAL OFFICE XIII		QL	
24	INTERNAL QUALITY AUDIT CHAIRPERSON		QL	

A copy of amendment/s and new editions shall be furnished to all registered manual holders. The invalid/obsolete copy shall be surrendered to the Quality Management System Leader (QL) in exchange of the approved revised copy.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	MASTER LIST / DOCUMENT REVISION RECORD		
Document Code	QPM-ii	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 2

An amendment or revision to a page of the manual shall be made whenever necessary to reflect the current quality system.

Likewise, an amendment or revision to any page of the manual shall be approved by the Commissioner, and thereafter implemented by the QL. The QL shall be responsible for reviewing all amendments/revisions before approval is given to any changes. Routing shall be carried out to all key personnel and holders of controlled copies of this manual, especially those functions that are affected by any revision. In reviewing the revisions made, the QL shall take into consideration the comments made during the routing.

Amendments/revisions shall be documented using the amendment/revision record, which shall reflect the updated version that is to be distributed to all holders of this manual according to its distribution list.

In every change or amendment, only the revised page shall be re-issued to cancel and replace the previous page/s. An amendment number and its date of amendment shall be indicated on the amended page.

A review of the QMS manual shall be made at least once a year to reaffirm its adequacy and conformance with current requirements of the Commission.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	MASTER LIST / DOCUMENT REVISION RECORD		
Document Code	QPM-ii	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 2

Reference Code	TITLE	Revision No.	Revision Date	No. of Page/s
i	Foreword	00		1
ii	Introduction	00		1
iii	Agency Mandate	00		1
iv	The Commission	00		2
	A. Mission			
	B. Vision			
	C. Values			
v	Purpose and Scope of Quality Management System	00		2
	Quality Policy Manual			
QPM-i	Distribution List	00		1
QPM-ii	Master List/Document Revision Records	00		2
QPM-iii	Context of the Organization	00		1
QPM-iv	References	00		3
QPM-v	Definition of Terms	00		5
QPM-01	Leadership	00		12
QPM-02	Organizational Planning	00		3
QPM-03	Support Services	00		4
QPM-04	Documented Information	00		3
QPM-05	Control of Nonconformance	00		1
QPM-06	Corrective Action	00		1
QPM-07	Internal Quality Audit	00		2
QPM-08	Purchasing	00		1
QPM-09	Customer Satisfaction	00		1
QPM-10	Control Functions	00		1
QPM-11	Handling, Storage, Packaging, Preservation and Delivery	00		1
QPM-12	Monitoring, Measurement, Analysis And Evaluation	00		1
QPM-13	Identification and Traceability	00		1



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	CONTEXT OF THE ORGANIZATION		
Document Code	QPM-iii	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

CONTEXT OF THE ORGANIZATION

The NTC, in order to effectively exercise its mandate, realize the vision, mission and the objectives of this QMS, shall identify internal and external issues that may affect the results intended by the QMS.

The NTC shall also identify its interested parties and their requirements. All matters affecting the interested parties, internal and external, shall be given utmost emphasis during the planning, formulation and establishment of policies, procedures and in the conduct of performance evaluation.

The NTC shall monitor and review technological trends and statutory requirements that may affect the QMS. Any changes affecting the context of this manual shall be properly addressed and acted accordingly.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	REFERENCES		
Document Code	QPM-iv	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 3

The following standards and references are relevant to the undertaking and in the implementation of the Quality Management System.

Executive Order 546 - Section 14 Creation of the National Telecommunications Commission
Act No. 3846, as amended An act providing for the regulation of radio stations and radio communications in the Philippines and other purposes.
Republic Act No. 9184 and its Implementing Rules and Regulations "Government Procurement Reform Act"
Republic Act No. 7925 An Act to Promote and Govern the Development of the Philippine Telecommunications and the Delivery of Public Telecommunications Services.
Department Order No. 11 General Rules and Regulations Governing the Construction, Installation, Establishment or Operation of Radio Stations and the Possession or Ownership, Construction or Manufacture, Purchase, Sale and Transfer of Transmitters or Transceivers in the Philippines.
Government Quality Management Committee Memorandum Circular No. 2016-1 Guidelines on the Validation of the ISO 9001 Quality Management System (QMS) Certification or ISO-Aligned QMS Documents as a Requirement for the Grant of the Fiscal Year 2016 Performance-Based Bonus (PBB)
National Archives of the Philippines (NAP) General Circular No. 1 s. 2009 Rules and Regulations Governing the Management of Public Records and Archives Administration.
Commission on Audit (COA) Circular 2012-001 Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions.
Memorandum Circular No. 09-08-91 Guidelines in the Sale, Purchase and Importation of Various Radio Communications Equipment Intended For Use in Private and Government-Owned Radio Communications
Memorandum Circular No. 10-10-97 Spectrum User Fees



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	REFERENCES		
Document Code	QPM-iv	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 3

Memorandum Circular No. 09-05-99 Renewal of Radio Station Licenses by Public Telecommunications Entities.
Memorandum Circular 19-12-2000 Administrative Fees and Charges of NTC
Memorandum Circular No. 02-01-2001 Revised Customer Premises Equipment Interface Standards and Procedures for Type Approval and Type Acceptance.
Memorandum Circular No. 07-09-2001 Radio Station Permits and Licenses for the Cellular Mobile Telephone Systems
Memorandum Circular No. 11-12-2001 Amendments to Section 4 (Covering the Spectrum User Fees (SUF) Rates for the Cellular Mobile Telephone Service and Spectrum Radio Stations) and Section 5 of MC No. 10-10-97
Memorandum Circular No. 10-09-2002 Administrative Fees and Charges for GSM Radio Base Stations
Office Order No. 54-05-2004 Guidelines in the Payment of Fees for Permits, Certificates and Licenses
Office Order No. 54-05-2004A Amendments to Office Order No. 54-05-2004, Guidelines in the Payment of Fees for Permits, Certificates and Licenses
Office Order No. 05-05-2009 Simplified Procedures in Securing Type-Approval/Acceptance Certificates and in the Issuance of Equipment Conformity in The Equipment Standards Division.
Office Order No. 57-07-2013 Rationalization Plan of the National Telecommunication Commission (NTC)
Office Order No. 79-08-2013 Conduct of Regional Management Review Meetings
Office Order No. 87-09-2013 Additional Functions of the Management Division under the Planning, Financial and Management Branch



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	REFERENCES		
Document Code	QPM-iv	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 3 of 3

Office Order No. 101-09-2013
Feedback Mechanism in the Delivery of Services

Office Order No. 38-02-2016
Reconstitution of the Records Management Improvement Committee (RMIC) and Technical Working Group (TWG) in the Central Office with the Creation of the same in all Regional Offices



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	DEFINITION OF TERMS		
Document Code	QPM-v	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 5

1. **AUDIT** – a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the Audit criteria are fulfilled.
2. **AUDIT PLAN** – refers to the description of the activities and arrangement of an audit.
3. **AUDIT PROGRAM** – refers to arrangements for a set of one or more audits planned for specific time frame and directed towards a specific purpose.
4. **AUDIT TEAM** – refers to one or more auditors conducting an audit, supported if needed by technical experts.
5. **AUDITEE** – refers to the unit/division being audited.
6. **AUDITOR** – refers to the person with the demonstrated personal attributes and competence to conduct an audit.
7. **CLIENT**- the recipient of a product or service.
8. **COMMISSIONER** – shall refer to the appointed Head of NTC with executive powers to direct its activities and implement its policies.
9. **CONFORMITY** – fulfillment of a requirement.
10. **CONTROLLED DOCUMENT** – an identified document which is considered necessary to deliver the required quality services expected of the Commission. This document is allocated to a specified recipient who shall automatically be provided with amendments and re-issues.
11. **CONSTRUCTION PERMIT** - is a certificate or written authority issued by the NTC for the construction or installation of a radio station as required by these regulations.
12. **CORRECTIVE ACTION** – action taken to eliminate the cause of an existing non-conformity, defect or other undesirable situation in order to prevent recurrence.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	DEFINITION OF TERMS		
Document Code	QPM-v	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 5

13. CPE (Customer Premises Equipment) – any terminal and associated equipment located at subscriber's premises and connected to public telecommunications network.
14. CUSTOMER – refers to other individuals or organizations which who are directly or indirectly dealing with NTC.
15. DEPUTY QUALITY MANAGEMENT SYSTEM LEADER (DQL) – refers to the responsible person who assists the QL in the implementation of the QMS.
16. DOCUMENTED INFORMATION – meaningful data that is required to be controlled and maintained by the organization and the medium on which it is contained.
17. EVALUATOR - personnel responsible for the screening, acceptance and/or processing of permits, certificates and licenses.
18. GRANT OF EQUIPMENT CONFORMITY (GEC) - is a certificate or written authority issued by the NTC to an equipment with combined feature of CPE and RCE authorizing the entry/use thereof in the Philippines subject to existing rules and regulations applicable to the nature of service of the equipment.
19. INTERNAL QUALITY AUDIT TEAM (IQA Team) – the team responsible for evaluating whether or not quality systems are being implemented and make recommendations to the Chairman to improve them.
20. LEAD QUALITY AUDITOR – an auditor designated to manage a quality audit.
21. MANAGEMENT REVIEW – a formal evaluation by the top management of the status and adequacy of the implementation of the Quality Standards System.
22. NEEDS IMPROVEMENT – is not a non-conformance but something that may lead to a non-conformance if not properly addressed or a finding without clear evidence to verify that it constitutes a non-conformance
23. NON-CONFORMITY – non-fulfillment of a requirement.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	DEFINITION OF TERMS		
Document Code	QPM-v	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 3 of 5

24. **NON-CONFORMANCE** – refers to the absence of one or more of the required system elements of the Quality Management Systems or a situation which raises significant doubt that the education, training, or services will meet the specified requirements.
25. **NOTEWORTHY EFFORTS (NE)** – refers to initiative undertaken by the institution to achieve higher level of qualitative results (e.g. best practices that resulted towards further improvement of expected outcomes).
26. **NTC** – shall mean the National Telecommunications Commission Headed by a Commissioner and assisted by two (2) Deputy Commissioners.
27. **OBJECTIVE EVIDENCE** – is a factual exhibit or information which can be proven to be true, based on facts obtained through audit activities like observation, measurement test or other means of evaluation of an activity.
28. **OBSERVATIONS** – audit findings that does not affect the QMS to achieve the specified or intended result
29. **OBSERVER** – refers to a person who accompanies the audit team but does not audit.
30. **ORIGINATOR** – official or employee, unit, section, division or office where the non-conformance occurs and where the preventive and corrective action should be taken.
31. **OUTSOURCED PROCESS** – Refers to process that NTC needs for the QMS which they have chosen to be performed by an external party.
32. **PERMIT TO PURCHASE** - is a written authority or certificate issued by the NTC to a person, firm, company, association or corporation, authorizing the holder thereof to purchase a radio transmitter or transceivers.
33. **PERMIT TO POSSESS** - is a certificate or written authority issued by the NTC, authorizing a person, firm, company, association or corporation to possess a radio transmitter or transceiver.



QUALITY POLICY MANUAL

Document Title	DEFINITION OF TERMS		
Document Code	QPM-v	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 4 of 5

- 34. PROCEDURE – A series of steps followed in a regular order, what shall be done and by whom, when and how it shall be completed.

- 35. PUBLIC TELECOMMUNICATIONS ENTITY (PTE) - any person, firm, partnership or corporation, government or private, engaged in the provision of telecommunications services to the public for compensation.

- 36. QUALITY – totality of characteristics of an entity that bear on the ability to satisfy stated and implied needs.

- 37. QUALITY ASSURANCE (QA) – refers to the planned and systematic activities implemented within the quality system and demonstrated as needed to provide adequate confidence that an entity will fulfill quality requirements.

- 38. QUALITY MANAGEMENT SYSTEM LEADER (QL) – the person who is in charge with the responsibility of ensuring that the requirements of the Quality System are understood, implemented and maintained.

- 39. QUALITY AUDIT – is an independent and systematic evaluation conducted to determine.

- 40. QUALITY MANUAL – is an authorized document stating the quality policy and describing the quality system of an organization.

- 41. QUALITY POLICY – is the formal statement expressed by the top management setting-up guidelines for actions to be taken by all employees of a company to reach its quality objectives.

- 42. QUALITY SYSTEM – consists of an organizational structure, responsibilities, quality policy manual and procedures, quality records, processes and resources needed to implement quality management to meet the quality objectives.

- 43. QUALITY SYSTEM AUDIT – an audit that reviews the activities in a quality system.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	DEFINITION OF TERMS		
Document Code	QPM-v	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 5 of 5

44. **RADIO STATION** - One or more transmitters or receivers or a combination of transmitters and receivers, including the accessory equipment, necessary at one location for carrying on a radio communication service. Each station shall be classified by the service in which it operates permanently or temporarily.
45. **RADIO STATION LICENSE** – an authorization issued by NTC to an entity to operate radio stations.
46. **RCE** – Radio Communication Equipment
47. **REGIONAL QUALITY MANAGEMENT SYSTEM LEADER (RQL)** – refers to the responsible person in the execution of quality initiatives across their assigned regional office to achieve and improve quality objectives.
48. **SERVICE** – the result of activities or processes.
49. **TYPE ACCEPTANCE CERTIFICATE** – is a certificate or written authority issued by the NTC to a wireless transceiver (Radio Communication Equipment – RCE) authorizing the entry/use thereof in the Philippines subject to existing rules and regulations applicable to the nature of service of the equipment.
50. **TYPE APPROVAL CERTIFICATE** – is a certificate or written authority issued by the NTC to a Customer Premises Equipment – CPE authorizing the entry/use thereof in the Philippines subject to existing rules and regulations applicable to the nature of service of the equipment.
51. **UNCONTROLLED DOCUMENT** – a document which is issued for information purposes only. The recipient of the document shall not be provided with the amendments and re-issues.
52. **VERIFICATION** – The act or process of determining whether an activity or service meets specified requirements.
- Whether quality activities and related results comply with the quality system documentation.
 - Whether the procedures in the quality system documentation are implemented effectively and are suitable to achieve the desired objectives.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 12

1.0 The NTC Leadership is committed to ensure the development and implementation of the QMS and assure its continual improvement of its effectiveness but not limited to the following:

1. Provide strategic direction, thrust and priorities to guide each unit in formulating their plans and programs including budget proposals and performance contract.
2. Identify and comply with the applicable laws, rules and regulations.
3. Determine and establish customer as well as regulatory and legal requirements and communicating to the employees the importance of meeting these requirements.
4. All licensing and monitoring activities carried under its authority are continuously monitored thru a quality management system to ensure achievement of defined objectives.
5. All key personnel who will manage, perform and verify work affecting quality and their respective responsibilities and authority limits are identified.
6. The hierarchy of functions, which clearly defines the line of responsibility and accountability, is properly established to ensure quality performance in all levels.
7. Ensure there is adequate resources for the management and performance of work, which includes necessary verification activities and regular audits are properly provided for.
8. Officials and employees are qualified by being properly trained to ensure compliance to the established quality management system and their commitment to its continuous improvement.
9. Ensure that a Quality Policy, quality objectives, targets, including methods and monitoring are established and monitored to assure compatibility and alignment with NTC's mandate and function.
10. The Quality Management System is understood, communicated, implemented and maintained by the concerned officials and employees.
11. A management review is conducted at least once a year.



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 12

2.0 CUSTOMER FOCUS

The NTC as a government organization, is mandated/geared that delivery of services/products are directed to the best interest of the clients.

The NTC is committed to ensure that Customer needs are satisfied and obtain their positive impression on the delivery of our service through customer feedback survey as we are focused on maintaining and enhancing customer satisfaction.

Customer focus approach may be through, but not limited to the following:

1. Determination of possible risks and probable opportunities that affect the required level of delivery of services to reduce/minimize customer complaints and dissatisfactions.
2. Determination and continuous monitoring of functions, circumstances and/or situations which promote high level of customer satisfaction.
3. Ensure that the attention and focus on customer satisfaction and delight are maintained and/or sustained.



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 3 of 12

3.0 QUALITY POLICY

The National Telecommunications Commission is mandated to regulate the construction, manufacture, possession, control, sale and transfer as well as the establishment, use, operation of all radio, broadcast and telecommunications equipment, facilities and services in the country.

We commit to enhance public trust and customer satisfaction by providing quality public service and by promoting transparency and accountability in all levels of the organization.

We shall establish strategies and methods to keep abreast with the emerging technologies and ever increasing demands and challenges of public service.

We are committed to continually improve the effectiveness of our Quality Management System (QMS) by conducting regular internal assessment and management review.

Henceforth, we shall:

1. Ensure that all applications shall be effectively and efficiently processed on time;
2. Ensure that all requirements and processes shall be clear and transparent to all concerned as documented in our QMS Manual;
3. Ensure stakeholder compliance with legal and regulatory requirements;
4. Guarantee a level playing field among all industry players; and
5. Periodically review the strategic objectives to ensure relevance to the establishment and continual improvement of our QMS.

All offices involved shall, at all times ensure strict adherence to the documented QMS.

Signed: _____
GAMALIEL A. CORDOBA
Commissioner

Date: _____



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 4 of 12

4.0 ORGANIZATION

The organizational chart of the NTC is shown in Figure 1. Responsibilities of each unit are described below:

Office of the Commissioner

Equipment Standards Division shall:

- Evaluate communications and wireless equipment for conformance to international and national standards.
- Issue a Type Acceptance Certificate, Type Approval Certificate or a Grant of Equipment Certificate to all communications and wireless equipment such as transceivers, Bluetooth devices, mobile phones prior to use and market to the Philippines.

Regulation Branch

Networks and Facilities Division (NFD) shall:

- Act on all applications for permits and licenses filed by public telecommunications entities as part of the licensing and registration process.

Legal Branch

Internal Legal Affairs Division shall:

- Conduct investigation of personnel.
- Review administrative charges against erring employees of the Commission.
- Administer oaths on matters generally involving the Commission and the units and ROs under it.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 5 of 12

Adjudication Division shall:

- Investigate complaints and/or prosecute infractions of the Public Service Act, as amended, telecommunications laws and regulations, and such other applicable laws, including violations of the terms and conditions of certificates and licenses or permits issued by the Commission.
- Prepare draft decisions of cases involving violations of the Public Service Act, as amended, telecommunications laws and regulations, and such other applicable laws, including violations of the terms and conditions of certificates and licenses or permits issued by the Commission.

Consumer Welfare and Protection Division shall:

- Develop and implement plans, programs and procedures on matters related to the promotion and enhancement of consumer welfare and protection pursuant to RA No. 7925 and other existing laws, rules and regulations.
- Continually conduct researches and studies on ways and means to further improve and enhance consumer affairs.
- Act on all consumer complaints related to the provision of services by public telecommunications entities (PTEs), broadcast and CATV companies, radio and telecommunications equipment suppliers, including radio dealers and mobile phone suppliers.
- Collate and monitor all received complaints and promptly forward the same to service providers concerned and the various units of the Commission.

Administrative Branch

Human Resource Division shall:

- Attend to personnel selection and placement, classification and pay.
- Conduct and/or coordinate attendance and maintenance of agency training plans and programs.



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 6 of 12

General Services Division shall:

- Formulate policies, plans and programs related to the following:
 - procurement management
 - property management
 - repair/maintenance of equipment and
 - repair/maintenance of service motor vehicle.
- Ensures effective implementation thereof and compliance with government regulations and standards.

Central Records Section shall:

- Provide policy guidance on the maintenance and disposition of records.
- File and maintain necessary records.
- Establish a records disposition program.

Cashier Section shall:

- collect and deposit payment received from fees and charges of permits, licenses and certificates.

Planning, Financial and Management Branch

Corporate Planning and Programming Division shall:

- Organize the strategic planning exercise as basis for the Medium-Term and Annual Agency Plans.
- Coordinate, monitor and evaluate compliance with objectives and plans.
- Prepare the NTC Annual Report and comprehensive accomplishment report.
- Prepare programs for funds allocated for projects and capital outlay expenditures, in coordination with the Finance Division.

Information Technology Unit (ITU) shall:

- Responsible for the continued operation of all computer systems (Hardware and Software) and accessories used in the performance of quality services.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 7 of 12

Finance Division shall:

- Responsible for the preparation and execution of financial work plans, including control and reporting.
- Maintain accounting records and books of accounts and process requisitions and vouchers for collections and disbursements and other budget and accounting functions in the NTC.

Regional Offices shall:

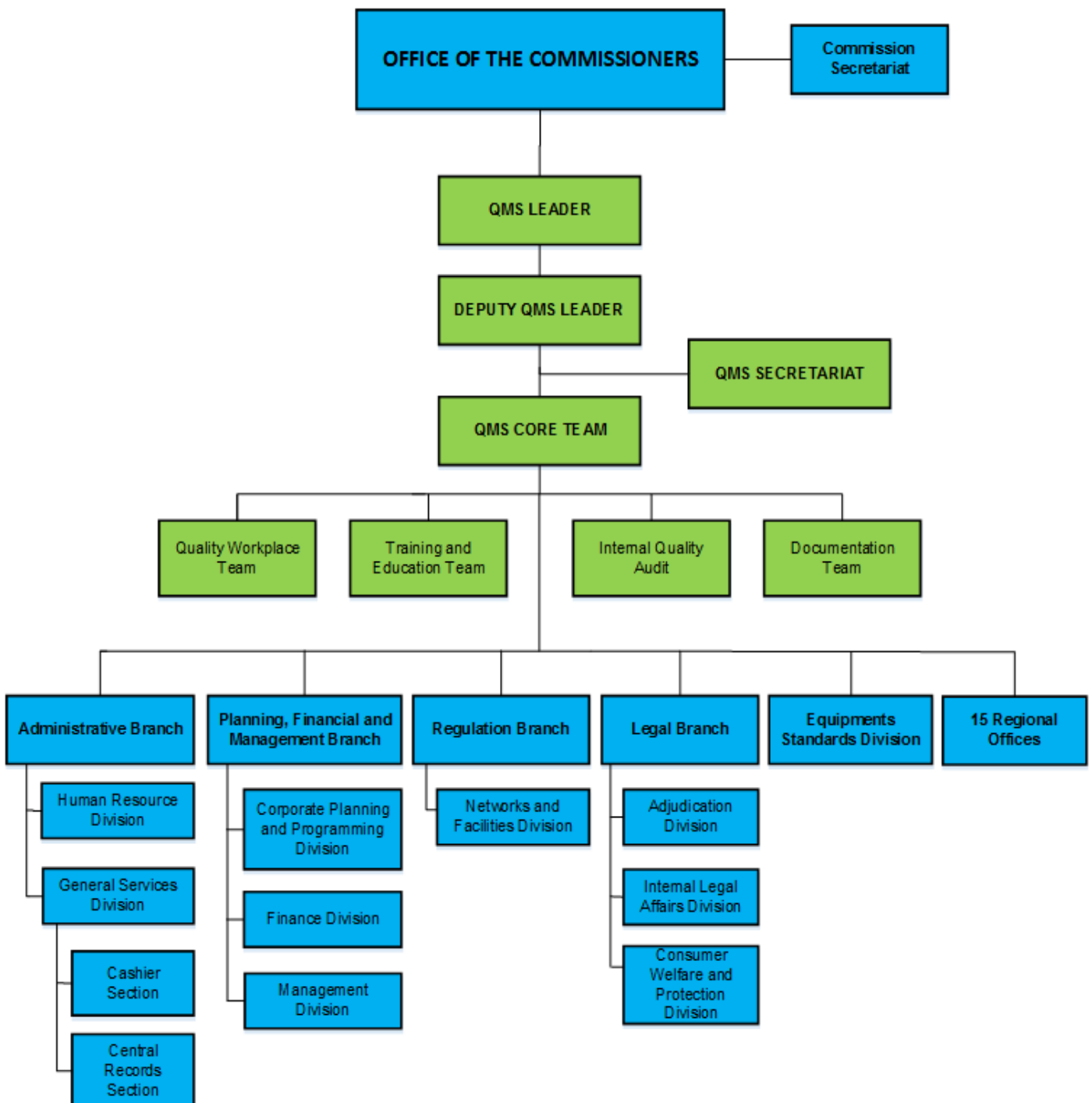
- Enforce and implement telecommunications laws and other pertinent laws, decrees, letters of instructions, and rules and regulations promulgated therewith, as well as policies and guidelines set by the Commission governing the installation and operation of all telecommunications services or stations and facilities within the regional area.
- Attend to the inspection and field investigation of all telecommunications services or stations of PTE.
- Issuance of renewal of Radio Station License for PTE.



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 8 of 12

FIGURE 1 : NTC ORGANIZATIONAL CHART





QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 9 of 12

QMS ORGANIZATIONAL STRUCTURE

The vision, mission and quality policy will serve as a guide in order to achieve NTC's quality objectives.

The roles and responsibilities of the key players for the establishment, implementation and monitoring of the NTC QMS are as follows:

Top Management / Quality Council

- Leads the establishment, implementation and monitoring of the QMS;
- Ensures effectiveness of the QMS through risk-based thinking;
- Establishes and communicates the quality policy;
- Ensures that the quality objectives are established;
- Communicates the importance of meeting customer requirements;
- Determines and provides necessary resources and ensures that they are adequately available; and,
- Conducts Management Review Meetings.

Quality Management System Leader (QL)

- Oversees the establishment, documentation, and effective implementation of the QMS;
- Promotes risk-based thinking in overseeing the effectiveness of the QMS;
- Acts as liaison with external parties on matters related to QMS;
- Ensures that procedures for Internal Quality Audit (IQA), Management Review, and Corrective Actions are established and implemented;
- Reports QMS performance to Quality Top Management /Council for review and continual improvement.

Deputy Quality Management System Leader (DQL)

- Assist the QL for the proper and effective implementation of the Commission's QMS.



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 10 of 12

Quality Management System (QMS) Core Team

- Oversee the sustainability the Commission's QMS as an ISO-Certified organization.

Training and Advocacy Team

- Provides administrative support in terms of training and advocacy in the successful implementation and sustenance of the QMS;
- Plans and coordinates effective deployment and efficient use of resources in-line with training and advocacy activities;
- Plans and coordinates echoing/cascading sessions on QMS-related training.

Documentation Team

- Ensures that the requirements for maintaining and retaining documented information are established and implemented.

Internal Quality Audit Team

- Determines conformance of the QMS to the planned arrangements and to the requirements of ISO 9001:2015;
- Determines whether the QMS is effectively implemented and maintained;
- Provides inputs to management review on the results of the audit;
- Keep track of the implementation of corrective and preventive actions for nonconformance raised during the audits.

Quality Workplace Team

- Ensures that the environment for the operation of processes needed to achieve conformity to service requirements are managed;
- Ensures consistent implementation of 5S programs, as applicable;
- Monitors and assesses workplace cleanliness, orderliness and safety.



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 11 of 12

Quality Management System Secretariat

- Provides administrative support to successfully implement the QMS up to the third party certification;
- Facilitates the delivery of specific outputs in-line with the QMS;
- Plans and coordinates effective deployment and efficient use of human, financial and other physical resources for the QMS.

5.0 MANAGEMENT REVIEW

The Top Management/Quality Council shall conduct a management review meeting at least once a year to ensure the continuing suitability, adequacy and effectiveness of the QMS. This review shall include assessing opportunities for improvement.

Management Review Inputs

Management review shall address the following areas:

- Status of actions from previous management reviews;
- Changes in the internal and external issues relevant to the QMS;
- Information on the performance and effectiveness of the QMS
 - a. Customer satisfaction and feedback from relevant interested parties;
 - b. Process performance and conformity including monitoring and measurement results;
 - c. Non-conformance and corrective actions;
 - d. Audit results (internal and external);
 - e. Performance of external providers;
- The adequacy of resources;
- Communication from external parties, customer feedback/complaints;
- The effectiveness of actions to address risks or potential non-conformities;
- Opportunities for improvement.



QUALITY POLICY MANUAL

Document Title	LEADERSHIP		
Document Code	QPM-01	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 12 of 12

Management Review Outputs

These reviews result in decisions and actions related to:

- Improving the effectiveness of the QMS and its processes;
- Improving the products and services related to customer requirements;
- Possible changes to policy, objectives and targets;
- The need for additional resources; and
- Decisions/actions for possible changes in quality and environmental policy, objectives and targets.

The QMS Secretariat shall keep the record of said meeting for five (5) years.

Regional Management Review Meeting (RMRM)

All Regional QL shall conduct a Regional Management Review meeting within their area of jurisdiction to ensure effectiveness of the QMS.

The RMRM Agenda shall include but is not limited to the following:

- Result of First Level and/or Second Level Audit
- Result of Central Management Review Meeting
- Feedback from customers
- Process Performance
- Resources and Training Requirements
- Other matters

The Agenda, Record of Attendance and Minutes of Meeting shall be forwarded to the QL.

RMRM shall be conducted at least once a year.



QUALITY POLICY MANUAL

Document Title	ORGANIZATIONAL PLANNING		
Document Code	QPM-02	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 3

QUALITY PLANNING

In line with the mandate, mission and vision of the National Telecommunications Commission (NTC) and Department of Information and Communication Technology (DICT), strategic and operational plans are being conducted and defined by the Office through periodic meetings. Aligned with these, targets are set, commitments are obtained, resource requirements are determined and approved by the Top Management.

NTC formulate regulatory policies, rules and regulations by way of consultations and public hearings with other government agencies and stakeholders, attendance to seminars and workshop locally and abroad.

The Top Management sets the direction to continuously improve the QMS processes to achieved desired results. These are the following documents to be considered in the planning process:

- **Major Final Output (MFO)**

The NTC establish yearly performance measurement of the physical targets to be accomplished by operating units. The said MFO requires unified set of Key Performance Indicators (KPI) that specifies the desired performance of a Divisions/Branches/Regional Offices in terms of quantity, quality, timeliness and cost.

- **Strategic Performance Management System (SPMS)**

The deliverables set forth in the MFOs are cascaded through the SPMS. Offices set performance targets/goals through the Office Performance Commitment Review (OPCR). Division Directors and individual employees then set performance goals that are aligned with the approved office performance goals and Individual Performance Commitment Review (IPCR). Semi-annually, performances of Branches, Regional Offices and individuals were reviewed and evaluated.

- **Annual Procurement Plan (APP)**

All procurement shall be within the approved budget of the procuring entity and should be meticulously and judiciously planned by the procuring entity. No procurement shall be undertaken unless it is in accordance with the approved APP of the procuring entity. The APP shall bear the approval of the Head of the Procuring Entity (HOPE) or second-ranking official designated by the HOPE.



QUALITY POLICY MANUAL

Document Title	ORGANIZATIONAL PLANNING		
Document Code	QPM-02	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 3

- **Information Systems Strategic Planning (ISSP)**

Information Systems Strategic Planning is important in helping organization to identify strategic applications and to align an organization's strategy with effective information system to achieve organization's objectives. NTC establish ISSP to enable better management and control of the activity, financial, physical and people. It improves productivity, better internal coordination and positive impact on meeting strategic goals. NTC updates ISSP every three years under the Medium Term Information and Communication Technology Harmonization program of Department of Information and Communication Technology. The Director of the Planning and Financial Management Branch is the planner, and the Director of the Agency approves the ISSP.

Quality Objectives

To verify whether the QMS Policy is met, the following objectives are established and reviewed periodically during our Management Review Meetings:

1. To handle the organization's resources strategically through effective planning.
2. To ensure the implementation, compliance and effectiveness of its Quality Management System (QMS) in order to meet customer requirements.
3. To monitor adherence to objectives and its Key Performance Indicators (KPI) and performance measures on quality, efficiency and timeliness.
4. To make all personnel aware and its regulatory and statutory requirements by disseminating all issuances, memoranda, advisories and notices
5. To facilitate the effective deployment and improvement of the QMS.
6. To reduce the number of customer's complaints per year.

Management of Change

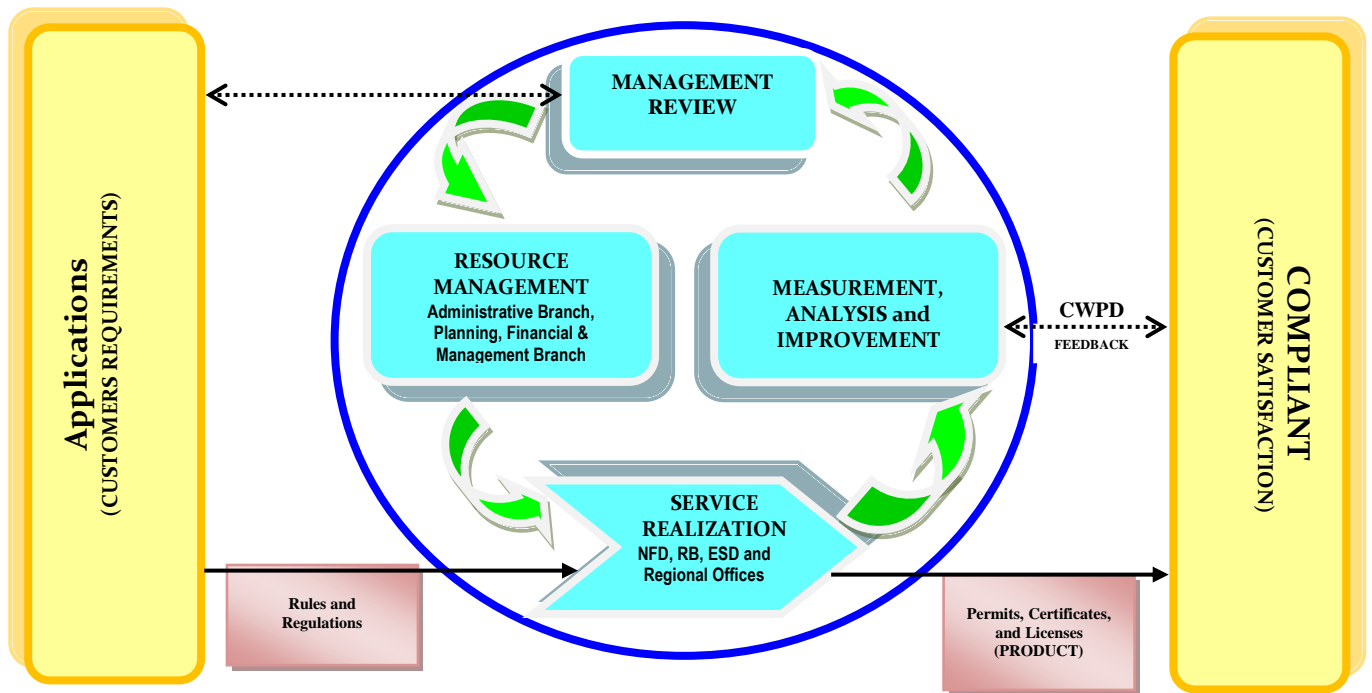
NTC recognizes that there may be necessary changes in the QMS. NTC shall undertake quality planning activities in determining whether the requirements for quality system are met and improved. NTC shall adopt the continual improvement diagram as its quality plan.



QUALITY POLICY MANUAL

Document Title	ORGANIZATIONAL PLANNING		
Document Code	QPM-02	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 3 of 3

**CONTINUAL IMPROVEMENT OF THE
 QUALITY MANAGEMENT SYSTEM**



LEGEND: Information flow>
 Value-adding activities —>

Details of activities are found in QPR-02.



QUALITY POLICY MANUAL

Document Title	SUPPORT SERVICES		
Document Code	QPM-03	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 4

RESOURCE MANAGEMENT

Provision of Resources

NTC ensures that each unit is provided with sufficient, competent, qualified, experienced and trained personnel to implement and control all their respective scopes of responsibilities and activities.

NTC shall allocate resources on the conduct of quality standards system activities. This shall include provision of equipment, software, supplies and materials. Including assignment of trained and qualified personnel to monitor verification activities, including internal quality audits.

Financial Management

Budgeting

The Finance Division of the Central Office and the Finance and Administrative Division of the Regional Offices ensure that the following budgeting tasks are accomplished on a timely, precise and efficient submission within the prescribed period:

- Budget Preparation and Legislation Documents as required by the oversight agency, Department of Budget and Management, House of Representatives and Senate of the Philippines;
- Budget Execution Documents such as but not limited to Work and Financial Plan, Monthly Disbursement Program, Obligation Requests, Sub-Allotment Advices, Notices of Transfer Allocation, Certificates of Availability of Funds, maintenance of Registry of Allotments and Special Budget Requests; and
- Budget Accountability Reports (Statement of Allotment Obligation and Balances, Financial Report of Operation among others).

Accounting

The Accounting Unit ensures that basic and subsidiary accounting records and books of accounts are maintained to reflect accurate and current/timely financial information required by the existing accounting and auditing rules and regulations, management and oversight agencies.

Processed claims of internal and external clients which are valid/legal, correct, availability of funds, complete with required supporting documents and approved by the concerned authority in accordance with the accounting and auditing rules and regulations (COA Circular 2012-001).



QUALITY POLICY MANUAL

Document Title	SUPPORT SERVICES		
Document Code	QPM-03	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 4

Remittances of all mandatory and loan deductions from all processed claims are properly and correctly remitted to oversight agencies (Government Service Insurance System (GSIS), Bureau of Internal Revenue (BIR), Philippine Health Insurance Corporation (Philhealth), Home Development Mutual Fund (HDMF), etc).

Financial Reports/Statements are prepared and submitted to COA, DBM, Funding Institutions and other oversight agencies.

General Services

The General Services Division (GSD) formulates policies, plans and programs related to the Commission's procurement management, records management, cash management, supply and property management, administration of general services and ensures effective implementation thereof and compliance with government regulations and standards.

Infrastructure

NTC has determined, provided and maintained the infrastructure needed to achieve QMS compliance by providing within NTC building sufficient office space and associated utilities, process equipment and supporting services.

Work Environment

NTC has determined and managed the work environment needed to achieve conformity to the QMS. Preventive maintenance shall be scheduled on a regular basis.

Supply and Property

Supply and Property management encompasses processes related to the management of properties and fixed assets of the Commission, procurement of required services, and management of supplies and logistical requirements of the various units.

It includes development and recommendation of policies and guidelines on the acquisition, acceptance, inspection, issuance/utilization and maintenance, handling of insurance of fixed assets, conduct of inventory of all properties, storage, and disposal of supplies, materials and equipment.



QUALITY POLICY MANUAL

Document Title	SUPPORT SERVICES		
Document Code	QPM-03	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 3 of 4

Property management is performed through the following committees:

- Inspection and Pre-Inspection Committee; and
- Disposal Committee.

Human Resource / Manpower

To ensure all the respective scope of services are maintained and improved, and appointing competent human resources to take care of the dynamic demands for higher education, training and qualification standard.

Hiring

NTC shall provide the necessary manpower complement for the effective implementation and maintenance of the QMS. It shall ensure that an efficient recruitment system helps identify the most fit and qualified applicant for a job vacancy be it for hiring new employee or promotion.

Competencies

NTC shall ensure that competent personnel demonstrate good skills, attitude/behavior and values to perform assigned work.

Awareness

NTC shall ensure that personnel are aware of the Quality Policy and Quality Objectives, their contribution to the effectiveness of the QMS including implications of non-conformities.

Training

It is the policy of NTC to identify the training needs of officials and employees and provide the means for continuous improvement to enhance their technical knowledge or managerial skills. The training program for officials and employees shall be established and reviewed semi-annually to ensure that training programs are relevant, to identify new areas of training needs and the scope of the program.

It shall be the responsibility of the Chief of the Human Resource Division to identify the training needs of all employees.



QUALITY POLICY MANUAL

Document Title	SUPPORT SERVICES		
Document Code	QPM-03	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 4 of 4

Training shall be conducted in accordance with the training procedure. A list of essential training needed by the officials and employees for the effective implementation of the quality management system especially for specific assigned task is established. This list shall be maintained as the standard training program listing.

The training program may include courses conducted in-house by external organizations and/or on –the- job training.

Rewards and Recognition

NTC shall promote rewards and recognition to deserving employees in order to create an environment where employees feel appreciated for their valuable contribution.

This system is used as a tool to encourage, select, recognize and reward individual or groups for their dedication, productivity, superior accomplishments and years of service.

The rewards and recognition shall be given both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, and ethical behavior of employees through formal and informal modes.

Monitoring and Measuring Resources

NTC shall identify the necessary inspection and measurements, their required accuracy and the equipment used to make the measurements.

Details of activities are found in QPR-03.



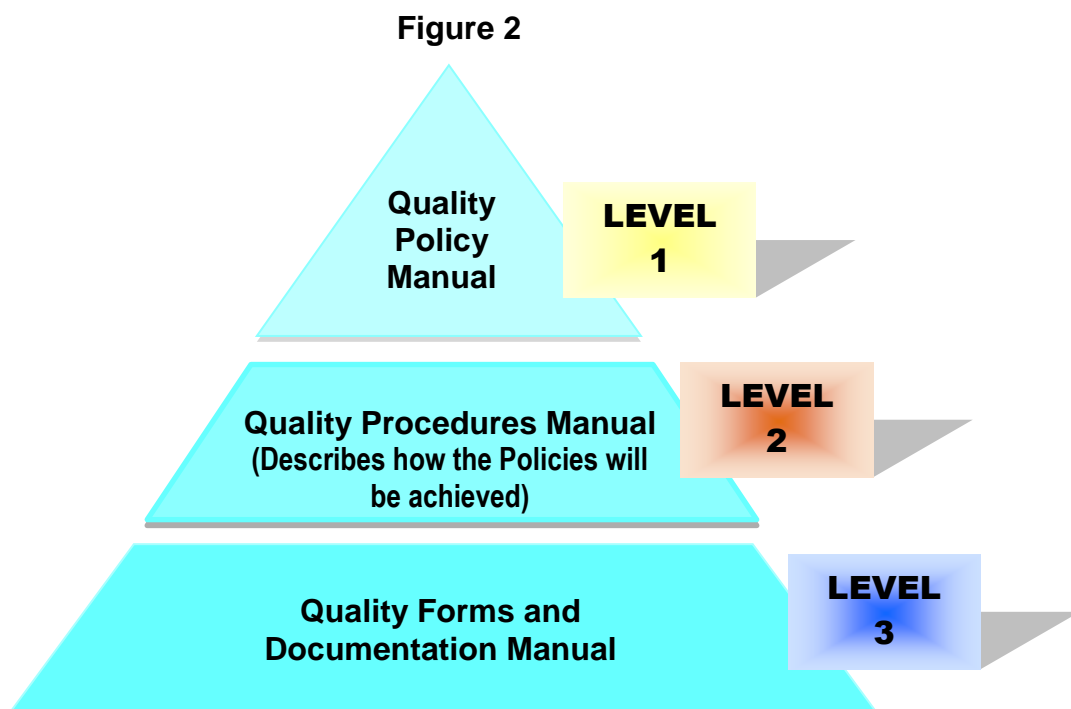
QUALITY POLICY MANUAL

Document Title	DOCUMENTED INFORMATION		
Document Code	QPM-04	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 3

Documented Information

The QMS prescribes NTC's organizational structure, quality policy, processes, procedures, work instructions and the documents and forms.

The QMS is documented in three (3) levels as follows:





QUALITY POLICY MANUAL

Document Title	DOCUMENTED INFORMATION		
Document Code	QPM-04	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 3

General

All documented information related to QMS, including those of external origin, shall be controlled. The copies of Quality Policy Manual, Quality Procedures Manual, Quality Forms Documentation Manual shall be issued to all registered manual holder in the Distribution List.

Documents and Data Approval Issue

It is the duty of the holders of the controlled copy to ensure that it is available to the personnel responsible in the performance of the activities. The holders of the controlled copy shall be informed and issued with revised page/s whenever there is an amendment or revision to the manual.

Uncontrolled copies may be issued to any government agency or private organization / association, upon request, subject to the approval of the Commissioner. However, these shall not be maintained as part of the documentation control procedure.

A record of distribution shall be generated and maintained by the QL who is responsible for issuing and controlling of manuals and their subsequent revision. The recipient of manuals shall be required to acknowledge receipt thereof.

The issue status, which includes the revision number and the date of revision, is stated at the top right corner of each page.

All documented information and data that relate to the QMS are controlled in a manner that ensures the following:

- Documented information and data are reviewed and approved for adequacy by the originator and/or authorized officers before they are issued.
- Pertinent issues of documented information shall be available at areas where the QMS is being performed.
- Invalid and obsolete documented information are promptly removed from all points of issue or use, or otherwise assured against unintended use. A master list identifies the current revision status of all documented information. The obsolete documented information retained for purposes of legal and/or knowledge preservation must be suitably identified and labeled.
- Changes to documented information and data are reviewed for adequacy and approved by the originator and/or the same authorized officers prior to issuance, dissemination and implementation. The nature of the change shall be indicated in the documented information and its attachments.



QUALITY POLICY MANUAL

Document Title	DOCUMENTED INFORMATION		
Document Code	QPM-04	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 3 of 3

All new or revised and approved documented information under the control of the QL shall be distributed according to the distribution procedure as detailed in the documented information and data control procedure to which the recipient shall be required to acknowledge receipt thereof. Recipients who are on the distribution list shall be required to surrender the invalid/obsolete copy to the QL in exchange of the approved revised copy and no invalid documented information shall be allowed for use.

The cover page of the manual containing controlled documents shall state that the contents thereof are "CONTROLLED" documents; otherwise they shall be classified as "UNCONTROLLED" documents. Controlled documents shall also contain necessary information identifying the documented information such as the page number, title, issue, revision level, approval and date. Request for copy of such documented information shall solely be the decision of the QL. The NTC is not responsible to update any document classified as "UNCONTROLLED". The distribution control shall ensure that the pertinent issues of appropriate documented information are available at relevant locations and that obsolete documents are promptly removed from all points of issue or use. Obsolete documents retained for all legal or information purposes shall be identified with a stamp bearing "OBSOLETE".

Uncontrolled documents may be used in place of controlled documents for clients. These are those copies of controlled documents that are not under the control of the QL and as such, are not governed by the document data control system.

Document and Data Changes

Changes in existing documented information shall follow established procedures and shall be reviewed and approved by the same personnel who performed the original review and approval, unless otherwise assigned. If assigned to another person, he must have pertinent information to serve basis of his review and approval.

External Communications

Top Management shall ensure that appropriate communication processes are established within the organization.

Details of Activities are found in QPRO-04.



QUALITY POLICY MANUAL

Document Title	CONTROL OF NON-CONFORMANCES		
Document Code	QPM-05	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

General

NTC shall ensure that any product, service, procedure, work instruction, form and document which do not conform to specified standards are identified and corrective actions taken. The QMS maintains procedures to follow up on the causes of the non-conformance/s and establish the necessary corrective action.

The procedures include identification, documentation, evaluation and correction of non-conformances.

Reports of non-conformance/s shall be recorded by the originator on a Non-conformance & Corrective Action Report Form (NC-CAR) and shall describe the non-conformity and the details of the corrective action to be taken.

Review and Correction of Non-conformances

The NTC shall establish ways of motivating employees from all levels of the organization to identify non-conformances. Recorded non-conformances shall be reviewed by the Division Director. Implementation of appropriate corrective action shall be spearheaded by the concerned unit Director and progress are checked by the QL to make sure that said non-conformances has been corrected and CLOSED OUT.

Details of activities are found in QPR-05.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	CORRECTIVE ACTION		
Document Code	QPM-06	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

The NTC shall plan and implement corrective actions that are identified thru cause analysis of audit findings.

Procedure are established, documented and maintained for implementing corrective actions to eliminate causes of non-conformity and the risks encountered. Non-conformance once identified are recorded and investigated to identify root-cause to avoid recurrence.

Details of Activities are found in QPRO-06.



QUALITY POLICY MANUAL

Document Title	INTERNAL QUALITY AUDIT		
Document Code	QPM-07	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 2

Internal Quality Audit (IQA) is aimed to monitor how the organization is performing to determine the effectiveness of the QMS in accordance with the defined policies, processes, procedures and in conformity with ISO 9001:2015.

The NTC shall implement and maintain an IQA at least once a year. The IQA shall be carried out by the IQA Team who are familiar with the activities being evaluated and have an understanding of audit techniques. Qualified personnel independent of the function being audited shall be assigned to perform audits.

Elements to consider in First Level IQA:

- Procedures to be followed
 - Records to be kept
 - Staff training
 - Quality control
 - Management review
 - Corrective and preventive actions
 - Opportunities for improvement
 - Checklist. A checklist should be employed to focus attention on the critical stages of the organizational structure, procedures and processes.
- First Level IQA Report. At the end of the self-evaluation, a report should be prepared for the purpose of:
 1. Analyzing and commenting candidly on the effectiveness of the systems and procedures in use.
 2. Discussing the results with staff responsible for the area evaluated
 3. Making proposals to remedy any perceived weaknesses
 4. Identifying any follow-up action required to revise procedures as necessary
 - Follow-up Action. The key issues to be identified in the reporting and follow-up of the findings are:
 1. Areas where the documented procedures and processes are working effectively
 2. Evidence of non-competence and deficiencies and possible reasons for this.
 3. Effective corrective action together with completion date and monitoring arrangement
 4. Implementation and effectiveness of corrective actions suggested in previous evaluation



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	INTERNAL QUALITY AUDIT		
Document Code	QPM-07	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 2 of 2

- First Level IQA shall be conducted at least once a year.
The QL may require that audit be conducted for any particular element of the quality management system more regularly. Internal quality audits shall be carried out by the IQA Team who shall be independent of the function being audited in accordance with the documented procedure.

There shall be an audit plan which shall cover specific area and activity to be audited, such as:

1. The various divisions, sections, units in the organizational structure
2. Administrative procedure
3. Familiarity with, and adherence to procedures and policies
4. Documentation reports, and records keeping

The basis of prioritization of areas of activities to be audited shall include changes in the organizational structure, policies and procedures, personnel and reported non-conformance/s.

A summary in the form of an Internal Quality Audit Report shall be compiled and submitted to the QL for Management Review.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	PURCHASING		
Document Code	QPM-08	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

Purchase of common and non-common use of supplies and equipment, inventory items and services are made through the General Services Division of the NTC in accordance with Implementing Rules and Regulations (IRR) of Republic Act No. 9184 known as an *Act Providing for the Modernization, Standardization and Regulation of the Procurement Activities of the Government* and for other purposes.

Details of activities are found in QPR-08.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	CUSTOMER SATISFACTION		
Document Code	QPM-09	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

Quality service shall be ensured to meet client's requirements specifically in terms of accuracy and expediency. Procedures shall be established to solicit, verify, and address comments and/or complaints thru the Commission's Consumer Welfare and Protection Division (CWPD).

Citizen satisfaction surveys are summarized using statistical techniques which shall be used as inputs in subsequent review and as basis for improvement.

Details of activities are found in QPR-09.



QUALITY POLICY MANUAL

Document Title	CONTROL FUNCTIONS		
Document Code	QPM-10	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

General

NTC controls and verifies by means of documented procedures all processes that affect the quality of its services on the following:

Licensing

The issuance of New Radio Station License with pre-assigned frequencies is vested with the Regulation Branch and involves the conferring of legal authority to operate a radio station by the PTE under certain terms and conditions such as prior grant of a valid Provisional Authority.

The issuance of the Radio Station License for renewal without modification to the PTE being delegated to the Regional Offices.

Equipment Standards and Certification

Equipment Standards and Certification pertains to the issuance of Type-Approval/Acceptance certificate and Grant of Equipment Conformity Certificate to ensure that all equipment to be installed and operated by the PTE conforms with the prescribed technical regulations and standards.

Radio Enforcement (monitoring, inspection and investigation)

The Commission shall establish procedures to ensure compliance with the terms and conditions as indicated in the RSL.

The Commission shall undertake radio enforcement activities such as inspection, investigation and monitoring on a periodic basis.

Consumer Welfare and Protection

NTC promotes consumer welfare by facilitating access to services geared toward the needs of individual and business user, and protect them against abusive market behavior of dominant players through investigation of complaints and exacting compliance with standards.

Details of activities are found in QPR-10.



QUALITY POLICY MANUAL

Document Title	HANDLING, STORAGE, PRESERVATION AND DELIVERY		
Document Code	QPM-11	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

The NTC shall undertake proper handling, storage and preservation of documents/records which are essential to its certification and licensing functions. This particularly applies to the records/documents used in the application and evaluation of the following processes:

- Issuance of Type Approval/Type Acceptance Certificate and Grant of Equipment Conformity by the Equipment Standards Division under the Office of the Commissioners
- Issuance of New Radio Station Licenses of Public Telecommunications Entities with pre-assigned frequencies by the Network and Facilities Division of the Regulations Branch; and
- Issuance of Renewal of Radio Station Licenses without modification of Public Telecommunications Entities by the Regional Offices.

The NTC shall strictly observe and implement proper handling of documents/records as per Republic Act 9470. Permanent records shall be preserved and controlled its use while temporary records are properly organized and systematically filed for continuous reference of the process owners and the grantees or external clients when officially requested.

Records storage areas shall be properly secured and well ventilated to prevent the records or documented information from mutilation, discoloration, misplaced or loss and damaged.

Customer Property

NTC protects and safeguards the confidentiality of the information specific to each customer. Confidential customer information is protected. Samples of customer information but not limited to:

- Contact details
- Sketches / Layouts / Plans documents/information
- Other related confidential information

Details of Activities are found in QPRO-11.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION		
Document Code	QPM-12	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

General

NTC shall establish monitoring, measurement, analysis and evaluation techniques to assist the management in determining and evaluating the performance in the delivery of service to its clients.

NTC shall also ensure that the information gathered through surveys/feedback shall be used to continuously monitor and improve the quality of service to its clients.

NTC shall determine, collect and analyze appropriate data to demonstrate to effectiveness of the QMS and to evaluate where continual improvement can be made.

Details of Activities are found in QPRO-12.



Republic of the Philippines
NATIONAL TELECOMMUNICATIONS COMMISSION

QUALITY POLICY MANUAL

Document Title	IDENTIFICATION AND TRACEABILITY		
Document Code	QPM-13	Reviewed by	QL
Revision No.	00	Approved by	Commissioner
Revision Date	00	Page No.	Page 1 of 1

NTC maintains suitable records to enable identification and traceability of the following:

- Type Approval/Type Acceptance Certificate and Grant of Equipment Conformity by the Equipment Standards Division under the Office of the Commissioners
- New Radio Station Licenses of Public Telecommunications Entities with pre-assigned frequencies by the Network and Facilities Division of the Regulations Branch; and
- Renewal of Radio Station Licenses without modification of Public Telecommunications Entities by the Regional Offices.

Each Certificate/License has a permanent unique number readily identifiable and traceable to specified records.

Documented procedures for unique identification are established and maintained.

Details of activities are found in QPR-13.