PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT STAFF (PCSDS)

QUALITY MANAGEMENT SYSTEM (QMS) MANUAL

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ANNEXES

1. INTRODUCTION TO THE ORGANIZATION

1.1. Profile

The Palawan Council for Sustainable Development Staff (PCSDS) is the regular professional support staff of the Palawan Council for Sustainable Development (PCSD) in the governance, implementation and policy direction of the Strategic Environmental Plan for Palawan (SEP) as provided under Republic Act No. 7611. The SEP for Palawan Act provides a comprehensive framework for all sustainable development initiatives in Palawan to ensure the protection and enhancement of the natural resources and endangered environment of the province. The main strategy of the SEP is the Environmentally Critical Areas Network (ECAN). ECAN is the graded system of protection and development control over the whole Province of Palawan.

As the administrative machinery of the Council in the policy formulation, co-ordination and implementation of plans, programs and projects affecting the natural resources of Palawan, PCSDS provides the required services of the Council in the exercise of its functions to effectively carry out its mandates under the SEP. In line with the performance of its duties, PCSDS has established linkages and partnerships with its main stakeholders, namely: the Local Government Units (LGUs), the National Government Agencies (NGAs), the Indigenous Peoples (IPs), the Non-Government Organizations (NGOs), the private sector and the People's Organizations (POs).

In addition to the functions provided under RA 7611, PCSDS likewise assists the Council in the implementation of other laws vested to PCSD, to include the following:

- RA 9147 (Wildlife Resources Conservation and Protection Act)

- RA 9072 (National Caves and Cave Resources Management and Protection Act

- RA 9175 (Chainsaw Act of 2002)

- Section 17 of RA 8550 (The Philippine Fisheries Code of 1998)

- Sections 11 and 16 of RA 9003 (Ecological Solid Waste Management Act of 2000)

- RA 10067 (Tubbataha Reefs Natural Park (TRNP) Act of 2009)

The approved organizational structure **(Figure 1 - Annex 1)** is currently being adopted by the agency. The PCSD Staff with a total of 75 personnel is under the leadership of the Executive Director (ED) who represents the staff to the Council.

1.2. Strategic Direction

The PCSDS has reviewed and analyzed key aspects of itself and its stakeholders to determine its strategic direction, including its Vision and Mission. This involves:

- Understanding the agency's core products and services, and scope of the quality management system (QMS).

- Identifying stakeholders who receive our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in PCSDS. These parties are identified in the documents PCSDS Issues Log and PCSDS Stakeholders Requirements.

- Understanding internal and external issues that are of concern to the PCSDS and its stakeholders; also identified in the documents PCSDS Issues Log and PCSDS Stakeholders Requirements. Many such issues are identified through an analysis of risks facing either the PCSDS or its stakeholders. Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

This information is then used by the management to determine the PCSDS strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change. The current Vision and Mission statements of PCSDS are given below:

1.2.1. Vision

Palawan, an innovative and dynamic global center of sustainable development.

1.2.2. Mission

PCSDS as the driver of environmental conservation and inclusive development in Palawan, a biosphere reserve and science-for-sustainability site, guided by the Strategic Environmental Plan.

1.3. Scope of the Quality Management System

1.3.1. Scope Statement

Based on analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, the PCSDS has determined the scope of the management system which is the provision of regular professional support to the PCSDS in the governance, implementation and policy direction of the SEP for Palawan. The QMS applies to PCSDS core, management and support processes as indicated in the PCSDS Process Map.

1.3.2. Sites Within the Scope

The QMS applies to all PCSDS processes and offices in the following locations:

- PCSD Main Office located at Sports Complex Road, Sta. Monica, Puerto Princesa City

- South District Management Office (DMO)

- North District Management Office (DMO)

- Calamianes and Island Municipalities DMO

- Manila Liaison Office

- Wildlife Traffic Monitoring Units

1.3.3. Applicability

All requirements of ISO 9001:2015 apply to PCSDS QMS.

1.3.4. Purpose of the Quality Manual

This manual ensures product and service quality of highest standards demanded by the PCSDS and expected by its stakeholders. The manual also defines the Staff's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the requirements are being complied.

2. QUALITY MANAGEMENT SYSTEM STRUCTURE AND CONTROL

2.1. Process Approach

2.1.1. Process Identification

The PCSDS has adopted a process approach for its QMS. The identification and management of the processes within PCSDS reduce the potential for nonconforming products and services found during final processes or after

delivery. Nonconformities and risks are identified and actions are undertaken within each of the processes.

Each process may be supported by sub-processes, tasks, or activities. Monitoring and control of processes ensure effective implementation of all sub-processes, tasks, or activities.

Business Process Map

The PCSDS process map is divided into three groups of processes, namely:

- Core Processes – those that are essential to achieve the planned activities in ensuring the sustainable management of Palawan's natural resources and allow PCSDS to deliver its mandate.

- Management Processes – those that are needed for oversight and governance of PCSDS' QMS.

- Support Processes - those that are needed to manage the resources necessary to ensure the satisfactory performance of the agency.

These three (3) groups of processes are working together to transform the stakeholders' requirements (needs and expectations) into stakeholders satisfaction. The three groups of processes complement one another in the excellent delivery of services and mandate to the stakeholders.

The PCSDS management processes include feedback mechanism in accordance with good governance principles, continuous interaction and communication for continual updating and improvement.

The processes and their sequence and interaction are illustrated in Figure 2 below.

Figure 2. PCSDS Process Map

Core Processes

Management Processes

STAKEHOLDERS:
- LGUs
- NGOs
- POs
- Academe
- NGAs
- IPs
- Business Sectors
- Women and youth
- General public
- Funding institutions
- International community
- Suppliers and service providers

ECAN Policy Formulation
1. Policy Development
2. Planning and Programming
3. Monitoring and Knowledge Management

ECAN Implementation
1. SEP Clearance System and Permitting
2. Law Enforcement and Legal Services
3. Advocacy and Capacity Development

Policy Issuance

Records Management

Management Review and Performance Evaluation

Support Processes

Human Resource Management and Development

General Services

Asset Management

Financial Management

The processes, activities, outputs and responsibility center for the management, core and support processes in the PCSDS business process map are presented in Table 1 below:

Table 1. The processes, activities, outputs and responsibility center for the management, core and support processes in the PCSDS business process map.

Processes	Key Activities	Key Outputs	Division/Unit Responsible
Management Processes			
Policy Issuance	a. Approval of policy document by PCSD b. Formulation of policy instrument c. Publication d. Implementation e. Policy review	• Policy	OED- Secretariat
Management Review and Performance Evaluation	a. Management Review b. Internal Quality Audit (IQA)	• Accountability reports • Proceedings of the management meetings (including decisions, agreements, among others) • Audit Findings Reports	OED
Records Management	a. Tracking and Archiving of Incoming and Outgoing Documents	• List of incoming communications • List of outgoing communications	OED
Core Processes			
ECAN Policy Formulation			
1. Policy Development	a. Identification of policy problem and evaluation criteria b. Research and data gathering (FGD, field data gathering, KII, secondary data) c. Drafting, including identification of policy alternatives d. Policy workshop/forum	• Policy document (policy research, policy analysis, policy brief)	ECAN Policy Research and Planning Division (EPRPD)

Processes	Key Activities	Key Outputs	Division/Unit Responsible
	e. Finalization		
2. Planning and Programming	a. ECAN Zones Management Planning 1. Organize the planning team 2. Ecological profiling of planning area - Gather primary and secondary information (maps, plans, statistics) - Field work and transect - Key informant interview and focus group discussions 3. Threats/situational analysis of planning area 4. Participatory planning workshop with stakeholders 5. Plan writing 6. Plan finalization and packaging 7. Plan presentation 8. Plan adoption 9. Plan integration/ mainstreaming to CLUP 10. Plan implementation 11. Plan monitoring and evaluation	• ECAN Zones Management Plan	EPRPD
	a. Agency Planning	• Agency plans • WFP, Budget and Financial Accountability Reports (BFARs)	EPRPD
3. ECAN Monitoring and Knowledge Management	a. Water quality monitoring and analysis		ECAN Monitoring and Evaluation Division (EMED)

Processes	Key Activities	Key Outputs	Division/Unit Responsible
	b. Natural Capital Accounting		EMED
	c. Knowledge Generation and Management		EMED
ECAN Implementation			
1. SEP Clearance System and Permitting	a. SEP Clearance Applications Processing and Evaluation	• SEP Clearance	District Management Divisions (DMDs)
	b. Permitting	• Permits	DMDs
2. Law Enforcement and Legal Services	a. Law Enforcement	• Cases filed	ECAN Zones Management and Enforcement Division (EZMED)
3. Advocacy and Capacity Development	a. Social marketing		ECAN Education and Extension Division (EEED)
	b. Training		EEED
Support Processes			

Processes	Key Activities	Key Outputs	Division/Unit Responsible
Human Resource Management and Development	a. Personnel Services Rewards & Recognition b. Recruitment, Selection & Placement c. Learning & Development d. Individual Performance Management System	• Updated HRIS/ databases • 201 Files • Recognition of outstanding employees • Appointments of staff • L&D Plan • Assessment/ Evaluation Reports	AFD-HRMD Unit, Personnel Selection Board (PSB), Program on Awards and Incentives for Service Excellence (PRAISE) Committee, Performance Management Team
Financial Management	a. Processing of payments	• List of Due and Demandable Accounts Payable – Advice to Debit Account (ADA)	AFD
Asset Management	a. Property and Supply Management b. Performance Evaluation of External Service Providers	• Contracts • Inventory • Asset Disposal Plan • Acknowledgement Receipt/Memorandum Receipt • Annual Procurement Plan (APP) • APCPI Monitoring Report • Procurement Monitoring Report • Property Disposal Report • Certificate of completion	AFD

Processes	Key Activities	Key Outputs	Division/Unit Responsible
General Services	a. Infrastructure Maintenance b. Transport Vehicle Maintenance c. Management of Work Environment	• Maintenance Plan • Maintenance reports • Maintained/Improved transport services • Functional transport system • Maintained/Improved work place • Maintained/Improved facilities/equipment	AFD

2.1.2. Process Controls and Quality Objectives

Each process has at least one quality objective which is a statement of the intent of the process. Each objective is supported by at least one "metric" or performance indicator (PI) which is then measured to determine the process' ability to meet the quality objective. The specific quality objective for each process is defined in the SPMS scorecards (OPCR, DPCR, IPCR) **(See Table 2 – Annex 2** for the objectives and performance indicators).

Metrics data are measured and gathered by process owners or other assigned personnel and are presented to the **Executive Director** during Management Review. These data are analyzed by the **Executive Director** to set goals and make adjustments for the purposes of long-term continual improvement. Review of the performance of these objectives is recorded in the Management Review minutes.

When a process does not meet a goal, or a problem is encountered within a process, the corrective action process is implemented to resolve the issue **(Table 2 - Annex 2).**

2.1.3. Control of Externally Provided Processes, Products, and Services

The PCSDS ensures control over externally provided processes, products, and services that affect their conformity to statutory and regulatory requirements. The type and extent of control to these externally provided processes, products, and services are defined in **Table 3 - Annex 2** and, as

applicable, in accordance with RA 9184 or the Government Procurement Reform Act and its Implementing Rules and Regulations.

There shall be performance evaluation and re-evaluation for each externally provided process, product and service.

2.2. Risks and Opportunities

PCSDS considers risks and opportunities when taking actions within the QMS. Risks and opportunities are identified as part of understanding the internal and external issues that are of concern to PCSDS and its interested parties throughout all other activities of the QMS.As the PCSDS acts to provide technical assistance to the PCSD in its primary function to develop and enforce policies, some apparent risks and opportunities are identified in **Table 4 - Annex 2**.

Correspondingly, risks and opportunities are managed in accordance with the document ***Risks and Opportunities Registers***.

2.3. Change Management

When PCSDS determines the need for changes to the QMS or its processes, these changes are planned, implemented, and then verified for effectiveness.

The clauses of ISO 9001:2015 that PCSDS will adopt to identify and implement any changes in the management system are enumerated in **Table 5 - Annex 2.**

2.4. Documentation Management

2.4.1. General

The QMS is aimed at ensuring consistency in meeting the client needs and expectations through the actual performance of documented policies, guidelines and procedures. The PCSDS QMS reflects the services of the organization as presented in the PCSDS Citizen's Charter which provides for the transparency/accountability and serves as reference of the staff and clients to expedite the processing/approval of documents pertaining to the implementation of RA 7611, special laws mandated to PCSD including RA 9147 (Wildlife Resources Conservation and Protection Act), RA 9072 (National Caves and Cave Resources Management and Protection Act), RA 9175 (Chainsaw Act of 2002), and other relevant laws such as Section 17 of RA 8550 (The Philippine Fisheries Code of 1998), Section 16 of RA 9003

(Ecological Solid Waste Management Act of 2000), Sections 10, 16, 35, 43 of RA 10067 (Tubbataha Reefs Natural Park (TRNP) Act of 2009). The QMS will also cover the Human Resource Development and Administrative matters.

The PCSDS' documentation is structured, as follows:

- **Level 1 – Policies, Issuances, and Plans**

  These documents refer to the PCSD Resolutions and Administrative Orders, PCSDS Special Orders, Memorandum Orders, organizational plans such as strategic plans, technical bulletins, and other issuances that are issued by the Executive Director and cascaded to the different Divisions, Units and District Management Divisions for proper implementation and adoption. These documents pass through central records for proper recording and distribution to the operating units as guidance to officials and employees on the delegated authorities and the directions that need to be implemented or coordinated with other partner agencies and stakeholders, as necessary.

- **Level 2 – PCSDS Manuals**

  PCSDS QMS Manual/Manual of Operation defines and clarifies policies, systems and procedures adopted to implement and continually improve the PCSDS Quality Management System. Likewise, it serves as reference and guide for all employees to make them familiar with and appreciate the PCSDS QMS. These documents pass through central records for distribution.

- **Level 3 – PCSDS Procedures**

  Procedures refer to the Manual of Operations, namely: Control of Documents, Control of Records, Internal Quality Audit, and Correction and Corrective Action Procedures.

  These documented procedures serve as guide for all the employees to ensure that proper controls on documents, records, nonconformities and internal audit are implemented. Additional procedures are also established to serve as guide in implementing core, management and support processes contained in the business process map.

  This also includes all procedures or manuals approved by the Council/Executive Director which are circulated and disseminated by the Records Officer to all Divisions.

The PCSD Operations Manual is a compendium of resources designed to guide Council members in carrying out PCSD functions efficiently and effectively. The document incorporates the procedural system in the conduct of meetings and activities that will further enhance the administration of Council affairs.

- **Level 4 – Office Plans, Manuals, and Procedures**

  Office plans refer to the specific plans of the Divisions/Units that may include the work and financial plans (WFP), HR-related plans, Division and Individual Performance Commitment Review (DPCR/IPCR), Annual Procurement Plan (APP) and the like. These plans are specifically for the implementation of the concerned Divisions/Units. Procedures are also developed for specific processes of the Divisions/Units. It may affect or interact with other units but the main responsibility of implementation is within the concerned Division/Unit where the manual or documented procedures originated. Manuals or procedures may also be externally generated such as the Procurement Handbook, CSC Executive Order 292 and its Omnibus Rules as amended and PCSD Issuances, and the like.

- **Level 5 – Records**

  Record is a special type of document that provides evidence of performance of the Level 1 to 4 documents. These are generated by the process owners who are performing tasks and procedures.

2.4.2. Control of Documents

PCSDS implements a procedure for the creation, revision, approval and issuance of documents, regardless of form (soft or hard copy), which include the documents under Levels 1 to 4 of the documentation structure. Likewise, the procedure provides for an effective monitoring, distribution, maintenance and updating of procedures and instructions within the said manuals.

All issuances are coded according to acronym of document type, number and year issued (e.g. PCSD Administrative Order No. 11 Series of 2012 coded as PCSD Administrative Order # 11 S.2012).

The procedure for document control is established to define the controls needed to:

- Approve documents for adequacy prior to issue;
- Review and update as necessary and re-approve documents;
- Identify the current revision status of documents and changes to:
    a. Ensure that relevant versions of applicable documents are available at points of use;
    b. Ensure that documents remain legible, readily identifiable and retrievable;
    c. Ensure that documents of external origin (put details, e.g. emails) determined by the Office to be necessary for the planning and operation of the QMS are identified and their distribution controlled; and
    d. Prevent the unintended use of obsolete documents, and apply suitable identification if they are retained for any purpose.

2.4.3. Control of Documented Information

A Central Registry has been established to collect and maintain incoming and outgoing communications, issuances of documents, and discharge of borrowed documents and information, facilitate efficient and effective administration by ensuring the protection, accessibility and retrieval of records and provide a system for the identification, collection, indexing, accessing, filing, storage, maintenance and disposition of records. It is the central repository of the agency's current or active records. The registry contains all the information generated by PCSDS in the form of letters, memoranda, hard copies of documentaries, reports and other documents. Records are ensured legible, stored and retained to prevent damage, deterioration or loss and labeled in such a way that they are readily retrievable in the organized file systems (Other records are kept by offices concerned).

The Records Officer or personnel concerned, as the case may be, maintains records to demonstrate achievement of applicable requirements, which include the PCSDS management process and its interfacing sub-processes.

The PCSDS Records Management follows a system of documents flow as approved and adopted by the management. A standard procedure for the filing and control of documents following the protocol on communication flow on all official communication and other documents including those transmitted through electronic mail to the official website of PCSDS as well as those sent to the staff's personal account which is official in nature has to be implemented.

A Filing System Index is being observed for proper storage and retrieval of all files lodged at the Central Registry.

Retention periods of records, regardless of form (soft or hard copy) are established, recorded and maintained in accordance with the Records Retention and Disposition Schedule as determined by the agency based on the guidelines provided by the National Archives of the Philippines. A summary of the documented information, and system of identification is presented in **Table 6 - Annex 2.**

3. MANAGEMENT AND LEADERSHIP

3.1. Management Leadership and Commitment

The PCSDS Executive Director provides evidence of its leadership and commitment to the development and implementation of the QMS and continual improvement of its effectiveness by:

- taking accountability for the effectiveness of the QMS;

- ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the PCSDS' context and strategic direction;

- ensuring the integration of the QMS requirements into the PCSDS' business processes;

- promoting the use of the process approach and risk-based thinking;

- ensuring that the resources needed for the QMS are available;

- communicating the importance of effective QMS and of conforming to the requirements;

- ensuring that the QMS achieves its intended results;

- engaging, directing, and supporting persons to contribute to the effectiveness of the QMS;

- promoting improvement; and,

- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

3.2. Stakeholder Focus

The PCSDS Executive Director adopts a stakeholder-first approach which ensures that stakeholder's needs and expectations are determined, translated into requirements, and are met with the aim of enhancing stakeholder satisfaction.

This is accomplished by ensuring that:

- stakeholder and applicable statutory and regulatory requirements are determined, understood, and consistently met;

- risks and opportunities that can affect conformity of products and services and the ability to enhance stakeholder satisfaction are determined and addressed; and

- the focus on enhancing stakeholder satisfaction is maintained.

3.3. Policy

The Executive Director has defined and documented the organization's Quality Policy. The policy is appropriate to the purpose and context of the PCSDS and supports its strategic direction. The policy provides a framework for setting quality objective and includes a commitment to meet applicable requirements and continual improvement of the QMS.

QUALITY POLICY

We, the Palawan Council for Sustainable Development Staff, are committed to transform Palawan into an innovative and dynamic global center of sustainable development.

We pledge to serve the people with integrity and honor, sensitivity to gender and culture, and in accordance with excellent governance and professionalism.

We adhere to participatory, ethical, and science-based decision-making processes.

We remain faithful to the principles of sustainable development – ecological viability, social acceptability, and integrated approach – through quality management system and continually strive for excellence for intergenerational benefits.

We abide to the principle of transparency and accountability.

The Quality Policy is released as a separate document and is communicated and implemented throughout the PCSDS.

3.4. Organizational Roles, Responsibilities, and Authorities

The Executive Director directs, manages, and supervises the operations and internal administration of the PCSDS and is responsible for the efficient and effective conduct of PCSDS functions.

As such, the responsibilities and authorities for all relevant functions are assigned by the Executive Director of the PCSDS. These are communicated through a combination of organizational structure, functional structure, position description, and other QMS documentation.

The Executive Director directs the Feedback Management Team to do the following:

a. Monitor stakeholder satisfaction;
b. Evaluate or validate whether stakeholder requirements are met, with due consideration of public welfare;
c. Provide feedback on stakeholder satisfaction for product continual improvement;
d. Ensure that changes and the current revision status of documents are identified, and the unintended use of obsolete documents is prevented;
e. Ensure that records are controlled through established means for identification, storage, protection, retrieval, retention and disposition.

4. SUPPORT

4.1. General

The PCSDS determines and provides appropriate resources needed to implement, maintain, and continually improve its QMS. The resources required includes human resources, infrastructure, technology, work environment, financial resources and all other support processes reflected in the business process map necessary to improve the workforce's welfare and performance and enhance client satisfaction. The resource requirements are defined in work and financial plans and procurement plans.

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as what needs to be obtained from external providers.

4.2. Human Resources

The PCSDS ensures the provision of sufficient personnel for the effective operation of the QMS, as well as its identified processes; formulates, recommends and implements Human Resource policies and programs adopted by PCSDS, in accordance with applicable policies, rules and regulations of the Civil Service Commission (CSC), PCSD, and other relevant agencies; and adopts a system of assessing the performance of personnel to ensure competence and competitive-ness of PCSDS. Personnel performing work affecting quality of products and services are competent on the basis of appropriate education, training, skills and experience. Where applicable, the organization takes actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.

Applicable actions may include provision of training, mentoring, coaching or re-assignment of currently employed personnel, or hiring/contracting of competent personnel.

Applicable actions and subsequent communication ensure that personnel are aware of the quality policy; relevant quality objectives; their contribution to the effectiveness of the QMS, including compensation and other benefits to improve performance; and the implications of not conforming to the QMS requirements.

4.3. Infrastructure

To meet quality objectives and achieve conformity of products and services, the PCSDS ensures that the infrastructures necessary for the operations of its processes are determined, provided, and maintained for the security and safety of the resources. These infrastructures include:

- Buildings, workspace and associated utilities;

- Equipment including hardware and software;

- Transportation resources; and

- Information and communication technology and facilities.

The equipment used for measurement activities such as inspection or testing, and traceability of measurement are properly identified to determine their status, safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results, and calibrated or verified at specified intervals or prior to use.

Records pertaining to inventory, maintenance schedule, corrective maintenance or repairs either through in-house technical capabilities or externally-provided services and other plans required by the management are updated and maintained.

Regular preventive maintenance are instituted to keep the facilities and equipment serviceable and in good running condition.

4.4. Work Environment

The PCSDS ensures that a conducive environment necessary for the operation of its processes and to achieve conformity of products and services are determined, provided, and maintained.

It complies with relevant health and safety regulations in its work stations, facilities and equipment.

The Executive Director promotes the well-being and satisfaction of each employee to ensure effectiveness and efficiency, and foster productivity and teamwork through the provision of housekeeping, security management, team alignment activities, and physical fitness program.

4.5. Procurement of Goods and Services

The preparation, implementation, and monitoring of an economical, efficient, and effective property and supply management is essential in sustaining PCSDS operation. Policies and guidelines on the procurement, acceptance, inspection, issuance/utilization, maintenance, storage, and disposal of supplies, materials, equipment, and services are implemented in accordance with existing government laws, rules, policies, and regulations.

The PCSDS ensures compliance with the Government Procurement Reform Act (RA 9184) and its implementing rules and regulations and the government accounting and auditing manual, in the operationalization of its property and supply management. Equipment and supply requirement identified in the Annual Procurement Plan are provided on time ensuring their conformity to specified purchase requirements and specifications. The PCSDS conducts inventory of all procured and accepted goods and services and regularly identifies those goods that are serviceable and non-serviceable for disposal.

The PCSDS evaluates and selects suppliers based on their ability to supply goods and services in accordance with the agency requirements. Criteria for selection, evaluation and re-evaluation are established.

These activities are further defined in the Purchasing Procedure documents.

4.6. Organizational Knowledge

The PCSDS determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. It uses knowledge and information to achieve the agency's objectives.

Knowledge and information may be obtained from internal sources, such lessons learned from successes and failures, feedback from subject matter experts, intellectual property, knowledge gained from experience, and external sources such as standards, academia, conferences, or information gathered from stakeholders or suppliers.

These knowledge include but are not limited to audio-visual materials on SEP, PCSD special laws, administrative orders and other issuances and official

publications which are always maintained, updated and made available for distribution to stakeholders.

When managing risks and planning for changes, PCSDS considers its current knowledge and determines how to acquire or access the necessary additional knowledge.

5. OPERATION

5.1. Operation Planning and Control

The PCSDS plans, implements, and controls the processes needed to meet the requirements for the provision of products and services. Operational planning is consistent with the requirements of the other processes of the QMS and is suitable for the PCSDS' operations. Such planning considers the information related to the context of the organization, the identified current resources and capabilities, product and service requirements and acceptance criteria, as well as the need to outsource products, goods and services.

5.2. Requirements for Products and Services

5.2.1. Stakeholder Communication

The PCSDS provides mechanisms to ensure effective communication with the external clients. External clients include permit applicants and holders, project proponents, partner agencies, NGOs, the general public or stakeholders, among others. Communicating effectively to these audiences is crucial in increasing their knowledge, enhancing their skills and eventually causing behavioral changes towards attaining the overall objectives of the PCSD and the SEP Law.

Communication products include policy issuances of PCSD and its operational procedures and requirements; scientific reports, studies, and maps generated by PCSDS; and facilitation of customer inquiries and feedback systems, among others.

Various mechanisms and media approaches are used in delivering the communication products. These include radio broadcasts, press releases, newsletters, and the use of social media. The PCSDS likewise maintains its own website as communication channel. Stakeholders consultation like conduct of fora, symposia, information caravans, among others, are also being utilized.

5.2.2. Determination of Requirements for Products and Services

The PCSDS ensures that the requirements for the products and services are defined by applicable statutory and regulatory requirements (e.g., Republic Acts, Executive Orders, Presidential Proclamations, PCSD Administrative Orders, PCSD Resolutions, among others considered necessary by the agency). It also ensures that it can meet the claims for the products and services it offers.

5.2.3. Review of the Requirements for Products and Services

The PCSDS reviews the requirements for products and services to ensure that it has the ability to meet the requirements. These requirements may include those specified or not stated by the stakeholders; those specified by the agency; and contracts or agreements differing from those previously expressed.

When any of these requirements are changed, the PCSDS ensures that relevant documents are amended and relevant personnel are made aware of the changes.

5.3. Design and Development of Products and Services

The PCSDS ensures that stakeholder needs and requirements are incorporated in creating or updating policies, programs, plans, and regulations, for these to be responsive, citizen-centered, relevant, effective, and sustainable.

This process guarantees that product and service design and development is planned; input requirements are captured; outputs are created under controlled conditions; review, verification and validation are performed; and changes are made in a controlled manner.

5.4. Production and Service Provision

5.4.1. Control of Provision of Products or Services

To control the delivery of products and services, the PCSDS considers, as applicable, the following:

a. Availability and use of well-documented procedures, reference standards and/or protocol and guidelines, the absence of which would adversely affect quality;
b. Use of efficient and appropriate tools and equipment within the prescribed work environment;
c. Availability and use of suitable monitoring and measuring resources;
d. Implementation of monitoring and setting up parameters and control measures in every activity;

e. Approval and updating of processes as the need arises;
f. Use of suitable infrastructure and environment;
g. Appointment of competent persons, including any required qualifications;
h. Implementation of actions to prevent human error; and
i. Implementation of release, delivery and post-delivery activities.

5.4.2. Identification and Traceability

Where appropriate, the PCSDS identifies its product or service or other process outputs by suitable means. Such identification includes the status of the product or service with respect to monitoring and measurement requirements. Unless indicated as nonconforming, pending disposition, or some other similar identifier, all product or service shall be considered conforming and suitable for use.

Traceability of records and documents is maintained.

5.4.3. Property Belonging to Third Parties

Stakeholder property is defined as any stakeholder information such as instructions, data, and documents forwarded by the stakeholder and approved issuances kept by the PCSD/S. The agency exercises care of stakeholder property while it is under its control or being used by the agency. Upon receipt, such property is identified, verified, protected and safeguarded.

Proper protection and storage through the Records Control is being implemented to prevent loss and damage of these files. Policy for release of information or confidential files is maintained and implemented. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the stakeholder and records are maintained.

Stakeholder intellectual properties, including stakeholder-furnished data used for planning, policy and program development, and regulation, are identified, maintained, and preserved to prevent accidental loss, damage or inappropriate use.

For the control of other stakeholder properties, refer to **Table 7 - Annex 2.**

5.4.4. Preservation

The PCSDS ensures conformity to requirements through the preservation of product or other process outputs during internal processing/production until service provision or release. The preservation includes identification, handling, packaging, storage, transmission or transport, protection, and safeguarding the integral parts of a product.

Primarily, the processed information which relates to approved policy, plans and program, regulations and clearances are the main product identified in

preservation. Whereas, support processes like administrative, financial and human resources which may have direct or indirect relation to core processes are also preserved to maintain the propriety of the core processes.

The handling and packaging relate to the processes that transform the output into PCSD's proprietary deliverables. This ensures that services are delivered properly and in complete order with compliance to statutory standards.

Furthermore, storage and protection of these services are safeguarded together with the necessary documented information and physical resources/evidences. The PCSDS has its Central Registry for the general information, like but not limited to office memoranda, national memoranda, policies and contracts. Legal documents are maintained with the Legal Service Unit, and financial documents with the Accounting Unit. Properties and supplies are inventoried and kept with the Property and Supply Unit.

5.4.5. Post-Delivery Activities

As applicable, the agency conducts the following "post-delivery activities":

- Performance evaluation of externally provided products, services and processes;

- Stakeholder satisfaction survey/feedback system (external); and

- Post-delivery services (e.g. corrections on typographic errors).

5.4.6. Control of Changes

The PCSDS reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements. The concerned division of the PCSDS informs the Executive Director of the change in the process through an intra-office memo and an agreement is decided during the Management Committee meeting. The concerned division and the Office of the Executive Director (OED) retain the documented information describing the process observed. In cases wherein the changes can be decided at the division level, the division chief, in consultation with concerned Director, shall decide on the changes and documented information of the changes will be retained by the division.

5.4.7. Release of Products and Services

The delivery of PCSDS Core Processes outputs is monitored through meetings, workshops and consultations with the assigned personnel. The evaluation, reviews, inspections and amendments are conducted at appropriate stages to verify that the product and service requirements have

been met. Products and services are updated through review of policies, rules and procedures, manuals of procedures, manual of authorities, operations manuals and other related documents.

The development of issuances, plans, policies, and permits through Completed Staff Work is monitored through series of meetings with assigned personnel and monitoring of accomplishments based on the set timelines and established procedures. Official documents issued by PCSD/PCSDS such as laboratory result, permit, or clearance carry with it the PCSD's official dry seal.

5.5. Control of Nonconforming Output

The PCSDS recognizes that nonconformities may occur within any phase of the provision of PCSD policies, programs and project management, PCSDS regulations, monitoring and enforcement.

Upon detection of nonconforming output, PCSDS shall apply at least any of the following:

- Correction

- Containment

- Return

- Damage control

- Informing the stakeholder

- Obtaining authorization for acceptance under concession

- When nonconforming services are corrected, they are subject for review in accordance with applicable documented procedures/standards.

6. PERFORMANCE EVALUATION

6.1. Monitoring, Measurement, Analysis, and Evaluation

6.1.1. General

The PCSDS monitors, measures, and evaluates the:

- conformity of products and services;

- stakeholder satisfaction;

- performance and effectiveness of the QMS;

- implementation of the plans;

- effectiveness of actions taken to address the risks and opportunities;

- performance of external providers; and,

- opportunities for improvements to the QMS.

6.1.2. Stakeholder Satisfaction

The agency monitors the product and service outcomes in terms of meeting the stakeholder's requirements and expectations. PCSDS periodically obtains stakeholders' feedback and perception. The activities aim to measure as well as to monitor the performance of the agency in terms of meeting the stakeholders' requirements and expectations and to surface the current and future development concerns of stakeholders as they are relevant in defining and aligning the agency's plans and programs.

Feedback from stakeholders are gathered through any of the following approaches:

6.1.2.1. Stakeholder Satisfaction Survey

Stakeholder satisfaction is monitored using a survey form that focuses on measuring client or stakeholder perception of service/product provided by PCSDS. The purpose of the survey is to find out the extent of stakeholder satisfaction with service/product received from PCSDS.

The survey aims to get suggestions on ways to improve or enhance policy and management services/products. The respondents are selected based on the sampling frame or databases of clients who availed of the service of the agency in a given period. This survey may be outsourced to ensure objectivity of the results and is conducted as required by the management based on its assessment of the pressing issues and concerns of the agency.

A survey is facilitated once a year to gather feedback on products and services of the PCSDS. Certain parameters are used to determine the appropriateness, completeness and relevance of these products and services. The data gathered are used to improve product and service delivery. Said survey is answered by randomly selected respondents that are considered stakeholders of specific products and services.

Result of the survey is forwarded to concerned Divisions and Office of the Executive Director to be used as basis for continual improvement of PCSD/S services.

6.1.2.2. Feedback Forms

Feedback from transacting or walk-in clients is gathered through a Walk-In Client Satisfaction Survey which is facilitated during their visit to any PCSDS office.

6.1.2.3. Handling Negative Customer (External and Internal) Feedback

Each division shall regularly gather from its customers, feedback on customer satisfaction of its services using the prescribed PCSDS Customer Feedback form **(See Annex 3 for Sample Feedback Form).**

The form should be made available to customers at all times. Likewise, properly labeled feedback box are installed near customer transaction areas for clients to give their comments and suggestions for continual improvement.

Internal customer feedbacks are gathered/collated/analyzed by concerned Divisions to determine positive feedbacks, opportunities for improvement and complaints that need to be addressed. External customer feedbacks will be handled by the Information Desk Officer who will refer all negative feedbacks/complaints to Divisions concerned for corrective action.

Concerned division chief/s shall review the received negative external customer feedbacks/complaints who shall call the attention of his/her staff identified in the complaints and do the corresponding corrective action. If no particular staff is indicated in the feedbacks/complaints, the concerned division chief and staff and shall collectively undertake the corresponding corrective action. All complaints and corrective actions shall be submitted to the Head of Agency for review and appropriate action.

6.2. Internal Audit

The agency maintains an Internal Quality Audit Procedure to verify whether quality activities and related products and services conform to the agency's QMS requirements and the requirements of ISO 9001:2015, and to determine if the QMS is effectively implemented and maintained.

The results are recorded and brought to the attention of the personnel having responsibility in the audited area. The personnel responsible in the area being audited takes appropriate correction and corrective actions without undue delay.

Follow-up activities are conducted to verify and record the implementation and effectiveness of the actions taken. The summary of audit and results of verification activities are reported during Management Review.

6.3. Management Review

The PCSDS reviews the QMS at least once a year to ensure its consistency, adequacy, and effectiveness. The review is led by the Executive Director and inputs to this review include, at a minimum, the following:

- The status of actions from previous management reviews;

- Any internal and external issues that arise relevant to the QMS;

- Actions taken to address risks and opportunities;

- Information on the performance of the QMS, including trends in:

  o stakeholder satisfaction and feedback from relevant interested parties;

  o the extent to which quality objectives have been met (through OPCR, DPCR and IPCR);

  o process performance and conformity of products and services (through OPCR, DPCR and IPCR);

  o nonconformities and corrective actions;

  o monitoring and measurement results;

  o audit results; and

  o performance of external providers

- Adequacy of resources; and

- Opportunities for improvement.

The outputs of the management review will be the minutes of meeting and QMS action Plan. Furthermore, internal policy to complement the mentioned outputs will be issued for information of all staff. Records of Management Review are maintained in the Central Registry Section.

7. IMPROVEMENT

7.1. General

The PCSDS determines and selects opportunities for improvement and implements any necessary actions to meet stakeholder requirements and enhance stakeholder satisfaction. These include:

- Improving products and services to meet requirements as well as to address future needs and expectations;

- Correcting, preventing or reducing undesired effects; and

- Improving the performance of the QMS.

7.2. Nonconformity and Corrective Action

The PCSDS maintains a Corrective Action Procedure to ensure that the PCSDS reacts to the nonconformity and as applicable takes action to control and correct it or deal with the consequences.

The procedure also provides a system for reviewing, analyzing, determining the causes, and, if similar nonconformities exist or could potentially occur, ensuring that appropriate corrective actions are taken.

Records of the nature of the nonconformities and any subsequent actions taken and results of any corrective action are maintained.

The PCSD/S implements corrective actions that are identified from the root-cause analysis of nonconformities and improvement opportunities. Corrective action is taken to prevent, reduce and finally eliminate undesired effects occurring during performance of PCSDS processes such as:

1. Nonconforming services/products;

2. Nonconformities as reflected in audit findings; and

3. Nonconformities identified in monitoring and measurement of service process-es and products/outputs.

7.3. Continual Improvement

The PCSDS continually improves the suitability, adequacy, and effectiveness of the QMS using the results of analysis and evaluation and the outputs from management reviews.

It continually aims to improve the effectiveness of its QMS and processes by allowing all employees and stakeholders to identify effective and suitable ways to improve program/policy implementation, thus, transforming risks into opportunities to achieve improved or better results and prevent/avert negative effects.

Appropriate methods used to identify potential improvement are based on, but not limited to, quality analysis methods using information gathered from sources (internal and external) such as:

1. IPCR/DPCR/OPCR ratings;
2. Audit findings;
3. Management review;
4. Stakeholder satisfaction survey; and
5. Feedback system from clients and other stakeholders

The improvement process addresses performance rating, outputs of Internal Quality Audits, and comments and feedbacks from clients and stakeholders. Determination of needs or opportunities will facilitate continual improvement of product and services to meet appropriate stakeholder requirements and to enhance stakeholder satisfaction without compromising the policies being implemented.

ANNEX 1

FIGURE 1
PALAWAN COUNCIL FOR SUSTAINABLE DEVELOPMENT STAFF
INTERNAL STRUCTURE – As of November 09, 2017
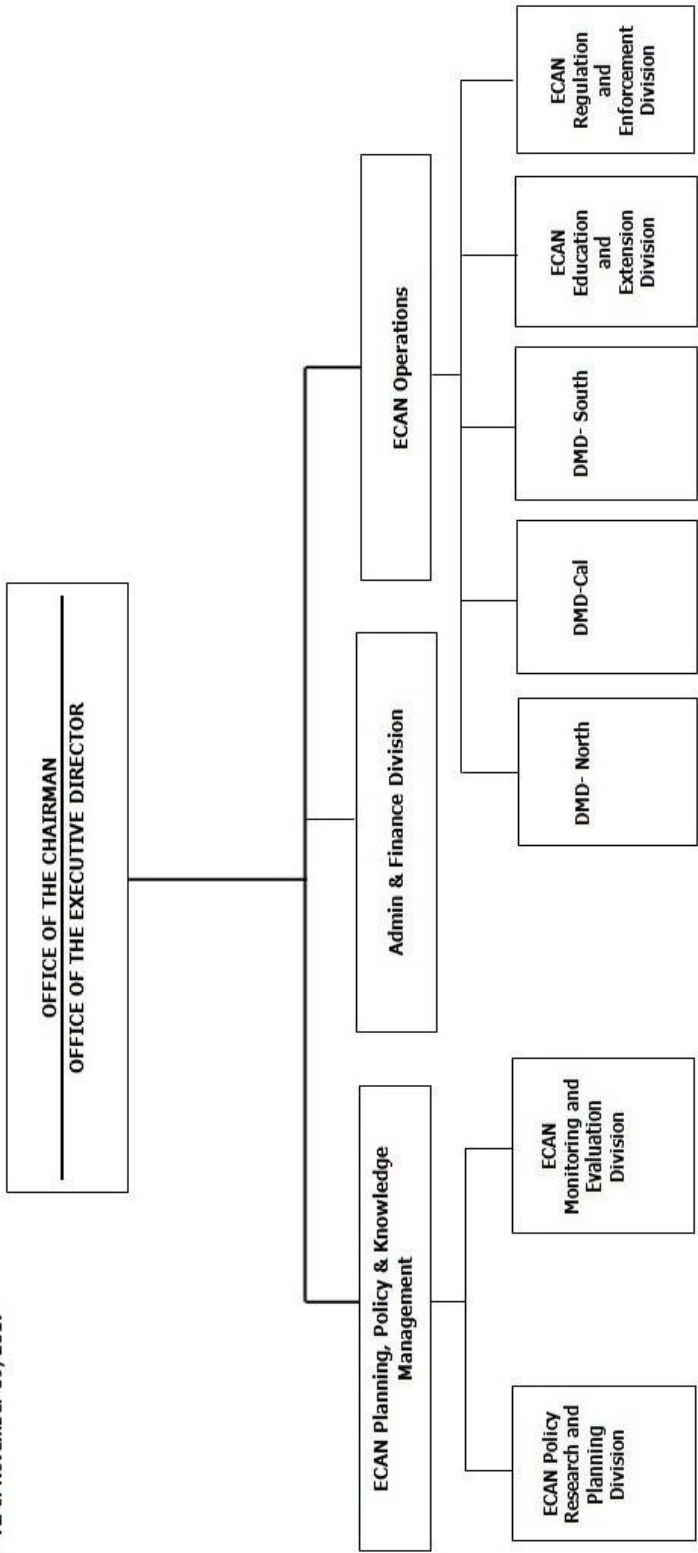
Approved by:

NELSON P. DEVANADERA
Executive Director

ANNEX 2

Table 2. Quality objective and performance indicators of QMS processes.

Process	Activity	Objective	Performance Indicator
Core Processes			
ECAN Policy Formulation			
a. Policy Development	Policy Development	To formulate policies in support of Strategic Environmental Plan and other mandated laws of PCSD	No. of policy documents prepared
b. Planning and Programming	ECAN Zones Management Planning	To mainstream the ECAN zones into the local plans of municipalities	No. of ECAN Zones Management Plans
	Agency Planning	1. To set the strategic directions, thrust and priorities, and objectives of the agency 2. To develop programs, projects, and activities for funding	1. No. of agency plans and budget proposals developed 2. Amount of funding secured

c. ECAN Monitoring and Knowledge Management	Water quality monitoring and analysis	The Environmental laboratory is established to generate technically valid, legally defensible and of known quality environmental data that will be used in research, planning, policy formulation, and quality assessment of the environment.	No. of laboratory test reports released per year
	Natural Capital Accounting	Natural Capital Monitoring adopts a systems perspective to provide indicators for environmental trends, demonstrate potential trade-offs in ecosystem use and recommend solutions based on scientific information to support decision-making in sustainable resource use.	No. of recommendation report submitted
	Knowledge Generation and Management	To provide a system of data/knowledge acquisition, consolidation and management of Palawan's socio-economic systems and its environment for dissemination to key stakeholders and the wider public.	**Knowledge Generation:** No. of knowledge products published **Knowledge Dissemination:** No. of visitors and clients reached
ECAN Implementation			

a.SEP Clearance System and Permitting	SEP Clearance Applications Processing and Monitoring	To regulate the use of resources and ensure that the activities are conducted in appropriate zones.	No. of SEP Clearances issued No. of monitoring reports prepared
	Permitting and Monitoring of Permits	To regulate the use of resources.	No. of Wildlife Permits, Cave Permits, and Chainsaw Permits issued No. of monitoring reports prepared
a.Law Enforcement and Legal Services	Law Enforcement	To strengthen the enforcement of PCSD policies. To deter the people from conducting illegal activities. To prosecute cases involving environmental violations. To determine the extent of compliance of people in environmental laws. To provide legal assistance to PCSD/S.	No. of WEOs deputized and deployed with regular reports of operations No. of WTMUs established and maintained with regular reports of operations No. of investigation/ apprehensions conducted with reports prepared No. of admin complaints prepared, notarized and forwarded to PAB

c.Advocacy and Capacity Development	Social marketing	To increase awareness of stakeholders & communities on SEP, PCSD mandated laws & other environmental concerns.	No. of awareness & social mobilization activities conducted with reports prepared.
	Training	To capacitate stakeholders on the principles of sustainable development, PCSD mandated laws & other environmental concerns.	No. of trainings conducted with reports prepared
Management Processes			
Policy Issuance	Policy Instrument Issuance	To issue policies necessary to carry out the provisions of SEP and other mandated laws	No. of PCSD policy issuances
Management Review and Performance Evaluation	Management Review	To undertake assessment & review of PCSDS processes. To identify nonconformities and recommend corrective actions.	No. of management reviews conducted
	Internal Quality Audit (IQA)	To undertake Internal Quality Audit of PCSDS processes.	No. of IQA conducted
Records Management	Tracking and Archiving of Incoming and Outgoing Documents	To provide systematic recording & disposal of records & documents.	No. of reports prepared
Support Processes			

Human Resource Management and Development	Personnel Services Rewards & Recognition	To encourage, recognize and reward employees through Program on Awards and Incentives for Service Excellence (PRAISE).	No. of outstanding employees rewarded
	Recruitment, Selection & Placement	To establish a system that is characterized by strict observance of the merit, fitness and equality principles in the selection of employees for appointment to positions in the career and non-career service in all levels.	No. of appointments issued
	Learning & Development	To make available adequately skilled and qualified personnel in the workforce.	No. of employees trained
	Individual Performance Management System	To measure and improve the performance of employees.	No. of IPCR reviewed
Financial Management	Processing of payments	To ensure that payments for goods & services are on time and consistent with COA documentary requirements.	Percentage of total quarterly NCA (under Regular & Wildlife Management Fund)
Asset Management	Property and Supply Management	To ensure the timely delivery of quality goods and services.	No. of inventory reports of goods & services
	Information and Communication Technology	To ensure the timely delivery of ICT equipment.	No. of assessment/inventory reports

General Services	Infrastructure Maintenance	To provide proper maintenance of buildings & other infrastructure facilities	No. of maintenance report
	Transport Vehicle Maintenance	To provide proper maintenance of transport facilities	No. of maintenance report
	Management of Work Environment	To have a clean and conducive work environment.	No. of clean up activity

Table 3. Control methods of externally provided processes, products and services.

EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES	CONTROL METHODS
Environmental Planning Services	• MOA • Letter of Agreement • Contract • Phased submission of outputs • Entry presentation • Technical orientations • Exit presentation • Mentoring • Field visit
Security Services	• Contract
Messengerial Services	• Contract
Janitorial Services	• Contract

EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES	CONTROL METHODS
Scientific Researches	• Contract • Phased submission of outputs • Presentation to PCSDS • Review of output
Equipment Maintenance	• Contract • Inspection • Acceptance
Pest Control	• Contract • Inspection • Acceptance
Procurement of office supplies, ICT and other equipment	• Bid posting, submission and evaluation • Awarding • Notice to Proceed • Delivery and Inspection • Acceptance
Telecommunications (telephones, internet connection, mobile subscriptions)	• Contract • Monitoring of service quality

Various processes:
 	
   • Volunteers
 	
   • Interns
 	
   • On-the-Job Trainees
	• MOA/MOU
	
	• Academic Grades/Rating
	
	• Daily Time Records

EXTERNALLY PROVIDED PRO-CESSES, PRODUCTS AND SER-VICES	CONTROL METHODS
Training Services	• Contract • Submission and review of training design • Payment schedule
Personnel Development (e.g. team alignment activities, career development, HR-related interventions)	• Contract • Payment schedule • Submission and review of activity design
Job order and consultancy	• Contract • Accomplishment reports • Certification of completion
Communication services (radio broadcasts, print materials, collaterals, video editing, and other visibility products)	• Contracts • Order forms and receipts • Sales invoice
Printing of office forms	• Order forms and receipts • Sales invoice
Catering services	• Contracts • Receipts • Taste test
Event organizing	• Contract

EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES	CONTROL METHODS
Transport services	• Contract • Receipts • Certificate of completion • Reimbursement Expense Receipt • Acknowledgement Receipt
Booking services	• Travel order and itinerary of travel • Tickets • Used boarding passes
Accommodation services (for guests and staff)	• Contract
Maintenance services including landscaping of office premises	• Contract
Collection of hazardous wastes	• Contract
Construction services	• Contract
Repair and maintenance of structures	• Contract

Table 4. Risks and Opportunities Registers.

List of Risks and Opportunities	
Risks	**Opportunities**
• Non-acceptance by the stakeholders (of the policy) due to different biases	• Development of a harmonized comprehensive policy that addresses the needs of various stakeholders
• Resistance of certain groups due to limited knowledge	• Champions and allied groups are available to support the policy to harmonize interests
• Non-approval by PCSD/Council due to political affiliation compromising environmental degradation	• Able to implement a more creative and responsive IEC activities
• Non-availability of MMMME or 4M&1E internal and external inputs	• Develop guidelines and strategies for fund sourcing and allocation of required resources.
• Delay in the issuance of permits due to unavailability of signatories/quorum in the Council.	• To amend existing policy (amended)
• Non-compliance to policies due to lack of knowledge/information of the stakeholders	• Strengthen information and education campaign and/or strengthening enforcement
• Lack of cooperation among law enforcement agencies	• Strengthen coordination and/or develop coordination protocols
• ECAN maps are perceived as no longer responsive (obsolete) due to new priorities and development thrusts of LGUs	• Updating of ECAN zones map will be a new process

• ECAN mainstreaming process not fully institutionalized due to low level of appreciation by LGUs	• Develop new and appropriate strategies for social marketing with LGUs • Develop guidelines together with other institutions (HLURB, DILG)
• Minimal investment and budget allocation of LGUs on ECAN/ENR PAPs (Programs, Activities and Projects)	• Develop guidelines and strategies for fund sourcing and budget allocation • Linkage with other agencies/partners widened
• LGUs/Partners may lose confidence in the decisions provided by the staff due to lack of expertise	• Capacitate the staff • Widen/broaden knowledge and experience
• Staff may suffer over fatigue, stress and other health problems due to work overload	• Linkage with other agencies/partners widened
• Quality of work may be compromised	• Development of guidelines for corrective actions

Table 5. The clauses of ISO 9001:2015 that PCSDS will adopt to identify and implement any changes in the management system.

CLAUSE	Changes in QMS System
Clause 4.4.1 g	Evaluates change management processes and implement any changes needed to ensure that these processes achieve their intended results.
Clause 5.3 e	Ensures that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
Clause 6.3	Deals with planning of changes. When the organization determines the need for changes as the quality management system, the changes shall be carried out in a planned manner. The organization shall consider the following: a. Purpose of the changes and their potential consequences b. Integrity of the quality management system c. Availability of resources d. Allocation or reallocation of responsibilities and authorities
Clause 7.5.3.2 (Control of documented information) c) control of changes (i.e. version control)	The organization shall address the following activities as applicable: a. Distribution, access, retrieval and use b. Storage and preservation, including preservation of legibility c. Control of changes (e.g. version control) d. Retention and disposition
Clause 8.1 (Operational planning and control)	The organization shall control planning changes and review the consequences of unintended changes taking action to mitigate any adverse effects, as necessary.
Clause 8.2.1 b	Communication with customers shall include: handling requirements, contracts or orders, including changes.
Clause 8.2.4	This refers to changes to requirements for outputs and services. The organization shall ensure that relevant documented information is amended and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

Clause 8.3.6 (Design and development changes)	The organization shall retain documented information and shall identify, review and control changes made during, or subsequent to, the design and development of products and services to the extent necessary to ensure that there is no adverse impact on conformity of requirements for: a) design and development changes b) results of reviews c) authorization of changes d) actions taken to prevent adverse impact
Clause 8.5.6 (Control of changes)	The organization shall review and control changes for production or services provision to the extent necessary to ensure continuing conformity with requirements. The organization shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.
Clause 9.2.2 a	The organization shall plan, establish, implement and maintain an audit program (a) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits.
Clause 9.3.2 b (Management review inputs)	The management review shall be planned and carried out taking into consideration changes in external and internal issues that are relevant to the quality management system. The organization shall retain documented information describing the results of changes, the person(s) authorizing the change, if necessary.
Clause 9.3.3 b	The outputs of management review shall include decisions and actions related to any need for changes to the Quality Management System.
Clause 10	Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and reorganization.
Clause 10.2.1 f	When a nonconformity occurs, including any arising concerns from complaint, the organization shall make changes to the quality management system, if necessary.

Table 6. Documented information and system of identification.

Documented Information	Identification	Format/Media	Review	Approval
Policies	Title, Date, Reference Number	Hard copy Electronic copy (editable and scanned)	Division Heads Man Com	OED PCSD
Issuances	Title, Date, Reference Number	Hard copy Electronic copy (editable and scanned)	Division Heads ManCom	OED PCSD
Plans	Title, Date, Reference Number	Hard copy Electronic copy (editable and scanned)	Division Heads ManCom	OED PCSD
PCSDS Manuals	Title, Date, Reference Number	Hard copy Electronic copy (editable and scanned)	Division Heads QMS Core Team	OED
PCSDS Procedures	Title, Date, Reference Number	Hard copy Electronic copy (editable and scanned)	Division Heads QMS Core Team	OED PCSD
Office Plans, Manuals, and Procedures	Title, Date, Reference Number	Hard copy Electronic copy (editable and scanned)	Divisions/Units ManCom	OED

Records	Title, Date, Reference Number	Hard copy Electronic copy (editable and scanned)	Process Owners	OED

Table 7. PCSDS control of other stakeholder properties.

PROPERTY	CONTROL
Confiscated and apprehended resources	Inventory Appropriate storage and protection Security measures Acceptance form Implementation of applicable laws/guidelines/court order for disposal
Rented Equipment	Proper handling of equipment Utilization monitoring
Stakeholder and Supplier Information/Records	Implementation of records control procedures Confidentiality to identified record
Intellectual Property	Copyright Patents

ANNEX 3

Figure 3

Sample Feedback Form

Palawan Council for Sustainable Development Staff
Sta. Monica Heights, Puerto Princesa City, Palawan

Feedback and Suggestion Form

For your feedback, comments and suggestions
(Para po sa inyong komento o suhestyon)

Name/Pangalan: *(Optional/Opsyonal)*

_____

Address/Tirahan: *(Optional/Opsyonal)*

_____

Age/Edad: _____ Sex/Kasarian: _____

Service availed/Serbisyong nakuha: _____

Comment for the service/Komento sa serbisyo:

_____
_____
_____

Praise/Papuri o Complaint/Reklamo:

_____
_____
_____

For complaints/Para sa Reklamo:

Suggestion on how to solve the problem/Suhestyon paano maresolba
ang problema:

_____
_____
_____

Rate our services and drop it on the right box/ Bigyan mo ng marka
aming Serbisyo at ihulog sa tamang kahon.

☹ 😐 🙂 😃 😍
☐ ☐ ☐ ☐ ☐

PCSDS QMS MANUAL

Consolidated by:	Reviewed by:	Approved by:
TERESITA A. BATUL QMS Leader	**JOSEPHINE L.S. MATULAC** Planning Director **ADELINA BENAVENTE-VILLENA** Deputy Executive Director	**NELSON P. DEVANADERA** Executive Director