
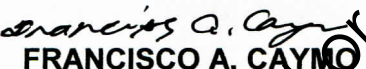

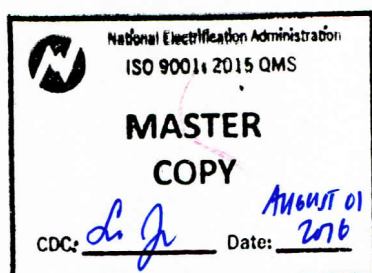

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS-QM-1.07	Page: 1 of 4
	Document Title: PERFORMANCE EVALUATION	Rev. No. 01	Effective: August 1, 2016

Title : *Performance Evaluation*
 Document Code : *NEA-QMS-QM-1.07*
 Document Type : *Quality Manual*
 Effective Date : *August 1, 2016*
 Review Frequency : *1 year*
 Distribution : *Printed, LAN, Web*

Prepared by:  LINO S.J. VERMUDO, JR. Central Document Controller	Reviewed by:  FRANCISCO A. CAYMO QMR	Approved by:  EDITA S. BUENO Administrator
---	---	---

Review / Revision History			
Revision No.	Date	Description	Approved By
0	Sept. 1, 2014	Start of Effectivity Date of NEA-QMS-QM-1.07	AESB
1	Aug. 1, 2016	<p>Revision are made based on ISO 9001:2015 Standard. This section was previously entitled Monitoring, Measurement, Analysis and Improvement.</p> <p>Management Review, previously under Management Responsibility, is included in this section. Additional Management Review inputs are included as required by the Standard.</p> <p>Improvement is now a separate section.</p>	AESB



 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.07	Page: 2 of 4
	Document Title: PERFORMANCE EVALUATION	Rev. No. 01	Effective: August 1, 2016

1.0 MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

NEA determines the corporate performance objectives/measures and targets to be monitored and measured through the Performance Scorecard. Applicable methods and frequency for monitoring, measurement, analysis and evaluation are also implemented to ensure valid results and the effectiveness of the QMS. NEA retains appropriate documented information as evidence of the results.

1.1 Customer Satisfaction

NEA monitors the customers' satisfaction level to measure the degree to which their needs and expectations have been fulfilled. It shall determine the methods for obtaining, monitoring, and reviewing this information.

Reference:

NEA-PAO-DP-1.00 Conduct of Electric Cooperatives Satisfaction Survey

1.2 Analysis and Evaluation


NEA ensures that collected data are analyzed in accordance with the following:

- Conformity of products and services;
- Results of customer satisfaction surveys;
- Performance and effectiveness of the QMS;
- If planning has been implemented effectively;
- Effectiveness of actions taken to address risks and opportunities;
- Performance of external providers; and
- Need for improvements of the QMS.

2.0 INTERNAL AUDIT

NEA conducts internal audits at planned intervals to determine whether the QMS conforms to its quality plan, procedures, and requirements of the ISO 9001:2015 standard and to ensure that the QMS is effectively implemented and maintained.

NEA maintains an internal audit schedule that takes into consideration the status and importance of the processes, areas to be audited and results of previous audits. An internal audit matrix is available to determine the scope of every audit that is conducted for every process. Records of the audit is recorded in a checklist and findings translated into a *Corrective Action Report (CAR)*. NEA ensures that the results of the audit are reported to the Management Committee.

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS-QM-1.07	Page: 3 of 4
	Document Title: PERFORMANCE EVALUATION	Rev. No. 01	Effective: August 1, 2016

Auditors conducting the audits do not audit their own work to ensure the objectivity and impartiality of the audit process. Internal auditors are, at a minimum, trained in internal quality auditing to be qualified as internal auditors of NEA.

NEA ensures that the actions taken for the findings are implemented without undue delay to eliminate the detected nonconformities and their causes. Follow-up of the *correction and corrective* actions includes the verification of the actions taken and reporting of the verification results.

Details of the activities during internal audit are defined in the documented procedure.

Reference:

NEA-QMS-SP-1.06 Internal Audit Procedure


3.0 MANAGEMENT REVIEW

The Management Committee shall review the QMS at least once a year to ensure that the QMS is suitable, adequate, and effective, *and aligned with NEA's strategic direction.*

3.1 Management Review Inputs

The agenda for the Management Committee review include the following:

- a. Status of actions from previous management review (if any);
- b. *Changes in external and internal issues that are relevant to the QMS (if any);*
- c. *Information on the performance and effectiveness of the QMS such as:*
 1. Customer satisfaction and feedback
 2. *Extent to which quality objectives have been met*
 3. Process performance and conformity of products and services
 4. Nonconformities and corrective actions
 5. *Monitoring and measurement results*
 6. *Audit results*
 7. *Performance of external providers*
- d. Adequacy of resources;
- e. *Effectiveness of actions taken to address risks and opportunities; and*
- f. Opportunities for improvement.

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.07	Page: 4 of 4
	Document Title: PERFORMANCE EVALUATION	Rev. No. 01	Effective: August 1, 2016

3.2 Management Review Outputs

The management review provides the following:

- a. Actions for the improvement of the effectiveness of the QMS and its processes;
- b. Any need for changes to the QMS; and
- c. Actions for the resources needed to properly implement the QMS or its processes.

The minutes of the meeting shall be recorded and kept for future reference.

Reference:

NEA-QMS-SP-1.03 Management Review Procedure

"UNCONTROLLED" once printed or saved internally