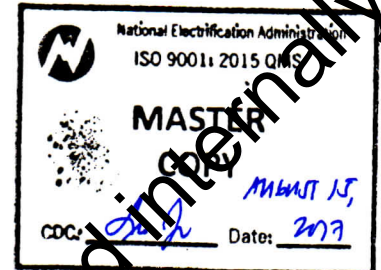

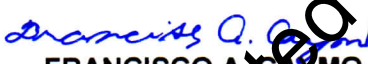


 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS-QM-1.06	Page: 1 of 6
	Document Title: OPERATION	Rev. No. 02	Effective: August 15, 2017

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Review / Revision History			
Revision No.	Date	Description	Approved By
0	Sept. 1, 2014	Start of Effectivity Date of NEA-QMS-QM-1.01	AESB
1	Aug. 1, 2016	Revision are made based on ISO 9001:2015 Standard. This section was previously entitled Control of Operations and Service Provision. Control of Changes is included as new requirement of the Standard.	AESB
2	Aug. 15, 2017	Inclusion under Control of Operations and Service Provisions the validation, and periodic revalidation, of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.	AERM

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.06	Page: 2 of 6
	Document Title: OPERATION	Rev. No. 02	Effective: August 15, 2017

1.0 OPERATIONAL PLANNING AND CONTROL

NEA plans, implements and controls the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined to address risks and opportunities.

Accordingly, NEA determines the requirements for the products and services; establishes criteria for the processes and acceptance of the products and services; determines resources needed to achieve conformity to the product and service requirements; implements control of the processes; and determines, maintains and retains documented information to the extent necessary.

NEA ensures that the output of its planning is suitable for the organization's operations. Planned changes are controlled, consequences of unintended changes are reviewed, and actions are taken to mitigate any adverse effects as necessary.

2.0 REQUIREMENTS FOR PRODUCTS AND SERVICES

2.1 Customer Communication

NEA communicates with its customers to:

- Provide information relating to products and services;
- Handle enquiries, contracts or orders, including changes;
- Obtain customer feedback relating to products and services, including customer complaints;
- Handle or control customer property; and
- Establish specific requirements for contingency actions, when relevant.

2.2 Determination of Requirements for Products and Services


NEA determines the requirements for the products and services to be offered to the customers and ensures that requirements for the products and services are defined, including any applicable statutory and regulatory requirements and those considered necessary by the organization.

NEA also ensures that it can meet the claims for the products and services it offers.

2.3 Review of Requirements for Products and Services

NEA reviews its capability to supply products and services to the customers. The review is conducted prior to the commitment to deliver the products and services required by the customer. The review includes:

- Requirements specified by the customer, including the requirements for delivery and post-delivery activities;

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.06	Page: 3 of 6
	Document Title: OPERATION	Rev. No. 02	Effective: August 15, 2017

- b. Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c. Requirements specified by the organization;
- d. Statutory and regulatory requirements applicable to the products and services; and
- e. Contract or order requirements differing from those previously expressed.

3.0 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

NEA exercise the necessary controls over externally provided processes to ensure the timely delivery and the quality of goods and services. These include, but are not limited to:

- a. Training providers
- b. Manpower services
- c. Management consultants
- d. Maintenance of infrastructure


NEA evaluates these outsourced processes at least once a year through the use of an evaluation form. Should there be unfavorable results, NEA brings this to the attention of concerned parties for resolution.

3.1 Process and Information for External Providers

NEA's suppliers and service providers shall be accredited by PhilGeps before products or service are purchased, where applicable. The selection and evaluation process depends on the criticality of the purchased supplies or services to the services that NEA provides to its customers. This is performed by General Services Division of the Human Resource and Administration Department and the Bids and Awards Committee, depending on the mode of procurement. Procurement shall be guided by the Government Procurement Reform Act of 2003.

The criteria for the evaluation of general suppliers/ service providers are defined in the procedures and/or forms. Suppliers whose goods cannot be readily purchased as stocked items shall undergo evaluation. The evaluation of the general suppliers and service providers shall be done in accordance to established procurement procedures.

Suppliers and subcontractors showing unsatisfactory performance shall be given feedback to improve their performance. Re-evaluation shall commence after corrective actions are implemented. The supplier shall be recommended for blacklisting if the re-evaluation shows negative results.

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.06	Page: 4 of 6
	Document Title: OPERATION	Rev. No. 02	Effective: August 15, 2017

References:

NEA-HRA-DP-4.00 Procurement of Goods through Shopping
NEA-HRA-DP-5.00 Procurement of Goods through Public Bidding

3.2 Type and Extent of Control

Purchased supplies and services from general suppliers/service providers shall be verified through the inspection of condition, quantity and quality of the delivered goods or services. Records of verification shall be maintained.

References:

Inspection Report
Acceptance Report
Technical Evaluation (for IT equipment)

3.3 Information for External Providers

NEA communicates to external providers the following requirements:


- Processes, products and services to be provided;
- Approval of products and services, methods, processes and equipment, and the release of products and services;
- Competence, including any required qualification of persons;
- External providers' interactions with the organization;
- Control and monitoring of the external providers' performance to be applied by the organization; and
- Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

4.0 OPERATIONS AND SERVICE PROVISION

4.1 Control of Operations and Service Provision

NEA, through the effective implementation of its QMS, ensures that operations are carried out under controlled conditions. Controlled conditions include the following:

- availability of information that describes the characteristics of the service through departmental procedures or work instructions, as necessary;
- use of suitable monitoring and measuring resources;
- implementation of monitoring and measuring activities;
- use of suitable infrastructure for the operations of processes;

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.06	Page: 5 of 6
	Document Title: OPERATION	Rev. No. 02	Effective: August 15, 2017

- e. appointment of competent and qualified persons;
- f. *validation, and periodic revalidation, of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;*
- g. implementation of actions to prevent human error; and
- h. implementation of release, delivery and post-delivery activities, where applicable.

4.2 Identification and Traceability

All approved loans are assigned unique subsidiary ledger numbers to ensure traceability during disbursement and amortization payment.

The status for non-conforming products are identified on the actual product. These are done by labeling the product accordingly. The label indicates the status of the product.

4.3 Customers or External Providers Property

NEA exercises utmost care when handling customers or external providers' property while it is under the organization's control. If any customer or external provider's property is lost or damaged, NEA shall immediately report this to the customer and maintain records on what has occurred.

4.4 Preservation of Product

NEA ensures the completeness and accuracy of the reports and documents with identified specifications or requirements from operations during internal processing.


4.5 Control of Changes

NEA reviews and controls changes for service provision, when necessary, to ensure continuing conformity with requirements. Customer feedback or complaint, non-conforming output, results of audits or management review, determined risk or opportunity are considered to trigger the need for a change.

Documented information are retained describing the results of the review changes, the personnel authorizing the change, and necessary actions arising from the review.

5.0 RELEASE OF PRODUCTS AND SERVICES

NEA implements arrangements, at appropriate stages, to verify that the service requirements have been met. The verification activities are conducted in accordance with the documented departmental procedures. The release of services to the customer shall proceed only upon satisfactory completion of the planned arrangements, unless otherwise approved by a relevant authority and, as applicable,

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.06	Page: 6 of 6
	Document Title: OPERATION	Rev. No. 02	Effective: August 15, 2017

by the customer. Records of conformity with the acceptance criteria and traceability to the personnel authorizing the release are retained.

6.0 CONTROL OF NON-CONFORMING OUTPUTS

Non-conforming products and services are identified and controlled to prevent their unintended use or delivery. The Department Manager takes appropriate actions depending on the nature of the non-conformity and its effect on the conformity of products and services. This is also applied to non-conforming products and services detected after the provision of the services.

NEA deals with non-conforming outputs by either correction or suspension of provision of products and services and informing the customer where applicable. Conformity to the requirements shall be verified when non-conforming outputs are corrected. The Department Manager/Deputy Administrator/Administrator are authorized to decide on the action to be applied depending on the nature of non-conformity.

Documented information which describes non-conformity, the actions taken and the authority to decide the action in respect to the non-conformity are retained.

“UNCONTROLLED” once printed or saved internally