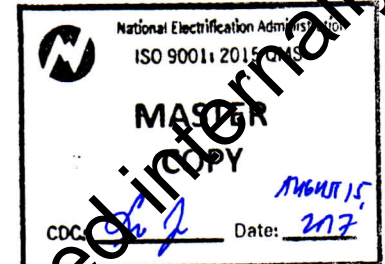




 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS-QM-1.05	Page: 1 of 7
	Document Title: SUPPORT	Rev. No. 02	Effective: August 15, 2017

Title : Support
 Document Code : NEA-QMS-QM-1.05
 Document Type : Quality Manual
 Effective Date : August 15, 2017
 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:  EDGARDO R. MASONGSONG Administrator
---	--	--

Review / Revision History			
Revision No.	Date	Description	Approved By
0	Sept. 1, 2014	Start of Effectivity Date of NEA-QMS-QM-1.05 Support	AESB
	Aug. 1, 2016	<p>Revision are made based on ISO 9001:2015 Standard. This section was previously entitled Management of Resources.</p> <p>Organizational Knowledge necessary for the operation of processes and Conformity to Human Factors such as social and psychological are included as new requirements of the Standard.</p> <p>Documentation Structure and Control of Documents and Records, previously under the Quality Management System, are now included in this section.</p>	AESB
2	Aug. 15, 2017	Measurement Traceability is included due to the recently acquired measuring equipment for NEA's Technical Services.	AERM

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.05	Page: 2 of 7
	Document Title: SUPPORT	Rev. No. 02	Effective: August 15, 2017

1.0 RESOURCES

NEA determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the QMS. Identification of resources needed is undertaken by the respective Departments.

1.1 People

NEA determines and provides the personnel necessary for the effective implementation of its QMS and for the operation and control of its processes.

Reference:

NEA-HRA-DP-1.00 Hiring/Recruitment (Personnel Acquisition)

1.2 Infrastructure

NEA determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

The following are responsible for the maintenance of the necessary infrastructure needed to achieve conformity of NEA's services to identified requirements:

- General Services Division, Human Resources and Administration Department – building/utilities and transportation; and
- Information Technology and Systems Development Division, Information Technology and Communication Services Department – communication, local area network and computer systems (both hardware and software).

The frequency of maintenance for each equipment is indicated on the respective infrastructure maintenance plan. Checklists are used to determine the items that need to be checked and these checklists also serve as the records of maintenance.

Reference:


Maintenance Plan and Checklists

1.3 Environment for the Operation of Processes

NEA determines, provides and maintains a suitable environment for the operation of its processes and to achieve conformity of products and services. It includes human such as social (e.g. non-discriminatory, calm, non-confrontational) and psychological (e.g. stress-reducing, burnout prevention, emotionally protective), and physical (e.g. temperature, light and air conditioning) factors.

1.4 Monitoring and Measuring Resources

NEA determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.05	Page: 3 of 7
	Document Title: SUPPORT	Rev. No. 02	Effective: August 15, 2017

services to requirements. It ensures that the resources provided are suitable for the specific type of monitoring and measurement activities being undertaken, and are maintained for continuing fitness for their purpose.

NEA retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement of resources.

1.5 Measurement Traceability

Measuring equipment for NEA's Technical Services are calibrated or verified, or both, at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards. These equipment are identified in order to determine their status and to safeguard from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results. NEA determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

The frequency of maintenance for each equipment is indicated on the maintenance plan. Checklist is used to determine the items that need to be recalibrated which serves as the records of maintenance

1.6 Organizational Knowledge


NEA determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. Results of customer satisfaction survey and training needs analysis are used as bases to determine the organization knowledge.

Sharing of lessons learned, experiences and best practices is undertaken to maintain the knowledge and make it available to the extend necessary. NEA acquires additional knowledge through partnership programs and uses external sources in updating and addressing changing needs and trends.

2.0 COMPETENCE

NEA determines the necessary competence of personnel performing task under its control that affects the performance and effectiveness of the QMS. These personnel shall be competent on the basis of appropriate education, training, skills and experience. Identification of training needs shall be conducted among the Agency's personnel to establish their competence and training requirements for the effective implementation of the management system.

The NEA-EC Training Institute (NETI), in consultation with respective Departments, is responsible for the identification and provision of competency and certification programs. Identified training needs is used as a basis in developing NEA's training plan and/ or taking other actions to address the competence requirements of the personnel. Records of trainings conducted and actions taken are kept for future references.

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.05	Page: 4 of 7
	Document Title: SUPPORT	Rev. No. 02	Effective: August 15, 2017

Effectiveness of the training conducted and other actions taken is evaluated through the performance evaluation of the personnel and/or application of other performance indicators specified by the documented procedure.

NEA takes actions to acquire the necessary competence and evaluates the effectiveness, where applicable.

Reference:

NEA-NET-DP-2.00 Implementation of Training Program

3.0 AWARENESS

All NEA personnel shall undergo an orientation program to make them aware of Quality Policy and relevant quality objectives, realize how they can contribute to the achievement of the Corporate and Departmental Scorecards, appreciate the relevance and importance of their respective functions, and the implications of not conforming the requirements of the QMS.

4.0 COMMUNICATION

NEA ensures that appropriate communication processes are established within the organization.

NEA communicates with its customers to provide information, handle inquiries and requests, obtain customer feedbacks and complaints relating to the products and services, and establish specific requirements for contingency actions when necessary.

5.0 DOCUMENTED INFORMATION


When creating and updating documented information, NEA ensures appropriate identification and description, format and media, review and approval.

5.1 Documentation Structure

The documentation structure of NEA's QMS is comprised of four (4) levels namely:

Level 1: Quality Manual

This describes NEA's policy statements in relation with the requirements of ISO 9001:2015 standard. It includes a description of the QMS scope, as well as the details of and justification for the clauses of the ISO 9001 standard which are not applicable to NEA, a brief description of the QMS processes and the interaction between processes. The Manual also provides reference to specific procedures and/or other documentation that relate to the effective implementation and maintenance of the management system.

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.05	Page: 5 of 7
	Document Title: SUPPORT	Rev. No. 02	Effective: August 15, 2017

Level 2: Quality System Procedures

These include written procedures, process flowcharts and control procedures that provide a description of the responsibilities, authorities and interrelationships of functions who manage, perform, verify or review works affecting the quality of NEA services.

Level 3: Documented Departmental Procedures

These provide a detailed description of how an activity or task of the different Departments are defined in the Quality Manual or procedure is carried out.

Level 4: Support Documents and Records

These provide the evidence of compliance of NEA to the requirements of the above documentation to record and identify the status of requests and services being rendered.

Other References:

Forms. These are documents referenced in the QMS Manual, procedures or work instructions where data or information generated from the implementation and maintenance of the QMS shall be recorded.


5.2 Control of Documents

NEA establishes and maintains a documented procedure for controlling its QMS documents, both of internal and external origin. The procedure includes provisions such that:

- Documents are approved for adequacy prior to issue
- Documents are reviewed, and where necessary, updated and re-approved
- The nature of revision in the document is clearly identified
- Current version of relevant documents are available at points of use
- Documents remain legible and readily identifiable
- Obsolete documents, which are retained for any purpose, are prevented from unintended use through proper marking

NEA maintains the completeness and integrity of its QMS documents. The master copy of the current version is printed and marked as "Master Copy". It bears the original signatures of the Administrator/Designated Official as evidence of review and approval of the documents. Printed copies are provided to all departments.

Back-up electronic copy of QMS documents are also kept, maintained and controlled in a central repository.

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.05	Page: 6 of 7
	Document Title: SUPPORT	Rev. No. 02	Effective: August 15, 2017

QMS documents are also available in electronic form and in PDF format under the control of the Central Document Controller. Electronic documents are secured to prevent alterations, tampering and unauthorized reproduction. These are filed in the local network. Unauthorized copies in workstations, personal computers and external drives are not allowed.

Photocopying of QMS documents for site distribution are authorized and recorded by the Central Document Controller and shall be stamped as "Controlled". Photocopied QMS documents without the appropriate stamp will be considered as "Uncontrolled".

The revision status of QMS documents are indicated in all documents. Documents that have not undergone revision for the past 2 years are reviewed and where necessary, updated by the originator or by the Central Document Controller. Revisions to any QMS documents are reviewed by the QMR. The Central Document Controller is mainly responsible in the control of QMS documents.

All QMS documents of internal origin are computer- printed to ensure legibility. For easier identification, these are coded and titled based on NEA-QMS-SP-1.01 Control of Documents Procedure.

Documents of external origin affecting the QMS are identified and their distribution is controlled. Identification and control are defined in the documented procedure. The documented procedure for the control of external documents includes provisions for the control of documents provided by clients (Refer to the customer property section of this manual).

Master copies of obsolete documents that are kept for reference are marked as "Obsolete" to prevent unintended use and shall be disposed when its retention period has been exceeded. Master copies of obsolete documents have a retention period of one year while electronic copies shall be archived by the Central Document Controller.


Reference:

NEA-QMS-SP-1.01 Control of Documents Procedure

5.3 Control of Records

NEA establishes and maintains a procedure for the identification, maintenance, storage, retrieval, protection from alteration, loss of confidentiality, damage and/or loss, and disposition after the defined retention period of QMS records. The Department/Office generating the records shall be responsible in controlling their records.

Adequate records are retained to demonstrate conformance to and effectiveness of the QMS and conformance to ISO 9001 standard. QMS records include those in electronic media and in paper form. The assigned person generating the record is mainly responsible for the retention of electronic records, including where appropriate in making a backup copy of these electronic records.

 National Electrification Administration	Manual Title: QUALITY MANUAL	Doc Code: NEA-QMS- QM-1.05	Page: 7 of 7
	Document Title: SUPPORT	Rev. No. 02	Effective: August 15, 2017

A master list of records is prepared for immediate reference on the implementation of the management system.

Reference:

NEA-QMS-SP-1.02 Control of Records Procedure

“UNCONTROLLED” once printed or saved internally