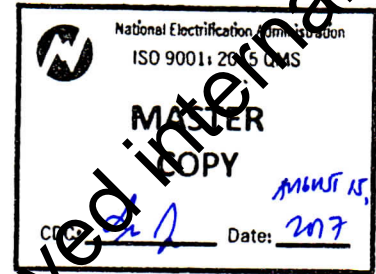
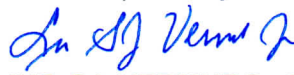

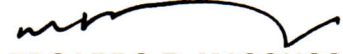

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Review / Revision History			
Revision No.	Date	Description	Approved By
0	Aug. 1, 2016	Start of Effectivity Date of NEA-QMS-QM-1.03	AESB
1	Aug. 1, 2016	Revision are made based on ISO 9001:2015 Standard. This section was previously under Management Responsibility.  New requirements of the Standard namely Actions to Address Risks and Opportunities, and Planning of Changes are included in this section. Preventive action is now expressed through the use of risk-based thinking.	AESB
2	Aug. 15, 2017	Clarification on the specific approving authority of the Departmental Scorecards.	AERM

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## 1.0 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

NEA considers in its planning process the relevant issues, the needs and expectations of interested parties, and determines the risks and opportunities that need to be addressed to ensure that the quality management system can achieve its intended results. It develops action plan to address these risks and opportunities and to evaluate the effectiveness of these actions.

### Reference:

NEA-QMS-SP-1.09 Risk Management Procedure

## 2.0 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM

NEA establishes its Quality Objectives, Targets and Programs or the Corporate and Departmental Scorecards at relevant units within the organization which are consistent with the Quality Policy and taking into account the applicable requirements of its Oversight Bodies.

Requirements for the service and enhancement of customer satisfaction are considered in setting quality objectives. These shall be measurable, monitored, communicated and updated as appropriate.

The Scorecards include the responsibility, means and time frame by which they are to be achieved. The Board of Administrators approves the Corporate Scorecard. Departmental Scorecards or changes to Departmental Scorecards, if any are approved by the Administrator for Departments/Offices under the Office of the Administrator and the Deputy Administrator for the other Departments/Offices. Where necessary, accountable Department(s)/Office(s) set their respective program/activity to support the Corporate Scorecard.

The Corporate Planning Office monitors the progress of the Corporate Scorecard on a quarterly basis and Departmental Scorecards on semi-annual basis to assess the performance of the organization and every Department/Office, respectively.

Details in the establishment and monitoring of the objectives, targets and programs are defined in the documented procedures.

### References:

NEA-CPO-DP-2.00 Corporate Performance Scorecard Procedure

NEA-CPO-DP-3.00 Departmental Scorecard Management Procedure

## 3.0 PLANNING OF CHANGES

When NEA determines the need for changes to the QMS, the changes are carried out in a planned manner and considers the purpose of the changes and their potential consequences, integrity of the QMS, availability of resources, and allocation or reallocation of responsibilities and authorities.