Recognizing the need to effect improvement in program implementation and quality business processes through a Quality Management System (QMS), the National Electrification Administration (NEA) had been ISO 9001-Certified covering its total operations (core and support services) from October 19, 2000 to December 19, 2003.

NEA's restructuring was approved in 2003 as a result of R.A. No. 9136, otherwise known as the "Electric Power Industry Reform Act (EPIRA) of 2001", and took effect on January 01, 2004. Accordingly, there were changes in its QMS due to the reduction in the number of personnel and the merging of some units but the systems, procedures and mechanism were generally the same which may only need adjustments and updating to the latest *ISO issue*.

As NEA traverses it pathways to public governance, it adopted the Performance Governance System (PGS) in 2007 through a careful application of the Balanced Scorecard that entails rigorous governance and strategic management reforms. Under this governance framework, the organization was able to generate exemplary performance and breakthrough results. Thus, NEA was conferred as the first and only PGS-Institutionalized National Agency and Government-Owned and Controlled Corporation by the Institute for Solidarity in Asia (ISA) on September 23, 2010.

The recently approved R. A. 10531 or the "National Electrification Administration Reform Act of 2013" establishes a framework for structural reforms in the organization by providing powers, functions and privileges to pursue the State policy to have sustainable development in the rural areas through rural electrification and pursue the electrification program through the electric cooperatives (ECs) even in missionary or economically unviable areas in the countryside, among others. The challenges provided by this new law as well as the required government-wide quality management program necessitate the enhancement and further improvement of NEA's delivery of services to the ECs and other stakeholders.

This Quality Manual is developed to communicate NEA's Quality Policy, Business Procedures and requirements to its employees, partner ECs, suppliers, contractors and other stakeholders which demonstrates compliance with the requirements of *ISO 9001:2015 standard*.

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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	Inclusion of Purposes of the Quality Manual and Definition of Terms which were previously under Introduction and Scope of QMS and Quality Management System, respectively. Additional definition of terms are included while other irrelevant terms are deleted in accordance with ISO 9001:2015 Standard.	AESB

National Electrification Administration
ISO 9001: 2015 QMS
MASTER COPY
CDC: _____ Date: AUGUST 01 2016

1.0 USER'S GUIDE AND CONTROL OF THE QUALITY MANUAL

This manual shall be referred to as the "NEA Quality Manual". The preparation, maintenance and distribution of this manual shall be the main responsibility of the Central Document Controller. The review of its appropriateness, adequacy and approval before issuance shall be the responsibility of the Quality Management Representative (QMR).

1.1 All pages of the manual shall be of the same format, with the header containing the following information:

a. Complete name and the official logo of NEA
b. Document title and code
c. Page number
d. Revision number
e. Effectivity date

1.2 The effectivity date is the date when the document becomes effective. The revision number shows the number of times a document undergoes a revision. The effectivity date shall be changed every time a document undergoes a revision.

1.3 The manual shall be subject to regular review, and where applicable, revision once every two years. Should there be changes to any part of the manual during the year, the revision shall be effected according to the established document control procedure.

1.4 When the manual is revised, the revised hard copy shall be marked as "Obsolete" and a copy of the current version shall be printed.

1.5 The Quality Manual shall be made accessible to all NEA employees through the availability of the printed or electronic copy (e-copies). Furthermore, the requirements stated herein are understood and implemented.

1.6 This Quality Manual shall be maintained on a controlled basis. Photocopying and unauthorized changes of printed and e-copies shall be strictly prohibited. Copies provided externally (e.g., customers, certification body, etc.) shall be marked as "uncontrolled". Issuance of uncontrolled copies shall be authorized by the QMR and recorded by the Central Document Controller. Uncontrolled documents shall not be updated.

1.7 NEA shall maintain its Quality Manual and Documented Procedures and shall retain documented information, subject to ISO 9001 audit.

2.0 PURPOSES OF THE QUALITY MANUAL

The Quality Manual is developed to be used by NEA for purposes including but not limited to the following:

a. Communicate NEA Quality Policy, Business Procedures and requirements to its employees, customers, suppliers, contractors and stakeholders

b. Describe and implement an effective quality management system

c. Provide improved and best practices, and to facilitate quality assurance activities in its operations

d. Provide a documented management system which serves as a basis in auditing the implementation and effectiveness of the QMS

e. Provide continuity of the agency's QMS and its requirements during changing circumstances

f. Train its employees and members on the requirements of the QMS, thereby enabling them to understand their respective roles in achieving the agency's quality objectives

g. Demonstrate compliance with the requirements of ISO 9001:*2015* standard, to which this QMS is based.

3.0 DEFINITION OF TERMS

Term		Definition
Active retention period	–	length of time at which a record is in active file, retrievable and within the workplace. Active Retention Period shall be based on a per fiscal year compilation of records
Annual audit plan	–	a document which contains tentative schedules and actual dates of audit activities for the entire year
Archive retention period	–	length of time at which a record is stored in the Archive Records storage area
Audit criteria	–	set of guidelines, procedures or requirements used as reference in the audit
Audit findings	–	results of the evaluation of the collected evidence against audit criteria
Auditor	–	person with competence to conduct an audit

Term		Definition
Continual improvement	–	recurring processes of enhancing the quality performance
Controlled document	–	a printed copy of the current version of the Master Copy. It is stamped "CONTROLLED" and issued only by the Central Document Controller. Printed copies without the appropriate stamp are considered "UNCONTROLLED"
Corrective action	–	action to eliminate the cause of a detected non-conformity or other undesirable situation and prevent its recurrence
Customer	–	organization or person who receives a service or being provided with services. For NEA, this refers to the Electric Cooperatives.
Customer satisfaction	–	customer's perception of the degree to which their requirements have been fulfilled
Documented Information	–	*information required to be controlled and maintained by the organization and the medium on which it is contained*
***Documented* Procedure**	–	specified way to carry out an activity or a process; *a requirement to "maintain" documented information*
External Context	–	*external environment in which the organization seeks to achieve its objectives*
External Documents	–	documents coming from organizations or entities outside of NEA and within the scope of the QMS. These may include copies of management system standards, relevant laws and regulations, equipment manuals, or reference publications
External Provider	–	refers to an organization or individual who is supplying NEA with materials and services for its operations (also contractors or service providers)
Interested Parties	–	*person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity that is within the scope of the QMS*
Internal Context	–	*internal environment in which the organization seeks to achieve its objectives*

Term		Definition
Internal Documents	–	documents that are generated within the quality management system of NEA, such as the quality manual, system and departmental procedures and forms
Management Committee / Top Management	–	The NEA Management Committee includes: a. Administrator b. Deputy Administrators c. Department Managers/Heads of Offices d. Quality Management Representative
Non-conformity	–	any deviation from procedures, practices, regulations, management system performance etc., that could either directly lead to defective product, substandard service, customer dissatisfaction, or combination of these all
Objective	–	overall quality performance goal, arising from the quality policy, that an organization sets itself to achieve, and which is quantified where practicable
Opportunity	–	*the positive effect of uncertainty*
Process	–	*set of interrelated or interacting activities, which transforms inputs into an output*
Process approach	–	*the systematic identification and management of processes and their interaction that affect the organization's quality performance*
Quality	–	*degree to which a set of inherent characteristics fulfills requirements and expectations*
Quality plan	–	*document specifying which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract*
Quality policy	–	*statement of overall intentions and direction with regard to quality, as formally expressed by Management Committee/Top Management*
Record	–	*document stating results achieved or providing evidence of activities, processes or obligations performed in any form of recorded inform action made or received; a requirement to "retain" documented information*

Term	Definition
Risk	– *the effect of uncertainty on objectives; a deviation from the expected, either positive or negative*
Scorecard	– *a document containing the planned activities, responsibilities, resource needs, means, and timeframe for achieving objectives*
Uncontrolled document	– a copy of a document that is not maintained or updated. Uncontrolled documents do not have a traceable distribution. Uncontrolled documents should be current at the time of issue and marked appropriately with an "UNCONTROLLED" stamp