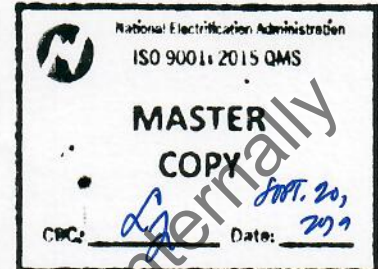

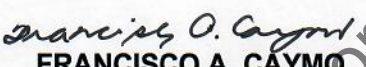


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Review / Revision History			
Revision No.	Date	Description	Approved By
0	Aug 1, 2016	Start of Effectivity Date of NEA-QMS-QM-1.03	AESB
1	Aug. 1, 2016	Revisions are made based on ISO 9001:2015 Standard. This section was previously entitled Management Responsibility. Quality Policy is enhanced to include a commitment to satisfy the applicable requirements of interested parties. The duties and responsibilities of the QMR are shared with each member of the Management Committee as new requirement of the Standard. Management Review is transferred under Performance Evaluation.	AESB
2	Aug. 15, 2017	NEA's Quality Policy is revised to include legal assistance as part of the core service. NEA's Organizational Chart is attached as part of the QMS.	AERM

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Review / Revision History			
Revision No.	Date	Description	Approved By
3	Sept. 20, 2019	The Quality Policy is revised to align with the new strategic direction of the agency.	AERM

1.0 LEADERSHIP AND COMMITMENT


The Management Committee demonstrates leadership and commitment to the development, implementation, and continual improvement of the QMS and its effectiveness. The Management Committee ensures that:

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met
- The risks and opportunities that can affect the delivery of NEA's services and the ability to enhance customer satisfaction are determined and addressed
- An appropriate Quality Policy is defined and implemented
- Quality objectives and targets relevant to the organization's context and strategic direction are set and achieved
- The use of the process approach and risk-based thinking is promoted
- Adequate resources are made available for the quality management system
- The importance of effective quality management and compliance to requirement are communicated
- Direction and support are provided to facilitate the engagement of people in achieving objectives
- Integrity of the quality management system is maintained when changes to the QMS are planned and implemented.

2.0 QUALITY POLICY

The Management Committee establishes, implements and maintains a Quality Policy that is in line with the purpose and context of the organization.

The Quality Policy shall be reviewed by the Management Committee, as necessary, to ensure continuing suitability. It shall be made available, maintained, communicated, understood and applied within the organization. As appropriate, it shall also be available to relevant interested parties. Amendment of the policy shall be undertaken to ensure its appropriateness to the purpose of NEA. All personnel shall be able to understand the Policy and be able to know their roles for its realization.

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NEA QUALITY POLICY

The National Electrification Administration (NEA) is committed to provide the Electric Cooperatives (ECs) with legal, institutional, financial, and technical (LIFT) assistance to promote sustainable development through electrification and to make them globally competitive supported by empowered electricity consumers.


NEA is committed to satisfy the needs of its customers and interested parties and continually improve its Quality Management System by ensuring professional growth of personnel, providing the necessary facilities and processes, and reviewing the effectiveness of the system in compliance with the requirements of the organization and international standards.

In the pursuit of its goals, every official and employee shall be guided by its core values of absolute honesty, maximum efficiency, and total solidarity.



EDGARDO R. MASONGSONG
Administrator

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3.0 ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES

The Management Committee ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. It aims to assure that processes are delivering their intended purpose and customer focus is promoted throughout NEA. The Agency's Organizational Chart is attached as Annex 1.

A Quality Management Representative (QMR) has been designated by the Administrator who, irrespective of other responsibilities, has the following responsibilities and authorities:

1. Ensure that the quality management system (QMS) is established, implemented, maintained and continually improved in accordance with ISO 9001 standard
2. Report on the performance of the QMS to the top management for review and as a basis for improvement of the QMS
3. Act as liaison with external parties on matter relating to the QMS
4. Facilitate document and respond to relevant QMS communication (both internal and external).

Each member of the Management Committee supports the QMR in the discharge of these assigned responsibilities and authorities.

NEA conducts a regular Management Committee Meeting to discuss any issues and communications related to the QMS particularly its effectiveness. All internal communications are recorded and kept for reference purposes.