



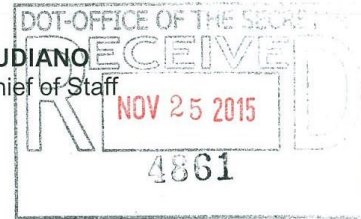
**MEMORANDUM FOR THE SECRETARY**

THRU : **ATTY. CHRISTER JAMES RAY A. GAUDIANO**  
Head Executive Assistant and Deputy Chief of Staff

FROM : **The Assistant Secretary**  
Tourism Development Planning

DATE : **19 October 2015**

SUBJECT : **Request Approval of the Quality Management System (QMS) Manual**



This refers to the development of the Department's Quality Management System (QMS) Certifiable to ISO 9001:2008. This system addresses the design, development, production, installation and servicing needs of DOT's clients. Its implementation was mandated by the Good Governance and Anti-Corruption Cluster chaired by the President with an objective to promote greater transparency and accountability. This methodology provides a clear perspective of the quality system requirements and the areas of control to ensure consistency in the quality of services and continuous process improvement that will improve customer/citizen satisfaction.

One of the documentation requirements for its implementation is the formulation of a QMS Manual that provides procedures or references for all activities comprising the QMS to ensure compliance to necessary requirements of the standard.

The QMS Manual is also one of the requirements of the Department of Budget and Management (DBM) in the granting of the Performance-Based Bonus for Fiscal Year 2015 as stated under Executive Order No. 80.

In this regard, we would like to request for the Secretary's approval on the attached QMS Manual of the Department of Tourism.

For the Secretary's information and consideration.

Thank you.

  
**ROLANDO CANIZAL**

**APPROVED / DISAPPROVED**

  
**RAMON R. JIMENEZ JR.**  
Secretary