

	<p align="center">MINES AND GEOSCIENCES BUREAU Quality Management System Procedure</p> <p align="center">QUALITY MANAGEMENT SYSTEM MANUAL (QPO-MGB-01)</p>	<p>Issue No.: 2 Issue Date: 12/11/17 Rev. No.: 0 Rev. Date: - Page 1/1</p>
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QUALITY POLICY

The Mines and Geosciences Bureau is a provider of frontline services on processing of Exploration Permit applications and approval of Environmental Protection and Enhancement Programs and Final Mine Rehabilitation and/or Decommissioning Plans; and geological and metallurgical laboratory services with the intent to satisfy customer and statutory, regulatory, and legal requirements related to its mandate.

As it performs its duties and responsibilities, it is committed to establish, maintain, review and continually improve the effectiveness and suitability of the Quality Management System, its policy and objectives. This shall be done by monitoring and reviewing its context, the needs and expectations of relevant interested parties and its strategies in addressing identified risks and opportunities in accordance with the requirements stipulated in the ISO 9001:2015 Standard.

It shall impart to all employees and stakeholders the importance of effective performance of the Quality Management System.

QUALITY OBJECTIVES

The Quality Policy of the Bureau shall be strengthened by the following general Quality Objectives:

1. To achieve 80% client's satisfaction thru survey;
2. To satisfactorily address valid stakeholder's complaints within fifteen (15) working days;
3. To observe timely delivery of services based on the Citizen's Charter;
4. To comply with all applicable statutory and regulatory requirements; and
5. To provide at least 70% of staff development needs.

Setting of Quality Objectives can improve the performance of all employees of the Bureau to achieve and exceed stakeholder's expectations.


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