

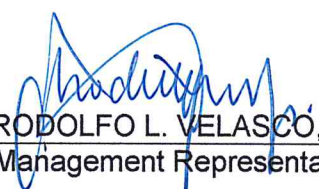
MINES AND GEOSCIENCES BUREAU
North Avenue, Diliman, Quezon City

QUALITY MANAGEMENT SYSTEM MANUAL

Prepared by:


MS. ELVIE C. ANTENOR
Document Control Head

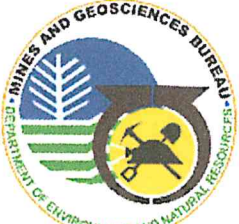
Reviewed and Approved by:


ENGR. RODOLFO L. VELASCO, JR.
Quality Management Representative


ATTY. WILFREDO G. MONCANO
Acting Director

Rev #	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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INTRODUCTION

This Quality Manual is prepared to guide all employees, management and stakeholders of the **MINES AND GEOSCIENCES BUREAU (MGB)**. It contains the key concepts, policies and mandates of the Bureau in relation to quality management. This document likewise defines the operation of the Bureau's Quality Management System, the delegation of tasks, jobs and responsibilities of the different Divisions involved and the implementation of various processes with the objective of satisfying all stakeholders.

The structure of the Quality Manual was prepared to reflect all the applicable requirements of the ISO 9001:2015 Standard.

All throughout the Quality Management Systems' documentation, the word "Bureau" shall be used to refer to MGB while the term "Customer/Stakeholder" shall be used to refer to all entities that benefit from the services of each function of the Bureau. "Supplier" on-the-other-hand, shall refer to any group, Section or Division of the Bureau and any external organization that provides products and services to the Bureau and any internal group thereof, so that the needed products and services can be realized.

The overall documentation of the Quality Management System of the Bureau shall be presented in the form of:

Quality Management System Manual - a document that defines the policies and mandates of the Bureau in relation to its Quality Management System.


Systems Procedure – a document defining the Bureau's strategies in the implementation of its policies and mandates.

Work Instructions, User's/Operating Manual and Product Specifications—documents that define the details of how each process/procedure, task, job or responsibility is carried out and the requirements of every product or service utilized by the Bureau.

Record – a special type of document serving as factual evidence for effective implementation of the established procedures.

The Bureau believes that through the consistent implementation of the Quality Management System and the support of all its employees, it will ensure the attainment of total customer satisfaction. It is for this purpose that this Quality Management System, aligned with the ISO 9001:2015 Standard, was adopted by the Bureau.

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ORGANIZATION PROFILE

Brief History

MGB: More than a Century of Championing Sustainability in Mining and Geosciences

The history of the Mines and Geosciences Bureau dates back to the Spanish regime, when it was known as the "Inspeccion General de Minas." It took charge of the administration and disposition of minerals and minerals lands. The Office was abolished on July 1, 1886, with its functions and personnel merged with the General Directorate of Civil Administration.

Under the Philippine Revolutionary Republic, the Departamento de Fomento, translated as Division of Public Welfare was created by virtue of a decree signed by Gen. Emilio Aguinaldo on November 28, 1898. On November 29, 1898, the President signed a decree creating the four (4) divisions of the Departamento de Fomento. One of the said division was the Industry and Agriculture Division. The Mines Sections and Mountain Sections were also formed, wherein the former was under the Director of the Industry and Agriculture, and the latter under the Director of Publicas.

When the Americans came, reorganization was implemented resulting in the emergence of the Mining Bureau by virtue of General Order No. 31, dated March 10, 1900. As part of the reorganization, the administration of mining grants and claims instituted prior to April 11, 1899 was transferred by Act No. 916 from the Mining Bureau to Public Lands.

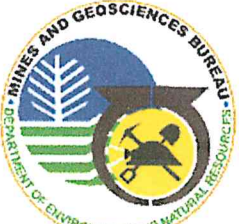
In 1905, the Mining Bureau and the Government Laboratories were fused under the Bureau of Science. The Mining Bureau became the Division of Geology and Mines.

By virtue of Memorandum Order No. 5 dated January 25, 1933, the Mineral Lands Division of the Bureau of Lands was merged with the Division of Geology and Mines under the Bureau of Science to form a division known as the Division of Mineral Resources under the Division of Agriculture and Commerce.

The Division of Mineral Resources was charged with functions of carrying out the provisions of three major laws: (1) provisions of the Act of US Congress of 1902 pertaining to mineral lands, and the governance of leasing and development of coal lands, (2) provisions of Act No. 3077, as amended by Act No. 3852, governing the exploration, location and lease of petroleum; and (3) Act No. 2719 governing mineral oils and gas.

On September 19, 1934, the same Division was again placed under the direct supervision and control of the Bureau of Science. It was renamed Division of Mines.

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With the promulgation of the Commonwealth Constitution reverting the Regalian Doctrine, which particularly asserted that minerals belong to the State and their disposition, administration, exploitation, and development shall be done through license, concession or lease, Commonwealth Act No. 136 and 137 were both enacted on November 7, 1936. Commonwealth Act No. 136 created the Bureau of Mines, while Commonwealth Act No. 137, otherwise known as the Mining Act of 1936, was the first major mining law for about 38 years until Presidential Decree (PD) No. 463.

When the Second World War broke-out, the Bureau of Mines was reconstituted under the Department of Agriculture and Commerce by virtue of Executive Order No. 1 dated January 30, 1942. In 1944, during the Puppert Philippine Republic, the Bureau of Mines again became a Division of the Department of Agriculture and Natural Resources.

The Bureau of Mines was re-established in 1945 when the Philippine Commonwealth was re-constituted on February 1945. Since then, the Bureau of Mines had been under the direct supervision and control of the Department of Agriculture and Natural Resources.

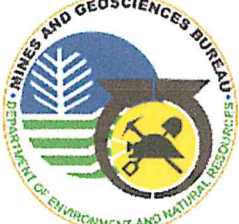
In 1974, the Bureau of Mines was transferred to the Department of Natural Resources pursuant to PD No. 461. On the same year, PD No. 463 known as the Mineral Resources Development Decree of 1974 was issued. The decree amended Commonwealth Act No. 137 to provide, among others, a modernized system of the administration and disposition of mineral lands; and to promote and encourage the development and exploration of the mining industry. PD No. 463 was later amended by PD Nos. 1385 and 1677.

On June 6, 1978, PD No. 1281 was promulgated revising Commonwealth Act No. 136 to boost the Bureau of Mines and Geosciences Bureau with additional tasks as well as authority to make it more responsive to the objectives of the government for its minerals sector. It was amended by PD No. 1654 renaming the Bureau of Mines as Bureau of Mines and Geosciences (BMG) further making it more responsive to its varied functions.

On June 10, 1987, pursuant to Executive Order No. 192, otherwise known as Reorganization Act of the Department of Environment and Natural Resources (DENR), Mines and Geosciences Bureau (MGB) became one of the staff Bureaus of DENR. MGB took the functions of the Bureau of Mines and Geosciences but minus the line functions of the abolished Mineral Resources Development Board and the Gold Mining Industry Assistance Board.

The passage of Republic Act No. 7942, otherwise known as the Philippine Mining Act of 1995 on March 3, 1995, and DAO No. 96-40, the Implementing Rules and Regulations of RA No. 7942, transformed the MGB into a line bureau. The staff bureau created under DAO No. 1, Series of 1988 became the Central Office of the MGB, while the Mines and Geosciences Development Service created under DAO No. 41, Series of 1991 became the Regional Offices.

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In 1997, by virtue of DAO 97-11, the MGB implemented a full reorganization specifically involving the establishment of two new divisions- the Mining Environment and Safety Division; and the Mine Tenement Management Division- thus, essentially operationalizing the sustainable development principles provision of the Mining Act of 1995.

A year after, MGB commemorated its centennial year and from then on celebrated its anniversary every 28th of November. MGB acknowledged as one of the centennial bureaus further underscored the significance of the State's Management of the mineral resources through the decades. Likewise, the long history of MGB has only proven its unwavering commitment in championing sustainability in mining and geosciences.

On April 29, 2015, the DENR issued and approved DAO No. 2015-06, Providing for the Revised Organizational Structure and Functions of the Mines and Geosciences Bureau Pursuant to its Approved Rationalization Plan.

MISSION

The MGB, as steward of the country's mineral resources, is committed to the promotion of sustainable mineral resources development. Aware of its contribution to national economic growth and countryside community development, it fully recognizes that the development of a responsive policy framework in partnership with stakeholders to govern mineral exploration, mining and investment decisions and an effective institutional structure, are fundamental requisites for the sustainable utilization of the country's mineral resources development. It is adherent to the promotion of geological studies as an integral element of socio-economic development, environmental protection and human safety. Yet, it is sensitive to the known environmental impacts of mining and the need for restoration and rehabilitation of mining affected areas and the development and adoption of environmental and geoscientific technologies.

VISION


MGB envisions a mineral industry that is not only prosperous but also socially, economically and environmentally sustainable with board community and political support while positively and progressively assisting in the government's program on poverty alleviation and contributing to the general economic well-being of the nation.

MGB also aims to be the leading geosciences and geo-resources agency serving the public and nation with scientific reliability.

THRUST

To realize its vision for the industry, MGB subscribes to the core requirements of sustainable Development as applied to Mining and Geosciences:

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- Protection and rehabilitation of the environment;
- Promotion and social and community stability;
- Preservation of options for future generations; and
- Competitive and prosperous mining industry.

Central Office

The Office of the Director shall exercise overall management, supervision and control of all divisions and other units of the central and regional offices of the MGB; implement the MGB's mandate of taking direct charge in the administration and disposition of mineral lands and mineral resources; promulgate rules and regulations, policies and programs relating to mineral resources management and geosciences development; and perform such other functions as may be assigned by the DENR Secretary and/or provided by law.

The Planning, Policy and International Affairs Division (PPIAD) shall undertake planning, programming, and monitoring and evaluation of programs/projects/activities; initiate the formulation of policies; coordinate the development and implementation of programs/projects and formulation of policies; initiate, coordinate and maintain international cooperation and commitments; and coordinate the design and installation of and maintain the national and regional management information system.

The Mineral Economics, Information and Publication Division shall conduct policy studies on mineral economics and provide information on mining and geosciences.

The Administrative Division shall undertake human resource, property and records management.


The Financial Management Division shall undertake financial analysis in support to planning, controlling and decision-making.

The Mine Safety, Environment and Social Development Division shall conduct the final evaluation/review, audit of implementation and Research and Development for the enhancement of programs on, promote best practices in and investigate incidents/complaints relating to mine safety and health, environmental management and social development.

The Mining Tenements Management Division shall undertake final evaluation of all mining applications, conduct audit of the disposition of mineral lands and resources, and manage the Mineral Rights Management System.

The Marine Geological Survey Division shall undertake marine geoscientific surveys (including coastal/offshore geohazard assessment, mineral exploration and geo-environmental study), and Research and Development on geosciences, and provide marine geoscientific services.

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The Lands Geological Survey Division shall manage the national geosciences programs on land geoscientific surveys (including geological mapping, mineral exploration, geohazard assessment, hydrogeological exploration and vulnerability assessment, and engineering geological and geo-environmental studies) and establishment of mineral reservations; conduct Research and Development on geosciences; and provide geological laboratory and information services.

The Mining Technology Division shall conduct Research and Development for the advancement of mining technologies; provide and coordinate mining technology support services; implement the technology transfer provisions of existing laws, and rules and regulations; implement the National Small-Scale Mining Program; and assist in the conduct of investigation of complaints (including illegal mining activities).

The Metallurgical Technology Division shall develop metallurgical processes of beneficiating/extracting minerals/metals from ores; provide metallurgical and analytical services to the various mining stakeholders; and conduct audit of mineral processing operations.

The Legal Service Division shall provide legal services to the Central Office for the effective and efficient implementation of laws, rules and regulations and policies, relating to the administration and disposition of mineral lands and resources.

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PURPOSE, SCOPE AND EXCLUSIONS

This Quality Management System (QMS) and all related documentation herein, serves the following purposes and scope:

QUALITY MANUAL

The Quality Manual presents to all stakeholders the operating policies, structure, and overall QMS of the Bureau.

This Quality Manual covers the Bureau's business process as it relates to the applicable requirements of ISO 9001:2015 and implemented in its various Divisions which are involved in the defined scope.

QUALITY MANAGEMENT SYSTEM

The QMS is established to outline the procedures of the different activities of the Bureau and ensure its implementation. The QMS is likewise established to serve as guide in the pursuit of continual improvement of all procedures covered and to deliver the required services for the satisfaction of all concerned.

ALIGNMENT TO ISO 9001:2015

To ensure the continuous delivery of quality of services being rendered by the Bureau, the Top Management commits to adopt, implement and maintain its QMS aligned with ISO 9001:2015.

This established QMS covers the following frontline services:


1. Processing and Approval of Exploration Permit Applications
2. Processing and Approval of Environmental Protection and Enhancement Program and Final Mine Rehabilitation and/or Decommissioning Plan
3. Geological Laboratory Services (Sample Preparation, Megascopic and Microchemical Rock/Mineral Analysis, Petrography and Mineragraphy Analysis, Paleontological Analysis and X-ray Diffraction/Fluorescence)
4. Metallurgical Laboratory Services
 - a. Fire Assay
 - b. Metallurgical Tests

EXCLUSION TO THE QUALITY MANAGEMENT SYSTEM CERTIFICATION

The overall management system of the Bureau does not cover the following clause:

8.3 DESIGN & DEVELOPMENT –The current scope of activities involves providing services to the mining industry as mandated by RA No. 7942. Hence, the services provided by the Bureau do not involve any design activities pertaining to product design and development.

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QUALITY MANAGEMENT SYSTEM

The Bureau believes that quality services are enhanced by understanding its context, relevant statutory, regulatory and institutional requirements as well as the requirements of all relevant interested parties and the associated risks that may occur and hinder its ability to meet their needs and expectations. Its established process of operations throughout the organization is designed to ensure the effectiveness, efficiency and consistency of its QMS as required by ISO 9001:2015 Standard. Being cognizant of the fact that there are risks that could prevent it from achieving its objectives, the MGB shall adopt a risk-based approach in managing its processes through the employment of a Risk Management Tool in all its Divisions.

This fundamental principle shall be carried out through the following:

1. The definition of the requirements and needs of its stakeholders;
2. The identification of applicable statutory/legal requirements;
3. The identification of the processes needed to support the requirements of the stakeholders and the quality management system;
4. The determination of the sequences and interaction of the identified processes;
5. The determination of applicable criteria and methods (national and international) required to ensure the effective operation and control of the identified processes;
6. The assurance of the availability of information necessary to support the operation and the monitoring of the identified processes;
7. The measurement, monitoring and analysis of the results of the identified processes;
8. The implementation of actions necessary to achieve planned results and continual improvement of the identified processes; and
9. The definition of the Bureau's control over any outsourced processes and other processes that the Bureau may deem necessary to support Stakeholder requirements.
10. Periodic monitoring and review of its context, requirements of interested parties and actions to address risks and opportunities and achieve quality objectives.

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DOCUMENTATION STRUCTURE

The following structure shall be used for the QMS documentation:

LEVEL	DESCRIPTION	DOCUMENTS
I	Policies, Principles & Regulations	Quality Manual, Quality Policies & Objectives, Legal & Statutory Regulations
II	Strategies	Systems Procedures
III	Current Practices	Work Instructions, Citizen's Charter, User's/Operating Manuals of Equipment, External Documents, Product Information/Brochures, etc.
IV	Proof of Performance	Reports, Minutes of Meetings, Checklists, Graphs, Quality Records, etc.

However, should any local, national or international standard related to or that which may have some effects to this QMS be passed or required, it shall take precedence over the above documentation structure.

DOCUMENT MATRIX

To guide the stakeholders of the Bureau's QMS Documentation as it relates to the requirements of ISO 9001:2015, the matrix below shall provide the summary:

ISO 9001 REF.	TITLE	DOCUMENT #	DOCUMENT TITLE
4	Quality Management System	QMS-01	QMS Manual
	General Requirements	QMS-01	QMS Manual
	Documentation Requirements	QMS-01	QMS Manual
	Quality Manual	QMS-01	QMS Manual
	Control of Documents	QP-DMP-01	Document Management Procedure
	Control of Records	QP-RMP-01	Records Management Procedure
5	Management Responsibility	QMS-01	QMS Manual
	Management Commitment	QMS-01	QMS Manual
	Customer Focus	QMS-01	QMS Manual
		LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Quality Policy	QMS-01	QMS Manual
	Planning	All QMS Procedures	All Procedures Manual
	Quality Objective	QMS-01	QMS Manual
	Quality Mgt. System Planning	QMS-01	QMS Manual
	Responsibility, Authority and Communication	QMS-01	QMS Manual
	Responsibility and Authority	QMS-01	QMS Manual
	Management Representative	QMS-01	QMS Manual
	Internal Communication	QMS-01	QMS Manual
	Management Review	QMS-01	QMS Manual
		QP-MR-01	Management Review

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6	Resource Management	QMS-01	QMS Manual
	Provision of Resources	QMS-01	QMS Manual
	Human Resources	QP-AD-03	Recruitment and Selection Process
	Competence, Awareness & Training	QP-AD-04	Provision of Training Procedure
	Infrastructure	QP-PM-01	Preventive Maintenance Procedure
	Work Environment	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
7	Product & Service Realization	QMS-01	QMS Manual
	Planning of Product Realization	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Customer Related Process	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Determination of Requirements Related to the Product	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Review of Requirements Related to the Product	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Customer Communication	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Design and Development	N/A	NOT APPLICABLE
	Procurement	BAC	Procurement Procedure
	Product and Service Provision	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Validation of Processes for Service Provision	MeTD and LGSD	MeTD, LGSD Procedure Manual
	Identification and Traceability	LGSD, MeTD, Admin, MSESDD, MTMD	Division QMS Procedure
	Customer Property	LGSD, MeTD, Admin	Division QMS Procedure
	Preservation of Product	LGSD, MeTD, Admin	Division QMS Procedure
	Control of Monitoring and Measuring Devices	QP-CAL-01	Calibration Procedure
8	Measurement, Analysis and Improvement	QMS-01	QMS Manual
	Monitoring and Measurement	QMS-01	QMS Manual
	Customer Satisfaction	QMS-01	QMS Manual
	Internal Audit	QP-IQA-01	Internal Audit
	Monitoring and Measurement of Processes	QMS-01	QMS Manual
	Monitoring and Measurement of Product	QMS-01	QMS Manual
	Control of Nonconforming Product	QP-CNC-01	Control of Non-conforming Products Procedure
	Analysis of Data	QMS-01	QMS Manual
	Improvement	QMS-01	QMS Manual
	Continual Improvement	QMS-01	QMS Manual
	Corrective Action	QP-CPA-01	Corrective & Preventive Action Procedure
	Preventive Action	QP-CPA-01	Corrective & Preventive Action Procedure

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CONTROL OF DOCUMENTS

The Quality Manual, being the highest form of documentation of the Bureau's QMS, shall be prepared through the combined efforts of the Top Management, Division Chiefs and their Representative/s and the Management Representative. Periodic review of the Quality Manual, Quality Policy and Quality Objectives will likewise be conducted by the group. Approval of the contents and implementation of the Quality Manual shall be the responsibility of the Top Management and the Management Representative of the Bureau.

Systems procedures, forms and work instructions used in the Bureau's operations shall be reviewed and controlled by the respective Division to ensure their suitability, effectiveness and applicability to the current context and direction, as they directly affect the quality of services provided. Approval of the contents of the said documents shall be the responsibility of the Division Chiefs and the Management Representative.

Current issues of the aforementioned documents are available and records of all changes are maintained. These include:

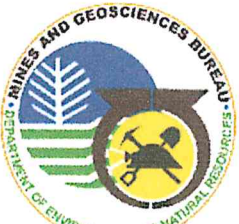
1. Quality Manual; Systems Procedures; Work Instructions;
2. National and International Standards, Specifications and Regulations intended to be implemented and/or adopted by the Bureau;
3. Referenced Forms and Checklists;
4. Quality Plans/ Citizens' Charter; and
5. Related external documents including instructions for equipment use, etc.

A master copy of the above documents shall be retained and maintained by the Document Control Head. All documents to be issued shall be copied from the master copy and stamped with "Controlled" depending on the entity where the copy of document shall be issued.

Upon revision of documents, all "controlled" copies of the superseded documents are to be recalled, removed and destroyed or clearly identified as to their status if retained for record purposes. The superseded master copy of documents shall, however, be appropriately marked with "Obsolete" stamp and retained by the Document Control Officer for reference purposes.

The responsibility for preparation, review, approval, control, distribution, and revision is defined in detail in the Document Management Procedure (QP-DMP-01).

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CONTROL OF RECORDS

The Bureau has established documented procedures for the retention and maintenance of all records related to or in support to the QMS. Being a government institution, retention of records shall be in accordance with the National Archives of the Philippines, hence, records covered shall abide with the defined retention period.

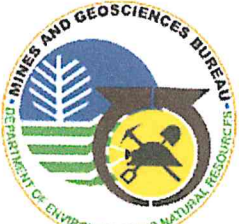
However, those records that do not fall under the jurisdiction of the said law shall be retained for a minimum of three (3) years or as defined in the systems procedure or by the Top Management.

Examples of the documents are the following:

- QMS Audit reports - internal and external
- Management review minutes
- Customer complaints/feedback
- Other product & customer/supplier related records

Each Division is responsible for the identification, collection, filing, retention and maintenance of pertinent records as stated in all procedures. This will ensure that records are stored in a suitable environment with no deterioration or damage and can be easily retrieved. Records shall remain legible and readily identifiable. Archived and disposed records shall be recorded.

List, retention and control of all other quality records are defined in the Master List of Quality Records (FO-DOC-03) and the Records Management Procedure (QP-DOC-02).

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MANAGEMENT RESPONSIBILITY

MANAGEMENT COMMITMENT AND CUSTOMER FOCUS

The Mines and Geosciences Bureau is the primary government agency under the Department of Environment and Natural Resources that is responsible for sustainable mineral resources development. It is committed to be efficient and effective steward of the mineral resources.

Since the success of the Bureau's operations is highly dependent on its stakeholders, the management ensures that stakeholders and regulatory requirements, implied and stated, are properly identified, implemented and satisfied.

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.

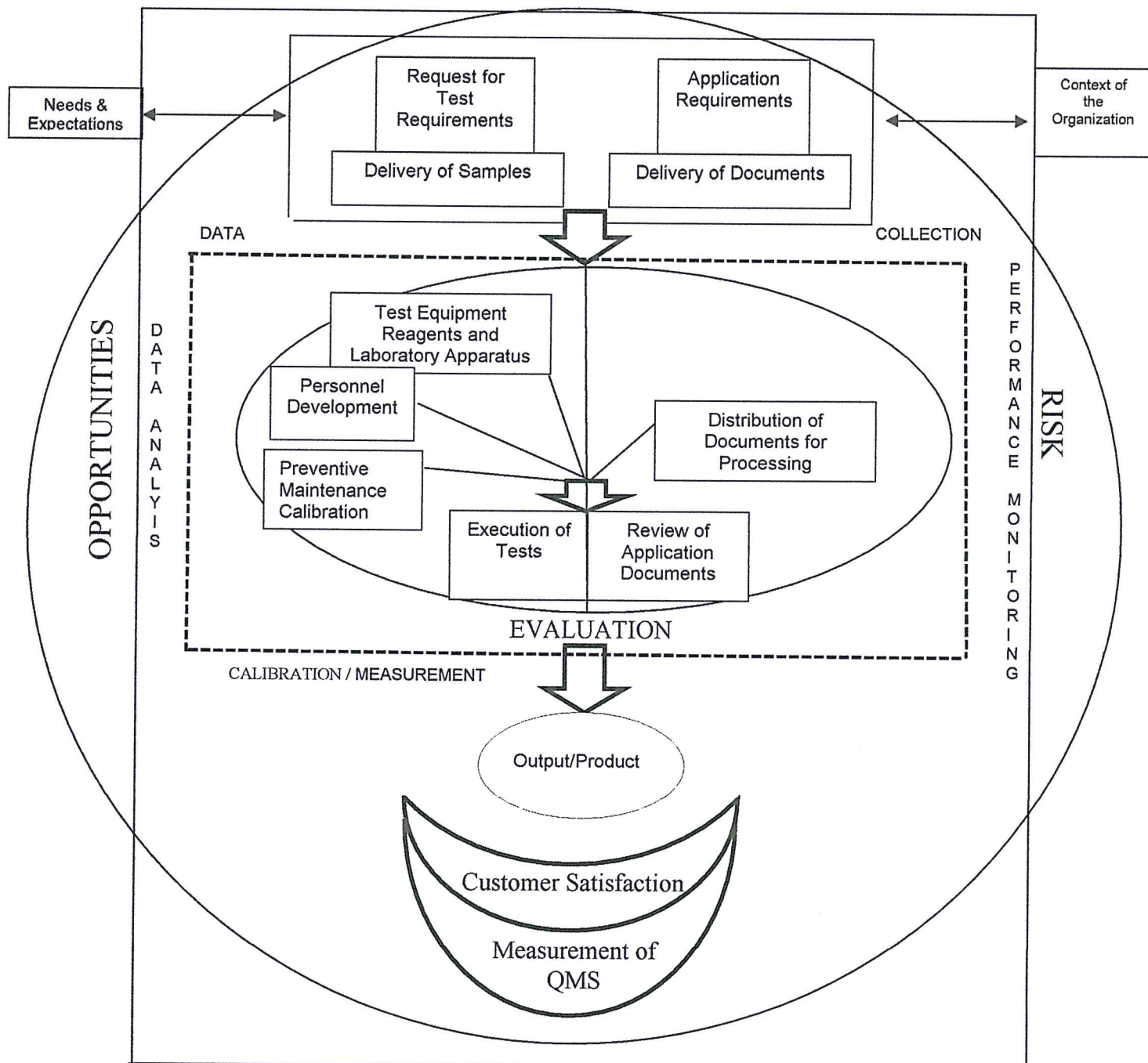
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OVERALL BUSINESS PROCESS

MANAGEMENT RESPONSIBILITY

CUSTOMER





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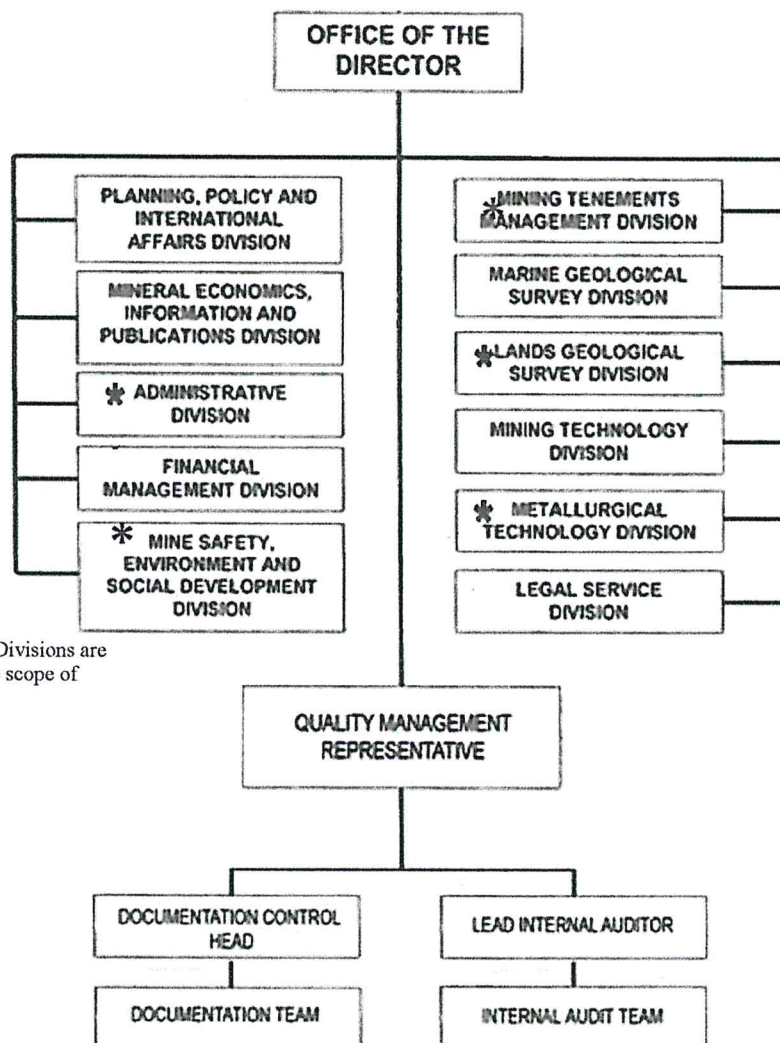
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ORGANIZATIONAL STRUCTURE

The Bureau believes that the effectiveness of the quality system relies on an efficient and supportive organization. It is in this premise that the organization below had been structured to support its operations. Details of the table of organization and the personnel responsible for each function are presented as separate documents managed by the Administrative Division. The main reference to the organizational structure is DAO No. 2015-06 which contains the description of the roles and responsibilities of the various Divisions under the MGB. This organizational structure includes positions concerning the QMS.

MGB-TABLE OF ORGANIZATION



*Note: These Divisions are included in the scope of registration

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MANAGEMENT RESPONSIBILITY & AUTHORITY

In support to the above commitment, the following key personnel are authorized to carry out their responsibilities in providing a successful, effective and efficient implementation of the Quality Management System of the Bureau.

Top Management

1. Provides overall direction of the Bureau, in the planning, implementation and control of the Bureau's resources and management processes.
2. Ensures that the Quality Policy serves the Bureau's purpose and is made known, understood and implemented by all employees.
3. Spearheads the periodic review and improvement of the Quality Policy to align the same to the Bureau's operation and ensure its suitability.
4. Promotes customer awareness of all the products and services provided by the Bureau and shall ensure availability of quality resources to support operational requirements at all times.


Quality Management Representative

1. Ensures that the quality management system is established, communicated to all levels of the organization, consistently implemented, periodically reviewed for effectiveness and continually improved to suit the Organization's vision and direction.
2. Liaises with external parties on issues related to the quality management system.
3. Ensures that all employees are adequately trained, and has full understanding of the quality management system that relates to their function to be able to carry out their functions effectively and consistently.
4. Reports to the Top Management on the performance of the Quality Management System and any need for improvement.
5. Ensures the promotion of awareness of customer/stakeholder requirements throughout the Organization.

Division Chief

1. Plans, leads, organizes and controls the activities of the Division.
2. Monitors performance of personnel to ensure that established management system is consistently followed.
3. Oversees and coordinates the activities of the personnel to ensure delivery of services according to plan.
4. Ensures that the staff are adequately trained and has full understanding of the quality management system to be able to carry out their functions effectively and consistently.
5. Coordinates with stakeholders on issues related to the Division's activities.
6. Ensures that quality related programs, objectives and targets related to or pertaining to the Division is fully supported and implemented consistently.
7. Conducts and implements the services enrolled under the QMS.
8. Ensures that the QMS procedures are followed.

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Document Control Head

1. Manages the QMS related documents and leads the Document Control Officers in to the management of QMS related documents.
2. Ensures that all documents have been reviewed by the Division Chief concerned.
3. Secures the imprimatur of the Quality Management Representative before any issuance and distribution of QMS documents.
4. Coordinates with the Records and Receiving Section of the Administrative Division of the Bureau to ensure that all relevant QMS documents are available at the point of use.

Document Control Officer

1. Manages the QMS related documents per assigned Division.
2. Assists the Document Control Head and the Records and Receiving Section of the Administrative Division of the Bureau in ensuring that all documents have been reviewed by the Division Chief concerned.


Lead Auditor

1. Plans the implementation of Bureau's annual internal audit activities, with the support of the Internal Audit Team.
2. Reviews the audit plans, checklists and related documents and ensures that all needed resources during the conduct of audits are well provided for.
3. Keeps all QMS internal audit records and reports results of the audit to the Top Management through the Quality Management Representative during Management Reviews.
4. Monitors the progress of the Corrective Preventive Action Request and approves the acceptability of the verification actions prior to their closure.
5. Guides/mentors the new members of the Audit Team during the conduct of audits.

Internal Auditor

1. Assists the Lead Auditor in planning the implementation of Bureau's internal audit activities.
2. Conducts the internal audit and issues the Corrective Preventive Action Request.
3. Reports the results of the audits to the Lead Auditor.
4. Assists the Lead Auditor in monitoring the progress of the Corrective Preventive Action Request and approves the acceptability of the verification actions prior to their closure.

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MANAGEMENT REVIEW

The Top Management regularly monitors the performance and resource requirements of the Bureau to ensure that adequate funds, facilities and personnel are in place for management, operation and verification of activities. This shall be done to meet the Quality Policy and quality objectives of the Bureau and the requirements of its stakeholders. The Management, throughout the year, will review these requirements and results are documented accordingly.


Management reviews are done at least once a year to ensure the continuing suitability and effectiveness of the existing application, relevance and scope of the Quality Management System, the Quality Policy and Objectives, as well as preventive actions, customer complaints and internal/external quality system audits.

The Management shall ensure that the following inputs are covered during the management review meeting:


1. Matters arising from the previous Management Review Meeting.
2. Changes in external and internal issues (context) as well information pertaining to interested parties and their requirements that are relevant to the QMS
3. Information on the performance and effectiveness of the QMS, including trends in:
 - a. customer satisfaction and feedback (including complaints) from relevant interested parties;
 - b. the extent to which quality objectives have been met;
 - c. process performance and conformity of services;
 - d. status of nonconformities and corrective actions;
 - e. monitoring and measurement results;
 - f. results of internal and external quality audits; and
 - g. performance of external providers;
4. Adequacy of resources
5. Effectiveness of actions taken to address risks and opportunities;
6. Opportunities for improvement
7. Decisions/actions to be taken pertaining to:
 - a. opportunities for QMS improvement as a result of the reports presented;
 - b. any need for changes to the QMS; and
 - c. resource needs

The effectiveness of the implementation and review shall be measured by the decisions and actions reached during the meeting and shall include:

1. Improvement of the quality management system and its processes;
2. Improvement of services related to customer requirements, government mandate and Citizens' Charter; and
3. Resources needed to support operation and customer requirements.

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Details of the management review including frequency, responsibility, agenda, composition and maintenance of records shall be defined in the procedure for Management Review (QP-MR-01).

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RESOURCE MANAGEMENT

PROVISION OF RESOURCES

The Bureau shall determine and provide the needed resources to ensure the proper implementation and improvement of the processes and systems within the Quality Management System. This is being done to ensure that Customer/Stakeholder requirements are met when and where it is needed with satisfaction.

HUMAN RESOURCES

The Bureau shall provide competent personnel to carry out activities required for each position in the defined plantilla and those roles and responsibilities described in the Quality Management System. The competency of the employees shall be based on applicable training, education, skills and experience needed to effectively carry out responsibilities assigned. This shall be in accordance to government regulations pertaining to personnel management from hiring to deployment (QP-AD-03).

COMPETENCE, AWARENESS AND TRAINING

The Top Management recognizes that the major contributor to the success of its documented Quality Management System is the competence of its personnel. The Bureau operates an established training plan prepared by each division which uses resources at its disposal to ensure that employees are adequately trained to enable them to carry out their assigned tasks.


The Division Chiefs with the support of the Administrative Division are responsible in the planning of future training needs. The details of the management of human resources are provided in the Provision of Training Procedure (QP-AD-04).

INFRASTRUCTURE AND WORK ENVIRONMENT

The Bureau shall identify, provide facilities needed and suitable for the effective operation of the Bureau and its Quality Management System. Provision for facilities shall include workspace, equipment, hardware, software and associated services needed to perform its mandated functions.

Furthermore, the Bureau shall maintain and enhance a suitable system in the maintenance of its equipment to ensure the best performance possible. The maintenance of all the facilities of the Bureau is defined in the maintenance procedure of the Property Management Section and General Services Section of the Administrative Division. Each Division is the property custodian and responsible for preventive and corrective maintenance of its respective facilities and equipment.

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PRODUCT AND SERVICE REALIZATION

PLANNING

The Bureau recognizes that planning is the framework of successful implementation of any project and service. It is in this premise that the Bureau established the Citizen's Charter for each Division that will serve as basis for existing and future operations.

In planning its operations, the Bureau shall take into consideration the following aspects:

- The quality objectives and requirements of the service as elaborated in the Citizen's Charter;
- The need to establish processes, documents and provide resources specific to the service required by the Customer/Stakeholder;
- The required verification, validation, monitoring, inspection and applicable test activities specific to the criteria for product acceptance; and
- The records needed to provide evidence that the processes and services are met.


CUSTOMER/STAKEHOLDER REQUIREMENTS IDENTIFICATION AND REVIEW

The process of meeting and satisfying the needs of the customers/stakeholders, and the importance of determining their requirements forms the basis of Bureau's operations. Emphasis is placed on the establishment of appropriate and relevant procedures from initial inquiry to the provision of services based on the customer's/stakeholder's needs until the completion of services and delivery of results. Through all these processes, the Bureau shall ensure that customer's/stakeholder's specified requirements are fully understood and implemented. Therefore, all requests received by the Bureau are reviewed to ensure that:

- The requirements of the service; including availability of resources and delivery arrangements are adequately defined and documented.
- Any order, contract or agreed upon requirements deviating from those quoted are resolved and recorded, including any changes made after a request had been accepted.
- The capability and resources of the contractual and technical requirements of the service are met.
- The obligation related to its service, including statutory, regulatory and legal requirements, are clear and in place.

The Bureau shall ensure that the above provisions are fully communicated to the Customer/Stakeholder and that channel of communication is clearly identified. The records of contract, agreement or related documents shall be retained by the respective Division. Service requirements and quality specifications shall form part of the documents as evidence of transactions made.

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CUSTOMER/STAKEHOLDER COMMUNICATION

The Bureau recognizes the importance of communication in ensuring an effective and efficient support to customer requirements, thus, it maintains communication channels with its Customers through telephone, electronic mails, facsimiles and other means. These modes and other form of communication are in-place with the main purpose of clarifying details on:

- Customer/Stakeholder requirements and needs in the provision of services;
- Inquiries, contracts or handling of applications, including amendments
- Customer feedback, including customer complaints,
- Service details, delivery and other related transactions.

PROCUREMENT

Procurement of resource needs, through the actual process of procurement as stipulated in RA No. 9184 (Government Procurement Reform Act) is the function of the Bids and Awards Committee (BAC). All Divisions shall ensure that specifications required for all supplies and related services in the operations of Bureau are complied with by all suppliers. Suppliers shall be evaluated by the Division concerned / end-user for their performance after completion of each delivery of products or services.

PRODUCT AND SERVICE PROVISION AND CONTROL

In planning and carrying out frontline services each Division shall ensure the availability of information describing the said services, the instructions necessary in the proper execution of the service and use of the equipment, machineries and apparatus and the availability of such suitable equipment to generate the needed outputs.

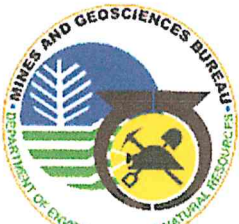
The criteria for acceptance of any service rendered by the Bureau are assured of compliance with all applicable and established statutory, regulatory and legal international/national standard and other requirements.

The details of the product and service provision and controls thereof are defined in the various operations procedure of each Division.

VALIDATION OF PROCESSES AND PRODUCTS

The quality of products and services of the Metallurgical Technology Division and Lands Geological Survey Division can be verified through the conduct of confirmatory test processes. As such, the details of each activity defined in the established procedures of each laboratory and their execution are subsequently recorded in the aforementioned Division's specific forms.

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IDENTIFICATION AND TRACEABILITY

The key to the effective and efficient operation of the Bureau is the ability to correctly identify and easily trace the output from the time the Customer/Stakeholder submits a request for a certain permit or test to the time feedback from a Customer is received. As a rule, the Customer's/Stakeholder's information code or number, Delivery Documents, Serial Number of the Equipment used, personnel involved in the conduct of the service or tests, as applicable, are used to control the identity of all activities being performed by the Bureau.

Details pertaining to product identification and traceability are included in the various operating procedures of the Bureau.

CUSTOMER/STAKEHOLDER PROPERTY

The Bureau maintains policy for the proper control and preservation of all customer/stakeholder's property entrusted to the Bureau for its use or control. The customer/stakeholder's property under the stewardship of the Bureau covers the following: corporate documents, communication, mineral samples and personal information. The MGB ensures that all efforts are done to uniquely identify, verify, check, inspect, protect and safeguard customer/stakeholder's property and limit its use for its intended purpose.


The Bureau assures its Customers/Stakeholders that any damage that may arise during the receiving, storage, testing, handling and delivery of the service outputs are not caused by negligence, inadequate or improper handling/storage and delivery practices. Should an instance occur where received or entrusted Customer/Stakeholder property is found to be defective or if damage occurred during the service provision or testing activities, immediate communication shall be made by the Bureau to its customers. The report shall cover the extent of damage and the necessary action to be taken by the Division in question to rectify the identified lapses with the ultimate aim of complying with its mandated functions i.e. generate a compliant test result for the Customer/Stakeholder. Details of the necessary control of customer/stakeholder property are included in the established procedures of each Division under the jurisdiction of the Bureau.

PRESERVATION OF PRODUCTS

The Bureau shall ensure that proper handling is done to preserve the integrity of all customer/stakeholder related property and associated documents, including test samples, at all points from receiving, reviewing, delivery, testing, inspection, verification and validation until the expected results are turned over to the Customer/Stakeholder.

Details of the process of preservation of products are defined in the different procedures relevant to the operations of each Division.

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CONTROL OF MEASURING AND MONITORING DEVICES

The Bureau recognizes the accuracy of measuring and monitoring devices in giving the necessary data as a result of any verification of processes and outcomes. As such, the Bureau ensures that all measuring and monitoring devices are fit for use and maintained to suitable accuracy and accepted standard. This is done through the periodic calibration of the measuring and monitoring devices as applicable. The calibration of devices may come in the form of comparison to a known and established standard through an external calibration provider or internally through the use of other devices and/or standard sample to validate inspection output or data prior to use. Necessary safeguards shall be in place to avoid any unnecessary adjustments and to protect the devices from damage and deterioration during handling, maintenance and storage.

If the device is found to be defective or out of calibration, the Bureau shall assess the validity of the previous measurements performed using the said device to ensure that no defective test results are delivered to the customer.

The details of the calibration process and control are defined in the Calibration Procedure (QP-CAL-01).

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MEASUREMENT, ANALYSIS AND IMPROVEMENT

MONITORING, MEASUREMENT AND ANALYSIS OF PERFORMANCE

The Bureau recognizes the valuable assistance that data gathered through the various monitoring, inspection and measurement methodologies applied will help in assessing the capability of the Bureau, measuring the satisfaction level of its Customers/Stakeholders, tracking the viability and trends of its performances and finding ways to improve. As such, the Bureau had set measurable objectives in different functional areas. Performance of these functional areas shall be monitored and assessed versus the set targets, objectives or as stipulated in the Citizen's Charter. Results of the performances shall be analyzed on a periodic basis and necessary actions are to be defined for improvement purposes.

Each Division Chief shall consider which techniques can be utilized and have included these in their relevant procedures or monitoring instructions, as deemed necessary.

CUSTOMER/STAKEHOLDER SATISFACTION


The Bureau's efforts toward improvement are being done for one purpose: **ENSURE CUSTOMER/STAKEHOLDER SATISFACTION**. As such, the Bureau exerts efforts to establish the level of Customer/Stakeholder satisfaction through any or all of the following performance measures: feedback/survey, customer/stakeholder complaints, long-term customer business relations and other related means of performance measurement. This is documented through the different performance monitoring records that form part of the Bureau's quality objective monitoring process.

INTERNAL AUDIT

As an assurance that the Bureau's Quality Management System has been suitably and appropriately documented and consistently implemented, a fully planned internal audit program will be conducted at least once a year to cover all areas of the system and its processes. Fully trained personnel shall carry out the audit/s. The Quality Management Representative, through the Lead Auditor, shall maintain the list of trained auditors.

The Internal Auditors are tasked to ensure the effectiveness, consistency and efficiency of the Quality Management System and highlight areas for improvement. The areas of non-compliance are noted during the audit and are brought to the attention of the Division Chief concerned in order to implement corrective action without undue delay. Follow up of effectiveness of corrective action and closure of the non-compliance call out is defined in the Internal Quality Audit Procedure and recorded in the Internal Quality Audit Checklist (FO-IA-02) and Corrective Action Report (FO-IA-03).

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MONITORING AND MEASUREMENT OF PROCESS

The Bureau has established performance targets for all functional areas as defined in the Quality Objectives. These serve as a measure of performance and effectiveness of the processes in a particular Division. Result of the monitoring and measurement of the effectiveness of the various processes are reported and defined in the Quality Objectives. Results of process monitoring are discussed during Management Reviews and other similar venues.

MONITORING AND MEASUREMENT OF PRODUCT

With regard to the Division's operations, final measurement and monitoring of the characteristics of the outcome of a service or test results are done during final review of performance. The designated personnel are tasked to monitor and measure conformance to the required conditions/specifications as stated in the Citizen's Charter or applicable regulatory requirements. All results are to be recorded and gathered so as to generate data pertaining to productivity and shall form part of the Management Review.

ANALYSIS OF DATA

The Bureau shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the Quality Management System and its quest for continual improvement. This shall be done through the established records as reflected on each of the procedures and the data gathered through the said procedures.

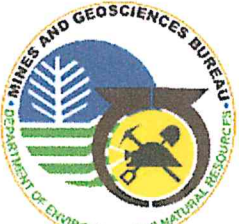
All information and data shall be analyzed to establish its support to:

1. Customer satisfaction
2. Conformity to product/service requirements
3. Characteristics and trends of processes and products including opportunities for preventive action
4. Other performance indicators relevant to the effectiveness of the Quality Management System.

CONTROL OF NON-CONFORMITY

Any material, test output, process or document found not to conform to the specified requirements is clearly identified. When applicable, segregate to prevent unauthorized use and/or returned to supplier for replacement as may be agreed by both parties. A report is prepared and submitted giving full details of the non-conformity in order that root cause can be identified by the Division Chief concerned. This is to determine the necessary course of corrective action.

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Immediate action can be one or a combination of the following:

- Acceptance by concession;
- Return to supplier for replacement;
- Consider other/alternative application/s; and
- Review and/or rectify.

Any deviation or non-conformity of the product/process with specified and/or agreed requirements, noted during receiving, actual conduct of test/evaluation and delivery of test results, Certificate of Approval or permit shall be clearly identified and reported to the Division Chief concerned. All efforts shall be made so that necessary action can be taken to immediately rectify any observed deviation or non-conformity and to inform the Customer/Stakeholder regarding the problem as necessary.

Should an instance where non-conforming products are detected while the product/equipment is being used, the Bureau shall carry out necessary activities as agreed upon by both parties.

When non-conforming products, processes or activities are rectified, these shall be subjected for verification with the purpose of demonstrating conformity to established requirements.

Control of Non-conforming Products Procedures (QP-CNC-01) defines all the activities necessary in the control of non-conformities.

CONTINUAL IMPROVEMENT

The commitment of the Bureau to provide quality services to all stakeholders does not end in the documents relevant to the QMS, but shall be internalized by all personnel as they perform their duties and responsibilities.

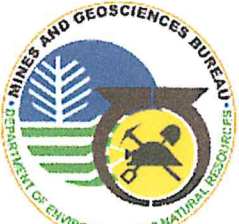
The Bureau has set up a Statement of Quality Objectives for each functional area as guide to all employees in:

- a) The measurement of their actual performance;
- b) The monitoring of key result areas in support of these objectives;
- c) The evaluation & analysis of the data gathered based on the set objective/target; and
- d) The disposition as to the action to be taken to ensure that continual improvement is maintained in all areas.

CORRECTIVE ACTION

The Bureau operates a system that will ensure that all nonconformities raised are recorded. Appropriate correction or immediate actions are to be implemented to eliminate detected lapses. The Division concerned shall conduct a Root Cause Analysis of the non-conformity to plan and implement the most appropriate corrective action. These are then

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evaluated for effectiveness, at an agreed time frame, by the designated auditor. Once the corrective action is proven effective in eliminating the detected non-conformity, the designated auditor shall recommend the approval of its closure to the Quality Management Representative. Otherwise, the Corrective Action Report shall be re-issued and will undergo the same procedure.

- a) Non-Conforming items (including non-attainment of quality objectives),
- b) Internal and external audits, and
- c) Customer complaints

Documented reports are raised to ensure that any weaknesses/lapses are identified, corrected and periodically reviewed. Details of corrective action activities are defined in the Corrective Action Procedure (QP-CA-01).

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