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On the road to ISO certification

NAMRIA Quality Policy and Quality Manual launched



Administrator Tiangco unveils the NAMRIA Quality Policy with the NAMRIA ISO Core Team in assistance.

Administrator Peter N. Tiangco led the unveiling of the NAMRIA Quality Policy in a simple ceremony held for the launching of the NAMRIA Quality Manual (NQM) last 28 November at the NAMRIA grounds in Fort Bonifacio.

The quality policy states that “We at NAMRIA are committed to our clients’ utmost satisfaction by providing accurate and reliable geospatial information. We will uphold professional and ethical standards, ensure efficient utilization of resources, empower our employees to continually improve our quality management system (QMS), and respond to the needs of our changing time through world-class technology.”

Prior to the unveiling rite, Quality Management Representative Deputy Administrator (DA) Efren P. Carandang presented the NQM before the august gathering of NAMRIA key officials and employees for the flag-raising ceremony. The launching of the NQM was a significant milestone in the Agency’s bid for an International Organization for Standardization (ISO) 9001:2008 QMS certification.

The highest level of Quality System documentation, the NQM contains the quality policy, organizational structure, resource management, and specific policies for business process and quality control and improvement of the Agency. The Manual has the following sections: *Organizational Profile, Quality Policy and Objectives, Quality Management System, Management Responsibility, Resource Management and Support Processes, Mapping and Geospatial Information Management, and Measurement, Analysis and Improvement.*

DA Carandang lauded the efforts of the NAMRIA ISO Core Team who painstakingly crafted the NQM and thanked Administrator Tiangco for his guidance and support to the ISO endeavor. The DA moreover said that the NQM is only the initial QMS documentation requirement; in the pipeline for submission are the

Agency’s Quality and Core Procedures (QCPs), Standard Operating Instructions (SOIs), and Quality Plans (QPs).

The QCPs describe the processes necessary to ensure conformance with ISO 9001:2008 while the SOIs are the operational guides on what NAMRIA does and how it achieves stated policies. The QPs are the documents that specify which procedures and associated resources shall be applied by whom and when to a specific project, service, process, or contract.

In his message, Administrator Tiangco said that “we have much to accomplish” and asked from everyone for more patience and cooperation in order to make NAMRIA a world-class and a greater organization. “Together, let us map the future through ISO,” he added.

The launching and unveiling activities were simulcast in the Hydrography Department (HD) in Binondo, in BRP HYDROGRAPHER PRESBITERO and BRP HYDROGRAPHER VENTURA docked in Subic, and in the NAMRIA Magnetics Observatory in Muntinlupa.

In a related development, a core-team seminar-workshop on Basic Quality and Productivity (Q&P) Improvement Approaches was conducted on 16-18 November 2011 at the NAMRIA Lecture Hall. The seminar-workshop aimed to enable the participants to appreciate and apply problem-solving tools and techniques and to relate Q&P approaches in line with the ISO-QMS implementation.

The topics covered were *Q&P Concepts and Principles, Work Improvement Team Program, and Quality Workplace through Office 5S*. The resource persons were Ms. Ivy Lecitona, Ms. Aileen Ricohermoso, and Ms. Racquel Barbecho of the Development Academy of the Philippines Center for Quality and Competitiveness. Subsequently, Administrator Tiangco signed a special order on 21 November 2011 creating the NAMRIA 5S Committee. Engineering Services Department Assistant Director Nelson M. de Leon and HD Staff Officer for Logistics Commander Sheilon T. Cadaoas serve as the committee chairperson and vice chairperson, respectively.

The NAMRIA 5S Committee has five working teams which will engage in communication strategies on the NAMRIA 5S program in order to create employee awareness (Communication Team); plan and promote 5S advancement activities for employee involvement and continual productivity improvement (Learning Team); monitor the desired 5S compliance outcomes (Evaluation Team); organize activities to motivate employee compliance to set standards and procedures through recognition and awards (Awards Team); and document the 5S standards and procedures of the agency (Noted Team). The participants of the 5S Seminar held on 24-26 October 2011 comprise the members of the 5S Committee Teams.*

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(Left picture) DA Carandang and the NAMRIA ISO Core Team present the NQM before NAMRIA employees. (Right picture) Administrator Tiangco leads the mass pledge to the NAMRIA Quality Policy.