



PhilexIM

PHILIPPINE EXPORT-IMPORT CREDIT AGENCY

QUALITY MANAGEMENT SYSTEM MANUAL

Philippine Export – Import Credit Agency



9001:2008

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QUALITY MANAGEMENT SYSTEM MANUAL

Foreword

Philippine Export Import Credit Agency (PhilEXIM) adopts a quality management system as a strategic business initiative to document the PhilEXIM's best practices and provide assurance to its clients of its consistent satisfactory services through continual improvements in the business operations.

This initiative is aligned with PhilEXIM's commitment under the Performance Agreement with the Philippine Government through the Governance Commission for Government Owned or Controlled Corporation ("Governance Commission") pursuant to Executive Order No. 605, series of 2007 on Institutionalizing a Quality Management System in the Government.

The Quality Management System Manual (the "Manual") of PhilEXIM meets the requirements of the international standard of ISO 9001:2008. This system focuses on quality, client satisfaction and continual improvement.

The Manual is composed of eight (8) chapters that correlate to the Quality Management System clauses of ISO 9001:2008. Each chapter begins with a general statement expressing PhilEXIM's commitment and responsibilities in implementing the requirements of the referenced Quality Management System section. Each general statement is followed by specific details pertaining to the procedures that describe the methods used to implement the essential requirements. The Manual also provides procedures or references to relevant activities of the PhilEXIM.

This Manual is used internally as a guide to have a common system with consistent and repeatable processes. Through the knowledge and information obtained in the creation of this Manual, PhilEXIM had now gained an empowered manpower complement that is better equipped to render consistent client satisfaction.

This Manual is also used externally to introduce the Quality Management System to PhilEXIM's clients and stakeholders. The Manual is used to inform them about the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on quality, client satisfaction and continual improvement.

The road to quality will strengthen the PhilEXIM's brand and image, respond to client demand and drive PhilEXIM's vision to become the "preferred credit institution". DGGNB

8
2

Table of Contents

Foreword

CHAPTER 1

About PhilEXIM

Mission

Vision

Core Values

Mandate and Background

CHAPTER 2

Introduction

General

Process Approach

CHAPTER 3

Scope

3.1 General

3.2 Application

3.3 Normative References

3.4 Terms and Definitions

CHAPTER 4

4.1 General Requirements

4.2 Documentation Requirements

4.2.1 General

4.2.2 Quality Manual

4.2.3 Control of Documents

4.2.4 Control of Records

CHAPTER 5

5.1 Management Commitment

5.2 Customer Focus

5.3 Quality Policy

5.4 Planning

5.4.1 Quality Objectives

5.4.2 Quality Management System Planning

1/3

QUALITY MANAGEMENT SYSTEM MANUAL

- 5.5 Responsibility and Authority
 - 5.5.1 Responsibility and Authority
 - 5.5.2 Management Representative
 - 5.5.3 Internal Communication
- 5.6 Management Review
 - 5.6.1 General
 - 5.6.2 Review Input
 - 5.6.3 Review Output

CHAPTER 6

Resource Management

- 6.1 Provision of Resources
- 6.2 Human Resources
 - 6.2.1 General
 - 6.2.2 Competence, Training and Awareness
- 6.3 Infrastructure
- 6.4 Work Environment

CHAPTER 7

Product/Service Realization

- 7.1 Planning of Product/Service Realization
- 7.2 Customer-Related Processes
 - 7.2.1 Determination of Requirements Related to the Product/Service
 - 7.2.2 Review of Requirements Related to the Product/Service
 - 7.2.3 Customer Satisfaction
- 7.3 Design and Development
 - 7.3.1 Design and Development Planning
 - 7.3.2 Design and Development Inputs
 - 7.3.3 Design and Development Outputs
 - 7.3.4 Design and Development Review
 - 7.3.5 Design and Development Verification
 - 7.3.6 Design and Development Validation
 - 7.3.7 Control of Design and Development Changes
- 7.4 Purchasing
 - 7.4.1 Purchasing Process

8
4

- 7.4.2 Purchasing Information
- 7.4.3 Verification of Purchased Product
- 7.5 Production and Service Provision
 - 7.5.1 Control of Production/Service Provision
 - 7.5.2 Validation of Process for Production and Service Provision
 - 7.5.3 Identification and Traceability
 - 7.5.4 Customer Property
 - 7.5.5 Preservation of Product
- 7.6 Control of Monitoring and Measuring Equipment

CHAPTER 8

Measurement, Analysis and Improvement

- 8.1 General
- 8.2 Monitoring and Measurement
 - 8.2.1 Customer Satisfaction
 - 8.2.2 Internal Audit
 - 8.2.3 Monitoring and Measurement Processes
 - 8.2.4 Monitoring and Measurement of Products/Services
- 8.3 Control of Nonconforming Product
- 8.4 Analysis of Data
- 8.5 Improvement
 - 8.5.1 Continual Improvement
 - 8.5.2 Corrective Action

ANNEX

List of Related Procedures and References

CHAPTER 1

About PhilEXIM

PhilEXIM is a government corporate entity created by virtue of Presidential Decree No. 1080, as amended. It is engaged in financial services by providing sovereign guarantee, direct lending and other credit facilities.

Mission

We are a sovereign guarantor extending primarily guarantee, export insurance and related services to business entities in order to develop the Nation's export industry and facilitate investment in strategic sectors of the economy.

Vision

By 2018, PhilEXIM shall be the preferred credit guarantee institution facilitating international trade and investments responsive to the developmental needs of the country.

Core Values

PhilEXIM espouses integrity, professionalism, good governance, innovation and teamwork as its core values.

Mandate and Background

Executive Order No. 85 (March 18, 2002)

Designated TIDCORP as the Philippine Export-Import Credit Agency (PhilEXIM) to strengthen its role in the development and expansion of international trade as well as to effectively respond to the economic requirements of the country.

Republic Act No. 8494 (February 12, 1998)

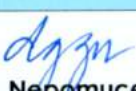
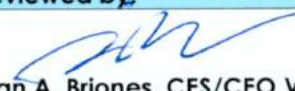
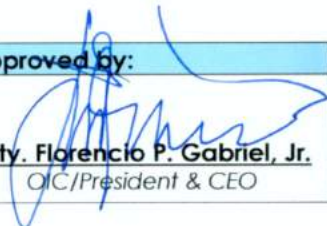
Reorganized and renamed PHILGUARANTEE as the Trade and Investment Development Corporation of the Philippines and expanded its primary purposed and client base. Under this Act, TIDCORP can grant export and domestic credit insurance as well as investment insurance. TIDCORP can now provide financing services to any entity organized or licensed to do business in the Philippines.

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QUALITY MANAGEMENT SYSTEM MANUAL

Presidential Decree No. 1080 (January 31, 1977)

Amended Presidential Decree No. 550 creating the Philippine Foreign Loan Guarantee Corporation, which created Philippine Export and Foreign Loan Guarantee Corporation (PHILGUARANTEE) to guarantee not only approved foreign loans for developmental purpose, but also loans granted by domestic and foreign financial institutions to exported and manufacturer of export products as well as contracts with approved service contracts abroad.

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CHAPTER 2

Introduction

2. General

The Philippine Export-Import Credit Agency (PhilEXIM) developed and implemented a quality management system in order to effect continual improvements in the business operation and to ensure consistent delivery of services through quality processes for clientele satisfaction.

Process Approach

PhilEXIM promotes the adoption of a process approach in developing, implementing and improving the effectiveness of the quality management system, ultimately to improve clientele satisfaction by meeting client requirements.

For PhilEXIM to function effectively, it has determined and managed numerous linked activities. An activity or set of activities using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a "process". Often the output from one process directly forms the input to the next.

The application of a system of processes within an organization, together with the identification and interactions of these processes, and their management to produce the desired outcome, can be referred to as the "process approach". The advantage of the process approach is the ongoing control that it provides over the linkage between the individual processes within the system of processes, as well as over the combination and interaction.

The approach as used in PhilEXIM quality management system stresses the significance of:

- a. understanding and meeting requirements,
- b. the need to consider processes in terms of added value,
- c. obtaining results of process performance and effectiveness, and
- d. continual improvement of processes based on objective measurement.

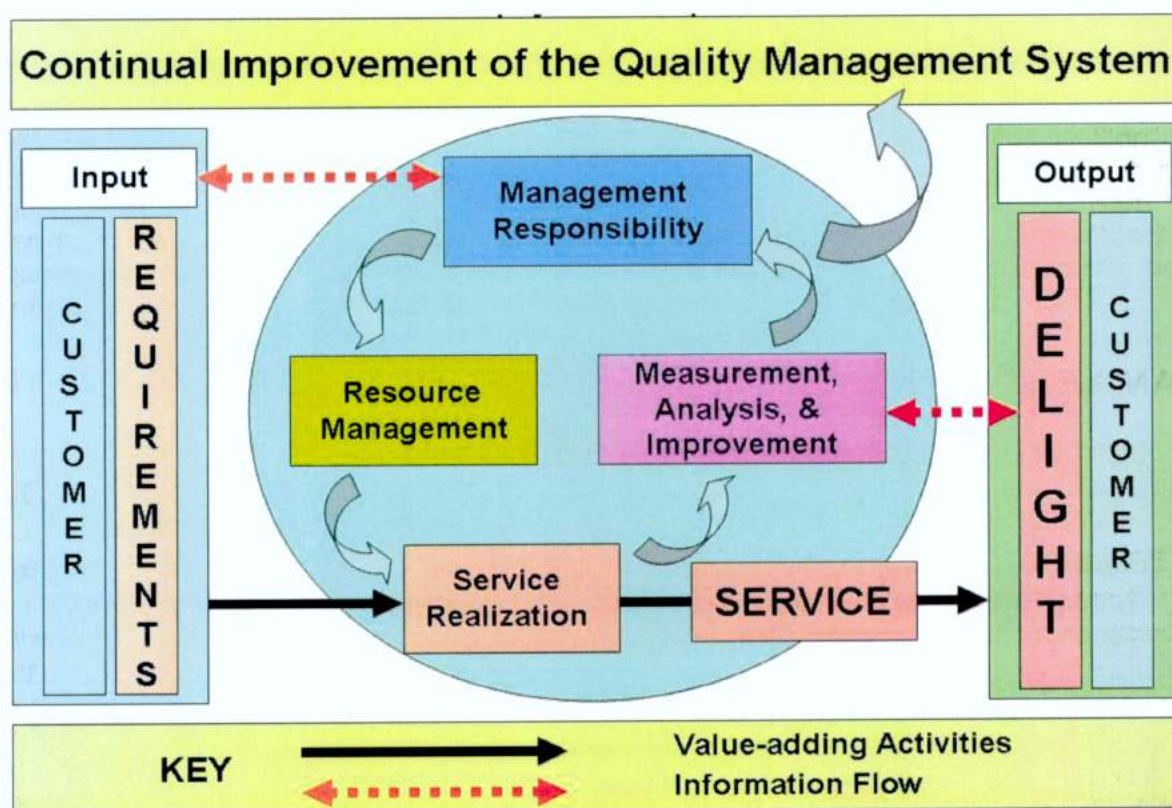
The model of a process-based quality management system shown in Figure 1 illustrates the process linkage presented in Sections 4 to 8 of this Manual. The illustration shows that the client plays a significant role in defining requirements as inputs. Monitoring of client satisfaction requires the evaluation of information relating to client perception as to whether the organization has met the customer requirements. The model shows the requirements of this standard, but does not show processes at a detailed level.

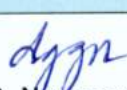
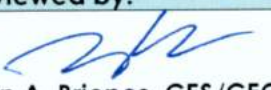
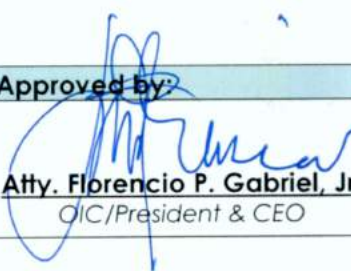
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QUALITY MANAGEMENT SYSTEM MANUAL

NOTE: The methodology known as "Plan-Do-Check-Act" is applied to all processes. "Plan" refers to establishing the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies. "Do" refers to implementing the processes. "Check" refers to monitoring and measuring processes and product/service against policies, objectives and requirements for the product/service and reporting the results. "Act" refers to taking actions to continually improve process performance.

Figure 1 Model of Process-based Quality Management System



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CHAPTER 3

3. Scope

3.1 General

This Quality Management System Manual specifies requirements for a Quality Management System where Philippine Export-Import Credit Agency (PhilEXIM):

- a. needs to demonstrate its ability to provide sovereign guarantee and credit facility services that consistently meet clientele satisfaction and operate within applicable statutory standards and requirements; and
- b. aims to improve clientele satisfaction through the effective application of the quality management system described therein.

The PhilEXIM QMS scope is the provision of sovereign guarantees, credit facilities and support processes.

3.2 Application

All requirements of this Quality Management System Manual are intended to cover its core businesses of providing sovereign guarantee and credit facilities including the support processes. It is intended to apply to the PhilEXIM head office and its regional offices. However, the scope of certification applies only to the head office.

PhilEXIM has determined that the requirements under Clauses 7.5.2 and 7.6 are not applicable to the company operations, therefore exclusion has been declared. The justifications for each clause are specified in Sections 7.5.2 and 7.6 of this Quality Manual.

3.3 Normative references

ISO 900:2005, Quality Management System – Fundamentals and Vocabulary.

3.4 Terms and Definitions



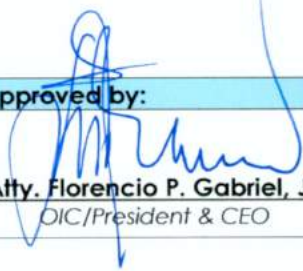
For purposes of this document, the terms and definitions given in ISO 9001 apply.

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QUALITY MANAGEMENT SYSTEM MANUAL

The following terms are unique to PhilEXIM. Hence, the following definitions:

Core Business	refers to sovereign guarantee and credit facilities provided by PhilEXIM to its eligible clients
Guarantee	<p>refers to the guarantee on loans to direct and indirect exporters, firms involved in priority projects of the National Government, import substitution industries and on investments (loan or equity)</p> <p>Guarantee programs of the Agency includes Guarantee on Large, SMEs and Wholesale Guarantee on SMEs.</p>
Credit Facility	<p>refers to Direct Lending or to loans to direct and indirect exporters, firms involved in priority projects of the National Government and import substitution industries.</p> <p>Direct Lending programs of the Agency includes Short Term, Medium to Long Term and Portfolio Guarantee for SMEs and Access of Small Enterprises to Sound Opportunities (ASENSO)</p>
Product	refers to PhilEXIM services; all references to product in this Manual shall mean or also mean "service"

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QUALITY MANAGEMENT SYSTEM MANUAL**CHAPTER 4****4. Quality Management System****4.1 General requirements**

PhilEXIM has established and documented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2008. It implements, maintains and continually improves the effectiveness of its QMS through its quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

PhilEXIM:

- a. has identified the processes needed for the QMS and their application throughout the organization,
- b. has determined the sequence and interaction of these processes,
- c. has determined criteria and methods needed to ensure that both the operation and control of these processes are effective,
- d. ensures the continuing availability of resources and information necessary to support the operation and monitoring of these processes,
- e. monitors, measures and analyzes these processes, and
- f. implements action necessary to achieve planned results and continual improvement of these processes.

These processes are being managed by PhilEXIM in accordance with the requirements of the ISO 9001:2008.

PhilEXIM outsources some of its appraisal requirements to accredited external appraisal companies following the guidelines on "Appraisal of Collateral", Credit Policy Memorandum No. 2016-092 dated 06 May 2016.

NOTE 1 Processes needed for the quality management system referred to above include processes for management activities, provision of resources, product realization, measurement, analysis and improvement.

NOTE 2 An "outsourced process" is a process that the organization needs for its quality management system and which the organization chooses to have performed by an external party.

Related Procedure:

Credit Policy Memorandum No. 2016-092 dated 06 May 2016

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