 <small>TOURISM PROMOTIONS BOARD PHILIPPINES</small>	QUALITY MANUAL SECTION 2 : INTRODUCTION	Document Code	TPB-QM-02
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1. SCOPE OF THE QUALITY MANUAL

This Quality Manual defines the ISO 9001:2008 Quality Management System (QMS) of Tourism Promotions Board. It specifies the operating policies, commitments and practices of TPB in its continuing quest for excellence, customer satisfaction, legal compliance and continual improvement.

2. SCOPE OF THE QUALITY MANAGEMENT SYSTEM

The scope of TPB's QMS cover the following:

“Design, development and provision of Philippine tourism marketing and promotion services”

It involves the following departments:

- a) Office of the Chief Operating Officer
- b) Office of the Corporate Board Secretary
- c) Internal Audit Office
- d) Legal Department
- e) Corporate Planning and Business Development Department
- f) Management Information System Department
- g) Marketing and Promotions Sector
- h) International Promotions Department
- i) Domestic Promotions Department
- j) Meetings, Incentives, Conventions, Exhibitions and Events Department
- k) Marketing Communications Department
- l) Finance Department
- m) Administrative Department
- n) Personnel and Human Resources Development Division
- o) Procurement and General Services Division

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3. EXCLUSIONS

The QMS of TPB does not include the following requirements, with justification for their exclusion:

ISO 9001:2008 Requirement	Justification for Exclusion
7.6 Control of Monitoring and Measurement Equipment	<p>TPB does not use any monitoring and measuring equipment in the delivery of its services, thus, it does not need to address and comply with this clause/requirement.</p> <p>Note: The temperature setting of airconditioning units of MISD is for reference only and does not require any specific accuracy requirement. It is just an operational requirement to provide a temperature setting as airconditioning units do. Thus, calibration is not required.</p>

4. TPB PROFILE AND HISTORY

Presidential Decree No. 867, promulgated in January 1976, created the *Philippine Convention Bureau (PCB)*, a government agency. The Bureau was transformed into a non-stock, non-profit corporation by virtue of Presidential Decree No. 1448 in June 1978.

In July 1987, simultaneously with the reorganization of the Department of Tourism, the PCB was reorganized and renamed the *Philippine Convention and Visitors Corporation*. These changes were effected through Executive Order No. 120 for the DOT and E.O. 120-A for the PCVC.

By virtue of Republic Act 9593 or the Tourism Act of 2009, Sections 25 & 45, the **Philippine Convention and Visitors Corporation is reorganized and renamed as the Philippine Tourism Promotions Board**, a corporate body attached to the Department of Tourism, under the supervision of the Tourism Secretary.

The TPB is governed and its powers executed by its Board of Directors (*the "Tourism Board"*) composed of Government and Private Sector entities and representatives as follows:

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- Tourism Secretary (*Chairperson*)
- TPB Chief Operating Officer (*Vice Chairperson*)
- TIEZA Chief Operating Officer
- Department of Foreign Affairs Secretary
- Department of Trade and Industry Secretary
- Department of Transportation and Communications Secretary
- Accommodation Enterprises representative
- Travel and Tour Services representative
- Land, Air and Sea Tourist Transport representative
- Conventions and Exhibitions Services and Suppliers representative
- Other Tourism Enterprises representative

5. MANDATE, MISSION AND VISION

MANDATE

The PTPB is responsible for:

- Marketing and promoting the Philippines domestically and internationally as a major global tourism destination, highlighting the uniqueness and assisting the development of its tourism products and services, with the end in view of increasing tourist arrivals and tourism investments;
- Marketing the Philippines as a major Meetings, Incentives, Conventions and Exhibitions (MICE) destination;
- Attracting, promoting, facilitating and servicing large scale events, international fairs and conventions, congresses, sports competitions, expositions and the like;
- Ensuring the regular local and international advertisement of the country's major tourism destinations and other tourism, including Tourism Enterprise Zones (TEZ); and
- Providing incentives to travel agencies, tour operators, wholesalers and investors abroad capable of drawing a sizeable number of tourists and tourism investments to the country.

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MISSION

To market and promote the Philippines domestically and internationally as a world-class tourism and MICE destination, in strategic partnership with private and public stakeholders to deliver a unique high-value experience for visitors, significantly contributing to increased arrivals, receipts and investments to the country.

VISION

The Philippines is among the top destinations in the world by 2020.

6. TPB CORE VALUES

Our VALUES POWER our Success

PASSIONATELY DRIVEN TEAM

We respond enthusiastically and with dedication to the needs of industry stakeholders.

OUTSTANDING LEADERS

We act as an enabler in embracing challenges to create breakthrough ideas, exercise good governance, transparency and judicious management of resources.

WELL-BALANCED WORK-LIFE

We create a healthy work environment to promote a balanced professional and personal well-being of the workforce.

EMPOWERED ORGANIZATION

We strive to be superior by improving performance through continued learning in all levels of the organization.

RESPONSIVE PARTNERS

We commit to build and nurture a just and sustainable development for the society.

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