

8.1 GENERAL

The TPB determines the planning and implementation of the monitoring, measurement, analysis and improvement processes needed by:

- a) demonstrating conformity to product requirements,
- b) ensuring conformity of the quality management system, and
- c) improving continually the effectiveness of the quality management system.

The TPB determines applicable methods to include statistical techniques and analysis / evaluation of return of investment, among others.

8.2.1 CUSTOMER SATISFACTION

The TPB ensures that customers are satisfied with the services rendered to them. The customer satisfaction is measured by monitoring information relating to customer perception as to whether the TPB has successfully met customer requirements. TPB uses appropriate customer satisfaction survey forms in collecting information of customer's perception about TPB's products and services.

Relevant Procedure	
SPM- 08	Handling of Customer Satisfaction Survey Procedure

8.2.2 Internal Audit

The TPB creates an internal audit team to conduct internal audit every six (6) months. The internal audit team determines the status of TPB's quality management system to determine if it:

- a) conforms to planned arrangements and to the requirements of ISO 9001:2008 and the Quality Management System established by TPB, and
- b) implements and maintains its QMS effectively.

A documented procedure is established to define responsibilities and requirements for audit planning and conducting audits, establishing records and reporting audit results.

The Internal Audit Head plans an audit program that takes into consideration the following:

- a) status and importance of the TPB processes;
- b) areas to be audited;
- c) results of previous audits;
- d) audit criteria, scope, frequency and methods.

The auditors' responsibilities are:

- a) exercise objectivity and impartiality in the conduct of audits;
- b) be independent by auditing others work and not their own;
- c) maintain audit records and results;
- d) conduct follow up activities for verification of the actions taken;
- e) report verification results.

The internal auditor qualification criteria are:

Employment status	Regular employee
Education	Any college degree
Experience	At least 1 year actual work experience
Training	Successfully completed ISO 9001:2008 Awareness course and internal auditing course

The management responsible for the area being audited ensures corrections and corrective actions are addressed immediately and without undue delay to eliminate identified nonconformities and their causes.

Relevant Procedure	
SPM-04	Internal Quality Audit Procedure

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

The TPB ensures that planned results are effectively monitored and measured on a regular basis. In the event that planned results are not achieved, necessary correction and corrective actions are implemented, as appropriate.

The TPB's established targets in the Corporate Quality Objectives and Functional Quality Objectives are periodically monitored and measured to determine performance against the Performance Evaluation Scorecard and Program Expenditure Plan.

Relevant Procedure	
QOM-SPM-09-01	Process Performance Monitoring and Measurement Procedure

8.2.4 MONITORING AND MEASUREMENT OF PRODUCTS / SERVICES

The TPB ensures that product requirements are complied with thru appropriate monitoring and measurement at pertinent stages of the product realization process in accordance with the planned arrangements. Evidences of conformity with the acceptance criteria are maintained by concerned departments.

Records generated reflects the person(s) authorizing release of product/service delivery to the customer.

The implementation of the release of the product and delivery to the customer is in accordance with planned arrangements and fulfills specified criteria of satisfactory product/service completion, unless otherwise approved by a relevant authority and, where applicable, by the customer.

Relevant inspection and verification activities are embedded in the individual procedure under the core processes specified in 7.5.1 of the Quality Manual.

Relevant Procedure	
QOM-PGSD-05	Inspection and Acceptance of Delivered Items


8.3 CONTROL OF NONCONFORMING PRODUCTS / SERVICES

The TPB ensures that products which does not conform to product requirements is properly identified and controlled to prevent unintended use or delivery.

The TPB undertakes steps and measures to define controls, responsibilities and disposition decisions. These steps and measures are documented.

The four (4) possible dispositions that TPB us in dealing with nonconforming products:

- a) eliminate nonconformity;
- b) authorize use, release or concession;
- c) preclude original intended use;
- d) initiate appropriate action if product is already delivered or use has started such as product recall.

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Any product being corrected undergoes a re-verification or re-inspection to confirm that it meets the acceptance criteria.

The TPB maintains records of the nature of nonconformities and any actions taken including concessions obtained.

Relevant Procedure	
SPM-03	Control of Nonconforming Services Procedure

8.4 ANALYSIS OF DATA

The TPB management and concerned heads of departments exercise steps to determine, collect and analyze data and information related to:

- a) customer satisfaction (8.2.1)
- b) conformity to Product requirements (8.2.)
- c) characteristics and trends of processes and products, including opportunities for preventive action (see 8.2.3 and 8.2.4)
- d) supplier performance (7.4).

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT

The TPB exercises continual improvement to implement an effective quality management system through the use of:

- a) quality policy
- b) quality objectives
- c) audit results
- d) analysis of data
- e) corrective and preventive actions
- f) results of management review

8.5.2 CORRECTIVE ACTION

The TPB implements and documents the corrective action taken to ensure non recurrence of nonconformities which includes:

- a) reviewing of nonconformities (including customer complaints)
- b) determining the cause of nonconformities
- c) evaluating the need for action to ensure that nonconformities do not recur
- d) determining and implementing action needed
- e) maintaining records of results of actions taken (see 4.2.4), and
- f) reviewing of the effectiveness of the corrective action taken

Relevant Procedure	
SPM-05	Corrective Action Procedure

8.5.3 PREVENTIVE ACTION

The TPB implements and documents the preventive action taken to eliminate possible nonconformities which includes:

- a) determining the potential nonconformities and their causes
- b) evaluating the need for action to prevent occurrence of nonconformities
- c) determining and implementing action needed
- d) maintaining records of results of actions taken (see 4.2.4)
- e) reviewing the effectiveness of the preventive action taken

Relevant Procedure	
SPM-06	Preventive Action Procedure

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