

Documented Information Code	TPB-QM-09
Date Effective	15 January 2018
Issue Number	02
Revision Number	00
Page 1 of 5	

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General Requirements

The TPB determines the planning, methods to ensure valid results, timeframe and implementation of the monitoring, measurement, analysis and evaluation of processes to:

- demonstrate conformity to product and service requirements; and
- ensure 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.

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 Documented Information	
SPM-09-01	Quality Objectives Monitoring and Evaluation

9.1.2 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. To ensure transparency and independence and to comply with regulatory body requirements, TPB also engages with external provider to conduct an independent customer satisfaction survey.

Relevant Documented Information	
SPM- 08	Handling of Customer Feedback

Documented Information Code	TPB-QM-09
Date Effective	15 January 2018
Issue Number	02
Revision Number	00
Page 2 of 5	

9.1.3 Analysis and Evaluation

The TPB management and concerned department managers exercise steps to determine, collect, analyze and evaluate data and information related to:

- conformity of TPB products and services to applicable requirements;
- the degree of customer satisfaction;
- the performance and effectiveness of the TPB's Quality Management System;
- the effectiveness of planning carried out by the management;
- the effectiveness of actions taken to address strategic and process risks and opportunities;
- the performance of TPB's external providers;
- any need for improvements to the TPB's Quality Management System.

TPB analyzes and evaluate appropriate data and information arising from monitoring and measurement through its Corporate Planning and Business Development Department.

9.2 Internal Audit

9.2.1 The TPB creates an internal audit team to conduct internal audit every six (6) months considering the audit criteria, scope, frequency and methods. The internal audit team reviews TPB's Quality Management System if it:

- conforms to planned arrangements and to the requirements of ISO 9001:2015 and the Quality Management System established by TPB, and
- implements and maintains its QMS effectively.

9.2.2 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 establishes an audit program and an audit plan taking into consideration of the following:

- importance of TPB's Quality Management System processes;
- changes that may affect TPB's operations; and

QUALITY MANUAL

SECTION 9 : PERFORMANCE EVALUATION

Documented Information Code	TPB-QM-09
Date Effective	15 January 2018
Issue Number	02
Revision Number	00
Page 3 of 5	

- c) results of the previous internal audits.

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) ensure that the results of the audits are reported to relevant management;
- d) conduct follow up activities for verification of the actions taken;
- e) report verification results; and
- f) retain documented information on audit results to evidence the implementation of the audit program.

The internal auditor qualification criteria are:

Education	Graduate of any 4-year degree course
Training	Have successfully completed the following trainings: 1. Understanding on the Principles, Requirements and Application of ISO 9001:2015 or ISO 9001:2015 Quality Management Representative Awareness 2. ISO 9001:2015 Internal Auditing
Skill	Analytical Skill, Communication Skills (both in Oral and Written), Computer Literate
Experience	At least 6 months in service at TPB

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 Documented Information	
SPM-04	Internal Quality Audit

	QUALITY MANUAL SECTION 9 : PERFORMANCE EVALUATION	Documented Information Code	TPB-QM-09
		Date Effective	15 January 2018
		Issue Number	02
		Revision Number	00
		Page 4 of 5	

9.3 Management Review

9.3.1 General Requirements

TPB Top Management reviews its QMS every 6 months to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

This review includes evaluation of improvements or amendments of the QMS, including Quality Policy and Quality Objectives.

Documented information on management reviews are retained.

9.3.2 Management Review Inputs

The Corporate Management Risk and Review Committee plans and carries out Management Review considering the following agenda:

- a) the status of actions or decisions from the previous Management Reviews;
- b) changes in external and internal issues that are relevant to the TPB's Quality Management System;
- c) data and information on the performance and effectiveness of the TPB's Quality Management System, including trends and analysis in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which Corporate and Functional Quality Objectives have been met;
 - 3) QMS process performance and conformity of TPB's products and services to applicable requirements;
 - 4) nonconformities identified and corresponding corrective actions taken;
 - 5) monitoring and measurement results;
 - 6) internal and external audit results;
 - 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities; and

Documented Information Code	TPB-QM-09
Date Effective	15 January 2018
Issue Number	02
Revision Number	00
Page 5 of 5	

f) opportunities for improvement.

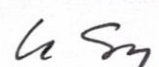
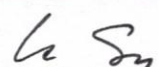
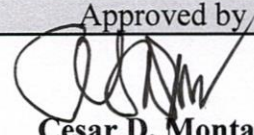
9.3.3 Management Review Outputs

The Corporate Management Risk and Review Committee makes decisions and takes actions related to:

- a) opportunities for improvement;
- b) any need for changes to the TPB's Quality Management System;
- c) resources needed in the effective implementation of the Quality Management System.

TPB retains the minutes of the Management Review as evidence of the results.

Relevant Documented Information	
QOM-OCOO-02	Management Review

Prepared by	Reviewed by	Approved by
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