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7.1 Resources

7.1.1 General

The Finance Department, upon approval of top management, ensures the provision of resources to the organization by allocating the necessary funds to implement and maintain the Quality Management System. It considers TPB’s capabilities of and constraints on, existing internal resources and what needs to be obtained from external providers.

Resource planning are continually sought to reassess allocation to current and future needs/requirements and seize opportunities that will increase customer satisfaction and weigh risks for any identified financial risks.

The allocation of funds caters also to meet the requirements of human resources, infrastructure and work environment essential to the operations of TPB.

The yearly financial projections include its corporate funds from participation fees and other income and the TPB’s share on the net income of Duty Free Philippines Corporation, Philippine Amusement and Gaming Corporation, and international airports and seaports as mandated under R.A. No. 9593.

7.1.2 People

TPB determines and provides competent personnel necessary for the effective implementation of its Quality Management System and for the operation and control of its support and core processes. The practices relevant to Personnel and Human Resources Development Division (PHRDD) are in accordance with the rules and regulations of government regulatory bodies.

7.1.3 Infrastructure

The TPB determines the necessary specifications/requirements for all infrastructure conforming to the standards required on workplace, associated utilities, relevant process equipment/software applications and other supporting services to include transport, communications and information systems.

Preventive Maintenance of Infrastructure is carried out based on the defined frequency in the Preventive Maintenance Plan or Schedule. Identified Infrastructure problems are corrected to prevent the recurrence of such. All specifications are evaluated to verify the latest operating standards in infrastructure are undertaken.

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TPB ensures that its infrastructure components are delivered and operational so no interruption takes place in the conduct of business.

Appropriate records of preventive and corrective maintenance activities are properly managed and controlled.

Relevant Documented Information	
QOM-PGSD-08	Annual Preventive Maintenance for Vehicles, Equipment, Furniture and Fixtures and Workplace Procedure
QOM-PGSD-09	Corrective Maintenance for Vehicles, Equipment, Furniture and Fixtures and Workplace Procedure
QOM-MISD-01	Corrective Maintenance for ICT Procedure
QOM-MISD-02	Preventive Maintenance Schedule Plan for ICT Procedure
QOM-MISD-03	Back-up and Recovery of Data or System Procedure

7.1.4 Environment for the Operation of Processes

TPB ensures that the appropriate social, psychological and physical factors of the work environment are determined, provided and maintained in achieving conformity to quality service. Such factors include, but are not limited to, social (non-discriminatory, calm, non-confrontational environment), psychological (stress-reducing, burnout prevention, emotionally protective environment) and physical aspect (temperature, heat, humidity, light, airflow, hygiene, noise).

TPB develops and administers a continuing maintenance and improvement / upgrading program of the work environment, facilities, vehicles and equipment as well as security and safety measures.

Relevant Documented Information	
QOM-PGSD-08	Annual Preventive Maintenance for Vehicles, Equipment, Furniture and Fixtures and Workplace Procedure
QOM-PGSD-09	Corrective Maintenance for Vehicles, Equipment, Furniture and Fixtures and Workplace Procedure

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7.1.5 Monitoring and Measuring Resources

7.1.5.1 General Requirements

TPB determines and provides the resources needed to ensure validity and reliability of monitoring or measuring results in the verification of conformity of TPB products and services to applicable requirements.

TPB ensures that monitoring and measurement methods are suitable to specific type of monitoring and measurement activities in the delivery of its tourism marketing and promotions services. These methods are reviewed and evaluated periodically to ensure continuing suitability for their purposes.

Documented information relevant to monitoring and measurement methods and activities are retained.

7.1.5.2 Measurement Traceability

This requirement is not applicable to TPB's Quality Management System since it does not use any monitoring and measuring equipment to fulfill its mandate in serving its clients.

7.1.6 Organizational Knowledge

TPB determines, acquires and maintains its organizational knowledge necessary for the operation of its Quality Management System processes to achieve conformity of products and services through the TPB Library.

When addressing changing needs and trends in tourism marketing and promotions, TPB considers its current organizational knowledge and acquires or accesses the necessary additional knowledge and required updates.

The accomplishments and achievements of TPB are documented in the annual reports where relevant experiences in international and domestic tourism marketing and promotions, holding Meetings, Incentive Travel, Conventions and Exhibitions (M.I.C.E.), designing marketing communications paraphernalia are recorded and used as reference in its planning for the succeeding tourism and promotions activities and setting of organizational goals and objectives.

Knowledge gained from process improvements, successful projects and marketing activities is shared by the different operating units during town hall and departmental meetings.

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7.2 Competence

TPB develops a Human Resource system that includes a competency table, evaluation and identification of competency gaps, provision of learning and development programs and measurement and evaluation of its effectiveness. TPB develops competencies based on appropriate education, skills, training and experience for activities, tasks, functions and processes, and the appropriate competency levels required by different activities and functions.

Competency building through appropriate learning and development programs are provided to all regular as well as contract and agency personnel of TPB.

TPB retains the appropriate documented information as evidence of competence of its personnel.

7.3 Awareness

TPB ensures that personnel performing jobs under its control are aware of the Quality Policy, Quality Objectives relevant to their functions, their role and contributions in making the Quality Management System effective and efficient, the benefits of their improve performance and the implications of not conforming with the Quality Management System requirements.

The process to motivate personnel to achieve TPB's quality objectives, and promote quality awareness may include the use of employee engagement and satisfaction surveys, employee recognition awards, incentives, quality circles, etc.

Relevant Documented Information	
QOM-PHRD-01	Learning and Development Procedure
QOM-PHRD-03	Recruitment, Selection and Promotion Procedure

7.4 Communication

The TPB top management ensures that the effectiveness of the organization's QMS is communicated properly and that TPB key personnel are well-informed. It determines the internal and external communications relevant to its Quality Management System. The communication plans, both internal and external, define the subject to be communicated, when it is communicated, to whom it will be communicated, the method used in communication and the source of communication.

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7.5 Documented Information

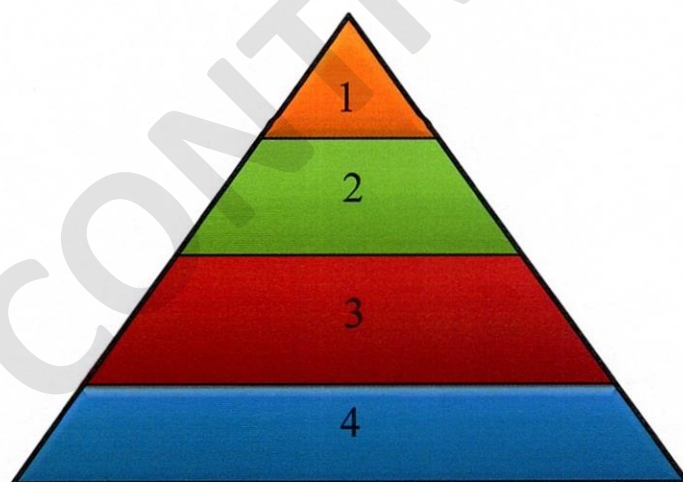
7.5.1 General

The Quality Management System documentation of TPB include:

- a) documented statements of a Quality Policy and Quality Objectives;
- b) a Quality Manual;
- c) documented information required by ISO 9001:2015; and
- d) documented information determined by TPB to be necessary to ensure the effective planning, operation and control of its processes.

Please refer to Figure 1 for TPB's QMS Documentation Structure.

Figure 1
Structure of Quality Management System Documentation



Level 1 – Quality Manual

Level 2 – System Procedures Manual, Quality Operations Manual

Level 3 – Support Documented Information

Level 4 – Retained Documented Information

LEVEL	CATEGORY	DESCRIPTION
1	Quality Manual	Describes the QMS of TPB at the highest level in the form of operating policies, intents, and management commitments.
2	System Procedures Manual	Documented information that specify system controls required by ISO 9001:2015 and TPB to ensure conformity of the Quality Management System to requirements.
	Quality Operations Manual	Documented information that specify how a particular process is being carried out; describes how an operating policy is to be complied with Quality Auditing. Procedures can be QMS wide (e.g. Document Control), or function or department – specific (e.g. Training).
3	Support Documented Information	Documented information that support the implementation of Procedures, and may include Work Instructions, Forms, Guidelines, Job Descriptions, Plans, (e.g. Maintenance Plan), references, among others.
4	Retained Documented Information	Provide objective evidence of conformity to requirements and of the effective implementation and operation of the QMS.

7.5.2 Creating and Updating

In creating and updating documented information, TPB ensures they are appropriately identified with description for ease of reference using prescribed document format and media. The documented information being created and updated are reviewed and approved by relevant authorities for suitability and adequacy prior to use or distribution.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by TPB's Quality Management System are controlled to ensure consistency, sustainability, accuracy and relevance. TPB ensures that relevant documented information are available and suitable for use where and when it is



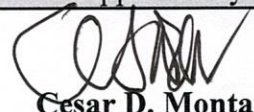
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needed, and they are adequately protected from loss of confidentiality, improper use, or loss of integrity.

7.5.3.2 Procedures on Control of TPB Internal and External Documented Information and Control of Retained Documented Information are established defining the following controls:

- a) approving documented information for adequacy prior to distribution, access retrieval and use;
- b) storing and preserving, including preserving their legibility;
- c) ensuring that changes and the current revision status of documented information are identified, and that relevant versions of applicable documented information are available in circulation;
- d) ensuring that retention period and manner of disposition of the documented information are defined and complying National Archives of the Philippines (NAP) Guidelines;
- e) ensuring that documents of external origin determined by TPB to be necessary for the efficient planning, operation and control of the Quality Management System are identified and their distribution controlled, and
- f) preventing the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

Relevant Documented Information	
SPM-01A	Control of TPB Internal Documented Information
SPM-01B	Control of TPB External Documented Information
SPM-02	Control of Retained Documented Information

Prepared by	Reviewed by	Approved by
 Leah Marie C. Sy Corporate Planning and Business Development Department Manager / Officer-in-Charge	 Leah Marie C. Sy Quality Management Representative	 Cesar D. Montano Chief Operating Officer / Officer-in-Charge