



QUALITY MANUAL

ISO 9001:2015

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1.0 The Quality Manual


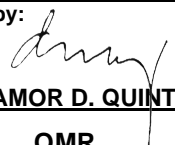
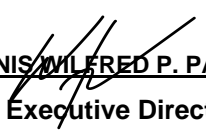
This document shall be called the Quality Manual of the Presidential Broadcast Staff – Radio Television Malacañang, hereby referred to as RTVM. This shall be the main reference for the Quality Management System (QMS) of the RTVM.

The Quality Manual (QM) of the Presidential Broadcast Staff-Radio Television Malacañang (PBS-RTVM) is designed to ensure that the services it provides are in conformity with customer, statutory and regulatory requirements. The QM provides the scope and structure of the RTVM's Quality Management System (QMS) including the functions and responsibilities of management, core and support processes for the continual improvement of its QMS.

2.0 Objectives of the Quality Manual

The Quality Manual aims to:

- Establish and communicate the quality policy, procedures and requirements to the RTVM's employees, customers, and other concerned groups or individuals within the organization;
- Describe the elements and mechanisms of RTVM's QMS;
- Provide best practices in the operations of RTVM;
- Provide a documented system, which shall serve as a basis in auditing the implementation and effectiveness of the QMS;
- Provide continuity of the RTVM's QMS and its requirements during changing circumstances;
- Train RTVM's employees and contractors on the requirements of the QMS, to enable them to understand their respective roles in achieving RTVM's quality objectives; and
- Demonstrate RTVM's compliance with the requirements of the ISO 9001:2015 standard, on which this QMS is based.

Prepared by:  MARIA ROXANNE ANGELYCA M. NAVARRETE Document Controller	Reviewed by:  DULCE AMOR D. QUINTANA QMR	Approved by:  DENNIS WILFRED P. PABALAN Executive Director
Date: August 17, 2020	Date: August 19, 2020	Date: August 21, 2020

**PRESIDENTIAL BROADCAST STAFF-RTVM****Document code:**
RTVM-QMS-QM-02**QUALITY MANUAL****Effectivity date:**
May 7, 2021**RTVM OVERVIEW****Revision No.:** 1
Page No.: 1 of 2**1.0 Overview of RTVM**

The Presidential Broadcast Staff-Radio Television Malacañang (PBS-RTVM) was created by Executive Order No. 297 Section 14 and signed by President Corazon C. Aquino on July 25, 1987 as an attached agency to the Office of the Press Secretary, presently called the Presidential Communications Operations Office (PCOO).

The critical and confidential character of the functions of RTVM gives it the sole responsibility to decide on operational matters for the official documentation and broadcast management of all the President's activities.

A. MANDATE

The RTVM shall provide the necessary media services to the incumbent President, to document the engagements of the President, and to make available to the public timely, accurate and relevant information on the activities, programs and pronouncements of the national leadership.

B. MISSION

To provide daily broadcast coverage on the activities of the President, first and foremost, and the rest of the First Family whenever necessary, as well as movements of the Executive Branch, in order to provide the public with adequate and up to date information on the presidency and the development of the nation

C. VISION

For the Filipino nation to have a better- informed citizenry who have access to information regarding the movement of the national leadership, its initiatives, programs, and projects for the advancement of the lives of the Filipinos, to impact the ASEAN Region, and the rest of the world

Shall constantly aspire to excellence and devotion to duty in the service of the nation and the people; to evolve into an organization that will enhance the government's information efforts in the broadcast sector in active and harmonious partnership with other public and private broadcast entities

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D. CORE VALUES

The RTVM believes that the primary culture of its organization lies to its core values that is centered on patriotism, integrity, excellence, spirituality, commitment, professionalism and camaraderie.

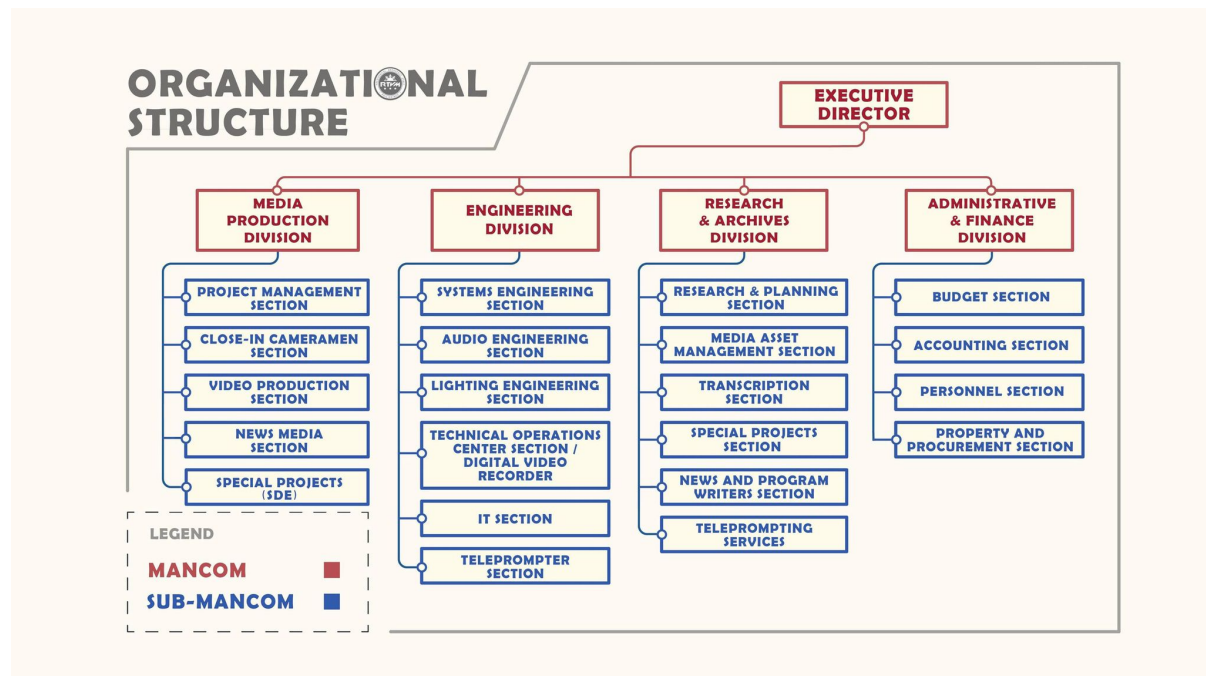
In the fulfillment of its mandate, RTVM is committed to perform its duty beyond the expectation of its customers and relevant interested parties. Employees are willing to give their best in achieving the agency's goals and objectives.

One of the major strengths of the men and women of RTVM is their professionalism — working with minimum supervision and efficiently delivering the best output within the set deadline. Reliability and credibility are the foremost attributes of professionalism displayed by its personnel.

RTVM works very well as a team, as well as, with other groups to consistently deliver excellent results.

2.0 Organizational Structure

The assignment of responsibilities and authorities for all relevant positions in the RTVM are contained in and communicated through the RTVM Organizational Chart.



It should be noted that the QMS of RTVM shall initially cover the Research and Archives Division, and the corresponding support processes. Refer to RTVM-QMS-QM-04 section 2.0.



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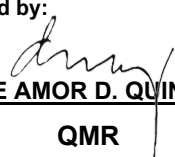
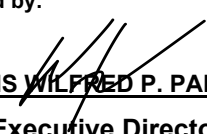
DEFINITION OF TERMS AND ACRONYMS

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1.0 Definition of Terms

Broadcast	To communicate or transmit Presidential events, such as audio or video programming, to numerous recipients simultaneously over a communication network
Coverage	Presidential events that takes place that must be documented or for broadcast
Customer Feedback	The process of obtaining a customer's opinion about a business, product or service
Database	is a large storage of information
Digital Media	any media that is encoded in a machine-readable format.
Documentation	Can be both an audio and video capturing that is done in the course of the event. Encapsulating the activities or situation for future reference or memory aid
Downloading	is receiving a file from another computer
Dubbing	is the process of mixing, or re-recording in a post-production process used in video production in which additional or supplementary recordings are "mixed" with original production sound to create the finished soundtrack
Electronic Newsgathering	is a broadcast news industry description of television producers, reporters and editors making use of electronic video and audio technologies for gathering and presenting news
First Family	is an unofficial title for the family of a republic's head of state. It usually consists of the head of state, the spouse and any children of the couple
Information Technology	Use of systems (especially computers and telecommunications) for storing, retrieving, and sending information
MAMS	Media Asset Management System, a single repository for storing and managing video and multi-media files
Metadata	Provides information about content of an image may include (how large the image is, the resolution, and when the image was created)
NAS	Network Attached Storage, this serves as back up storage for (MAMS) is a file-level computer data storage server connected to a computer network providing data access to a heterogenous group of clients
Transcription	is the systematic representation of language in written form
Television (TV) Program	is a segment of content intended for broadcast on over-the-air, cable television, or Internet television, other than a commercial, trailer, or any other segment of content not serving as attraction for viewership
Reproduction	is the action or process of making a copy of something

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Video Editing	is the process of manipulating and rearranging video shots to create a new work. It is usually considered to be one part of the post production process — other post-production tasks include titling, color correction, sound mixing, etc.
Video Ingestion	is the process of obtaining and importing data for immediate use or storage in a database
Video Production	is the process of converting an idea into a video. It involves creating a concept, which usually entails storyboarding, writing the script and dialogue.
Video Rendering	is the process by which a computer processes information from a coded data source and uses that information to produce and display an image
Web Uploading	is the transmission of a file from one computer system to an internet website


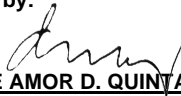
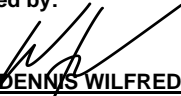
2.0 Definition of Acronyms

ACIC	Advice of Check Issued and Cancelled
ADA	Advice to Debit Account
APP	Annual Procurement Plan
APCPI	Agency Procurement Compliance and Performance Indicators
ASEAN	Association of Southeast Asian Nations
BBS	Bureau of Broadcast Services
BCS	Bureau of Communications Services
DTR	Daily Time Record
ED	Executive Director
ENG	Electronic Newsgathering
FR	For Release
GAD	Gender Awareness and Development
GAA	General Appropriations Act
HRM	Human Resource Management
LDDAP	List of Due and Dependable Accounts Payable
MAMS	Media Asset Management System
MANCOM	Management Committee
NAS	Network Attached Storage
NIB	News and Information Bureau
NFR	Not for Release
OPCR	Organizational Performance Committee Review
PCOO	Presidential Communications Operations Office
PhilGEPS	Philippine Government Electronic Procurement System
PIA	Philippine Information Agency
PNA	Philippine News Agency
PMS	Presidential Management Staff
PSG	Presidential Security Group
RTVM	Radio TV Malacañang
SIPOC	Sources Inputs Process Outputs Client
QMR	Quality Management Representative

**CONTEXT OF THE
ORGANIZATION****1.0 Understanding the Context of the Organization**

RTVM determines the internal and external issues relevant to the organization's objectives and overall strategic direction. The management of RTVM conducts a SWOT Analysis at least once a year to establish the context of the organization in order to determine the internal and external parameters to be taken into account when managing the risk. The identified internal and external issues will help ensure that the risk management approach that will be adopted is appropriate to the circumstances.

Establishing the context may involve defining the scope and objectives of the activity, defining the relationships that will be affected, determining liabilities and obligation connected with the activity, as well as the resources required. The context must be properly established, otherwise, results of assessment could be inaccurate or inadequate.

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Date: February 22, 2021	Date: February 22, 2021	Date: February 22, 2021

**CONTEXT OF THE
ORGANIZATION****2.0 Needs and Expectations of Interested Parties**

In order to consistently provide the services that satisfy RTVM's defined customers and applicable statutory and regulatory requirements, RTVM identifies all interested parties and their respective requirements that are relevant to the organization's QMS. These include, but are not limited to the following:

Relevant Stakeholders / Interested Parties
Oversight Agencies: Department of Budget and Management, Civil Service Commission, Philippine Commission on Women, Commission on Audit, National Archives of the Philippines, Land and Transportation Office
Broadcast Networks: PTV, ABS-CBN, GMA, CNN Philippines, TV5, etc., and other online news agencies like Rappler
Executive Branch: Office of the Presidential Spokesperson, Office of the Press Secretary
Office of the President
Government Procurement Policy Board
GSIS, Pag-IBIG, PhilHealth
Bureau of Treasury
Landbank
Presidential Security Group (PSG)
RTVM Employees
PCOO and its attached agencies
Foreign Affairs Offices (Embassies and Consulates), Diplomatic Corps
Inter-agency Task Force (IATF) on AO 25 Results-based Performance Management System (RBPMS)
General Public, including social media followers (Facebook, YouTube, Twitter)

In addition, each division maintains their respective list of interested parties and their corresponding general requirements.



3.0 Scope of the Quality Management System

The scope of RTVM's QMS is as follows:

“Ingestion, archiving and release of videos of presidential and non-presidential events”

The ISO 9001:2015 Quality Management System standards apply to the RTVM Quality Management System (QMS) – to all processes, activities and employees within the RTVM, which is located at:

**RTVM Building, Malacañang
Jose P. Laurel St., San Miguel
Manila 1005, Philippines**

The following ISO 9001:2015 clause is not applicable to RTVM's QMS:

- Clause 7.1.5.2 – RTVM does not use monitoring and measuring resources in its core processes which require calibration.
- Clause 8.3 Design and Development – All of RTVM's processes are defined in its mandate. RTVM does not design or develop any new process, product, or service for its customers.

4.0 The QMS and its Processes

RTVM establishes, documents, implements and maintains a QMS and continually improves its effectiveness in accordance with ISO 9001:2015 requirements. The processes needed for the QMS and their application throughout the RTVM including the sequence and interactions of these processes are identified and are established in the RTVM Process Map (see figure at the end of this section).

RTVM ensures that:

- Inputs required and outputs expected from processes are identified;
- Criteria and methods needed to ensure operation and control of processes are effective (Operational Procedures);
- Resources and information necessary to support the operation and monitoring of these processes are available (Operational Procedures, Approved Annual Budget);
- Responsibilities and authorities for the processes are assigned;
- risks and opportunities are determined in accordance with ISO 9001 clause 6.1;



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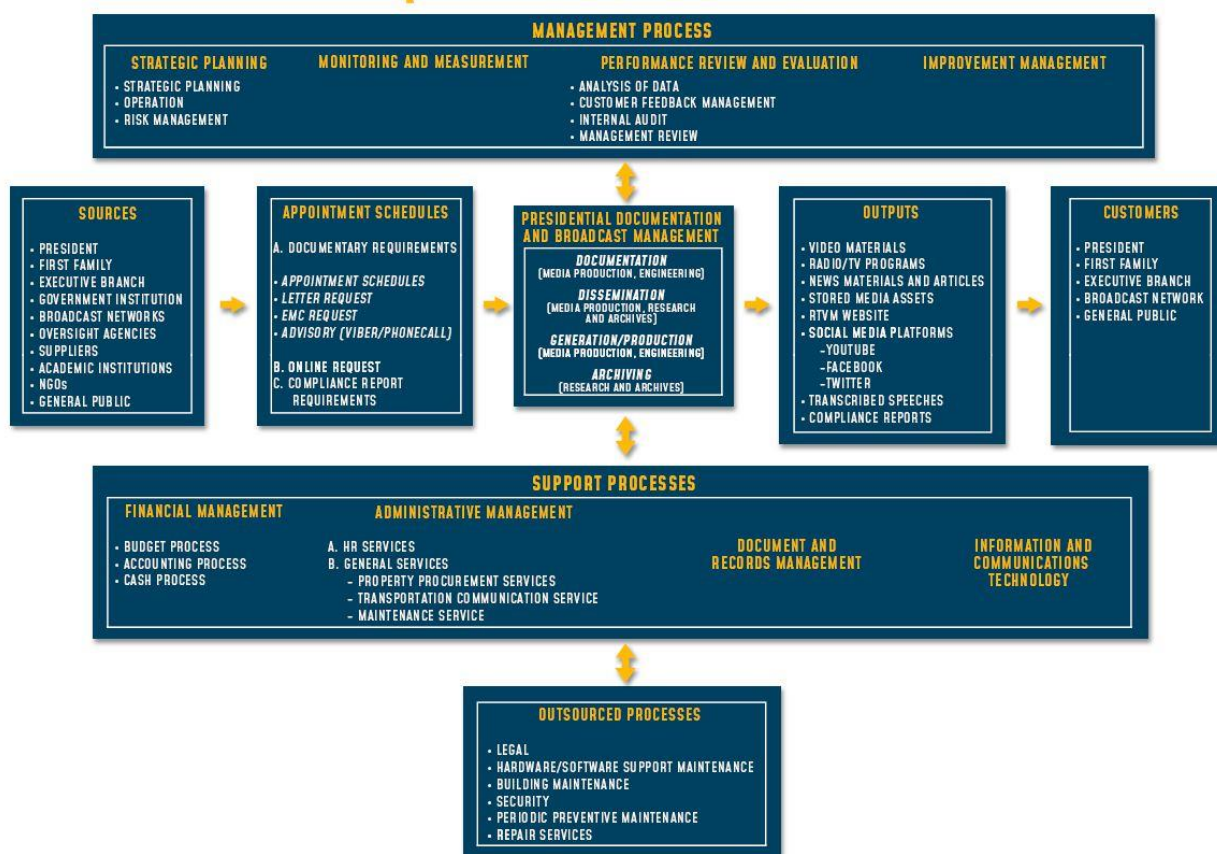
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- These processes are monitored, measured and analyzed (Records of Process Implementation, Monitoring and Measurement, Corrective Actions); and
- Actions necessary to achieve planned results (targets and objectives) and continual improvement of these processes are implemented. (Corrective Actions, Records of Process Implementation Monitoring, Measurement and Analyses, Audit Reports, Management Review).

PRESIDENTIAL BROADCAST STAFF-RADIO TELEVISION MALACANANG

QMS PROCESS MAP





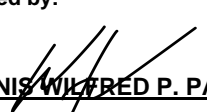
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**PRESIDENTIAL BROADCAST STAFF-RTVM****Document code:****RTVM-QMS-QM-05****QUALITY MANUAL****Effectivity date:****September 1, 2020****LEADERSHIP****Revision No.:****0****Page No.:****1 of 4****1.0 Leadership and Commitment**

The matters treated in this manual are under the authority of the Executive Director who is ultimately responsible for quality in all the processes of RTVM. The ManCom, composed of the Executive Director and Division Managers, shall demonstrate their commitment to the QMS by:

- Taking accountability for the effectiveness of the QMS;
- Ensuring that the quality policy and objectives are established within the QMS;
- Ensuring integration of QMS requirements into RTVM's processes;
- Promoting the use of process approach and risk-based thinking;
- Providing resources needed for the QMS;
- Communicating the importance of conforming to QMS requirements in order to achieve intended results;
- Defining roles, allocating responsibilities and accountabilities, and delegating authorities; and
- Promoting improvement by engaging, directing and supporting RTVM personnel to contribute to the QMS.

The RTVM ManCom ensures that customer requirements, including applicable statutory and regulatory requirements, are determined and are met through adequate design of the QMS and its effective implementation and maintenance. Risks and opportunities that can affect the delivery of outputs and services to customers shall be managed and addressed. The QMS effectiveness in terms of delivery of quality service to the customers is measured through the customer satisfaction survey in accordance with **RTVM-QMS-SP-06** Monitoring of Customer Satisfaction Procedure.

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2.0 Quality Policy

RTVM has established its Quality Policy, which contains the agency commitments and goals in relation to the quality of outputs and services it provides to its customers. As evidence of RTVM's commitment to the QMS, the quality policy is approved by the Executive Director.

In order to realize the commitments defined herein, the quality policy shall be supported with strategic plan, procedures and work instructions.

The Quality Policy shall be communicated to all employees and service providers, and shall be part of employee and contractor orientations.

The Quality Policy shall be reviewed at least once a year for continuing suitability and shall be revised as necessary, especially when there are changes that may affect the QMS.


PBS-RTVM QUALITY POLICY

The Presidential Broadcast Staff-Radio Television Malacañang (PBS-RTVM) is the broadcast arm of the President and the Executive Branch, as well as the First Family, committed to provide the citizenry the fastest update and comprehensive information with the farthest communication reach nationwide on the initiatives, projects and programs on the Presidency.

RTVM shall:

1. Provide broadcast quality standard audio/video materials to meet customer needs and enhance satisfaction through the continual improvement of the RTVM's QMS.
2. Provide programs on presidential activities and engagements for a better-informed public.
3. Consistently apply the principles and policies governing RTVM practices and procedures, as well as, the applicable statutory and regulatory requirements of Oversight Institutions.
4. Empower our personnel through continuous education, training and development in order to keep abreast of the fast-changing needs of the Presidency and other relevant interested parties.
5. Maintain a harmonious and conducive work environment to sustain and enhance productivity of its personnel.
6. Adequately document, implement, monitor, continuously improve and communicate to all concerned our Quality Management System.

The Quality Policy, which governs RTVM's day-to-day operations to ensure quality, is communicated and implemented throughout the Organization.


DENNIS WILFRED P. PABALAN
Executive Director
December 12, 2019



3.0 Roles, Responsibilities, and Authorities

The establishment, implementation, maintenance and improvement of the QMS shall be the Executive Director's ultimate responsibility. The Executive Director shall appoint a Quality Management Representative (QMR) to direct QMS-related programs and activities throughout the agency.

Roles, responsibilities, accountabilities and authorities of management and personnel with respect to the QMS shall be defined in this policy manual or in each personnel's respective position description. When necessary, responsibilities shall be defined in position descriptions or office orders.

Responsibilities of Key RTVM Personnel

1. Executive Director

The Executive Director has the highest authority and discretionary powers within the agency. He/She decides on operational and administrative matters pertaining to the functions of RTVM as the exclusive documentation and broadcast arm of the President.

The ED ensures that the agency continually performs its responsibilities with utmost commitment to excellence, rendering unilateral decision that will keep the agency and its workforce aligned to its mandate.

2. Research and Archives Division Head

The head of the Research and Archives Division is responsible for the planning needs and archiving of all video materials generated in every production activity. He/she provides the necessary reports as required by the overseeing government institutions.

The R&A head monitors the services of the agency such as special requests for documentation, video production and reproduction of videos. He/she manages the information database and serves as the support team that generates and provides information required by other divisions and sections. The supervision of the Archives Section is also under this division.

3. Engineering Division Head

The head of the Engineering Division handles all technical aspects of the broadcast requirements of the Office of the President in all its engagements.

He/She also manages the technical support for ENGs, videotaping and other requirements of all production activities. Audio and video dubbing and reproduction are also carried out under this division.

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The head of the Media Production manages the overall operations of the following sections: Project Management, Production, Close-in, News and Program Writers and New Media.

He/She spearheads the preparation of the broadcast plans for all presidential activities, special events, local and international coverage, together with its logistical and technical requirements during engagements.

The supervision of the Agency's production of radio and television programs for the current administration is under this division.

5. Administrative and Finance Division Head

The head of the Administrative and Finance Division supervises the following sections: Budget, Accounting, Personnel and Property and Procurement.

The division head ensures the effective delivery of its mandated functions and services in accordance with the office policies, operational procedures and in conformity with the existing government rules and regulations.

All other administrative support necessary for the fulfillment of the agency's mandate are provided by the division.

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1 of 2**1.0 Actions to Address Risks and Opportunities**

RTVM has established and implemented a Risk and Opportunity Management Procedure, that details the processes involved in risk and opportunity management. The results of the risk and opportunity identification, assessment and treatment shall be maintained as records and shall be reviewed whenever the need arises.


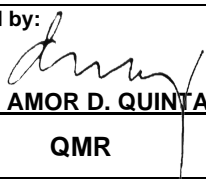
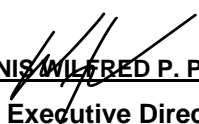
Refer to RTVM-QMS-SP-08 Risk and Opportunity Management Procedure.

2.0 Quality Objectives

RTVM shall establish quality objectives and targets, taking into consideration the following:

- Customer, stakeholder, regulatory, statutory and other requirements;
- Technological options;
- Financial and operational requirements;
- Requirements of internal or external clients; and
- Concerns/views of interested parties.

To achieve the objectives and targets, division action plans shall be defined and agreed upon by RTVM personnel. Responsibilities, resources and the timeframe for initiation and completion shall be assigned by the Division Head and approved by their respective Section Chiefs. All this information shall be contained in the plan, which shall be presented to the Executive Director for approval. The implementation and achievement of the plan shall be monitored on a semi-annual basis, so as to assess the progress and status towards the attainment of the set objectives and targets.

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3.0 Planning of Changes

RTVM ensures that all changes are carried out in a planned manner. RTVM shall consider the purpose and potential consequence of changes, the availability of resources needed, and the personnel responsible for implementing the change/s. The integrity of the QMS shall be considered when planning for changes.

**PRESIDENTIAL BROADCAST STAFF-RTVM****Document code:****RTVM-QMS-QM-07****QUALITY MANUAL****Effectivity date:****September 1, 2020****SUPPORT****Revision No.:****0****Page No.:****1 of 6****1.0 Resources****1.1 General**

The RTVM management determines and provides the resources such as manpower, system requirements, machine/equipment and materials needed to effectively implement and continually improve its QMS and consistently satisfy customer requirements. RTVM allocates an annual budget for this purpose.

1.2 People

RTVM shall determine and provide the personnel needed to properly implement and control the QMS.


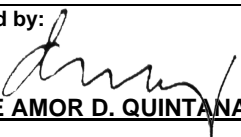

1.3 Infrastructure

The RTVM management provides adequate space conducive for working to achieve conformity to process/ service requirements. The top management also identifies and provides the necessary process equipment such as computers (both hardware and software), printers, network, information and communication systems. Personnel are assigned for the effective maintenance of the said infrastructure.

1.4 Environment for the Operation of Processes

The top management provides adequate space conducive for working to achieve conformity to product/service requirements. Work environment includes adequate lighting, humidity and temperature to ensure that personnel are able to complete the tasks required of them.

Workplace policies are in place which address the proper ethical behavior to be exercised when dealing with other employees. Conditions in the workplace shall also be addressed through programs to be implemented by the AFD.

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1.5 Monitoring and Measuring Resources

This clause is not applicable to the QMS of RTVM.

1.6 Organizational Knowledge

RTVM shall determine the knowledge required for its QMS. This knowledge shall be maintained and made available to the extent necessary. During changing circumstances, RTVM shall determine the need and means for acquiring additional knowledge, if necessary. Organizational knowledge shall be safeguarded through incorporation into documented procedures and other forms determined by RTVM.

2.0 Competence

RTVM, through the Admin and Finance Division (AFD), shall ensure to employ and maintain a competent workforce. Focus shall be given to those whose tasks are related with the management of customer requirements. All personnel shall be competent on the basis of education, training, skills and/or experience. This is done by ensuring that all employees undergo a thorough screening and qualification process.

Roles of the RTVM personnel in the QMS are included in **RTVM-QMS-QM-05 Leadership** of this Quality Manual and in the respective position descriptions of personnel. The AFD shall determine the vacancies of the RTVM plantilla positions. They shall ensure the publication of the required qualifications for the vacant positions are clearly stated. Screening process shall be conducted through interviews and administration of a written examination of prospective applicants.

AFD, through the Personnel Development Committee (PDC), shall be primarily in-charge of training needs identification, provision and effectiveness monitoring throughout RTVM, particularly those trainings related to basic skills, management skills, personal/ career development, and other soft skills.

RTVM shall be responsible for the identification and provision of technical skills training needed by its employees for the proper delivery of their services. RTVM, through the AFD, shall establish its own training plan. The effectiveness of the training for employees shall be evaluated. Records of trainings, skills and experiences are kept and maintained in the 201 file by the Personnel Section.



3.0 Awareness

All personnel working under the control of RTVM shall be made aware of the following:

- Quality policy and objectives
- Their contribution to the effectiveness of the QMS
- Implication of not complying with the QMS

4.0 Communication

RTVM determines the internal and external communication arrangements needed for its QMS, including the person/s or function/s responsible for communicating with external parties.

5.0 Documented Information

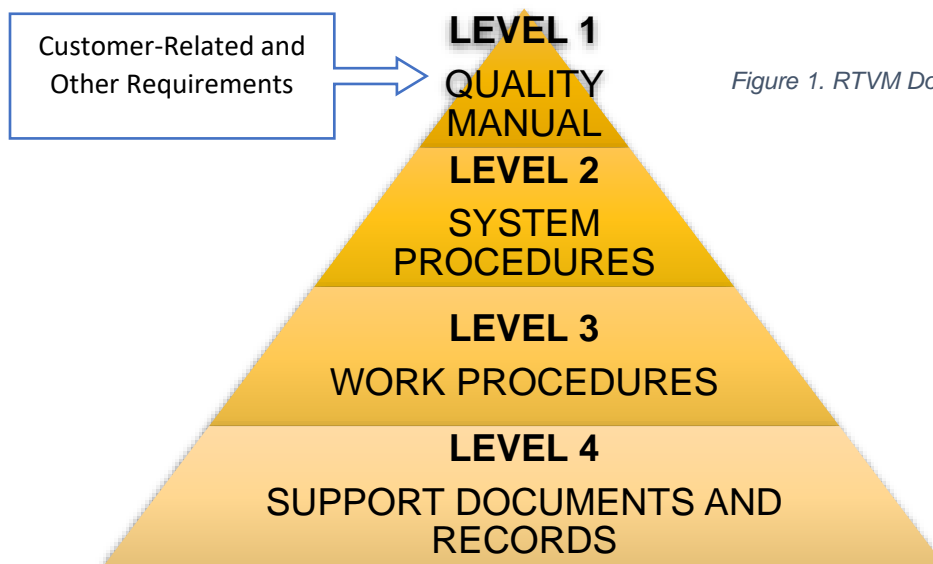


Figure 1. RTVM Documentation Levels

Level 1 – Quality Manual. This shall include RTVM's policy statements relative to the requirements of ISO 9001:2015 standard and RTVM's own QMS requirements. It shall include a description of the QMS scope. The quality manual shall also provide reference to other documents such as system and division procedures, work instructions or other documentation that relate to the effective implementation and maintenance of the QMS.



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Level 2 – System Procedures. System procedures contain policies, definitions, responsibilities, flowcharts and instructions for processes needed to satisfy management system requirements of ISO 9001:2015.

Level 3 – Work Procedures. Operational/Division procedures are procedures which describe the day-to-day activities being carried out by personnel in a division.

Level 4 – Support Documents and Records. These are documents of either internal or external origin used to aid the implementation and maintenance of the QMS. These include but are not limited to the following:

- Forms – These are pro forma documents referenced in the procedures or instructions where data or information generated from the implementation and maintenance of the QMS shall be recorded.
- Records – These are documents that provide evidence of compliance of the Agency to the requirements of the above documentation. These include filled-up forms, logbooks and checklists and reports, among others. Permits, licenses, certificates, and obsolete documents kept as reference also serve as records.
- Reference Documents – these are literature such as statutes, implementing rules and regulations, circulars, standards, text books, equipment manuals, journals and other publications that are being used as reference for the QMS.

QMS documentation shall be compiled into the following manuals:

- **RTVM Quality Manual** – This manual contains the corporate policies and descriptions of processes that enhance customer satisfaction and ensure the continual improvement of QMS performance of RTVM.
- **System Procedures Manual** – This manual shall contain the QMS system procedures that are expected to be known and followed all throughout RTVM.
- **Work Procedures Manual** – This manual shall contain procedures and work instructions that are specific to each division.



5.1 Control of Documents

5.1.1 Preparation, Approval and Revision

QMS documents shall be written and approved prior to issue. Authorities to do these shall be defined.

QMS documents remain legible and readily identifiable. As necessary, documents shall be reviewed and updated. Where needed, these shall be revised and re-approved accordingly. Details of revisions shall be identified and recorded.

5.1.2 Document Availability

Official QMS documentation shall be maintained and made available through print copies and/or through the intranet. At a minimum, each division shall have a copy of the Quality Manual, System Procedures Manual, and their own Work Procedures Manual.

For viewing, backup and updating purposes, electronic copies shall be maintained in a folder by the Document Controller.


5.1.3 External Documents

External documents that are essential for the QMS shall be identified. Whenever appropriate, these documents shall be accessed or copies may be obtained. The copies shall be made available to users.

5.1.4 Obsolete Documents

Obsolete documents shall be marked and when necessary, retrieved to prevent unintended use.

Reference: RTVM-QMS-SP-01 Control of Documents.

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5.2 Control of Records

RTVM shall ensure that QMS records are established and maintained to provide evidence of conformity of the QMS. The control of records shall be based on a documented procedure.

QMS records shall be maintained per division. At least one personnel per section shall be designated as records management improvement coordinator who shall ensure that the QMS records are filed and stored properly, protected from damage or unauthorized use, and can be retrieved whenever necessary.

After the active file period, records shall be arranged for archiving. Retention period and method of disposal shall be defined.

Reference: **RTVM-QMS-SP-02** Control of Records.



The operations of RTVM are mainly found in the processes of the Research and Archives Division.

1.0 Planning

RTVM shall plan for the realization of services and outputs required by customers through the establishment of operational procedures which will be the primary reference for sections and respective processes which provide services to customers. Operational procedures shall contain the following information:


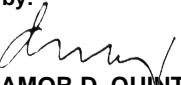

- Steps/activities being done per division,
- Personnel responsible for each step/activity,
- Parameters or items that need to be controlled for each activity,
- Quality requirements/ criteria for acceptance,
- Monitoring activities to be conducted, including frequency of monitoring to be done,
- Relevant procedures or work instructions to describe the activity to be done, and
- Records to be generated as result of the monitoring to be done.

RTVM shall control planned changes and review the consequences of unintended changes that occur during operations in order to mitigate any adverse effects, if any.

2.0 Requirements of RTVM Customers

RTVM shall determine requirements related to the service or output to be provided to customers. These requirements may include:

- Customer requirements and expectations; and
- Relevant regulatory requirements.

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Prior to granting of requests from clients, RTVM shall review all requirements prior to acceptance to adequate and accurate information, has resolved conflicts, and has the ability to deliver the requirements. RTVM shall ensure that necessary clearances are obtained prior to release of videos to clients.

RTVM shall ensure that agreements with customers are documented appropriately. Any changes in the agreement shall be reflected in the applicable documents and made known to concerned parties.

3.0 Design and Development

This clause is excluded from RTVM's QMS. Refer to **RTVM-QMS-QM-04** for the justification of the exclusion.

4.0 Control of Externally Provided Processes, Products, and Services

Purchasing of goods for RTVM is normally coursed through the AFD and the Bids and Awards Committee. AFD and BAC handles the procurement through the following:


- Public Bidding and other alternative modes of Procurement in accordance with RA 9184;

AFD shall ensure that the procurement of goods are compliant with the provisions of Republic Act No. 9184, "Government Procurement Reform Act", and its implementing rules and regulations.

In addition, purchasing procedure/s shall ensure that:

- Externally provided processes, products, and services comply with quality, cost and other requirements of RTVM;
- Criteria for selection of external providers/suppliers are based on the eligibility requirements of the implementing rules and regulations of RA9184 and PhilGEPS accreditation. Evaluation of external providers are also established and maintained;
- Relevant purchasing requirements are specified in the purchase order (PO) or Contract Agreement

RTVM shall ensure that externally provided processes remain within the bounds of the QMS. Procured goods shall be inspected and accepted by the Property and Procurement Section. As for service providers and outsourced processes, conformity to quality requirements and contract conditions shall be undertaken by the applicable end-user/s. The results of verification and actions taken shall be recorded.

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RTVM shall ensure proper communication of requirements to external providers. This shall include, but is not limited to:

- Issuance of Purchase Order (PO)/ Notice of Award, Contract Agreement and Notice to Proceed, whichever is applicable;

Reference: **RTVM-AFD-WP-04** Procurement Procedure

5.0 Production and Service Provision

5.1 Control of Service Provision

RTVM shall ensure that research and archives division processes and relevant support processes are controlled and accomplished according to defined quality criteria.

Control of processes for video ingestion and archiving, and provision of videos to customers shall include:

- Availability of quality standards and specifications for services;
- Availability of documented information, procedures or guidelines;
- Use of suitable infrastructure and environment for the operation of processes;
- Appointment of competent personnel;
- Implementation of actions to prevent human error;
- Regular inspection, verification, and monitoring of processes; and
- Service delivery activities.

5.2 Identification and Traceability

Appropriate identification and traceability tools shall be applied when required by certain processes. In most situations, details such as name of personnel, media card serial number, as well as the date and time of events shall be indicated, when needed, to facilitate identification and traceability.



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5.3 Property Belonging to Customers and External Providers

RTVM shall apply care to any properties of customers and external providers while under the custody of RTVM. These shall be properly identified, verified and protected from damage or loss. Any untoward incident shall be recorded and reported to the customer or external provider.

5.4 Preservation

RTVM shall ensure that media (which may be in hard or electronic format) arising from its processes of Research and Archives Division are properly preserved, managed and protected from damage and deterioration.

5.5 Post-Delivery Activities

RTVM shall ensure that post-delivery activities associated with its services are determined and provided to customers and other interested parties.

5.6 Control of Changes


RTVM shall review and control changes in its operations. Records shall be retained to show the results of the review, person/s authorizing the change, and any actions resulting from the review.

6.0 Release of Products and Services

RTVM monitors and measures the characteristics of its outputs to verify that the required specifications are being satisfied. This is carried out at appropriate stages of the video ingestion and archiving processes in accordance with applicable division procedures.

Evidences of conformity such as monitoring records and customer feedback are maintained.

Outputs are not released until it has been fully reviewed and approved where applicable by the relevant authority.

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7.0 Control of Nonconforming Outputs

For RTVM, nonconforming outputs (NCO) are outputs that do not meet standards of RTVM and its customers. The types of nonconforming outputs are detailed in the procedures of the Research and Archives Division.

Nonconforming outputs, including equipment, shall be recognized and where applicable, segregated to prevent them from being used in succeeding processes. Nonconforming services shall be addressed accordingly.

Responsibilities and authorities in the handling of NCO shall be defined for each relevant process. NCO shall be recorded, describing the details of nonconformity, as well as the immediate and subsequent actions taken, including concession/s obtained from the customer, if any. After the action/ disposition had been implemented, the nonconforming product shall be re-verified. Records of re-verification shall be maintained.

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Monitoring and measurement activities and requirements shall be defined for each process. These shall be carried out at appropriate stages and shall cover parameters relevant to the following:


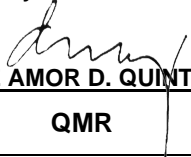
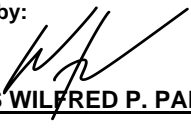
- Divisions' performance based on defined strategies/objectives;
- Customers' satisfaction;
- Suppliers and service providers for critical processes (e.g., security) performance; and
- Conformity to specifications of procedures, instructions, guidelines, and other relevant standards.

Monitoring methods, responsibility, timing and frequency, and resource requirements shall be established. Whenever possible, these shall be included in the documented procedures and work instructions.

1.2 Customer Satisfaction

RTVM shall make use of appropriate means to determine the customers' perception of the level by which their requirements as customers have been met. Customers' satisfaction may be obtained through the following:

- Customer satisfaction surveys;
- Meetings with customers; and
- Feedbacks received by RTVM personnel.

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1.3 Analysis of Data

Records generated from the different processes are reviewed periodically or as the need arises. When applicable, such records and information are analyzed and evaluated using any applicable statistical methodology. In the occurrence of any negative trend or non-achievement of target results, preventive or corrective action is undertaken.

The analysis of data provides information relating to:

- customer satisfaction;
- conformity to product/service requirements;
- Performance of processes against set objectives;

2.0 Internal Quality Audit

RTVM would like to ensure that the established QMS conforms to the requirements of the ISO 9001:2015 standard. It shall ensure that the QMS is properly implemented, maintained, suitable and effective, and continually improved. Aside from the periodic monitoring activities, Internal Quality Audit (IQA) shall be conducted at least annually. A procedure for Internal Quality Audit shall be documented.

The IQA shall be based on importance of the processes being audited, with respect to quality. Particular focus shall be given to those areas with major quality concerns, areas who have undergone major changes, and those with potential or actual nonconformities during previous audits.

An IQA Team shall be formed. Members of the team shall be trained on the requirements of ISO 9001 and auditing techniques and tools. An IQA Team Leader shall be designated, who shall head and coordinate all activities of the IQA Team, oversee the implementation of the internal quality audit procedure, and keep pertinent records.

The auditors shall be assigned to review processes other than their own, so that objectivity and impartiality of the audit is maintained. In some cases, RTVM may source out internal quality auditors from outside RTVM, provided that these personnel have undergone the required trainings and they are knowledgeable of RTVM's processes.

The audit results shall be submitted to the QMR and to the Executive Director. Concerned process owners shall address the audit findings accordingly. Actions taken shall be verified at an agreed date after the audit. Audit results and progress of subsequent actions shall be presented during the Management Review.

Reference: **RTVM-QMS-SP-04** Nonconformity and Corrective Action Procedure

RTVM-QMS-SP-05 Internal Quality Audit Procedure



2.1 Monitoring and Measurement of Processes

RTVM shall monitor its processes. This shall be done through any combination of the following:

- Management Review/Meetings;
- Internal quality audits of the different processes;
- Tracking the status and closure of Corrective Action Requests (CAR);
- Monitoring the level of attainment of the objectives/targets of a process/division; and
- Customer satisfaction level measurement.

Should monitoring show non-attainment of set objectives or targets, the concerned process owner/s shall apply the necessary correction and corrective action.

3.0 Management Review

ManCom shall review the implementation and performance of the QMS. The review shall be performed to ensure continued suitability, adequacy, and effectiveness of the QMS. This shall be conducted towards the end of the year, or at a date decided by the ManCom.

At a minimum, the following shall be the agenda for the QMS Management Review:

- Follow-up actions from earlier reviews;
- Changes in internal and external issues relevant to the QMS;
- Information on performance and effectiveness of QMS, including trends in the following:
 - Customer feedback, including customer complaints;
 - Process and/or service conformity;
 - Previous audit results;
 - Progress of objectives, targets and programs;
 - Status of nonconformity and corrective actions;
 - Monitoring and measurement results; and
 - Performance of external providers;
- Adequacy of resources;
- Action plans to address risks and opportunities; and
- Recommendations for improvement.

Management Review shall have at a minimum the following outputs:

- Minutes of proceedings;
- Decisions/actions related to improvement of the effectiveness of the QMS and its processes; and
- Resources needed.



1.0 Continual Improvement


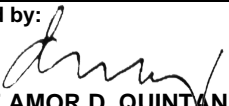
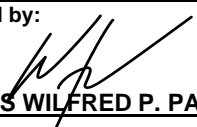
The continual improvement is being achieved through the implementation of quality objectives specified which are based on the quality policy and through the implementation of corrective and preventive actions for the actual and potential nonconformities detected during internal quality audit monitoring and measurement of processes and analysis of data. Further actions for improvement are decided during the management review.

2.0 Nonconformity and Corrective Action

RTVM shall establish a documented procedure that will enable it to adequately address the non-conformities due to customer complaints, failure to achieve objectives and targets, detection during internal and external audits and customer satisfaction surveys.

The Corrective Action Request (CAR) form shall facilitate the following activities:

- Immediate action/s to be done upon detection of the nonconformity (correction);
- Root cause determination for the identified actual non-conformities;
- Determination if similar nonconformities occur or may occur elsewhere;
- Determination of the action needed to ensure that the actual non-conformities do not recur;
- Recording of the results of the action taken;
- Updating of identified risks and opportunities; and
- Follow-up and verification of the action taken if effective.

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The CAR issued shall be monitored by the QMR and shall be closed whenever the implemented actions were found to be effective in preventing the recurrence of the identified non-conformance.

Customer complaints shall be immediately documented on the CAR form and shall no longer be reviewed by the QMR. The activities to be conducted in the processing of the CAR shall be the same as with the other non-conformances.

Reference: **RTVM-QMS-SP-04** Nonconformity and Corrective Action Procedure