8.1 Document Control

LBRDC has established and maintains a documented procedure for creation/revision, approval, and issuance of the Quality Manual and Standard Operational Instructions (SOI) Manual. Document Control procedure provides for an organized monitoring, distribution, maintenance, and updating of procedures and operational instructions within the said manuals.

All documents included in the QMS are reviewed and approved for adequacy by authorized personnel prior to use. A master list, which indicates the current revision status of documents is maintained by the Document Controller and shall be made available to all.

This will prevent the use of incorrect, invalid, or obsolete documents. Only the latest issues of documents are available at locations where business process operations are performed. Obsolete documents are identified, retrieved, and properly disposed of, retaining only the obsolete original copy document.

Any change in the QMS after its initial approval and issue are subjected to the document change procedure in Control of Documents.

8.2 Records Control

LBRDC has established and maintains documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records. The procedures are incorporated in Control of Records procedure.

All departments maintain relevant quality records to demonstrate achievement of the required quality and effective operation of the QMS.

Quality records are legible and stored and retained in such a way that they are readily retrievable in storage facilities that provide a suitable environment to prevent damage, deterioration, or loss.

Retention periods of quality records are established, recorded and maintained in accordance with the Records Master list.

8.3 Control of Externally Provided Processes

As a general rule, LBRDC procures only from suppliers that are qualified under the Procurement Law (RA 9184). Factors that primarily influence supplier selection are: (1) compliance of offered goods/services with LBRDC's specifications, (2) availability of the goods/services within the prescribed delivery period, (3) track record of supplier, (4) supplier's compliance with government regulations, and (5) cost.

Notices for public bidding are posted in the Philippine Government Electronic Procurement System (PHILGEPS) and LBRDC website (www.lbpresources.com). Mechanisms for communication include email, meetings and phone calls.

To measure their performance in meeting LBRDC's requirements, the management shall evaluate the provider of external services using the Supplier's Performance Evaluation form.

8.4 Control of Nonconformities

LBRDC has established and maintains a documented procedure to ensure that product and/or service that does not conform to specified requirements is prevented from delivery to the client/customer and citizens.

Control of Nonconformity procedure provides for the identification, evaluation, disposition and recording of nonconforming products and services and for notification to the functions concerned.

The responsibility for review and disposition of nonconforming product and/or service is indicated in the Control of Nonconformity Matrix.

Nonconforming product and/or service are reviewed in accordance with the documented procedures and may be reworked.

If a product and/or service does not conform to the Terms of Reference or to the agreed output as set forth during the contracting process, the responsible staff should be able to make the necessary corrective measures.

8.5 Corrective Action

LBRDC has established, implements, and maintains a documented procedure for corrective actions in order to: efficiently and adequately address non-conformities; and eliminate the causes of actual or potential non-conformities in the QMS (IQA reports, third party audit report, etc.) and in its products and services.

Corrective Action procedure includes:

- Effective handling of customer complaints:
- Investigating the causes of non-conformities and recording the results of such investigations;
- Determining the corrective actions needed to eliminate the causes of non-conformities;
- Determining the steps needed to deal with any potential problem requiring preventive actions;
- Formulation, application, and implementation of controls to ensure the implementation of corrective and preventive actions and its effectivity;
- Recording changes in procedures resulting from corrective actions;
- Use of appropriate information such as audit results, quality records, services reports and customer complaints to detect, analyze and eliminate potential causes of non-conformities; and
- Ensuring that relevant information on actions taken is submitted for management review.

8.6 Internal Quality Audit

LBRDC establishes, implements and maintains a documented procedure to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the Quality System. This is done through the Internal Quality Audit procedure.

Internal quality audits are conducted on a regular basis as scheduled in the IQA plan. Internal quality auditors shall be identified and trained. They are independent of the specific activities on areas being audited.

The results of the audits are recorded and reported. The report contains details of:

a. Non-conformance and non-conformities found during the audit;
b. Root-cause analysis; and
c. Corrective and preventive action including dates of completion and follow-up audit.

These findings are brought to the attention of the personnel having responsibility in the audited area. The lead auditor shall make timely corrective and preventive actions on the deficiencies found during the audit.

Follow-up audit activities are conducted for the purpose of verifying and recording the implementation and effectiveness of the corrective actions taken. IQA results are rendered and maintained by the IQA team.

8.7 Management Review

The review shall be planned and carried out, taking into consideration the following agenda items:

A. Management Review Inputs
- Status of actions from previous Management Reviews
- Changes in external and internal issues that are relevant to the QMS
- Performance and effectiveness of QMS
    - Customer satisfaction and feedback from relevant interested parties
    - The extent to which quality objectives have been met
    - Process performance and conformity of products and services
    - Nonconformities and corrective actions
    - Monitoring and measurement results
    - Audit results
    - The performance of external providers
- The adequacy of resources
- Effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement

B. Management Review Outputs

- Opportunities for improvement
- Any need for changes in the management system
- Resource needs

Minutes of the management review are maintained by the ISO Secretary. Results of the review are provided to the Quality Management Representative for proper reporting to the top management during official meetings.