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|  | <b>TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY</b> |                  |             |
|   | <b>QUALITY MANUAL</b>                                       | Effectivity Date | 24 NOV 2022 |
|   |   | Revision Level   | 3           |
| <b>Introduction to TIEZA</b>  | Document Code   | TIEZA.QM.1       |             |

## 1. Introduction to TIEZA

### 1.1 Profile

Tourism Infrastructure and Enterprise Zone Authority (TIEZA), formerly Philippine Tourism Authority (PTA), was created on May 12, 2009 with the enactment of Republic Act No. 9593 otherwise known as the "Tourism Act of 2009".

TIEZA is a Government Instrumentality with Corporate Powers (GICP) / Government Corporate Entities (GCE) vested by law with special functions or jurisdiction, endowed with some if not all corporate powers, administering special funds, and enjoying operational autonomy through its Charter.

TIEZA is a body corporate under the Department of Tourism for purposes of program and policy coordination. It is likewise supervised by the Governance Commission for GOCCs (GCG), the oversight body for government-owned or -controlled corporations (GOCCs).

TIEZA is mandated to:

- a) designate, regulate and supervise the Tourism Enterprise Zones (TEZs) established under R.A. 9593;
- b) develop, manage, and supervise tourism infrastructure projects in the country;
- c) continue to exercise functions previously exercised by the PTA under Presidential Decree No. 564, not otherwise inconsistent with the other provisions of R.A. 9593; and
- d) be the principal agency responsible for the timely, effective, and efficient collection of travel taxes.


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TIEZA aims to standardize its four (4) core processes, namely: Assets Management; Tourism Infrastructure Project Management; Travel Tax Administration; and Tourism Enterprise Zone Management, to continually improve its business processes and deliver quality customer service.

TIEZA shall align its vision, mission and objectives with the national, sectoral and other international commitments of the Philippine government. TIEZA plans to develop and improve organizational efficiency and effectiveness by adopting the risk-based approach in the implementation of its Quality Management System (QMS).

### 1.2 Vision

**By 2026, TIEZA is a globally recognized tourism development agency and a primary catalyst for inclusive and sustainable socio-economic growth.**


### 1.3 Mission

**To contribute to national tourism development goals and showcase Philippine culture by designating, supervising, and regulating sustainable Tourism Enterprise Zones; undertaking viable Tourism Infrastructure Projects; and managing assets.**


### 1.4 Core Values

TIEZA's Core Values are:

- **Excellence** – TIEZA initiates, responds, and continually improves its processes to attain the highest degree of satisfaction of all its interested parties.
- **Integrity** – TIEZA exemplifies the highest standards of professional behavior as public servants, adhering to ethical as well as moral principles and values.

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- **Innovation** – TIEZA commits to pursue initiatives that will significantly impact the organization.

Approved by:



**MARK T. LAPID**  
Chief Operating Officer

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