	<b>TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY</b>		
	<b>QUALITY MANUAL</b>	Effectivity Date	12 4 NOV 2022
		Revision Level	6
<b>Quality Management System</b>	Document Code	TIEZA.QM.2	

## 2. TIEZA's Quality Management System

### 2.1 General


TIEZA establishes, documents, implements, and maintains a Quality Management System. It continually improves its effectiveness in accordance with the requirements of ISO 9001:2015 standard.

TIEZA considers its internal strengths and weaknesses in terms of human and financial resources, equipment and facility readiness, values and organizational culture, knowledge management and performance in the implementation of its QMS. It also considers the external opportunities and threats brought about by international and national government plans and policies, as well as political, economic, social, technological, legal, and environmental considerations. Details are reflected in TIEZA Context Registry.

TIEZA determines the processes for the QMS and its corporate-wide application. These include criteria and methods to effectively ensure that operation, control, and monitoring of processes. Further, TIEZA shall ensure that resources, information and support are adequately provided including implementation of actions necessary to achieve planned results and continual improvement of these processes. This is to ensure the highest level of satisfaction of internal and external interested parties such as tourists, local government units, investors, travel taxpayers, airlines and shipping companies, oversight agencies, and TIEZA employees. The sequence and interaction of these processes are described in the TIEZA Business Process Model. (See Figure 1)

TIEZA's risk-based quality management system illustrates the linkages among the management, core, support, and improvement processes.

The model shows that the interested parties play a significant role in defining requirements and in improving processes.

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# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

## QUALITY MANUAL

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It is integral in TIEZA's processes to determine the level of customer satisfaction through relevant feedback mechanisms. In addition, TIEZA has identified outsourced processes required for effective implementation of its QMS. TIEZA ensures that its outsourcing processes are in accordance with all relevant laws, rules, and regulations.

## TIEZA BUSINESS PROCESS MODEL

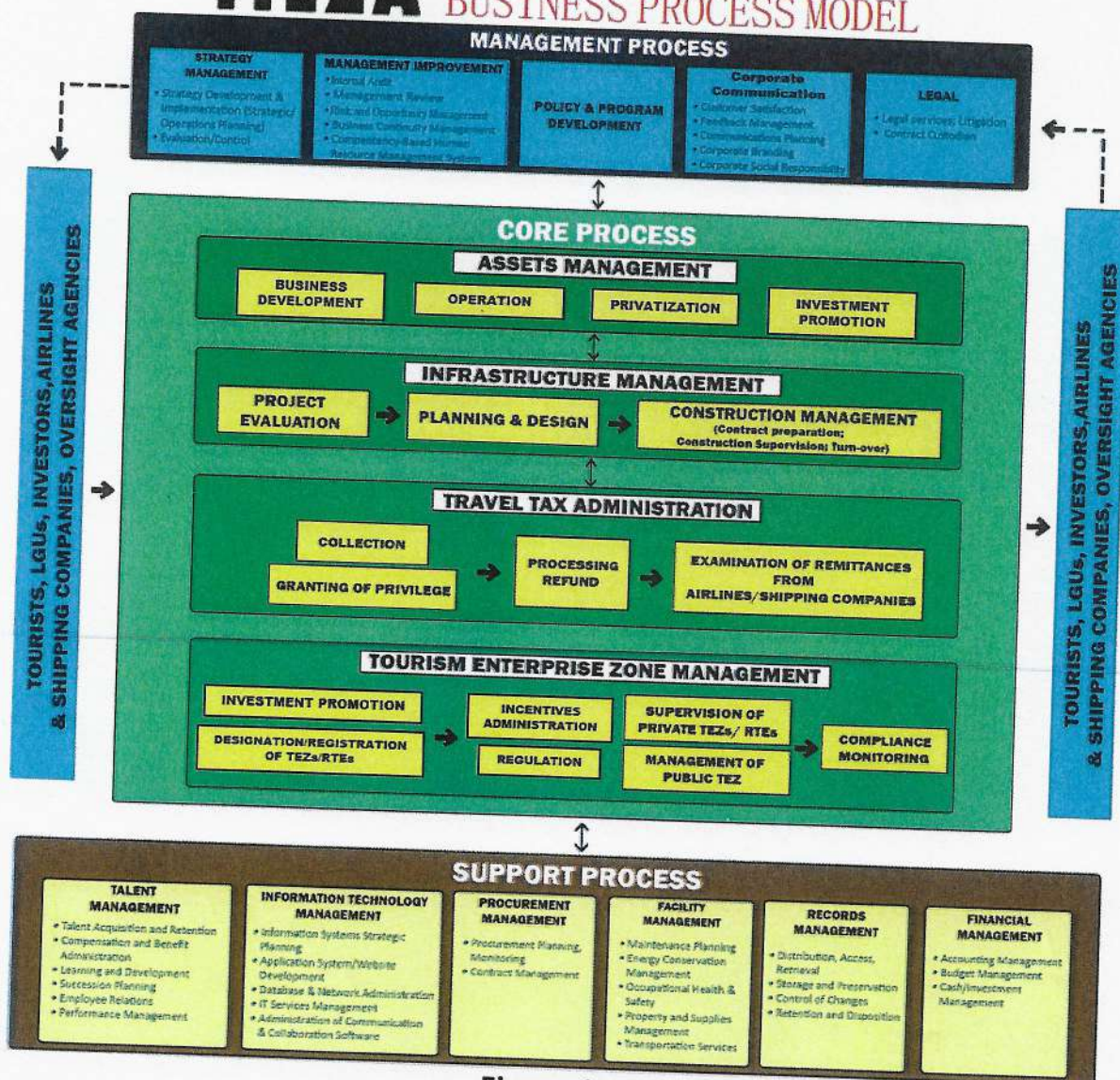


Figure 1




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## 2.2 Scope

This Manual, containing basic policies, objectives and guidelines, applies to the TIEZA Quality Management System (QMS) at the Main Office to meet and exceed the expectations of interested parties.

Approved by:



**MARK T. LAPID**  
Chief Operating Officer

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