3. TIEZA's QMS Documents

3.1 General

TIEZA's QMS documentation include the quality manual, the documented procedures required by the ISO 9001 standard, and internal and external maintained documented information determined by TIEZA to be necessary for the effective QMS planning and operation.

This maintained documented information also contains appropriate criteria for determining whether prescribed activities have been completed satisfactorily.

The documentation is presented in the following hierarchy:

Level	Type of Document	Description
1	Quality Manual (QM)	The highest level of QMS documents is the Quality Manual (QM). The QM describes, in the broad terms, the overall adaptation of ISO 9001 in TIEZA. The QM describes how each applicable section of the standard is to be implemented to meet the requirements of certification bodies and customers. The QM contains the scope of TIEZA's quality management system, including details of and justification for any exclusion in the ISO 9001 standard. This QM describes the sequence and the interaction of the QMS processes. This QM also establishes the structure, authority, and responsibility for the maintenance of the QMS.
2	Quality Procedures (QP)	The Quality Procedures (QP) are documents stating what and how things should be done, the materials and/or equipment that should be done, used, and who will do it. The QP address applicable requirements and QMS policies which are reviewed and approved by authorized personnel. The QP contain the purpose for the policy. It must contain the scope of the policy and the definition

Level	Type of Document	Description
		of terms. These are established to support the processes described in the QM.
3	Work Instructions (WI)	Work Instructions (WI) provide detailed steps to conduct specific work activities of each offices and are prepared as needed to supplement procedure requirements and to ensure that critical work scopes are carried out in a consistent manner. This includes office standard operating procedures.
4	Quality Records	A. External These are documented information generated from outside TIEZA and used as reference to ensure effective planning and control of its QMS. These may include Department Orders, Memorandum Circulars, technical manuals, etc. B. Internal These are documented information that furnish evidence of conformity of products, services, and/or activities rendered to TIEZA's QMS requirements.

3.2 Control of Documents

The authority has established a documented procedure which ensures the necessary control on the approval, issuance, review, update and re-approval of documented information, and data affecting the processes within the scope of the QMS.

a. Creation/ Revision of Documented Information
b. Pre-registration of the Documented Information
c. Review and Approval of the Documented Information
d. Registration of the Documented Information
e. Distribution and Maintenance of Documented Information
f. Online Document Management System – QMS Module

Refer to TIEZA.QP.01 (Control of Documents)

Documented Information and Data Approval and Issue

During document preparation and review, the authorized personnel, reviews the documented information to ensure that the requirements can be met within a timely manner once the documented information is formally issued.

All levels of management are responsible for assigning responsibilities to ensure that documented information and data are controlled in accordance with established procedures and resolving issues pertaining to policy and procedure content, application, and use.

Moreover, due to the nature of the organization, there are several external documented information that TIEZA must use and follow, but which must be controlled. Access to and use of external documented information is in accordance with applicable TIEZA policies.

Document and Data Changes

The QMS contains a documented procedure to ensure that procedures are identified, prepared, documented, and revised in a uniform manner, and that they give clear guidance and direction to their users.

Change to procedures, instructions and drawings are approved and documented prior to implementation, and are made available at the location where the activity will be performed prior to commencing work.

Invalid or obsolete documented information are promptly removed from all points of issue or use, or otherwise assured against unintended use. Any obsolete documented information that are preserved are identified and archived.

3.3 Control of Record

The Authority has established and maintained a documented procedure which defines the controls of documented information. This includes

requirements and responsibilities needed for the following (electronic and/or hard copies):

- Classification/ Identification
- Legibility
- Collection
- Indexing
- Filing
- Access
- Storage
- Protection
- Distribution
- Retention
- Maintenance
- Retrieval and
- Disposition of all records

The documented information established by each office are retained to provide evidence of conformity to requirements and of the effective operation of the QMS.

All documented information that are retained are kept and secured in a safe place protected from damage, loss, and deterioration.

All documented information beyond the retention period shall be disposed accordingly based on National Archives of the Philippines (NAP) guidelines.

a. TIEZA Inventory of Records
b. Agency Records Disposition Schedule

Refer to TIEZA.QP.03 (Control of Records) and Republic Act 9470: Implementing Rules and Regulations of RA 9470, otherwise known as the National Archives of the Philippines Act of 2007.

3.4 Document Formatting

3.4.1 Standard content

Procedure	Work Instruction
a. Purpose b. Scope c. Definition of Terms (alphabetized, terms-bold) d. Acronym e. Guidelines f. Procedure Flow g. Procedure Details h. References i. Records j. Form/s	a. Purpose b. Scope c. Guidelines d. Process Flow e. Process Details f. References g. Form/s (if necessary)

3.4.2 The **header and footer** used for this document is the official template to be used for the quality manual, quality procedures, and work instructions.

3.4.3 The **header** bears the **official logo of TIEZA** with a size of 1.25" by 1.25", located at the upper left corner. The official template will be provided only by the Document Controller (DC) in doc format.

The **Header** consists of the following:

a) TIEZA Logo
b) TIEZA name
c) Title
d) Level/Kind of Document
e) **Effectivity date
f) **Revision level -starting with 0 for the creation
g) Document Code (see #3.4.8)

*** to be accomplished by Document Controller*

3.4.4 The **footer** consists of portion for the stamp of the DC for Master copy and Controlled copy, the disclaimer and the **page number**: (example: Page 1 of 13).

3.4.5 **Official font** and size of contents is **Calibri 14**.

3.4.6 **Official paper size** is **A4** -8.27" x 11.69".

3.4.7 **Margin**: Top-0.5", Bottom/Left/Right-1.0",Header-0.5",Footer-0.5"

3.4.8 Document Coding:

TIEZA WIDE		SECTORAL/ DEPARTMENTAL	
Type of Document	Standard Code	Type of Document	Standard Code
Quality Manual Quality Procedure Work Instruction Form	TIEZA .QM.AA TIEZA.QP.CC TIEZA.WI.CC TIEZA.QF.CC	Quality Procedure Work Instruction Form	BBBB.QP.CC BBBB.WI.CC BBBB.QF.CC

LEGEND:

- QM is Quality Manual
- QP is Quality Procedure
- WI is Work Instruction
- QF is Quality Form
- AA is the section number of the Quality Manual.
- BBBB is the designated code for each office (Sectoral/ Departmental).
- CC is the series number of the procedure, work instruction and form starting from 01.
- Includes Quality Workplace Procedures and Management Review.

3.4.9 Office Number Code (Distribution List)/ Office Name and Office Code:

Number Code (Distribution List)	OFFICE NAME	OFFICE CODE
01	Office of the Chief Operating Officer	OCOO
01A	Office of the Corporate Secretary	OCOS
01B	Management Information Systems Department	MISD
01C	Internal Audit Department	IAUD
01D	Legal Department	LEGD
01E	Corporate Planning Department	COPD
01F	TIEZA Regulatory Office	TROF
02	Office of the ACOO for Administration and Finance	AADF
02A	Administrative Services Department	ADSD
02B	Financial Services Department	FISD
02C	Travel Tax Department	TAXD
03	Office of the ACOO for Architectural & Engineering Services	AAES
03A	Project Evaluation and Planning Department	PEPD
03B	Construction Management Department	COMD
04	Office of the ACOO for Asset Management	AMGT
04A	Operations Department	OPED
04B	Business Development Department	BUDD
05	Office of the ACOO for TEZ Management	ATEZ
05A	TEZ Regulation Department	TERD
05B	TEZ Assistance and Monitoring Department	TAMD

Example: *OCOO. QP.01 (Quality Procedure number 01, originating from the Office of the Chief Operating Officer)*

3.5 Document Approval

Approval of Documents is in accordance to the following:

Document	Reviewed by	Approved by
Quality Manual	MANCOM	Chief Operating Officer
Quality Procedures	Quality Management Representative	Chief Operating Officer
Work Instruction	Sector Head *Offices under COO will be the Department Head*	Quality Management Representative

Approved by:

MARK T. LAPID
Chief Operating Officer