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## 5. Support Processes

### 5.1 Provision of Resources

The TIEZA Management is committed to provide the resources needed to implement and maintain the QMS, to continually improve its effectiveness, and to enhance client satisfaction.


#### (a) Human Resource Management

TIEZA believes that its human resource is its greatest asset. To ensure that its talents are equipped with the necessary competencies (i.e. knowledge, attributes and skills) to effectively perform their functions, the Human Resource Services Division has established and maintained procedures to ensure proficiency of personnel in performing their functions.

As such, the Human Resource Services Division (HRD) maintains the documented information in undertaking the following functions:


- Facilitating the placement of qualified personnel to meet business and operational requirements;
- Onboarding the personnel on their roles and responsibilities;
- Determining the competency gaps and capability-building needs of personnel in the performance of their work that affects product and/or service quality;
- Organizing and facilitating seminars, training courses and other learning opportunities to meet the identified developmental needs; and
- Evaluating the effectiveness of Human Resource interventions;

TIEZA commits to provide its talents with the proper learning and development interventions for continuous improvement of their competencies on activities related to the quality management system. For TIEZA recognizes that the behavior and performance of its talents have direct impact on the quality of

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services provided by the Authority. It also conducts orientations, briefings and cascading sessions for ISO-related activities. Likewise, the Division also updates and maintains the 201 records of all personnel.

(b) Infrastructure and Work Environment Management

1. Information Technology Management


The Management Systems Information Department (MISD) establishes an effective information technology management framework to encompass the analysis, design, and implementation of timely, effective, and integrated information systems for TIEZA focusing on the following:

- Determine the information technology requirements of the Authority by conducting IT consultation meeting (Main Office, Operating Assets, Travel Tax Airports and Satellite Offices and Flagship TEZs)
- Undertake preparation, monitoring and evaluation of the Information Systems Strategic Plan (ISSP)
- Develop application systems and websites
- Maintain and administer the Authority's Local Area Network infrastructure and ensure connectivity
- Maintain and administer systems and databases
- Administer Corporate email and MS Office 365
- Provide IT support and services
- Conduct market research and studies to keep abreast on new technology
- Ensure IT governance and compliances


2. Facility Management

It is the policy of the General Services Division (GSD) to ensure that infrastructure needed for the smooth operation of the organization are provided and maintained in accordance with the established guidelines. These include, but not limited to the following:

- Properties, Equipment and Supplies
- Workstations, including receiving areas, conference, and training facilities

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- Transportation services
- Communication facilities
- Storage for supplies and materials

### 5.2 Procurement Management


The General Services Division-Procurement Section (GSD-PS), and the Bids and Awards Committee (BAC) Secretariat Office, implement procurement systems, in accordance with the provisions of Republic Act 9184 (Government Procurement Reform Act) and its latest Implementing Rules and Regulations (IRR) and relevant issuances to ensure the provision of goods, services, infrastructure projects, and consulting services for efficient and effective operations.

Inspection activities are conducted to ensure that all requirements and specifications of the delivered/procured goods and consulting services are met based on approved relevant documents.


Performance of suppliers and service providers are monitored and evaluated periodically in coordination with respective end-users to ensure quality products and services. Records of review and evaluation are also retained.

### 5.3 Financial Management

In support to TIEZA's core processes, the Financial Services Department (FISD) provides information and advice on financial (budgetary, accounting, and cash management) matters through submission of timely and accurate financial reports to constitute sound decisions and to ensure the effective and efficient fund utilization in the implementation of plans and programs consistent with corporate policies and pertinent government rules and regulations.

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Approved by:



**MARK T. LAPID**  
Chief Operating Officer <sup>73</sup>

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