	TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY		
	QUALITY MANUAL	Effectivity Date	SEP 02 2013
		Revision Level	0
	Introduction to TIEZA	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 Republic Act No. 9593, *"An Act Declaring a National Policy for Tourism as an Engine of Investment, Employment, Growth and National Development, and Strengthening the Department of Tourism and its Attached Agencies to Effectively and Efficiently Implement that Policy and Appropriating Funds Therefore "* otherwise known as the "Tourism Act of 2009".

TIEZA is mandated to:


- designate, regulate and supervise the Tourism Enterprise Zones (TEZs) established under R.A. 9593;
- develop, manage, and supervise tourism infrastructure projects in the country; and
- 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.

The new law is deemed responsive to the present and future needs of the Philippine tourism industry. It supports the establishment of Tourism Enterprise Zones (TEZs) which will contribute to the accelerated creation of employment opportunities by encouraging and supporting investments in the development and operation of the said zones. These TEZs will be the centers of tourism development in the country. TEZs are created to provide the necessary vehicle to coordinate actions of the public and private sectors to address development barriers, attract and focus investment on specific geographical areas and upgrade product and service quality.

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With the recent approval of the reorganization plan of TIEZA by the Governance Commission for Government-Owned and Controlled Corporations (GCG), TIEZA intends to align its vision, mission and objectives with the national and societal goals of inclusive growth and poverty reduction through: development of tourism infrastructure projects; designation, regulation and supervision of TEZs; and increased revenue generation. TIEZA plans to develop and improve organizational efficiency and effectiveness by adopting the Quality Management System (QMS). TIEZA aims to standardize its four (4) core processes, namely: Assets Management; Tourism Infrastructure Project Management; Travel Tax Administration; and Tourism Enterprise Zone Management, in order to continually improve its business processes and deliver quality customer service.

1.2 Vision


TIEZA is an excellence-driven organization at the forefront of sustainable tourism development.

Establishing sustainable tourism development programs, which significantly contribute to Philippines' socio-economic development and cultural exchange, is a challenge that the organization has to take in order to curtail the causes of degradation of the natural environment, social structures, and cultural heritage. TIEZA envisions on driving excellence through its human capital and ensures the optimum use of the country's natural, social, cultural and financial resources to achieve sustainable tourism development.

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1.3 Mission

To act as catalyst for inclusive growth through the establishment of sustainable tourism enterprise zones and infrastructure projects.


TIEZA, guided by its core values and strong commitment to sustainable tourism development through its human and capital resources, and in partnership with the public and private sectors, provides opportunities for socio-economic development that will help improve quality of living in local communities.

1.4 Core Values

TIEZA lives by the three core values that: define how the organization's businesses are being conducted; help in the value creation for its clients, people, and organization; and aid in undertaking its Mission and realizing its Vision.


TIEZA's Core Values are:

- **Teamwork** –TIEZA is committed to work together to meet the organization's common goals. TIEZA encourages mutual support and active participation from everyone in order to achieve the best possible results.
- **Integrity** –TIEZA maintains the highest ethical, moral, and legal standards in dealing with its stakeholders. The organization earns trust and respect by being transparent, fair and accountable in all its business and work processes.
- **Excellence** –TIEZA is devoted in nurturing an organization where the workforce makes full use of their time, talent, and opportunities. The organization nourishes the best qualities of its people in order to deliver excellent public service.

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Approved by:



MARK T. LAPID

Chief Operating Officer

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