3. TIEZA's QMS Documents

3.1 General

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

These documents also contain appropriate criteria for determining whether prescribed activities have been completed satisfactorily.

The documentation is presented in the following hierarchy:

Level 1: Quality Manual

The highest level of QMS documents is the Quality Manual. The Quality Manual describes, in broad terms, the overall adaptation of ISO 9001 to the TIEZA work environment. It describes how each applicable section of the standard is to be implemented to meet the requirements of certification bodies and customers.

This Manual contains the scope of TIEZA's quality management system, including details of and justification for any exclusion in the ISO 9001 standard. This manual briefly describes the documented procedures established for the QMS and the sequence and interaction of the QMS processes. This Manual also establishes the structure, authority, and responsibility for the maintenance of the QMS.

Level 2: Quality Procedures

These are documents stating what and how things should be done, the materials and/or equipment that should be used, and who will do it. The procedures address applicable requirements and QMS policies which are reviewed and approved by designated personnel. These are established to support the processes described in the Quality Manual.

Level 3: Work Instructions

Work instructions provide detailed steps to conduct specific work activities, 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.

Level 4: Externally-Sourced Documents

These are documents 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.

Level 5: Records

These are completed documents that furnish evidence of conformity of products, services, and/or activities rendered to TIEZA's QMS requirements.

3.2! Document and Records Control

(a)! General

The QMS contains documented procedures that provide for the control of all documents, records, and data affecting the processes within the scope of the QMS.

(b) Document and Data Approval and Issue

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

All levels of management are responsible for assigning responsibilities to ensure that documents 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 a number of external documents that TIEZA must use and follow, but which must be controlled. Access to and use of external documents is in accordance with applicable TIEZA policies.

(c) 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.

Review and approval of changes are performed by the same personnel that reviewed and approved the original documents, or by designated personnel who have access to the original data.

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

(d) Record Control

The QMS contains a documented procedure to define the controls, requirements and responsibilities needed for the classification/identification, legibility, collection, indexing, filing, access, storage, distribution, retention, maintenance, retrieval and disposition of all records (electronic and/or hard copies).

Records are established and maintained by each department/office to provide evidence of conformity to requirements and of the effective operation of the QMS.

When not in use or in transit, records are stored in secure facilities that provide an environment that prevent deterioration, loss or damage, such as filing cabinets or arch files.

All records, after their active time, are stored in archive boxes for an established and recorded period, in such a way that prompt retrieval is possible and the records are protected from damage, loss and deterioration due to environmental condition.

At the end of the nominated retention time, as established by the National Archives of the Philippines (NAP), the archived records are disposed in accordance with the disposal method set out in the Quality Records Matrix.

Any document in the form of a thermal fax is to be photocopied before archiving, if the storage time is to exceed 5 years. Documents may be stored in the form of electronic data (computer disks).

Records are considered valid when they are validated by stamp, initialled and/or signed and dated by authorized personnel. Correction of quality records is in accordance with established procedures. A Quality Records Matrix is documented to aid control.

Approved by:

MARK T. LAPID
Chief Operating Officer