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Refining the way services are delivered to the people has always been a precedence of the government into further build up the citizen's faith and trust in the government's capacity to make the Filipino lives better, safer and healthier.

Administrative Order (AO) No. 161 dated 05 October 2006 Institutionalizing Quality Management System in Government as amended by Executive Order No. (EO) 605 dated 23 February 2007 Institutionalizing the Structure, Mechanism and Standards to Implement the Government Quality Management Program, amending for the Purpose Administrative Order No. 161,s.2006,issued to effect improvement in public sector performance recognizing the International Organizations for Standardization(ISO) 9000 series which ensures consistency of products and services through quality.

EO 605 directs all department and agencies of the Executive Branch, including all Government Owned and/or Controlled Corporations (GOCCs) and Government Financial Institution (GFIs) to adopt ISO 9001:2000 Quality Management System and the applicable Government Quality Management Program (GQMP). This will continue to improve the delivery of services in all government agencies where planning, service, and support operations are aligned to ISO 9001 International Standards that will generate better client and citizen satisfaction.

Hence, this Integrated Quality Management System Operational Manual aims to demonstrate conformance to EO 605 s. 2007 and defines National Meat Inspection Service commitment to:

- a) demonstrate its ability to consistently provide quality service through quality processes that meets customer needs and applicable regulatory requirements;
- b) promote and enhance transparency and accountability in governance and provide framework for assessing quality excellence, and;
- c) build a quality culture and foster continuing improvement in government characterized by citizen –driven organization.

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CONTEXT OF THE ORGANIZATION

MANDATE

The National Meat Inspection Service is a specialized regulatory attached agency in the Department of Agriculture where it serves as the country's sole national controlling and competent authority on all matters pertaining to meat inspection and hygiene both for locally produced and imported meat.

VISION STATEMENT

Ensuring Safe and Quality meat for a Healthy Philippines


MISSION STATEMENT

Providing modernized meat inspection service using relevant technologies to protect the consuming public while promoting the livestock and poultry sector with government and industry partners to ensure adequate supply of meat.

VALUE STATEMENT

We the employees of the National Meat Inspection Service commit ourselves to ethical and professional standard in providing an excellent meat inspection service to our valued local and international stakeholders.

We work as a team of law abiding and hardworking public servants with utmost integrity, transparency and competence, placing public good above individual gains and promoting client's best interest.

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CORE VALUES


- PROFESSIONALISM
- INTEGRITY
- TEAMWORK
- ACCOUNTABILITY
- GOD-CENTEREDNESS

H. TAGLINE :

Safe Meat for All

NMIS POWERS AND FUNCTIONS

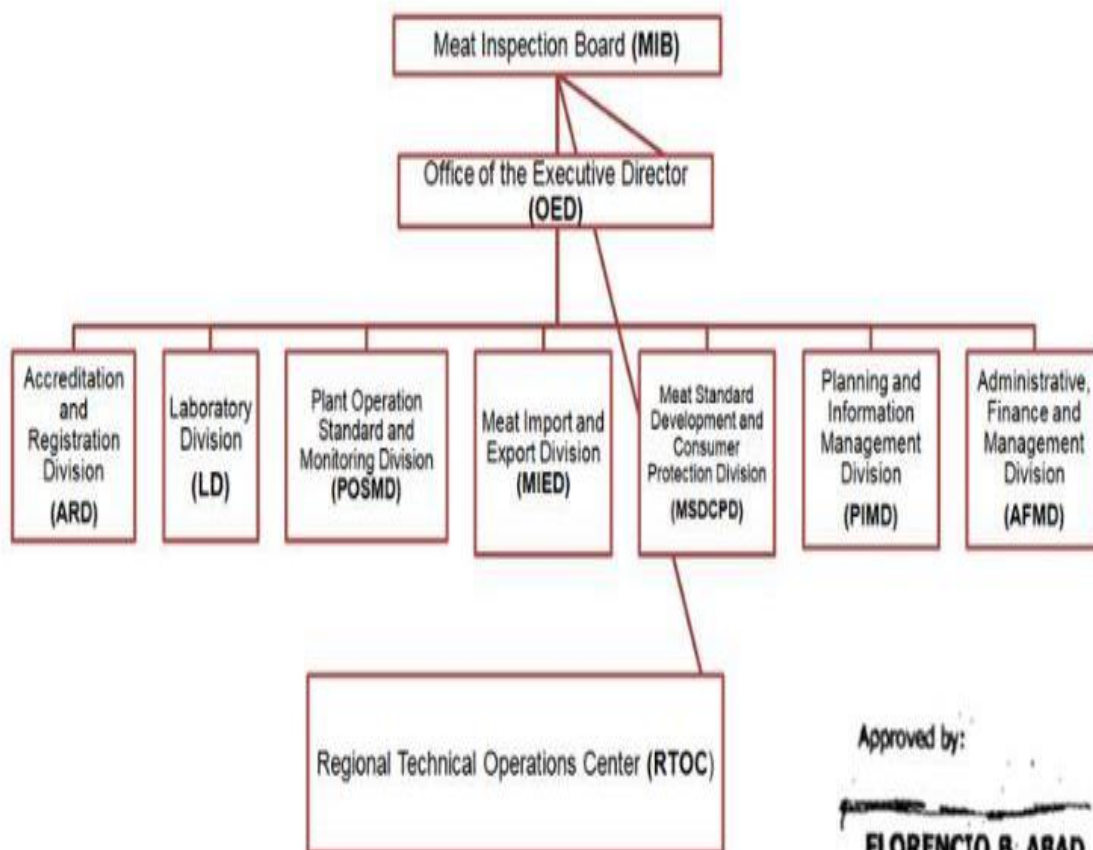
- 1) Formulate, issue and implement jointly appropriate local government units national policies, guidelines, rules and regulations and programs including but not limited to :
 - a) Establishing safety and quality standards for meat and meat products in consultation with product standard settings agencies;
 - b) Adopting measures to ensure pure, wholesome and safe supply of meat and meat products of the country;
 - c) Accrediting establishment, facilities, conveyance and service provider for Hazard Analysis Critical Control point (HACCP) audit
 - d) Licensing of meat inspectors and registration of meat handlers
 - e) Licensing, registration and certification of meat handlers and meat brokers
 - f) Licensing, registration and certification of meat and meat products
 - g) Implementing standards prescribed by the Bureau of Agriculture and Fisheries Product Standards (BAFS) on labeling, advertising and promotion of meat and meat products
- 2) Supervise and control meat inspection in all meat establishments engaged in domestic and international meat trade;
- 3) Evaluate, classify and accredit local and foreign meat establishments in compliance with hygiene and sanitation standards;

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- 4) Foster effective exchange of information and coordination of programs , projects and activities among various agencies;
- 5) Undertake training of all persons employed in meat inspection works.


**THE NMIS ORGANIZATIONAL STRUCTURE AND STAFFING COMPLEMENT – EO No. 366
NMIS APPROVED ORGANIZATIONAL STRUCTURE**

EO No. 366 Series of 2013



Approved by:

FLORENCIO B. ABAD
Secretary

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MEAT INSPECTION BOARD (MIB) – Executive Members and Secretariat (RA No. 9296)

There is hereby created a Meat Inspection Board under the NMIS who shall assist in the formulation of policies and guidelines and advise the Chairperson on all matters pertaining to meat inspection and meat hygiene. The Board shall be composed of the following or their duly designated representatives:

Executive Members:

- a) Chairperson
The Secretary of the Department of Agriculture and
- b) Alternate Chairperson
Undersecretary for Livestock
- c) Members
The Executive Director of National Meat Inspection Service (NMIS)
The Director of the Bureau of Animal Industry (BAI)
The Executive Director of the Bureau of Agriculture and Fisheries Standards (BAFS)
The Executive Director of the Department of the Interior and Local Government (DILG)
The Director-General of the Food and Drug Administration (FDA)
The Assistant Director of the Department of Trade Industry (DTI-NCACC)

The Board holds regular and special meetings quarterly and when necessary.

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Composition of NMIS – Executive Director, Deputy Executive Director and Regional Technical Director (Sec. 2, RA No. 10536)

The NMIS shall be headed by an Executive Director, a Deputy Executive Director and Regional Technical Directors III, all appointed by the President. The administrative, technical, and support services of the NMIS shall be strengthened as may be appropriate and necessary to carry out effectively the provisions of this Act.

Central Office Division and Offices (Sec.2, RA No. 10536)

“The NMIS shall have the following divisions:

- a) Plant Operation and Inspection – which shall be responsible for the inspection and certification of meat and meat products and technical supervision of local government units (LGUs);
- b) Accreditation and Registration – which shall be responsible for the accreditation of meat establishments, rendering facilities, meat transport vehicles, meat establishment contractors, fabricators and suppliers and third-party service providers and registration and certification;
- c) Enforcement and Food Defense – which shall be responsible for the enforcement of policies against hot meat and adulterated or misbranded meat products, and the protection of meat products from hazardous contaminants;
- d) Meat; Import and Export Assistance and Inspection – which shall evaluate foreign meat establishments intending to export to the Philippines, accredit meat importers and exporters, inspect imported and certify for export meat and meat products, and provide technical assistance to meat exporters and importers;
- d) Meat Science and Technology – which shall be responsible for the technical training of veterinarians and meat inspectors on meat inspection, manages data on animal slaughter, provides technical assistance to the LGUs in the development of the LGUs meat control or inspection system, and develops safety and quality standards in consultation with the product standard setting agencies;

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f) Laboratory Services – which shall provide analytical services to detect contaminants in meat and meat products and data analysis;

g) Consumer Information, Education and Assistance – which shall be responsible in conducting programs to inform, educate and assist consumers on meat safety and quality, conducts programs to promote meat safety and quality, and manages consumer complaints;

h) Legal Affairs – which shall provide advice on all legal matters concerning the meat control or inspection system, provides NMIS and its personnel with legal assistance in litigation involving NMIS interest, conducts preliminary investigation on the basis of, and recommends the filing of appropriate legal and/or administrative actions on the basis of its findings;


i) Planning, Monitoring and Evaluation – which shall be responsible for the research and formulation of appropriate policies and programs, development of the NMIS medium and long-term master plans and budget requirements, establishment and maintenance of NMIS data bank;

j) Engineering and Climate Change – which shall provide technical assistance on the construction of in-house and meat establishments, assists in the development of standards for slaughtering and processing equipment, utensils and other paraphernalia used in meat inspection, and manages climate change programs;

k) Administrative – which shall provide economical, efficient and effective services pertaining to human resource, records, equipment, security, logistics and related services; and

l) Finance – which shall provide economical, efficient and effective finance and related services and shall administer the Meat Inspection Service Development Trust Fund (MISDTF).

Appropriate sections and units shall also be established to fully complement the organizational structure of the NMIS. “

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Regional Technical Directors (Rule 7.5 DA AC No. 1 s. 2014)

1. Responsible for the implementation of programs, policies, guidelines, procedures, agreements, laws, rules, and regulations of DA, NMIS, and other collaborating government agencies.
2. Provides technical assistance to LGUs with regards to the establishment of the local meat inspection/control system which includes but is not limited to humane handling of slaughter animals, ante-mortem and post-mortem inspection, quality assurance, hygiene and sanitation, good manufacturing practices (GMP), sanitation standard operating procedures (SSOP), hazard analysis critical control program (HACCP) residue control, animal pest and disease control in the meat establishment and other regulatory activities.
3. Assists in the technical capacity building of LGU meat inspection personnel.
4. Coordinates with stakeholders relative to livestock and meat industry issues and concerns and, when necessary, assists in resolving them.
5. Manages public and media relations in the region.
6. Shall have the command and responsibility for the overall operation of the Regional Technical Operation Center (RTOC) and the supervision and control of all personnel including out-sourced.
7. Directly supervises the deputized LGU meat inspection officers (Vet/MI) and their capacity-building programs.
8. Does other assigned work by the Executive Director.


Pursuant to its mandate, the NMIS as the competent authority is tasked to implement the following policies, programs, guidelines, rules and regulations pertaining to meat inspection and meat hygiene to ensure meat safety and quality from farm to fork through the following services;;

A. CORE PROCESSES

1. Accreditation, Licensing and Registration Services shall be responsible for the accreditation /licensing of meat establishment slaughterhouse (SH), poultry dressing plant (PDP), meat cutting plant (MCP), meat depot (MDC), cold storage warehouse (CSW) that have final distribution outside the locality, registration of meat transport vehicle.
2. Plant Operation and Standards Monitoring Services shall be responsible for the inspection and certification of meat and meat products and technical supervision of Local Government Units (LGUs)


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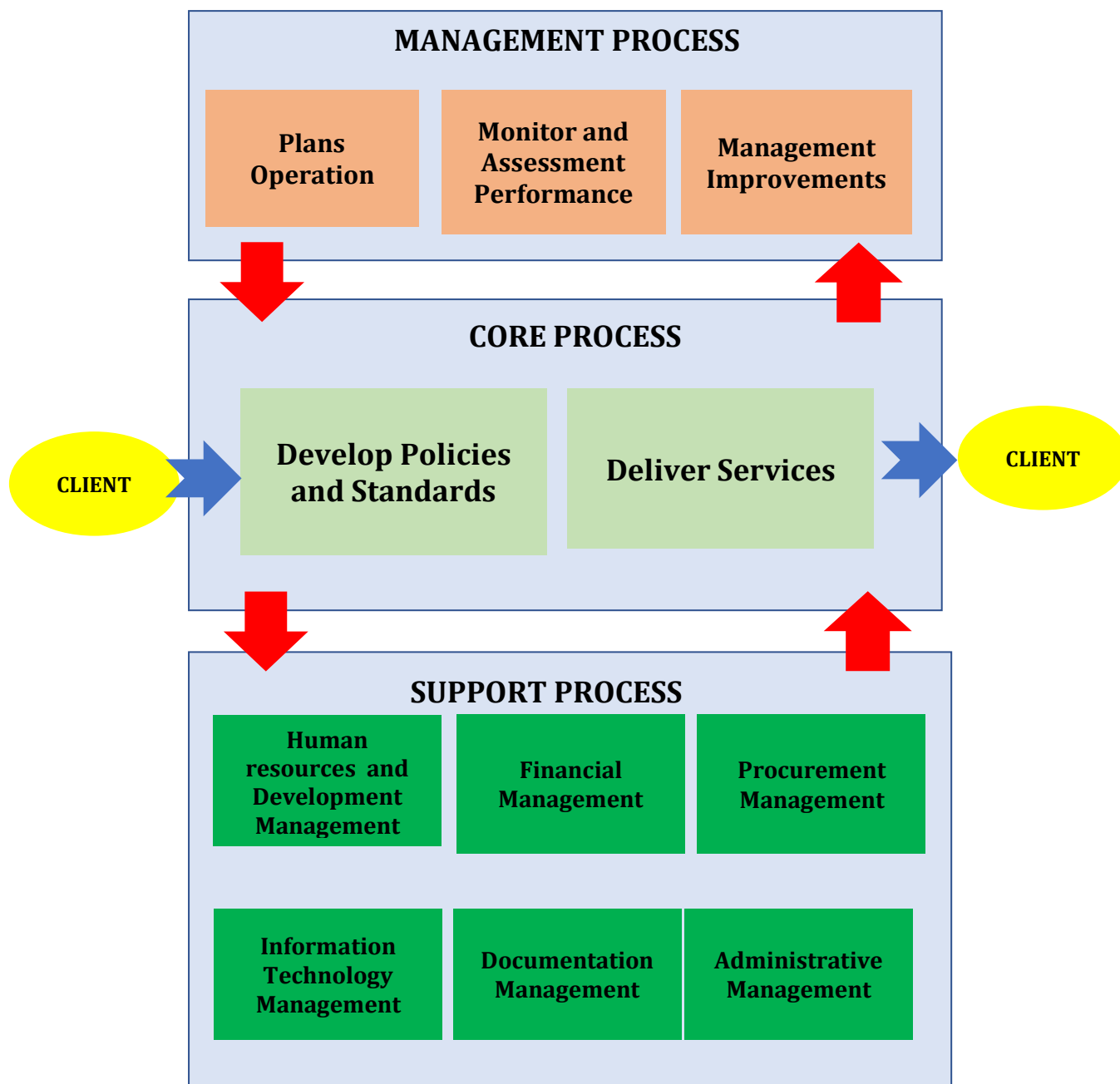
3. Meat Import and Export Service shall evaluates foreign meat establishment intending to export to the Philippines, accredit meat importers and exporters, inspect imported meat, certify for export meat and meat products, and provide technical assistance for exporters
4. Meat Standard Development and Consumer Protection Services shall be responsible for the technical training of veterinarians and meat inspectors on meat inspection, provides technical assistance to LGUs in their development of their Local meat Inspection System (LMIS) and develop safety and quality standards in consultation with standard setting agencies. And also responsible in conducting programs to inform, educate and assist consumers on safety and quality of meat and meat products and manages consumer complaints.
5. Laboratory Services shall provides analytical services and data analysis to detect contaminants in meat and perform analyses for detection of pathogen, veterinary drug residues, meat parasites and identification of meat species. The following RTOCs provides these laboratory services: RTOCs 1 3,4A,11 & 12)
6. Local Meat Establishment Assistance shall provides technical assistance on the construction of in-house and meat establishment, accreditation of meat establishment contractors, fabricators, suppliers and third party service provider, assist in the development of standards for slaughtering and processing equipment, utensils, and other paraphernalia used in meat inspection and manages climate change programs
7. Enforcement Activities shall be responsible for enforcement of policies against hot meat, adulterated and misbranded meat thru the conduct of regular meat market post-abattoir monitoring and surveillance, strike operations and confiscation.
8. Engineering office shall provide technical assistance on the construction of in-house and meat establishment, assist in the development of standards for slaughtering and processing equipment, utensils and other paraphernalia used in meat inspection, meat establishment contractors, fabricators and suppliers and third party service provider and registration and certification and manages climate changes program.

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B. Support

1. Administrative Office shall provide economical , efficient and effective services pertaining to human resources, records , equipment , security, logistics and related services.
2. Finance Office which shall provide economical, efficient and effective finance and related services and shall administer the meat Inspection Service Trust Fund (MISDTF).
3. Planning , Monitoring and Evaluation Division shall be responsible for the research and formulation of appropriate policies and programs, development of NMIS medium and long term master plans and budget requirements, establishment and maintenance of NMIS data bank.
4. Legal Affairs Office shall provide advise on all legal matters concerning the meat control or inspection system, provides the NMIS and its personnel with legal assistance in litigation involving NMIS interest , conducts preliminary investigation on the basis of , and recommends the filing of appropriate legal

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NMIS Process Model is the set of interacting or interrelated activities which transform inputs to outputs. Below is the three types of processes to demonstrate the interacting activities on the business operation of the Agency;

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MANAGEMENT PROCESS- a process needed for oversight and governance of the public sector organization

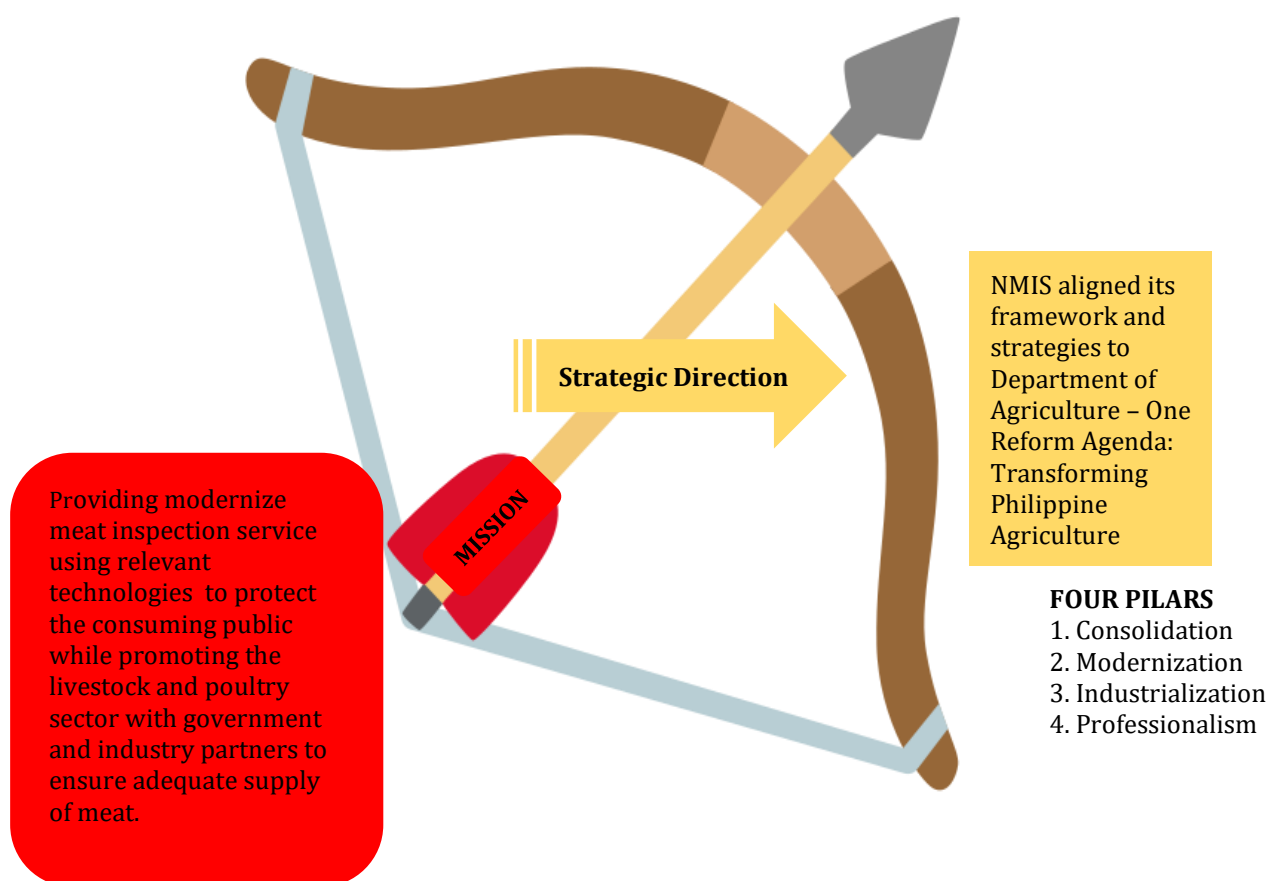
CORE PROCESS – a process that is needed in order to achieve the overall mission and objectives of the public sector organization

SUPPORT PROCESS- a process needed to ensure the satisfactory performance of the core processes


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	Document Name: Strategic Direction	Version No: 5 Eff Date: 7/25/2023 Page: 13 of 72

STRATEGIC DIRECTION

NMIS VISION:
Ensure safe and
quality meat for a
healthy Philippines




NMIS aligned its framework and strategies to the Department of Agriculture's Four Pillars and Key Strategies under the DA One reform Agenda : Transforming Philippine Agriculture.

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	Document Name: One DA Reform Agenda Pillars and Key Strategies	Version No: 5 Eff Date: 7/25/2023 Page: 14 of 72


NMIS PROGRAM	NMIS SUB –PROGRAM AND SERVICES	ONE DA REFORM AGENDA PILLAR AND KEY STRATEGIES
Meat Regulatory Program	1. Meat Safety and Quality Sub-Program a) Meat Inspection, Enforcement , and Deputation Services b) Meat Inspection Development Services	Pillar 1: CONSOLIDATION a) Mobilization and Empowerment of Partners Pillar 2 : MODERNIZATION a) Technology & Innovation including Digital Agriculture b) Food Safety and regulations Pillar 3: INDUSTRIALIZATION a)Global Trade , Export Development and Promotion Pillar 4: PROFESSIONALISM a)Ease of Doing Business and Transparent Procurement b)Strategic Communications
	2. Licensing and registration Sub-Program a) Meat Establishment Licensing Services b) Meat Import and Export Registration Services	
Local Meat Establishment Assistance Program	c) Meat Establishment Improvement Program (MIEP)	
	d) Meat Inspection Assistance Services	

The strategic goals of NMIS (current Programs , Activities and Projects (PAPS) are aligned in the desired outcome on the Food safety Initiatives of the Department .

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	Document Name: Strategic Goal and Operational Plan	Version No: 5 Eff Date: 7/25/2023 Page: 15 of 72

To ensure accomplishment of the PAPs identified in the Operational Plan, the PAPs are to be reflected in the RTOC's , Division's and Unit's annual Work and Financial Plan as well as in their respective performance targets and measures (Strategic Performance Management System).


No.	STRATEGIC GOAL	OPERATIONAL PLAN
Goal 1	Reinforcing the implementation of Meat Control Legislation (Rules and Regulations)	Licensing and registration (ARD)
		Export Initiatives and Trade Competitiveness (MIED)
		Standard Setting (MSDCPD)
Goal 2	Stronger Regulatory System and Control Measures (Enforcement and Inspection Service)	In Plant Operation (POSMD)
		Deputation Program (POSMD)
		Public Health and Animal Health Management (POSMD)
		Post Meat Establishment Control (ENFORCEMENT)
		Second Border Control (MIED)
		Meat Safety and Quality Assurance (MSQA)
		Department of Agriculture Inspection Mission (DAIM)
Goal 3	Strengthen Scientific Basis on Meat Control laboratories measure	Laboratory Analysis
		Laboratory Testing and Calibration
		ISO 17025 Certification
		National Antimicrobial Resistance (AMR) Plan
		National Residue Plan
Goal 4	Promoting Advocacy on Meat Inspection	Capacity Building (MSDCSD)
		Knowledge Materials (MSDCPD)
		Consumer Education Awareness
Goal 5	Institutional Strengthening	Quality Management System (ADMIN)
		Manual of Operations
		Monitoring and Evaluation System (PIMD)
		Digitalization – NARIS, AIPLIRS,BTMS, Document Tracking , HRIS)
		Information System Strategic Plan (ISSP)
		Communication Plan (MSDCPD)
Goal 6	Enhancing Partnership with Stakeholders and other Government Institutions	Local Meat Inspection Service (MSDCPD)
		Food Safety Regulatory (MSDCPD)
		Meat Establishment Improvement Program (PMO-Engineering)

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	Document Name: Requirement of Identified Interested Parties	Version No: 5 Eff Date: 7/25/2023 Page: 16 of 72


Source : Strategic and operational Plan " Ensuring Safe and Quality Meat for a Healthy Philippines"
National Meat Inspection Service 2023-2025
Planning Information and Management Division (PIMD)

REQUIREMENT OF IDENTIFIED INTERESTED PARTIES

Interested Party	Internal/ External	Reason for Interest	Requirements
MTV Operators/end user	External	Direct recipient of our services	Timely issuance of MTV Certificate of Registration
NMIS Employees	Internal	Responsible for the realization of our services	Strong Leadership Good governance Achieve growth and wellbeing of individuals
Regional Director	Internal	Responsible for the realization of our services	Reports Accomplishment of targeted goals
Meat Establishment Operators /End user	External	Direct recipient of our services	Conduct of Meat Inspection
Other government Agencies (LGU,DA,BAFS,DAP,DOST, FDA,BAI, DENR, Legislative branch etc.)	External	Influence NMIS' decision making ; create opportunities for NMIS;	Support and cooperation Reports Technical Assistance
LGU Meat Inspectors	External	Direct recipient of our services	Technical Assistance
Meat Establishment personnel/End User	External	Direct recipient of our services	Technical Assistance Prompt delivery of services Meat Inspection
Meat Vendors/Meat handlers / End user	External	Direct recipient of our services	Issuance of Meat Inspection Certificate
Meat Importer Trader/End User	External	Direct recipient of our services	Timely issuance of License to Import
NMIS Central Office	Internal	Responsible for the realization of our services	Reports Cooperation

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Interested Party	Internal/ External	Reason for Interest	Requirements
Consumer/End user	External	While low risk , failure of our services could impact on public food safety	Safe and wholesome meat and meat products
Supplier (janitorial, security, petroleum supply, software services, hotel & accommodation, trainings, equipment, vehicle preventive maintenance services,)	External	Provide support services	On time payment of services Clear specification of end user Streamline suppliers agreement Building lasting relationship
Regulators (COA, DBM, ARTA, CSC ,etc)	External	Responsible for enforcing rules and regulations and making sure NMIS follows regulation	Compliance with regulations Timely submission of reports Accurate and timely submission of report

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DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

SCOPE AND EXCLUSION

The scope of the NMIS Quality Management System applies with the agency's mandate as a specialized regulatory agency in the Department of Agriculture that is the country's sole national controlling and competent authority on all matters pertaining to meat inspection and hygiene both for locally produced and imported meat.

In our pursuit to deliver quality service to our client/customer, NMIS has laid the foundation of all processes /activities that harmonized with agency's mandate as the sole national controlling authority on all matters pertaining to meat inspection and hygiene for both locally produced and imported meat.

Below are the scope of quality management system is specifically defined as everything within the direct control authority of NMIS processes only.


A. Frontline Service (Core Processes)

1) Accreditation and Registration Services

- a. Issuance of License to Operate for Meat Establishment (Manual)
- b. Issuance of License to operate for Meat Establishment (NARIS)
- c. Issuance of certificate on Hazard Analysis and Critical Control Point Program
- d. Control of Non-Conforming Outputs (LTO & HACCP Certificate)
- e. Issuance of Meat Transport Vehicle(MTV) Certificate of Registration and MTV Sticker

2) Meat Import and Export Assistance Service

- a. Procedure for the recall of imported meat shipments notified by foreign country competent authority
- b. Procedure in the issuance of the Certificate of new License to Import (LTI)
- c. Inspection of meat Import Arrivals at DA Licensed Cold Storage Warehouse(CSW)
- d. Registration of Meat Importer
- e. Issuance of Official Meat Inspection Certificate (OMIC)

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- f. Issuance of certificate of meat Inspection (COMI)
- g. Procedure for the Issuance of Certificate of Attendance to meat Import's Orientation
- h. of the Certificate of renewal of License to Import (LTI) with Onsite Inspection


- k. Procedure for the Issuance of Amended Certificate of License to Import for Change of Information
- l. Procedure for the Issuance of the Certificate of Renewal of License to Import (LTI) without onsite Inspection
- m. Procedure for the Issuance of the Certificate of renewal of License to Import (LTI) with Onsite Inspection

3) Plant Operation and Standard Monitoring Service

- a. Procedure on the Certificate of Fitness of meat for Human Consumption
- b. Procedure on the Deputation of Local Government Units Meat Inspection Officers
- c. Procedure in the weekly Reporting of Frozen Pork and Chicken Inventory
- d. Procedure in the Issuance of meat Inspection Certificate (MIC) Supply for RTOCs
- e. Procedure on the Issuance of meat Inspection Certificate (MIC) Supply for Licensed Meat establishment (RTOCs)

4) Meat Standard Development and Consumer Protection Service


- a. Training Services Conducted by NMIS for LGUs
- b. Redress of Consumer Complaints
- c. Provision of Sales Promotion Permit (nationwide scope, local scope)
- d. Review and endorsement of National Meat Inspection Service (NMIS)- Regional technical Operation Center (RTOC) Proposal on Training Services Conducted for Local Government Units (LGUs)

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7. Laboratory Services
 - a. Provision of Laboratory Testing Services at RTOC Satellite Laboratories
 - b. Provision of Laboratory Testing at Central Meat Laboratory
8. Inspection System at Regional Technical Operation Centers No. I, II, III, IVA, IVB, V, VI, VII, VIII, IX, X, XI, XII, CARAGA ,CAR, and NCR
9. OED- Engineering
 - a) Procedure for the Implementation of In House Projects
 - b) Procedure for the Issuance of Certificate of registration to Meat Establishment(ME) contractor, Equipment/Facility, fabricator, and Suppliers
 - c) Procedure for the Technical Assistance in the Establishments, that is, Construction, repair, rehabilitation , Expansion and Upgrading
 - d) Procedure in the Claim for Payment for In-house Infrastructure Projects
 - e) Procedure for the Availment of Meat Establishment Improvement Program (MIEP) for funding assistance

B. MANAGEMENT PROCESS

- 1) Planning and Information Management
 - a. Executive Committee (EXECOM) and Management Committee (MANCOM) Meeting
 - b. Monitoring and Evaluation of Program, Activities and Projects (PAPs)
 - c. Submission of Agency's Budget Accountability Report/Actual Physical Report of Operation
 - d. Preparation of NMIS Work and Financial Plan (WFP)
- 2) Office of the Deputy Executive Director
 - a) NMIS-Strategic Performance Management System (SPMS) cycle
 - b) Incoming Communication

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C. SUPPORT PROCESSES

10. Administrative Division – Human Resource Management


- a) Recruitment Selection and Placement
- b) Hiring of Job Order
- c) Process Flow for Application for Leave
- d) Issuance of Authority to travel (ATT)
- e) Processing of Job Order Payroll
- f) Processing of General Payroll
- g) NMIS- Clearance Form
- h) Issuance of Authority to travel for foreign Travel

11. Administrative Division- Records

- a) Receiving and releasing of Documents/Records
- b) Archiving of records
- c) Record Disposal
- d) Maintenance and Control of Document
- e) Issuance of certified True Copy of Certificate/Document
- f) Receiving and releasing of Various Certificate
- g) Mailing /Courier Service Request

12. Administrative Division-

- a) Procurement of Goods and Services (Php 50,000.00 below)
- b) Issuance of Driver Trip Ticket
- c) Disposal of Unserviceable Property ,Plant and Equipment
- d) Mailing /Courier Service Report
- e) Receiving and Releasing of Various Certificates
- f) Records for Disposal
- g) Receiving and Re-closing of Documents

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- h) Maintenance and Control of Documents
- g) Issuance of Certified true Copy of certificate /Documents
- h) Archiving Records
- i) Request for Repair Facilities, Equipment and Vehicle
- j) Purchase Request
- k) Obligation Request and Status
- l) Project Brief Approval

13. Administrative Division- Cashier


- a) Issuance of Official receipt and Deposit of Collections
- b) Preparation of Check/List of Due and Demandable Account Payable-Advise to debit Account (LDDAP-ADA) for payments to Internal and External Stakeholder

14. Administrative Division- Quality Management System

- a) Maintenance of Documented of Information
- b) Internal Quality Audit
- c) Non-Conformity and Corrective Action Procedure
- d) Procedure for Control of Non-Conforming Outputs (Services)
- e) Procedure for Management Review
- f) Change Management
- g) Enhance Risk Management Procedure
- h) 7S of Good housekeeping Guidelines
- i) Quality Workplace Standards

15. Finance - Accounting

- a) Processing of Claims/Payments
- b) Preparation of Pre-Closing Trial Balance
- c) Processing of Utilization of cash Advance for Special Purpose/Time-Bound Undertaking (CO & RTOCs)
- d) Processing of Utilization of Petty Cash (CO & RTOCs)

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16. Finance – Budget

- a) Purchase Request (PR)
- b) Project Brief (PB)
- c) Obligation Request and Status
- d)

JUSTIFICATION EXCLUSIONS:

Table below identifies ISO 9001:2015 requirements, from Section 8.7, that are likewise not applicable to the scope on NMIS QMS and providing a brief narrative to justify their omission:

Clause	Requirement of the Standard	Justification for Exclusion
8.7.1.D	“The organization shall deal with non-conforming outputs of the following ways;”(d) obtaining authorization for acceptance under concession “	-For this sub-clause of the standard this is not included as part of the scope of the QMS and deemed inapplicable due to NMIS regulatory nature that all services rendered to clients are within the boundaries of the regulatory requirements set by the organization. -However, the exclusion of the requirement will not affect the organization’s ability to meet the expectation of its clients .
8.7.C	The organization shall retain documented information that “(c) describe any concession obtained “	-For this sub-clause of the standard is not included as part of the scope of the QMS and deemed inapplicable due to NMIS regulatory nature that all services rendered to clients are within the boundaries of the regulatory requirements set by the organization. -However, the exclusion of the requirement will not affect the organization’s ability to meet the expectation of its clients .

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NMIS GEOGRAPHICAL AND TECHNICAL SCOPE

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ISO 9001:2015 : QMS Standard requires NMIS to determine and control the statutory and regulatory requirements applicable to the organization's services. It is the responsibility of NMIS to demonstrate compliance of specific statutory and regulatory requirements applicable to the services within its quality management system scope.


I. Requirements applicable to support the services rendered to clients :

LAWS	SUBJECT
R.A. No. 6713 s. 1989	Code of Conduct and Ethical Standards for Public Officials
R.A. 9485	An Act to Improve Efficiency in the Delivery of government Service to the Public by Reducing Bureaucratic Red Tape, preventing Graft and Corruption , and providing Penalties therefor or otherwise known as " Anti-Red Tape Act of 2007"
Memorandum Circular no. 2022-1	Guidelines on the grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 under Executive Order no. 80, s. 2012 and Executive Order no. 201, s. 2016
Executive Order no. 605	Institutionalizing the Structure , Mechanisms and Standards to implement the Government Quality Management Program, amending the Purpose Administrative Order no. 161 s. 2006
Executive Order No. 292	Administrative Code of 1987
R.A. no. 9470 IRR	Guidelines on the Establishment and use of general records Disposition Schedule (GRDS)
R.A. 9184	Government Procurement reform Act

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II. Requirements applicable to NMIS processes and procedures:

LAWS	SUBJECT
Executive Order No. 137	Providing for the Implementing Rules and Regulations Governing the Devolution of Certain Powers and Functions of NMIC to the Local Government Units Pursuant to Republic Act No. 7160, otherwise known as “ The Local government Code of 1991”
R.A. 9296 as amended by R.A. 10536	Meat Inspection Code of the Philippines
R.A. 10611	Food Safety Act of 2013
R.A. 11032	Ease of Doing Business and efficient Government Service Delivery Act of 2018

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Management Commitment


NMIS Top Management shall demonstrate its commitment to the quality management system by continually identifying the needs and expectation of its clients, as well as by assuring that Agency's processes and programs meet the applicable statutory and regulatory requirements.

To demonstrate these strategies and action will include;

- a) A commitment of good governance;
- b) Adherence to the Code of Conduct and Ethical Standards for Public Official and Employees (RA 6713);
- c) Establishing unity of purpose within all employees of NMIS towards achieving quality in their services, including the importance of meeting the citizen requirements, as well as the standards and the legal framework applicable to the provided service;
- d) Establishing and communicating and explaining the quality policy to all employees of NMIS in order that all members are aware of it and understand it;
- e) Assuring that quality objectives are established and that these are consistent with the quality policy and the citizen requirements;
- f) Performing periodic reviews of the quality management system through the assessment of the public sector organization performance to monitor the compliance to the policies and the fulfillment of objectives as part of continual improvement, and;
- g) Ensuring the adequate and timely availability of the resources necessary to meet the objectives.

Citizen Approach in the Public Sector

NMIS Top management of the public sector organization should identify current and (where possible) future needs and expectation of its clients to meet them and achieve client satisfaction within the framework of its legal powers and resources available. The requirement of the client should be defined and documented as requirement in the public sector organization programs; specific objectives and performance indicator should be identified to ensure that these are being met. The needs and expectation of citizen should be reviewed at planned intervals and updated as necessary to ensure client's satisfaction.

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NMIS Quality Policy (Document no: NMIS-QMS-QP-01)

NMIS Top management should ensure that the quality policy is oriented towards the satisfaction of the needs and expectation of its clients. It should be documented and should be consistent with the overall purpose of the public sector organization, applicable statutory and regulatory requirements, as well as with other policies of the public sector organization (e.g policies related to anti-corruption, environmental, social responsibility, security, and transparency concerns) and policies originating from other parts of the government bureaucracy.

The top management should use the quality policy to guide it in its decision making processes, including its observance of the principles of good governance.

Public sector organization should take appropriate actions in order to communicate the policy and also take action to assess how well it is understood.

The quality policy should be periodically reviewed for continuing adequacy and appropriateness, and updated as necessary.

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PLANNING

Actions to address risk and opportunities


NMIS Top Management requires to take a risk-based approach and plan for the uncertainties pro-actively to handling risks, rather than taking an approach of preventive actions when the issue has already occurred.

This requires the organization to consider the contextual issues and requirements of the interested parties and determine the risk and opportunities. Risks and opportunities are identified from these issues or through non-conformities that are identified in the course of operation. A risk which is operational in nature may be handled by the process owner.

Once the risk identified in the operational process the next step is to plan actions to either reduce the likelihood of its occurrence (called mitigation) and/ or reduce the severity or impact of the risk(called contingency).

This procedure is detailed in NMIS-PIMD-PM-008 Risk management Procedure.

Record of evidence that NMIS has taken a planned approach to addressing risks and accomplishing opportunities to the benefit of the QMS and the organization are the Risk and Opportunities Action submitted by different offices/process owners (Central Office & Regional Technical Operation Center nationwide) .

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Quality Management System Planning

NMIS Top Management shall assure that the quality management system planning is performed considering the activities necessary to achieve its quality objectives and the resources available.

The use of strategic development plan that includes;

- short term , medium term objectives,
- identification of potential development areas
- prioritization of program, projects and actions,
- availability of resources and organizational analysis and
- risk evaluation and assessment.

When the public sector organization plans , implements changes to the quality management system, for example during administration changes, it should ensure that the system integrity is maintained.


Quality Objectives (Document No. : NMIS-QMS-QO-01)

NMIS Top Management shall assure that the quality objectives are established and communicated within the organization at the corresponding functions and levels, including those necessary to meet the service requirements.

The quality objectives should;

- Aim to satisfy the current (where possible) future needs and expectations of the clients,
- Be consistent with statutory and regulatory requirements,
- Be derived from the quality policy of the public sector organization,
- Be revised periodically and systematically,
- Be communicated within the relevant functions and levels of the public sector organization,
- Be measurable and assessable, and
- Focus on continual improvement.

Top management should establish measurement and assessment processes to provide information and data on the extent of fulfillment of the quality objectives.

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Provision of Resources

NMIS shall ensure the availability of resources (financial, infrastructure, human and time) for the effective functioning of the quality management system and to meet its client requirements.

NMIS shall established mechanisms for the identification of the resources necessary for the realization of its services and processes, including personnel, infrastructure, equipment, and work environment.

NMIS shall ;

- a) Established the input information to determine the resources needed;
- b) Perform short, medium, and long term planning of resources;
- c) Provide adequate resources for monitoring, verification, and assessment tasks;
- d) Provide resources to establish effective communications within the public sector organization and with clients, and;
- e) Provide resources for continual improvement of performance and of the quality management system.


Human Resources in the Public Sector Organization

NMIS shall establish processes for managing human resources to ensure the availability of competent personnel. These processes shall aim to maintain and improve personnel competence at all levels (including top management, internal auditors, etc.). Clients shall be assured that the public sector organization uses competent personnel to provide its services.

NMIS shall provide its personnel with information about the way which competence, awareness and training are related with the public sector organization's legal powers, ethics and values, responsibilities and activities.

NMIS shall have a system for managing public officials that;

- a) Defines their required competence;
- b) Specifies the contractual conditions of employment;
- c) Specifies job profiles and professional profiles , including any required professional qualification;
- d) Records the performance of all officials;
- e) Defines recruitment and dismissal procedures that include transparency in the hiring of personnel for all designated official positions.

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The processes for managing human resources shall include elements such as;

- Training program;
- Continual professional development;
- Appropriate supervision until personnel become fully competent; assessment of personnel performance e.g. through citizen survey for designated officials),and;
- Control of the use of temporary staff and/or outsourcing of public sector organization services.

NOTE : The public sector organization shall ensure that existing CSC laws, rules and regulations regarding recruitment, training and developing competence of public sector employees are taken into consideration in the management and control of human resources. Prescriptions and standards established for this purpose shall be based on CSC rules.

Competence, Awareness, and training in the Public Sector Organization


NMIS shall

- systematize the actions to determine training or other needs by comparison of the job requirements with the current competence levels of its personnel;
- implement awareness programs to ensure that personnel have knowledge of the quality policy ,quality objectives and the method use to achieve these;
- plan the training program or other activities needed to ensure the use of competent personnel, such as the re-allocation of responsibilities, the use of new technologies, or incorporation of new personnel;
- assess within planned interval the results of the action performed and provide feedback on the process, and;
- review the training needs and determine further action as necessary.

Infrastructure in the Public Sector Organization

Public sector organization are usually responsible for the provision of infrastructure to its clients such as facilities for electric and water supply, for waste collection and disposal, public lighting sports area, among others. Another important part of the infrastructure, however, are the resources necessary to support the public sector organization's quality management system processes, but which are not incorporated in the final service.

Examples include government offices, computer networks, office furniture, software and vehicles. NMIS shall plan the provision and maintenance of the infrastructure to comply with the requirements of the clients, of the processes and those of the services provided. The plans for infrastructure shall consider the identification and mitigation of any associated risk.

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Work Environment in Public Sector Organization

The public sector organization shall identify the work environment factors that affects quality of their different services (e.g. queuing or waiting area, comfort rooms, etc.), control them, and establishment improvement actions for them.

These may include ergonomic factors related to the facilities and equipment used by the personnel or the clients (area, distribution and functionality of the spaces, adequacy of the furniture and work equipment, access for the disabled, signaling and visual support, etc.) and environmental factors (adequate lighting, heating/cooling and ventilation for the work areas, etc.) that have an effect on the public sector organization processes.

Other relevant factors could be the psychological-social factors, such as extended work sessions or poor internal personnel relations, which can impact on the work environment and in an indirect way, to the satisfaction of the clients.

NMIS shall implement feedback mechanism that allow information proposals and suggestions from personnel and clients to contribute to improving the work environment.

NOTE: This also includes improved working environment, organized records management system, practice of 7S and other good housekeeping programs.


Under section 3 Article XIII of the 1987 Philippine Constitution, Occupational Health safety is a right, therefore, both public and private, should endeavor for better working conditions in their respective workplaces for protection and promotion of health of workers.

Joint Memorandum Circular no. 1 series of 2020 of the Civil Service Commission(CSC), Department of Health (DOH) , and Department of Labor and Employment (DOLE) provides workers in the public sector are now better protected from work-related accidents and illnesses

A. Provision for reasonable Working Conditions

I. Workplace

- a. Building premises shall have adequate fire, emergency or danger signs , Globally Harmonized System (GHS) pictograms and safety instruction of standards colors and sizes visible at all times.
- b. Facilities for person with disabilities should be provided for their safe and convenient movement within the establishment /agency.

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- c. Good housekeeping must be maintained at all times e. g. cleanliness of building, premises, machines, equipment, eradication of stagnant waters that serve as breeding ground of mosquitoes and other insects, regular waste disposal, orderly arrangement of processes, operation , storage and filing of materials.
- d. Sanitary facilities e.g. adequate comfort rooms and lavatories separate for male and female workers/employees , among others must be provided and maintained.
- e. Building construction and maintenance, space requirement, walk way surface , floor and wall openings, stairs, window opening , fixed ladders, among others must conform to the provisions of Rule 1060 of the OSH standards
- f. Indoor air quality management program shall institute to ensure prevention of exposure of employees to hazardous environment and/or conditions.
- g. Handling , use and storage of hazardous materials must be address accordingly pursuant to DOLE Department Order 136 series of 2014, Rule 1090 of the OSH Standard , and Republic Act no. 6969 Toxic substances and hazardous Materials.
- h. Provision for treatment/isolation room.

II. Emergency Preparedness

- a. A Risk Reduction Management System and a Crisis Management Plan and Contingency Program in an emergency situation within the agency must be established as provided for by the Philippine Disaster Risk Reduction and Management Act of 2010.
- b. Trainings and drills on Disaster Risk Reduction Management must be conducted to ensure employees and staff are prepared during emergencies.
- c. Emergency supplies such as fire extinguishers, medical first aid kits, etc. among others, must be adequate and ensured to be available all the time.
- d. A first aider trained and duly certified or accredited by the Philippine National Red Cross or by any authorized organization qualified shall administer first-aid during emergencies.

III. Occupational Safety and Health Program

- a. Minimum OSH Programs such as, but not limited to the following shall be established:
 - a. 1 Occupational Accident and Illness Prevention Program
 - a. 2 Medical Services Assistance and Rehabilitation Program
 - a. 3 Occupational Accident and Illness Surveillance Program
 - a. 4 Information and Education Campaign Program
- b. Promotion and practice of Health and Wellness in the workplace as provided in CSC Memorandum Circular No. 38, series of 1992; CSC MC No. 06, series of 1995; and CSC MC No. 21, series of 2009, shall be ensured.

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IV. Support facilities

- a. Facilities which may be used for the promotion of health and wellness in the workplace, such as but not limited to the following shall be provided:
 - a.1. Recreation areas
 - a.2. Seminar/Training rooms
- b. Work assignments and good working atmosphere for improved productivity shall be provided to the following employees with special needs;
 - b.1. Pregnant women
 - b.2. Older employees with special needs
- c. Policy and provision for lactation stations for lactating mothers shall be established, as provided by Republic Act No. 10028 .


V. Working Hours, Break and leave Privileges

- a. The Agency Heads shall ensure that the provisions of the Omnibus Rules on Leaves are strictly observed.
- b. The Agency Heads shall ensure that working breaks in between working hours are complied with in order to minimize/prevent employees' exposure to illness due to prolonged sitting without prejudice to the "No Noon Break" Policy.
- c. The Agency Heads shall ensure that policies and guidelines on overtime services based on CSC-DBM Joint Circular No. 1 s. 2015 are strictly observed and implemented.
- d. Agency Heads shall allow and adopt flexible working hours or arranged working hours while maintaining the required total number of work hours per day or week except for health care facilities and offices involved in emergency services, law enforcement and similar duties, which may adopt the four-day work week scheme, if applicable.

VI. Working Environment

Implement policies and programs relative to:

- a. Prohibition of smoking at the workplace as provided in CSC Memorandum Circular No. 17, s. 2009 and CSC-Department of Health Joint Memorandum Circular No. 2010-0125
- b. Workplace Policy and Program for a Drug-free Workplace
- c. Tuberculosis prevention and control in the workplace
- d. Workplace Policy and Education Program on HIV and AIDS
- e. Workplace Policy and Program on Hepatitis B to ensure prevention of such and protection for employees exposed and vulnerable of acquiring Hepatitis B infection.
- f. Medical assistance and other benefits for employees

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VII. Promotion of OSH

- Agency Heads shall ensure comprehensive dissemination of OSH information through a Communication Plan which includes the publication of pertinent OSH information in the agency website and other communication materials and the establishment of a feedback mechanism which shall be utilized to enhance the OSH program.
- Employees shall participate in the OSH information and education program, trainings and other related initiatives of the agency to contribute to the improvement and sustainability of the same.
- Employees shall report OSH related illness and accidents to the Management in order for the latter to act and provide the necessary intervention thereby enhancing the OSH Program .
- Establish network to support and sustain the implementation of OSH program with DOLE, DOH and academic institutions which can provide trainings, technical and medical assistance.
- Ensure that OSH program and activities are included in the Annual Work and Financial Plan of the agency.

VIII.Duties and Responsibilities

Head of the Agency

- Provide a reasonable working condition and ensure that the workplace is free from hazardous conditions that will cause death, illness or physical injury/ies to its workers/employees;
- Ensure the conduct of occupational safety awareness; work hazards analysis sessions; identification of hazards and measures to be undertaken by all their employees in case of emergency and other analogous incidents/circumstances;
- Comply with the requirements of the OSH Standards;
- Provide Personal Protective Equipment (PPE) at no cost to the worker and ensure that the appropriate and approved devices and equipment used are only those that passed the Philippine quality standards whether local or international;

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5. Establish and adopt policies on safety peculiar to its environment in conformity with the provisions of this Standards outlining therein accountable persons and the scope of their delegated authority;

- a) Appoint or designate, as the case may be, a Safety and Health Officer, and ensure that the needed OSH trainings are undertaken;
- b) Create a Safety and Health Committee and/or a Special Investigation Committee which will conduct regular meetings and/or investigation on occupational related accidents, injuries, illness and/or death; and acts on measures recommended by the Safety and Health Committee and/or Special Investigation Committee;


8. Provide annual report and documentation on the health and safety program of the agency, including but not limited, to the following:

- a) OSH related activities;
- b) Safety performance;
- c) OSH Committee recommendations and measures taken to implement such
- d) recommendations;
- e) Survey Report of approved sick leave applications due to work related
- f) sickness/diseases;
- g) Incident report on work related injuries.

9. Provide emergency medical services for all employees for occupational related accidents, injury, illness and or death, including but not limited to emergency hospitalization, medical supplies and emergency kits.

10. Ensure that institutional contractors or service providers have functional OSH policy and program which will cover employees deployed in government agencies and meet the requirement as provided in the CSC-COA-DBM Joint Circular No. 1, s. 2017 dated June 15, 2017, as amended by CSC-COA-DBM Joint Circular No. 1, s. 2018.

11. Ensure that emergency OSH related services will be provided for job order, contract of service and/or individual contract employees such as first aid, emergency medical supplies and emergency hospitalization assistance; confinement and other related expenses shall be borne by the said contracting agency/individual and must be stipulated in the terms and conditions of the contract.

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Government Employees


1. Cooperate with the agency in carrying out the provisions of this Guidelines and report to the Safety and Health Committee any work hazard that may be observed in the workplace;
2. Follow all instructions on work safety given by the agency in compliance with the provisions of the Standards and make use of all safeguard and safety devices provided by the agency;
3. Participate/Cooperate with the Safety and Health Committee on OSH programs, initiatives and activities; and
4. Support government agencies in the conduct of health and safety inspection or other programs.

Job-Order and contract of service workers

1. The institutional contractors or contract service providers must ensure that their employees deployed in government agencies are provided with medical coverage and they must meet the requirement as provided in the CSC-COA-DBM Joint Circular No. 1, s. 2017 dated June 15, 2017, as amended by CSC-COA-DBM Joint Circular No. 1, s. 2018. Heads of the receiving government agencies where the said job order or contract of service employees are deployed shall only provide medical assistance in case of emergency.
2. Follow all instructions on work safety given by the agency/employer in compliance with the provisions of the Standards and make use of all safeguard and safety devices provided by their employer.

Safety and Health Officer (SHO)

1. Undergo training on Occupational Safety and Health and related programs;
2. Act as the focal person of the agency in the implementation of programs to eliminate hazards in the workplace and to correct and/ or amend risky and/ or unsafe work practices;
3. Serve as Secretary to the Safety and Health Committee, and as such he/she shall:
 - (a) Notify members of the meetings
 - (b) Prepare minutes of the meeting;
 - (c) Submit to the head of agency a report of the activities of the Committee including the recommendations made thereof;
4. Report on the occurrence of accidents; and,
5. Coordinate all safety and health training programs for the agency management and employees.

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Safety and Health Committee is the policy making body on matters pertaining to safety and health. The Committee is tasked to :

1. Develop OSH policy and standards internal to the agency which should be in accordance with the herein rule;
2. Plan and develop health related trainings/seminars for the furtherance of promotion and accident prevention programs in the workplace;
3. Initiate and implement improvement of working conditions relative to a safe and healthy working environment;
4. Ensure the health promotion and accident prevention efforts of the agency in compliance with the government safety programs to maintain healthy work habits and safety practices in the workplace;
5. Conduct periodic safety meetings;
6. Submit reports on its meetings and other activities to the head of the agency;
7. Review reports of inspection, accident investigations and implementation of programs;
8. Provide the necessary support to government inspection authorities in the proper conduct of the said activities;
9. Initiate safety trainings on OSH for the agency by coordinating with appropriate training institutions;
10. Develop and maintain contingency plans and provide trainings/seminars in handling disaster situations; and
11. Submit to the head of the agency an Annual Work and Financial Plan and budget needed to support the OSH programs.

Employee Organization Representative/s (National Meat Inspection Service Employee-Employer Association -NMISEEA)

The representatives of the accredited employee organization, or in its absence, a registered employee organization within the agency, shall:

1. Support the agency in carrying out the provisions of the standards and report to Management any work hazards that can be observed in the workplace;
2. Participate/Cooperate in activities initiated by the Safety and Health Committee;
3. Assist their agency in the conduct of safety and health inspection or other OSH programs;
4. Gather occupational safety and health related concerns/issues and elevate the same to the OSH Committee for discussion and appropriate action; and
5. Negotiate for better working conditions in their workplace as the provisions stated herein guarantee no infringement of the rights of the employees' organizations to negotiate for such.

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Internal and External Communication in Public Sector Organization

NMIS Top Management shall ensure that there is effective communication processes between organization levels and among the different areas and offices, to share information related with the performance of the public sector organization and the effectiveness of its quality management system. The mechanism can be used to drive quality management system improvement activities.

Documentation in Public Sector


The quality management system documentation shall include ;

- documented statements of a quality policy and quality objectives
- a quality manual
- documented information required by this International Standard
- documents needed by the organization to ensure the effective planning , operation and control of its processes and
- records required by this Internal Standard.

The purpose of documentation control is to ensure that all documents needed for the quality management system are kept up to date and are readily available for use by those who need them.

The public sector organization should establish a documented procedure describing ;

- mechanism to issue , revise and approve internal documents, including their identification and revision status
- mechanism for controlling external documents such as policies on applicable legal documents, emergency procedure and other ; these should be made available to the public as appropriate;
- mechanism that allows access to the documents for use by the public sector organization personnel , and other interested parties as necessary

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Control of records I the public organization


A record is a special kind of document that provides information, regarding the activities performed by the public sector organization and is normally kept as a proof of the results obtained in each stage of public sector organization's process. This is particularly important for a public sector organization in order to demonstrate transparency in its activities and to provide adequate accountability to its citizen.

The public sector should pay attention to the retention times and the availability of the records, which are generally established by legislation or regulation. It may be necessary for the public sector organization to define specific guidelines aimed at providing confidentiality of some citizen and/or other kinds of records (e.g. clearance, certificates, permits, penalties, progress and final reports of plans, programs and project, inspection reports, completed checklist, evaluation, assessment, complaints etc)

Control and management of records should be consistent with the guidelines of Records and management Archives Office (RMAO) on the Rules and regulations governing the coordination of records management and archives functions and that of DECS Order No. 13-4 series of 1988, Guidelines on the Decentralized Disposal of Values records in Government Agencies as amended.

Detailed control on the documented information can be seen at;

- a) Document No : NMIS-QMS-PM-001 (Maintenance of Documented Information)
- b) NMIS QMS Portal (nmis.live:217)

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SERVICE REALIZATION IN PUBLIC SECTOR ORGANIZATION

NMIS shall plan and develop the processes it needs in order to provide its different services. This typically include the detection and analysis of client needs in order to meet these needs, as well as the support activities (including the allocation of adequate resources) to assure the planned implementation. It shall also ensure that adequate control is given to any outsources processes.

To facilitate the planning NMIS' service realization, an information system shall be available for the verification, validation , monitoring, inspection of the services, as well as an analysis of the output and the record of historical performance.


NMIS shall clearly establish the division/unit section responsible for coordinating the planning process and the implementation of the service provision in a participative manner, and shall assure that associated personnel have the necessary competence.

CLIENT-RELATED PROCESSES IN PUBLIC SECTOR ORGANIZATION

1. Client Communication in public sector organization

NMIS had established processes for customer communication that includes;

- a) Communication with stakeholders through consultation meetings , information, communication and advocacy programs in Central Office and its counterparts in the Regional technical Operation Centers nationwide. It also uses the NMIS website (www.nmis.gov.ph) , social media or online portal (safe meat for all FB) , published information , information and educational communication, multi media information /advocacy campaign , IEC materials , Signage/Pledges/Citizen Charters and its One Stop Shop to effectively communicate with its stakeholders.
- b) Meat Standard Development and Consumer Protection Division handles complaint procedure thru Procedure Manual : Redress of Consumer Complaints
- c) In obtaining customer feedback related to services rendered - To satisfy the requirement of obtaining customer feedback related to product and services refer to NMIS Memorandum Order 03-2022-104 s.2022 re: " Standardized Client/Customer Satisfaction Survey Form .

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- d) Client property is any property that is owned (or provided) by the client; or anything that NMIS does not own, that has been supplied by the client for organization's use and control of the organization in order to protect the value of the property. Such product maybe owned directly by the supplier, or owned by another interested party


Example of client property are services supplied on behalf of the client such as 3rd party janitorial and security services, fleet cards for diesel/gasoline , DICT software and client intellectual property including drawing specifications (Engineering Units) and propriety information.

NMIS shall exercise care with customer property while it is under organization's control or being used by the organization. The organization shall identify , verify , protect and safeguard client property provided for the use or incorporation into the services output. If any of client property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained.


- e) Contingency actions are back up plans and actions to deal with unavoidable events that may disrupt an organizations normal operations like frontline services may be interrupted for various reason like pandemic, natural disasters, machine breakdown, change of administration, etc. During this situation customer notification is important for the cause delays in processing of services, as necessary.

2. Determination of requirements related to the services


Service requirement are those that are needed to meet the needs and expectation of clients (internal & external), as well as those requirements that are not specified but are necessary to meet public sector organization regulations and/or the client's rights. Table below are the requirements for services of the different NMIS processes;

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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Management Process				
NMIS Strategic Performance Management System (SPMS) Cycle	Actual Accomplishment Rated according to timeliness, quantity & efficiency	DED/PIMD	Human resources Budget requirement	Approved OPCR/IPCR
MANCOM/EXECOM Meetings	Reading and Approval of Previous Meetings Attendance Agenda	PIMD	Human resources Budget requirement ICT/Venue	Approval of provisional agenda
Policy, guidelines , Memo Circular, IRR issuances, etc	-Draft policy, IRR,issuances, etc -PUBCON -attendance sheets -collated suggestions/ recommendation	OED.concern Division	Human resources Budget requirement ICT/venue	Approval of the policy, guidelines, Memo circular, IRR, issuances, etc
Improvement & Operational Development	Audit Results CAPA	PIMD/ Internal Quality Lead Auditor	Human resources Budget requirement ICT/venue	Corrective Actions Commitment Minutes of the meeting
Core Processes				
Issuance of License to Operate (LTO) for meat Establishment (slaughterhouse, poultry Dressing Plant, Cold Storage Warehouse, Meat Cutting Plant and Meat Distribution Centers- Manual	RA 9296 as amended by RA 10536 RA 10611 RA 11032 DA AC no. 2 2016 NMIS Memo Circular 02-2005-2 DA AO 9 series 2003 NMIS MC 08-2017-013 DA AC 1 series 2021 Memorandum supplemental Guidelines to the implementation of DA AC 1 series 2021 NMIS Memorandum Order 10-2019-591 NMIS MC no 07-2020-288 NMIS Memo Order 11-2020-288 NMIS Memo Order no 11-2020-450 NMIS Memo Order 08-2021-349 NMIS Memo Order 04-2021-008 ISO 9001:2015	Accreditation & Registration Division	Human Resources ICT	Approved Certificate of License To Operate

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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Issuance of License to Operate(LTO) for meat Establishment (slaughterhouse, poultry Dressing Plant, Cold Storage Warehouse, Meat Cutting Plant and Meat Distribution Centers-(NARIS)	RA 9296 as amended by RA 10536 RA 10611 RA 11032 DA AC no. 2 2016 NMIS Memo Circular 02-2005-2 DA AO 9 series 2003 NMIS MC 08-2017-013 DA AC 1 series 2021 Memorandum supplemental Guidelines to the implementation of DA AC 1 series 2021 NMIS Memorandum Order 10-2019-591 NMIS MC no 07-2020-288 NMIS Memo Order 11-2020-288 NMIS Memo Order no 11-2020-450 NMIS Memo Order 08-2021-349 NMIS Memo Order 04-2021-008 ISO 9001:2015	Accreditation & Registration Division	Human Resources ICT	Approved Certificate of License To Operate
Issuance of Meat Transport Vehicle Certificate of registration (COR) and Meat transport Vehicle (MTV) Sticker	DA AC no. 2 2016 DA DC no 1 series 2014	Accreditation & Registration Division/Services	Human Resources ICT	Certificate of meat transport Vehicle Registration Approved MTV sticker


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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Issuance of Hazard Analysis Critical control point Program for products or processes	DA AC no. 2 2016 NMIS Memo Circular 02-2005-2 DA AO 9 series 2003 NMIS MC 08-2017-013 DA AC 1 series 2021 Memorandum supplemental Guidelines to the implementation of DA AC 1 series 2021 NMIS Memorandum Order 10-2019-591 NMIS MC no 07-2020-288 NMIS Memo Order 11-2020-288 NMIS Memo Order no 11-2020-450 NMIS Memo Order 08-2021-349 NMIS Memo Order 04-2021-008 ISO 9001:2015	Accreditation & Registration Division	Human Resources ICT	Approved HACCP Certificate
Control of non-conforming outputs (LTO & HACCP)	ISO 9001:2015	Accreditation & Registration Division	Human Resources	Review of NC report/checklist
Flow Chart for Enforcement Activities	DA DC no. 01 series 2014 DA AO no. 20 series 2010	Enforcement Unit	Human Resources Vehicle ICT	Post Activity Report
Procedure on the Weekly Reporting of frozen Offal, Pork & Chicken inventory	RA 9296 as amended by RA 10536 MC 09-2014-311 Memo Order 08-2014-292 MO 11-2014-389 MO 05-2020-207	Plant Operation Standard & Monitoring Division	Human Resources ICT Internet Connection	Approval of National Weekly Consolidated Inventory by ED


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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Flow Chart for Enforcement Activities	DA DC no. 01 series 2014 DA AO no. 20 series 2010	Enforcement Unit	Human Resources Vehicle ICT	Post Activity Report
Procedure on the Weekly Reporting of frozen Offal, Pork & Chicken inventory	RA 9296 as amended by RA 10536 MC 09-2014-311 Memo Order 08-2014-292 MO 11-2014-389 MO 05-2020-207	Plant Operation Standard & Monitoring Division	Human Resources ICT Internet Connection	Approval of National Weekly Consolidated Inventory by ED
Procedure on the Issuance of meat Inspection Certificate (MIC) Supply for RTOCs	RA 9296 as amended by RA 10536 MC 001-87-87 Memo Order 08-2005-78 MC-6-2006-2 DA AO 5 S 2012 MC-2016-20 MC-08-2016-288 Meat Inspection Release Order Form (NMIS-POSM-F-014)	Plant Operation Standard & Monitoring Division	Human Resources National Printing Press Vehicle 3 rd party delivery services	POSMD Approval Acknowledgment Receipt from 3 rd party delivery services
Procedure on the Deputation of local Government Units(LGU) Meat inspection Officers	RA 9296 as amended by RA 10536 MC 009-2015-009 MC-01-2019-001 NMIS-POSM-F-019	Plant Operation Standard & Monitoring Division	Human resources ICT	Approved deputation Order
Provision of laboratory Testing Services at Central Meat Laboratory	RA 9296 as amended RA 10536 Memorandum Circular 03-2020-001 NMIS Citizen Charter	Laboratory Division/ Laboratory RTOC Satellite Laboratories	Human resources Equipment Facilities	Release of Official Laboratory Test Results
Cleaning and Disinfection of laboratory	RA 9296 as amended RA 10536	Laboratory Division	Human resources Equipment Facilities	Ultraviolet Exposure Form Report Monitoring Report Daily Cleaning Monitoring Form Report

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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Laboratory Waste handling and Disposal	ISO 14001 Environmental Management System DENR AO 92-29 series 2009 DENR AO no. 2013-22	Laboratory Division	Human resources Equipment Facilities Vehicle	Laboratory Waste handling monitoring Checklist
Laboratory Infrastructure, Equipment and Material Maintenance	RA 9296 as amended RA 10536	Laboratory Division	Human resources Equipment Facilities	Laboratory Equipment & material monitoring checklist
Procedure for the Recall of Imported Meat shipment notified by Foreign Country Competent Authority	Section 44 DA-DC no. 1 series 2014 Section 24 Joint DA-DOH Joint Administrative Order no.2015-0007	Meat Import & Export Division	Human Resources ICT Vehicle 3 rd party rendering services	Condemnation Receipt report
Procedure for the Issuance of certificate of New License to Import (LTI)	DA AO 26 SERIES 2005 DA AO21 SERIES 2021 NMIS MC 10-2021-035 ISO 9001:2015	Meat Import & Export Division	Human Resources ICT Vehicle Accountable Forms 3 rd party delivery service provider	Approved Certificate of License To Import
Procedure for the Issuance of the Certificate of renewal of License To Import with onsite Inspection	DA AO 26 SERIES 2005 DA AO21 SERIES 2021 NMIS MC 10-2021-035 ISO 9001:2015	Meat Import & Export Division	Human Resources ICT Vehicle Accountable Forms 3 rd party delivery service provider	Approved Certificate of License To Import
Procedures for the Issuance of the Certificate of renewal of License To Import without Onsite Inspection	DA AO 26 series 2005 DA AO21 series 2021 NMIS MC 10-2021-035 ISO 9001:2015	Meat Import & Export Division	Human Resources ICT Vehicle Accountable Forms 3 rd party delivery service provider	Approved Certificate of License To Import
Inspection of Meat Import Arrivals at DA NMIS Licensed CSW	DA AO 26 series 2005 DA AO 9 series 2010 NMIS MC 08-2016-23	Meat Import & Export Division	Human resources ICT Internet Connection	Laboratory Analysis Result Clearance for storage


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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Registration of Meat Exporter	NMIS MC 03-2017-004 NMIS MC 10-2016-28	Meat Import & Export Division	Human Resources	Approved Certificate of registration
Issuance of Official Meat Inspection Certificate (OMIC)	NMIS MC 03-2017-003 NMIS MC 08-2016-28	Meat Import & Export Division	Human Resources Accountable Forms	Laboratory Analysis Result Issuance Of OMIC
Issuance of Certificate of Meat Inspection certificate	NMIS MC 10-2016-23	Meat Import & Export Division	Human Resources Accountable Forms	Laboratory Analysis Result Issuance of COMI
Procedure on the issuance of certificate of attendance to Meat Importers' orientation	DA AO 21 series 2021 DA AO 9 series 2013 NMIS MC 09-2021-031 ISO 9000:2015	Meat Import & Export Division	Human resources ICT Internet Connection	Approved Certificate of attendance
Procedures for the Issuance of Amended certificate of License to Import for Change of Information	DA AO 21 series 2021 NMIS MC 09-2021-033 ISO 9000:2015	Meat Import & Export Division	Human resources ICT	Approved Certificate of License to Import
Training Services conducted by NMIS for LGUs	RA 9296 as amended bt RA 10536 E.O. 137 ISO 9001:2015	Meat Standard Development & Consumer Protection Division	Human Resources ICT Venue	Issuance of Certificate of Completion by OED
Redress of Consumer Complaints	RA 9285 Memorandum Circular no 1-2010-2	Meat Standard Development & Consumer Protection Division	Human Resources ICT Venue	Submit report to OED and copy furnished the complainant


Support Processes				
Procurement of Goods and Services (50K and below)	RA 9184 and its IRR COA Rules and regulations	Property Unit-ADMIN	Human Resources	Compliance to quantity & specification
Request for repair of facilities, Equipment and vehicles	RA 9184 (government Procurement Policy Board)	Property Unit-ADMIN	Human Resources	Inspection and Acceptance report
Issuance of Driver Trip Ticket	Memorandum Order 04-2016-150 series 2016 Re: Policy on the use and the requesting of Official vehicle	Property Unit-ADMIN	Human Resources	Post- Trip Inspection

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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Disposal of unserviceable property plant and equipment (PPE)	Property and management System revision June 2011	Property Unit-ADMIN	Human Resources Equipment facilities	Public Auction Report Deposit of Collection Report
Mailing /Courier Service Request	Citizen's Charter	Records Unit-ADMIN	Human Resources 3 rd party delivery service provider	Acknowledgment receipt
Receiving and Releasing of various certificates	Citizen's Charter	Records Unit-ADMIN	Human Resources	Record Custodian safekeeping Records
Issuance of Certified True Copy of certificate/Document	Citizen's Charter NMIOS Office Orders	Records Unit-ADMIN	Human Resources	Aknowledgment Receipt of Client
Maintenance and Control of Documents	RA 9470 (national Archives of the Philippines(NAP) Act of 2007 RA 10173 Data Privacy Act 2012	Records Unit-ADMIN	Human Resources Facilities Equipment	Records Disposition Schedule Report
Records Disposal	Office policy RA 9470 Act 2007 RA 10173 Data privacy Act 2012	Records Unit-ADMIN	Human Resources Facilities Equipment	Summary of Disposed Records
Archiving of records	Office policy RA 9470 Act 2007 RA 10173 Data privacy Act 2012	Records Unit-ADMIN	Human Resources Facilities Equipment	Genera; records Disposition Schedule
Processing of Claims/payments	COA rules and regulations	Finance	Human Resources	Certified completeness of supporting documents and availability of cash
Preparation of pre-closing Trial Balance	COA rules and regulations	Finance	Human Resources	Certified Correct portion of of the Pre-Closing Trial Balance and supporting documents
Processing of General Payroll	DBM National budget Circular Issuance RA6758 Compensation Plan Government Accounting & Auditing Manual	HRM Section	Human Resources	Approved General payroll of authorized signatories

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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Processing of Contract of service payroll	COA rules & Regulation	HRM Section	Human Resources	Approved General payroll of authorized signatories
Recruitment , Selection and Placement	CSC Memorandum Circular no. 3 series 2001 CSC Resolution No 1800692 dated July 3m2018 DA AO 8 series 2019 Approved Merit Selection Plan System Ranking of Positions	HRM Section	Human Resources	Approval of OED
Issuance of travel Authority of foreign Travel	Letter Request of immediate supervisor Duly accomplished application of leave			
Issuance of Authority to Travel	Photocopy of Approved memorandum	HRM Section	Human Resources	Approval of OED
Hiring of Contract of Services	NMIS Rules and Regulation	HRM Section	Human Resources	Approval OED
Human Resource Development Program	Civil Service Commission Memorandum Circular 15 series of 2019	HRD Unit	Human Resources	Final report submitted to OED
Legal Support				
Small Value Procurement	Revised IRR of RA 9184	BAC Committee	Human Resources ICT	Resolution /Issuance of Notice of Award to the winning bidder
Public Bidding	Revised IRR of RA 9184	BAC Committee	Human Resources ICT	Resolution /Issuance of Notice of Award to the winning bidder

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Process	Requirements of Services	Office Responsible	Resources	Acceptance of services
Purchase Request	General Appropriation Act (GAA) Approved Annual Procurement Plan PAP Gen Memorandum no 04-2016-145 RA 9184 DA AD Circular no. 1 series 2014	Budget Unit- ADMIN	Human Resources	Approval of the OED (below 50K to Property) 50K above to BAC
Obligation Request & Status	General Appropriation Act (GAA) Approved Annual Procurement Plan PAP Gen Memorandum no 04-2016-145 RA 9184 DA AD Circular no. 1 series 2014	Budget Unit- ADMIN	Human Resources	Certification from Accounting
Project Brief	General Appropriation Act (GAA) Approved Annual Procurement Plan PAP Gen Memorandum no 04-2016-145 RA 9184 DA AD Circular no. 1 series 2014	Budget Unit- ADMIN	Human Resources	Approved project brief of the OED /DED
Preparation of Checks/LDDAP-ADA for payments to internal and external stakeholders	COA Rules and regulations DBM Circulars	Cashier Unit	Human Resources	Approved Checks to payee
Issuance of Official receipt & Deposit of Collection	COA Rules and regulations	Cashier Unit	Human Resources Printing of accountable Forms (OR/SOA)	Report of Collection and deposits Report of Accountability for Accountable Forms

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The general requirements of the services provided by NMIS shall be provided considering the equal rights and the dignity of the citizens and include, but are not to be limited to, the following;

- a) Safe and hygienic facilities
- b) Professional, honest and respectful behavior of NMIS personnel;
- c) Acceptable waiting and/or response time;
- d) Adequate service hours for clients;
- e) Report of processes, procedures and records that are clear, transparent and consistent;
- f) Responsiveness to emergencies and/or crises;
- g) Availability of clear and precise information and/or instruction to client.

All services provided by NMIS shall have clear, concrete and consistent specification such as those provided for in the 2022 NMIS Approved Citizen Charter.


3. Review of requirements related to the service in public sector organization

NMIS has an obligation that all information provided by client related to their application for but not limited to LTO Certification, MTV Registration & License to Import/Export, Certified True Copy, Contract, Promotional Sales Permit, Laboratory Analysis of Samples (walk-in), Purchase Request, Procurement, etc. must be reviewed prior to making any commitment to accept it and capacity to assure the fulfillment of client expectations.

All requirement for the services being availed shall be reviewed using incoming checklist to determine if the clients has satisfied the requirements prior to commitment to render the services. Where the client had not satisfied the requirement, application and its supporting documents will be return immediately to him /her. Processing of application will only be process if they satisfied with all the requirements of the services applying for

A documented information shall be retained as evidence on the result of the review and or any new requirements for the service being rendered. The conduct of review of customer requirement before application are accepted will;

- a) Ensure service output requirement are defined.
- b) Ensure service output requirement are agreed.
- c) Ensure any amendments to be specification are agreed.
- d) Ensure any amendments to the specification are communicated.
- e) Ensure that NMIS is able to achieve the stated requirements.


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Example of Documentation/Evidences where clients are required to comply before services are rendered;

1. Review checklist used in but not limited to ;
 - a) Technical assistance for LGU , agency request Meat establishment design
 - b) Request for LTO upgrading certificate , new applicant for LTO
 - c) HACCP/GMP/GOP audits
 - d) MTV Certificate of registration application
 - e) Recipient of Meat Establishment construction program
 - f) Importer/Exporter License application
 - g) Laboratory sample collection/acceptance
 - h) Complaints handling
 - i) Feedback/ Client satisfaction Survey
 - j) Imported meat arrivals checklist
 - k) Issuance of COMI/MIC
 - l) Procurement /Purchase request
 - m) 3rd party service provider for janitorial and security guards

There is always the possibility of having to introduce modification to a service due, for example, to changes in laws or regulations, to the analysis of the results of the assessment of complaints, claims or satisfaction of the clients .in view of this, changes in the service, thus in the commitment made to the citizen, should be made in a controlled way.

NMIS shall apply the same concept and criteria as when it offered the service for the first time, assuring that the new requirements were correctly identified and that it is able to satisfy them. This revision of requirements should be documented.

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CONTROL OF EXTERNALLY PROVIDED PROCESS AND SERVICES

The purchasing process of the public sector organization should be performed in accordance with RA 8194 or the Government Procurement Reform Act and other legal and regulatory provisions regarding the procurement of goods and /or services.

An external provider is a supplier, or any entity that provides goods, materials, knowledge, parts, assemblies, printed materials, services, software, or finished goods that feature, or are incorporated into Agency's final services.

NMIS ensures that externally provided processes, products and services conform to the requirements of Republic Act 9184 or Government Procurement Reform Act and Its 2016 Revised Implementing Rules and Regulation of RA no. 9184 s. 2021. It shall determine the controls to be applied to externally provided processes, products and services ;


- a) When receiving products and services from external providers to incorporate into agency's own products and services. Examples raw material received from suppliers (accountable forms like but not limited to Meat Inspection Certificates (MIC), Certificate of Meat Inspection (COMI), Statement of Account forms, MTV Stickers etc.)
- b) When an external provider providing products and services directly to the client on behalf of NMIS. Example, are software for NARIS, AIPLIR,, Application of License to Operate Certificate , Accredited fabricator, equipment and contractors, etc)
- c) When NMIS have outsourced processes or parts of processes from external provider as a result of decision by the organization. Example are but not limited to supply of petroleum products and equipment, shuttle vehicle, vehicle preventive and maintenance, security and janitorial services, courier services , printing of accountable forms, laboratory media and equipment, laboratory equipment calibrations, etc.

Purchasing process

The invitation to become a supplier of a public sector organization should be open, accessible, widely published and contain the necessary purchasing information.

NMIS shall clearly identify its requirements for the goods and services to be purchased. It shall be clear that its supplies have to comply with the established requirements and that their responsibility depends on the specifications and conditions previously established to contracts or agreements. For new suppliers , it may be convenient to include a test period or pilot scheme before final supplier approval is granted.

NMIS shall determine the type and scope of control to be applied to its suppliers and their goods/services. This in turn depends on the impact that the purchased goods or services can have on the agency's own service provision, and in the previous demonstrated performance of the supplier. For service providers, it is necessary that periodic evaluation of supplier performance be undertaken, the documentation of which shall be input to management review.

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These basic requirement/criteria need to be contained in the Philippine Standard Bidding Document to be distributed to interested bidders and posted in the Philippine Government Electronic Procurement System (PhilGEPS). RA 9184 also requires the posting of the winning bid in the PhilGEPS.

NMIS shall maintained up to date information on its suppliers, evaluated on their ability to comply with purchasing requirements both in terms of conformity of the goods and services provided and delivery performance. This list could serve as a basis for supplier selection. The information about approved suppliers may include, for example, the following;

- a) Compliance with applicable regulations (legal and fiscal aspect);
- b) Technical and administrative capability;
- c) Economic capability
- d) If the supplier have evaluations from third parties or if they have a quality management system that meets the requirements of ISO 9001:2015
- e) Supplier's past performance record.

Purchasing Information in public sector organization

Information in the purchasing documents (requisitions, purchase orders, request for tender, bid documents, etc.) shall be perfectly clear with respect to what is required.


The purchasing documents shall be reviewed and approved by competent authority before their transmission to potential suppliers. It may be convenient for public sector organization to have forms, checklist or software that ensure the requirements are adequately documented.

The specification of what it is to be purchased needs to contain, at least, the characteristics describing the goods or services, but it may be necessary to provide additional information, such as the way it is to be produced and controlled by the supplier.

Verification of purchased goods and services in public sector organization

NMIS shall implement adequate mechanisms to assure that the goods and services purchased met the specified requirements. For this purpose, it shall have competent personnel, procedures and/or operating instructions for inspection and verification of the received good and services.

Verification shall include check that the supplier has provided any necessary support documentation, such as instructional manual, warranties and maintenance manuals, among others.

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Control of Service Provision

A service well delivered is a key to the success on any organization. Many processes are involved in service provision, and each one is dependent on the other. Each process should be well planned so that operations run smoothly without hindrance. And equally important are the controls need to be planned in terms of review, verification, validation and training to ensure that what NMIS is delivering meets customer's requirement.

The NMIS should plan and carry out in a controlled way the service provision should take place. The control to be exercised could include, among others:


- knowing the specifications of the services to be provided, to be able to verify that the provided services meet expectations;
- having work instructions when necessary. The work instructions can be documents written in the form of a procedure or instructions, posters displayed in the work place directed both to the public sector organization employees and to suppliers and citizens;
- having the human resources necessary for the processes;
- using the appropriate equipment
- having the necessary process monitoring and measurement devices (computer programs, water quality laboratories, verbal and written communication means, power consumption measurement devices for public lighting, among others) with the control of these equipment;
- performing the monitoring and measurement of the services being provided, and their associated processes, and;
- establishing control mechanisms in the service provision in order to assure compliance with the service requirements.

NMIS provides control of its process through the application of the following tools;

- 1) Citizen's Charter – applies to the NMIS frontline services of each technical and support services. The Citizen's Charter defines the steps required by the process and control required for each step. It contains the process objective, the key performance indicator or deliverable and time required for each step. The objective/output and the corresponding metrics in its delivery are measured and determined effectivity and efficiency. The Citizen's Charter is periodically reviewed and updated to best deliver services.


The Citizen's Charter has the following controls :

- item or product to be delivered;
- requirements for the delivery of output;
- time required for each step of the process

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- 2) Work and Financial Plan (WFP) – the WFP sets activities and units of deliveries supported by approved operating budget. All units and offices of the NMIS prepare their own annual WFP based on the approved Government Appropriation Act (GAA) and based on target determined by their respective office/unit at the start of the planning period. Budget released to NMIS offices is based on approval of their respective WFP. The WFP control operation of process through (a) Quantity of target/activity per office /Unit; (b) allocated budget for the activity; and (c) period of delivery of target.
- 3) Performance Commitment Review (PCR) - The Office Performance Commitment Review (OPCR) sets the organizational objectives of a given office and is the sum of the targets and objectives of the unit and personnel within the office, whereas, the Division /Regional Performance represent the total output committed to deliver by a given Division/Regional with all its personnel. The Individual Performance contains the personnel's target and deliveries. The PCR represents the actualization of the targets set in the WFP down to the level of individual personnel's capacity to deliver the required output in terms of quality, quantity and timeliness. The output of the OPCR/DPCR/RPCR have the following control; (1) quality (2) quantity and (3) timeliness of performance delivery.
- 4) Procedures and Guidelines – Issuances of specific procedures and guidelines on the performance and implementation of processes are based on relevant laws and regulations issued by NMIS and/or other relevant National Government Agencies, Administrative Orders, Administrative Circulars, Memorandum Circulars, Memorandum Orders and Executive Orders.
- 5) Written procedure of process owners- Essential function of the NMIS business should be obeying the laws and regulation, other obedience issues might be meeting quality standards such as ISO 9001 to demonstrate process competence that can make operative internal control system and compliance to regulation and standards.

NMIS shall likewise have processes in place to respond to actual emergency situations and accidents and prevent or mitigate associated adverse environmental, health and safety and/or socio-economic impacts. It shall periodically review, test, validate and, where necessary, revise its emergency preparedness and response procedures, in particular, after the occurrence of accidents or emergency situations.

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Validation of processes for service provision in public sector organization

Validation of the service provision processes is necessary for processes where the public sector organization cannot detect nonconformities until it is too late (usually after the services have been rendered).

For these cases, the following process validation steps are usually needed:

- to review and approve the method to ensure its capacity to achieve the planned results;
- to define and make available the necessary equipment and infrastructure;
- to designate specific, competent personnel who have the necessary training, qualification and/or experience;
- to have records that allow feedback based on the actual process results.

Identification and traceability in the public sector organization

NMIS should be able to track its customer, the services it provide. It means NMIS should be able to rely on the process and be confident that it is consistently applied.

In a public sector organization, service identification and traceability are usually important for the following reasons:


- for identification of the service status with respect to the monitoring and measurement requirements;
- in order to meet statutory requirements, for example in business permit, mayor's permit, sanitary permit, Environmental compliance certificate Discharge permit, air pollution permit, among others;
- for analysis of the impact and social or economic benefit of the services, or in the investigation of complaints.

Steps should be taken during the service realization and provision processes in order to achieve the identification and traceability needed to ensure citizen satisfaction, accountability, transparency and compliance with statutory/regulatory requirements.

This clause requires that organization implements three (3) controls to ensure that the products are uniquely identifiable and traceable to inputs.

1) Service Output Identification

NMIS should plan so that the process outputs are identifiable where this is necessary. Example but not limited to Meat Establishment (ME) License To Operate (LTO) number coding, License to Import/Export coding, Meat Inspection Certificate (MIC) serial numbers, Certificate of Meat Inspection (COMI) serial numbers, Purchase Request number coding, MTV registration number coding, Statement of Account serial numbers, regulatory code for MIC & COMI (to identify fraud, tampered from original) etc.

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2) Service Output Status

This identification should also help an organization identify the status of process outputs regarding any monitoring and measurement requirements at all stages of production or service provision. Example but not limited to is the log book on the incoming and outgoing communication where date and time of receipt and the title of the communication is identifiable.

3) Unique Service Output Identification.

In some cases a unique service output identification is a contractual requirement from the client or regulatory bodies. Example is the SPS number on imported meat arrival; security code for MIC and COMI (to identify original MIC/COMI from fraud or tampered).

Typical records needed to ensure adequate identification and traceability include;

- 1) Information on the services provided
- 2) Destination , delivery sites and date/times of its services;
- 3) Identification of public sector organization personnel and/or citizen/citizen involved.


Property belonging to customer or external providers

There is an expectation that any property belonging to client, third party , supplier, etc. NMIS is involved must have clear process for protecting it. The following are regarded as property and as such protect it but not limited to ; (a) equipment provided by Department of Information and Communication Technology(DICT) , (b) hired tool equipment, (c) materials (wifi access router & telephone lines) (d)confidential information provided by client or supplier.

NMIS should exercise care with any information, document, material or other items provided by the clients for its processing (service, process, verification, validation, among others) all services to stakeholders.

In case the goods provided by a citizen are damaged, lost or destroyed, the client shall be immediately informed, preferably in writing, and the liability for any damages needs to be answered according to the relevant regulations.

Any intellectual property produced by NMIS also needs to be considered as the collective intellectual property of the public sector organization's clients and therefore has to be safeguarded according to this clause of ISO 9001:2000. Equally, the public sector organization needs to have processes to secure the intellectual property of its suppliers.

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Preservation of the quality of public services

Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection. During anytime of their life cycle, the output of the service rendered is a raw material, work in progress item or finished products, which run the risk of being lost, damaged, stolen, or misused and becomes unsuitable to use overtime, or it may be perishable. To prevent the output of the service rendered from becoming unsuitable for use adequate controls should be applied in terms of procedures being followed and the environment required for such products.

To satisfy the requirement on how to preserve the output the service rendered as evidence by the photocopies copies of but not limited to issued approved certificates License to Operate ,License to Import/Export , & Meat Transport Van (MTV) certificates of registration, approved Hazard Analysis & Critical Control Point (HACCP) certificate, certificates of Basic Meat Inspection Course(BMIC) completion, laboratory analysis results, calibration certificates, Notice of Violation, Statement of Account, Service

Transaction Delivery Report(STDR), issued MTV stickers , used and used Official Receipt , storage of used and unused Meat Inspection Certificate (MIC) or Certificate of Meat Inspection (COMI) , backups of various system etc. are appropriately stored and preserved.

NMIS shall ensure


- that the output of its services are maintained that it meets all the requirements of the services previously identified.
- That the output of the services rendered reaches the client undamaged and fully functional.

It will be good if the following precautions are taken into consideration in the preservation of the output of services rendered;

- Mark designated area for storing output of the services rendered that conform with the requirement e.g. but not limited to :Approved Certificate of MTV registration ,Approved Certificate LTO, Approved License to Import/Export, COMI/MIC, Approved Hazard Analysis and Critical Control Point (HACCP) Certificate
- Mark designated area for storing non-conforming products to avoid mix ups with conforming products.
- Control transmittal receipts at every stage of output of services rendered (e.g. Transmittal Acknowledgement to Central Office of application requirement , among others)
- Control of outward release (e.g. acknowledgement receipt of the client to the out of service rendered like certificates)
- Make proper attention to identification by marking properly (e.g. code depository (MTV accreditation number, HACCP code number, LTO number etc.)
- Make proper attention to packaging to ensure output of service output rendered reaches the end customer in good condition;
- Periodically review storage, packaging and delivery methods to intended destination.

NOTE The principle of equal treatment, consistency, and continuity in the provision of quality service shall be respected at all times.

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Post-delivery activities

NMIS as a regulatory agency there are oversight functions of the NMIS for those meat establishment or entity who were issued Certificate of License To Operate(LTO) , Certificate of License to Import/Export, HACCP Certification, Meat Transport Van Registration Certificate .

Post-delivery activities mean providing support of client/invoke by client after they get their hands on agency's services or meeting the requirements for post-delivery activities associated with the services rendered. Below are parameters required to consider during delivery activities;


- a) Statutory and regulatory requirements. An example on how to satisfy this sub-clause but not limited to is NMIS requires ME operator once receive the Certificate of License to Operate it must be signed by the owner ,have it notarized and display the approved LTO in conspicuous place. A photocopy of the signed and notarized LTO will be send back to NMIS. ;

NMIS Meat Inspection Officer shall perform regulatory function in the meat establishment once it is issued with valid LTO certificate.

The Meat establishment with valid LTO shall be visited periodically to validate their GMP or HACCP program (twice a year) and shall be manned by Meat Inspection Officer during operation to conduct regulatory functions.

- b) Risk associated with its services rendered. These are potential unwanted consequences associated with the services rendered. Example of this is but not limited to Non-compliance of Meat Establishment Operators to animal welfare regulations (RA 8585) , MTV with NMIS registration transport meat without MIC/COMI certificate while transport to final destination, Meat Importer/Exporter non-compliance to rules and regulation, failed laboratory analysis results of meat establishment with valid LTO or imported meat arrival with adverse effect like thawing upon arrival to cold storage warehouse etc.
- c) Nature, use and intended lifetime of the output of services rendered. To satisfy this sub-clause it refers to the validity period on issued certificate like, but not limited to, LTO,LTI/LTE, MTV Certificate of Registration, Issuance of MIC/COMI, Certificate of accreditation of ME contractors, fabricator & equipment.

The action of NMIS when the validity period of the certificate issued expired are the following pulling out of Meat Inspection Officer, destination of meat and meat products within the locality only , non-issuance of Meat inspection Certificate MIC/COMI, no loading of meat and meat products to expired MTV registration.

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- d) Customer requirements/expectations - For request for changes should be accounted the following are examples to demonstrate conformity for example is during the validity period change name of management, request for LTO extension during calamity disaster, force majeure etc. this should be considered and controlled by NMIS ; Slaughterhouse Operation and Management Orientation Seminar (SOMOS), hog electric stunner and captive bolt manual operation, etc.
- e) Customer Feedback – should be considered when determining scope of post -delivery activities. The scope of those post-delivery activities need to be reviewed and changes overtime in response to customer feedback complaint.
- f) Other post-delivery activities like warranty provision on purchased equipment, technical support, contractual obligation for 3rd party service provider such as utilities and security services, petroleum services or supplementary services such as final disposal of like records (National Archives of the Philippines-NAP) and confiscated or condemned meat and meat products , frequently ask questions (FQAs).

Control of Changes

NMIS shall have controls to any planned or unplanned required to implement in a certain processes triggered by audit findings, complaints, client requirements among others to ensure that the output of the services rendered continue to meet the specified requirements despite the changes.


There is a clear expectation that when NMIS wants to or has to make change to a process in their business operation question to consider are;

- a) Why have they made it?
- b) What impact did it have?
- c) What are the implications for organization and clients?

NMIS shall

- a) review and control changes for production, process or service provision to ensure continuity with requirements
- b) shall retain documented information describing the results of the review of changes, the person authorizing the change, and any necessary actions arising from the review.

Detailed procedure can be seen at Document no. NMIS-QMS-PM-007 Change Management

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PERFORMANCE AND EVALUATION

Monitoring and measurement of services rendered in public sector organization

NMIS must show evidence that a process is in place to monitor and measure the characteristic of service rendered and use appropriate methods to monitor and measure the resulting services to ensure conformity with client requirements.

In monitoring to ensure conformance with requirements, NMIS should establish specific mechanisms for all the various services (processes) it provides. These measurements should relate to the policies and objectives set, as well as any service specifications and commitments. Care should be taken that these measurements are carried out in a proactive manner so as not to cause adverse reactions and/or side-effects.

Example to demonstrate measurement of services include;

- Every six month Individual Performance Commitment Rating (IPCR)
- Monthly submission of accomplishment report to PIMD (Planning , Information and Monitoring Division)
- Calibration of laboratory equipment or issued thermometer to NMIS plant officers


The results of monitoring and measurement should be recorded and used to provide evidence that the services rendered and the required outcomes are achieved.

Control of nonconforming service in public sector organization

In the context of public sector organizations, a nonconformity in the services provided means that one or more requirements has not been met. These requirements may come from the client, from statutes or regulations, or they may be internal requirements defined by the NMIS itself.

A non-conformity may be detected before, during or after the services have been provided to the client. The public sector organization has to establish a documented procedure indicating:

- appropriate mechanisms to detect a nonconforming service;
- tools for the identification of the nonconforming service;
- controls to prevent the non-intentional use or provision of the nonconforming service;
- appropriate actions to avoid the nonconforming service of being repeated again.

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NMIS should define the responsibility and authority for monitoring the effective implementation of this process. In the case of a nonconformity directly involving the client, NMIS should provide for:

- a) the needed resources to remedy the problem at the soonest possible time;
- b) contingency plans and budget;
- c) transfer of the client's needs to other programs;
- d) development of improvement plans and agendas for subsequent fiscal periods; and
- e) appropriate strategies of conflict management.

Detailed procedure is found at Document No. NMIS-QMS-PM-004 Procedure for Control of Non-Conforming Output (Services)


Measurement , analysis and improvement in public sector organization

NMIS should determine appropriate means for monitoring and measuring its quality management system processes, analyzing the results to ensure to achieve planned results and being able to improve the processes. Monitoring and measurements should allow the Agency to demonstrate that the output service rendered provides consistently meet the needs of its clients, and that its quality management system conforms to all relevant requirements.

Customer Satisfaction

The Administrative Order No. 25 series 2011 (A025) Interagency Task Force (IATF) aims to continually achieve a government wide improvement through seamless public service delivery. In achieving this, service quality standards in delivering frontline services must be institutionalized across all government agencies. Measuring and reporting the satisfaction level of citizen/client that were served is vital in ensuring that these standard are attained.

An agency should report the fulfillment of their services through a Client /Client Satisfaction Survey (CCSS) report. This shall generate verifiable data and tangible evidence to assist agencies to determine the effectiveness of implemented ease of transaction and process improvement through identified indicators or service dimensions that were identified by the agencies and the clients they serve.

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To comply with AO25 IATF , NMIS issued Memorandum Order No. 03-2022-04 series March 16,2022 re: Amended standardize client/customer satisfaction survey form. The amended survey form has additional segments (types of client served, respondent profile- gender and age group) that will comply to the recommend data collection methodologies (IATF) deemed as the most and effective way of gathering citizen/client feedback. The survey will capture the total client experience and satisfaction in the delivered service output provided with following service quality service dimensions;

- a) Responsiveness
- b) Reliability
- c) Access and facilities
- d) Communication
- e) Cost
- f) Integrity
- g) Assurance
- h) Outcome

A 5-point Likert scale is used to capture the client experience , expectation and satisfaction in the service output delivered by NMIS. Scale used are:


- a) Very Dissatisfied (1)
- b) Dissatisfied(2)
- c) Neutral(3)
- d) Satisfied(4)
- e) Very Satisfied (5)

The result of the survey shall be analyzed using the standardized monthly summary of client/customer satisfaction survey report (NMIS Memorandum Order No. 03:2022:107 series March 15, 2022). Consolidation of the monthly summary report submitted by different regional technical operation centers nationwide will generate data result of the survey and conduct analysis of the different quality service dimensions by regions or by offices; demographic report and over-all customer satisfaction of Agency.

Analysis and Evaluation

NMIS should analyze and evaluate appropriate data information arising from monitoring and measurement to evaluate if planning has been effectively implemented. Data collected include;

- a) Accomplishment report (Project , Activities and Programs)
- b) Office Review Commitment Review (OPCR)
- c) Review of Brief/Plans / Citizen Charter, Past Issuances
- d) Performance Management System
- e) Results of Audits
- f) Supplier evaluation
- g) Satisfaction survey of clients and other interested parties
- h) Information on nonconforming output of service provided
- i) 3rd party service provider performance (janitorial and security guards)

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Once the analysis of data has been performed, it should be used to support the continual improvement process through the definition of preventive and corrective actions. Records should be maintained in order to ensure continuity of the measurement and data collection system. The resulting conclusions from data analysis, performance assessment, the citizen satisfaction analysis and the analysis of trends can help control an efficient process that should become an integral part of the quality management system.

Internal audit in public sector organization

The internal audit process provides with information on the extent to which the quality management system is meeting requirements and its effectiveness in meeting objectives and clients requirements. It is important that top management promotes a proactive internal audit culture, and not one that is aimed at assigning blame for any problems encountered.

NOTE: These quality management system audits should be distinguished from other internal audits typically performed in government bodies, such as those which relate to use of public funds.


NMIS shall perform internal audits at planned intervals based on the relative importance of the various services, processes and functions, as well as any changes and other concerns in the processes and the performance of the quality management system.

A documented procedure is established to define the steps involved in the internal audits, including determining the audit methodology, scope and criteria that will be used and the reporting of audit results.

Detailed procedure found at Document n. : NMIS-QMS-PM-02 (Internal Quality Audit)

Minimum guidelines should exist for the selection and training of the auditors and to assure the maintenance of their competence, usually through training programs. Wherever possible, auditors should be selected so that they are to some extent independent of the activities they are auditing. As a minimum, auditors should not audit their own work.

NOTE The internal audit unit plays a significant role in the implementation of the public sector organization's quality management system.

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Management Review

Management review is one of the mandatory requirements of ISO 9001 that organization system must be reviewed by Top Management leaders of the organization. This are carried on to verify the working direction, effectiveness , efficiency , productivity , to listen to concerns of the worker , to design strategies for upcoming or identified challenges and most importantly get in touch with your team.

The objectives of management reviews;

1. To remain focus on agency's direction, its target and goals;
2. To address changes that have occurred in the agency;
3. To take advantage of improvement areas by highlighting them;
4. To boost employees morale;
5. To address potential risky areas of frontline services;
6. To gauge actual result being achieve concerning the performance curve;
7. To make a team learn from past mistakes and how not to repeat them;
8. To address the trends of recurring problems; and
9. To evaluate systems under the ISO 9001 compliance

NMIS Top Management reviews shall be carried out once a year or as necessary to verify the adequate functioning of the quality management system, assess its effectiveness and ensure alignment with organizational direction and objectives for key performance indicators.


Due to the complexities (size, sites and coverage) of National Meat Inspection Service (NMIS) with seventeen (17) sites namely sixteen (16) Regional Technical Operation Centers (RTOCs) nationwide and one (1) Central Office (CO), series of reviews meetings (weekly, monthly) are done on the RTOCs or Divisions' workplace appropriate to the levels of risk that each offices identified and that could have a detrimental impact on the services rendered by the Agency as a whole. Each review meetings can and utilize various agenda/inputs mention below.

Detailed Procedure found at Document No.: NMIS –QMS-PM-006 (Procedure for Management Review)

Management Review Inputs (Agenda)

To conduct useful management review, the following information should be collected and compiled well before the time of management review. The input below shall be included or taken into consideration, as necessary;

- a) Status of action from previous management review
- b) Complaints and suggestion from clients and NMIS personnel
- c) Monitoring progress of previously decided actions relevant to quality management system

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- d) Change in national or regional government policies
- e) Changes in statutes and regulations
- f) Performance of key suppliers and/or partners

- g) Recommendation for improvements
- h) Effectiveness of action taken to address risk and opportunities

Information on the performance and effectiveness of the QMS including improvements in ;

- i. Customer satisfaction and feedback from relevant interested parties
- ii. The extent to which quality objective have been met
- iii. Review process performance (*is the process meeting the established goal?*) and conformity of services (*is there an evidence that the goal is established? being met? met according to the client's expectation? client expectation met? Or not met? If not met any corrective action done? were they effective?*)
- iv. Status of conformities and corrective action
- v. Monitoring and measurement results (*NDES-PIMD; rating of OPCR/IPCR; calibration of instruments/equipment*)
- vi. Audit results


Management review outputs (Minutes/Actions)

NMIS Top Management should include any decision and actions, as a result of the quality management system reviews related to:

- a) confirm if the activities and processes of the quality management system adhere to the quality policy and allow the achievement of the quality objectives,
- b) define any necessary corrective and/or preventive action,
- c) establish improvement parameters for the public sector organization services
- d) update or perform a review of the measurement indicators of the public sector organization processes,
- e) define actions to account for changes in statutory and regulatory requirements,
- f) define actions to improve the level of citizen satisfaction and to reduce complaints,
- g) define actions to improve communications with clients, and

NMIS shall retain documented information as evidence of the result of management reviews.

Note 1 The results of the performance review performed by an Internal Audit Service (/AS) instituted in departments and other attached agencies can serve as additional input to the overall management review process.

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IMPROVEMENT

NMIS shall continually improve the effectiveness of its quality management system. That means continually improving NMIS ability to consistently provide conforming services. This usually implies systematic process improvement through the involvement of all personnel to identify the need for change and establish improvement projects within NMIS scope of activity.

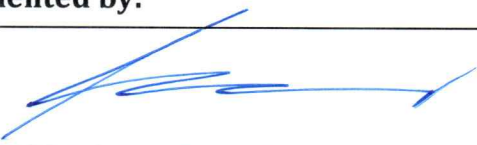
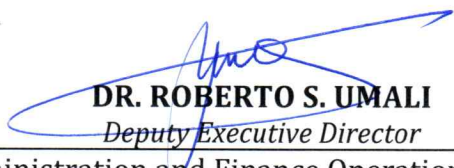
In cases where there have been changes of responsibilities and authority, the improvement processes should consider previous initiative and decisions in order to assure the continuity, effectiveness and efficiency of the services provided.

Methods to identify potential improvement may be based on traditional quality improvement tools using the following information sources:

- Internal evaluation of the understanding of the quality policy by NMIS personnel
- Performance in the achievement of the quality objectives
- Process performance results
- Inputs from clients and from other interested parties such industry sector, government and other members of the society

The continual improvement process should consider any complaint received from clients, result of QMS audits and the acceptance criteria of the results. It should also consider the resource availability required in order that the improvement may come into effect.

Detailed procedure found at Document No : NMIS -QMS-PM-003 (Nonconformity and Corrective Action Procedure)

Documented by:	Approved by:
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References:

- a) PNS ISO 9001:2015 (ISO published 2015) ICS : 03.120.20 : Quality Management Systems- Requirements
- b) Government Quality Management Systems Standards
- c) Annex 5 Administrative Order no. 25 of the Interagency Task Force (IATF)
- d) ISO 9000 :3rd Edition: Quality management system – Fundamental and Vocabulary
- e) ISO 9004 :2nd Edition: Quality management systems – Guidelines for performance improvement
- f) ISO 19011 :3rd Edition : Guidelines for auditing management systems
- g) ISO 31000: 2018 : Risk management – Principles and Guidelines
- h) ISO 10005: 3rd Edition: Quality management – Guidelines for Quality Plans
- i) ISO/TC 176/SC 2/N 544R3 : ISO 9000 Introduction and Support Package : Guidance on the Concept and use of the Process Approach management system
- j) https://www.iso.org/files/live/sites/isoorg/files/archive/pdf/en/documented_information.pdf (Guidance on the requirement for Documented Information of ISO 9001:2015)
- k) <https://www.iso.org/files/live/sites/isoorg/files/archive/pdf/en/iso9001-2015-process-appr.pdf> (The process approach in ISO 9001:2015)
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