



Republic of the Philippines
NATIONAL POLICE COMMISSION
NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE
DIRECTORATE FOR PLANS
Camp BGen Rafael T Crame, Quezon City

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PNP MEMORANDUM CIRCULAR
NO.: 2021-086

**GENERAL GUIDELINES ON THE INTERNATIONAL ORGANIZATION FOR
STANDARDIZATION (ISO) CERTIFICATION OF THE PNP OFFICES/UNITS**
(Revised 2021)

1. REFERENCES:

- a. Republic Act (RA) No. 9013 or the "Philippine Quality Award Act" dated February 28, 2001;
- b. Executive Order (EO) No. 605 dated February 23, 2007 entitled: Institutionalizing the Structure, Mechanism and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order (AO) No. 161 Series of 2006;
- c. Administrative Order (AO) No. 161 dated October 5, 2006 entitled: Institutionalizing Quality Management System in the Government;
- d. Memorandum Circular No. 2018-1 issued by the Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems entitled: Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2018 under Executive Order No. 980. Series 2012 and Executive Order (EO) No. 201 Series 2016;
- e. Philippine National Standard, PNS ISO 9001:2015; and
- f. CPNP Approved Memo dated November 18, 2016 with subject: ISO Accreditation Policy.

2. RATIONALE:

The Philippine National Police (PNP) as the premiere law enforcement agency of the Philippines is gearing towards excellence, professionalism and transparency in the performance of its mandate. Accordingly, the PNP Program Thrusts for 2021 include the institution of a responsive and an International Organization for Standardization (ISO) compliant PNP offices/units, hence, transforming the PNP into a world class police organization.

To further enhance the PNP's core processes, especially the core processes of the units which are dealing directly with the community, a continuing program included in a bulk of the PNP appropriations were earmarked for the ISO certification of identified PNP offices/units. The primary objective is to install a quality management system to the core processes of the PNP offices/units. This will, in effect, improve the overall performance of the identified PNP offices/units.

3. SITUATION:

The Government of the Philippines has adopted the Philippine National Standard (PNS) ISO 9001:2015 to build a quality culture that characterizes customer-driven organizations and to further strengthen the global competitiveness of the government sector.

In this connection, several Presidential Directives and legislative measures were made and enacted, such as RA No. 9013 and EO No. 605. At present, there are 16 certified offices/units: OCPNP, DPL, DO, NCRPO, SAF, PSPG, HPG, PRBS, HS, CL, ACG, PNPA, NPTI, MG, FEO and SOSIA and are successful in maintaining their respective core processes as ISO-certified.

4. PURPOSE:

This Memorandum Circular (MC) sets forth the general guidelines and procedures to be undertaken by the PNP offices/units to ensure the successful ISO 9001:2015 QMS Certifications of the identified PNP core processes.

5. DEFINITION OF TERMS:

For the purpose of this MC, the following terms, words, and phrases shall mean, or be understood as follows:

- a. **Audit** – is a systematic evidence gathering process. Audits must be independent and evidence must be evaluated objectively to determine how well audit criteria are being met.
- b. **Internal Auditor** – refers to first party auditors who audit the organization in order to provide input for management review and for other internal purposes in determining or declaring whether or not the organization meets specified requirements.
- c. **International Organization for Standardization (ISO)** - an international standard-setting body composed of representatives from various national standards organizations.
- d. **ISO 9001:2015** – is a company level certification based on the standard published by the ISO titled "Quality Management Systems (QMS)-Requirements". This standard revises ISO 9001:2008 to include requirements for a new, higher level structure as a common framework to all ISO management systems, risk-based thinking in quality system processes, fewer prescribed requirements with less emphasis on documentation, clear definition of quality management system boundaries and increased leadership requirements. ISO 9001:2015 is a non-industry specific certification and is intended for any organization that wants to implement and maintain a quality management system such as the PNP.

- e. **ISO Certification** - the formal recognition by an independent third party, known as the "Certification Body" certifying that a particular office/unit operates in accordance with international standards.
- f. **ISO-QMS Technical Working Group (TWG)** – is a group created by the concerned PNP offices/units responsible to assist their QMT on matters pertaining to ISO certification process.
- g. **Management Review (MR)** – is a process of identifying and assessing opportunities to change an organization's Quality Policy and Quality Objectives, to address resource needs and to look for opportunities to improve its products.
- h. **Operational Guidelines (OG)** - define as procedures in determining the requirements for the products and services, establishing criteria for the processes, the acceptance of products and services, determining the resources needed to achieve conformity to the product and service requirements, implementing control of the processes in accordance with the criteria and determining, maintaining and retaining documented information to the extent necessary, to have confidence that the processes have been carried out as planned that demonstrates the conformity of products and services to their requirements.
- i. **Quality Management Representative (QMR)** - ensures that the QMS processes are established, implemented, and maintained and report to top management on how well, or poorly, the Quality Management System (QMS) is performing.
- j. **Quality Management System (QMS)** – is a collection of processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organization's purpose and strategic direction. The organizational structure, responsibilities, procedures and resources for directing, controlling and supervising company operations and for ensuring that all services provided meet the stated and implemented needs of the customer.
- k. **Quality Management Team (QMT)** – is composed of QMR (Head), Assistant Quality Management Representative, Internal Auditor, Assistant Internal Auditor, Training Manager, and Training Facilitator in charge with cascading the information to their respective units.
- l. **Requirement** – is a need, expectation, or obligation. It can be stated or implied by an organization, its customers, or other interested parties.
- m. **Third Party Audit** – refers to an independent registrar/regulators that conduct external audits.
- n. **Top Management** - refers to the Command Group of the PNP offices/units who coordinates, directs, and control respective offices/units. The term management does not refer to people, it refers to activities.

6. GUIDELINES:

- a. An ISO 9001:2015 Certification Committee (ICC) shall be composed of the following:
 - 1) Chairman – TCDS;
 - 2) Vice –Chairman – TDPL;
 - 3) Members – Executive Officers of the Directorial Staff; and
 - 4) Secretariat – PPD, DPL or such other division of DPL as appropriate.
- b. The ICC shall perform the following functions:
 - 1) Serve as the Steering Committee and policy-making body for the ISO 9001:2015 QMS certification of the selected PNP offices/units;
 - 2) Implement the standards, guidelines, institutional mechanisms and other matters of the approved ISO 9001:2015 QMS Certification Processes;
 - 3) Identify the offices/units which shall undergo the ISO 9001:2015 QMS Certification; and
 - 4) Coordinate with the selected PNP offices/units in the formulation of the standards and mechanisms to be adopted by the latter to ensure their certification. This shall include ISO Training.
- c. Each selected offices/units shall have a QMT which shall be under the direct supervision of the concerned office's/unit's Executive Officer or Chief of Staff, as the case may be. The QMT shall be the team-in-charge of the ISO 9001:2015 QMS Certification of their respective offices/units.
- d. The QMT shall perform the following functions:
 - 1) Prepare and submit to the concerned Top Management/Command Group for their approval the necessary mechanisms, flow charts, operational/administrative guidelines and craft such as other ISO 9001:2015 QMS related documents and for subsequent information of the ICC;
 - 2) Implement and sustain the application of the ISO QMS in their respective offices/units, in collaboration with their respective ISO Certification TWG;
 - 3) Monitor and evaluate the implementation of the ISO 9001:2015 QMS, and recommend necessary corrective actions to the ICC on matters pertaining to changing conditions and issues in their respective core processes;
 - 4) Prepare an Annual Audit Program in coordination with the ICC, prepare After Activity Reports/Minutes of the Meeting, conduct training for their respective personnel on ISO QMS processes, designate focal person from the support process owner and facilitate the conduct of Management Review;

- 5) Submit quarterly reports to the ICC thru the ICC Secretariat concerning the implementation of the ISO 9001:2015 QMS in their respective offices/units;
- 6) Attend the required ISO training duly certified by competent authority; and
- 7) Ensure the awareness of personnel on ISO 9001:2015 QMS certification process.

e. The QMT shall be composed of the following:

- 1) Quality Management Representative (QMR)
 - a) The following personnel shall be designated as the QMR:
 - (1) PNP Command Group – Administrative Officers
 - (2) Personal Staff – Administrative Officers
 - (3) Directorial Staff – Administrative Officers
 - (4) National Support Units – Administrative Records Management Division (ARMD)
 - (5) Police Regional Offices – Chief, Regional Plans and Strategic Management Division (RPSMD/R9);
 - (6) NCRPO District Offices– Chief, District Human Resource Development Branch (DHRDB); and
 - (7) Provincial Police Offices – Chief, Provincial Human Resource Development Branch (PHRDB)
 - b) The QMR shall be the Head of the QMT.
 - c) The following shall be the duties and responsibilities of the QMR:
 - (1) Ensure that the quality management system is established, implemented, regularly reviewed, and maintained in accordance with the PNS ISO 9001: 2015 Standard;
 - (2) Report and update their office's/unit's Top Management on the implementation of the QMS for review, including recommendations for improvements;
 - (3) Ensure the promotion of the ISO 9001:2015 QMS Awareness throughout the offices/units;
 - (4) Act as the liaison officer with the other offices/units on matters concerning ISO 9001:2015 QMS; and
 - (5) Must submit After Activity Report on ISO-related activities thru ICC secretariat prior submission to the Chairman, ICC.
 - d) No QMR shall be relieved, transferred, reassigned, and detailed to other unit except upon written permission and approval of the Director for Plans (TDPL).

f. Further, fund requirement for the purpose shall be charged against the current appropriation of DPL

- 2) Assistant Quality Management Representative (AQMR)
 - a) The AQMR must be a competent and dedicated ISO-trained Non-Uniformed Personnel (NUP) designated by the Top Management

- of the office/unit concerned. For other offices/units without NUP, the AQMR may be a Police Non-Commissioned Officer (PNCO) having the rank of Police Master Sergeant or higher (PMSg).
- b) The AQMR shall assist the QMR and shall assume the full duties and responsibilities in the official absence of QMR.
- 3) Training Manager (TM)
- a) The TM preferably a Police Commissioned Officer (PCO) with the rank of at least Police Major or a competent and dedicated ISO-trained NUP designated by the Top Management/Command Group of the office/unit concerned.
 - b) The TM shall cascade, train, and comprehensively enlighten offices/units in the ISO 9001:2015 QMS Certification Process, Quality Workplace Standard (5S), and respective Operating Guidelines.
 - c) The TM shall be responsible for the training on ISO QMS of any new member of the QMT.
 - d) The TM shall coordinate with the ICC Secretariat concerning orientations, briefings, seminars and trainings necessary to prepare their personnel for the ISO 9001:2015 QMS Certification
 - e) Perform such other tasks relative to ISO 9001:2015 QMS Training as directed by the ICC and respective QMR.
- 4) Training Facilitator (TF)
- a) The TF must be a Uniformed Personnel (PCO or PNCO) competent and dedicated ISO-trained NUP designated by the Top Management of the office/unit concerned.
 - b) The TF shall assist the TM.
- 5) Internal Auditor (IA)
- a) Must be a PCO with the rank of at least PMAJ.
 - b) Prepare an Annual Audit Program in coordination with the ICC.
 - c) Ensure timely preparation of Audit Plan, Audit Notice and Audit Checklist.
 - d) Implement the Audit Plan based on the approved QMS of the respective offices/units.
 - e) Must have undergone required ISO Audit Training duly certified by competent authority.
 - f) No Internal Auditor shall be relieved, transferred, reassigned, detailed to other offices/units except upon written permission and has approval from the Director for Plans.
- 6) Assistant Internal Auditor (AIA)
- a) Must be a competent and dedicated ISO-trained NUP designated by the Top Management/Command Group of the unit concerned.
 - b) Must have undergone required ISO Audit Training duly certified by competent authority.
 - c) Assist the IA.

- g. For the purpose of continuity and sustainability, members of the QMT must not be reassigned, transferred, detailed to other offices/units until after the third party audit and certification. Unless, the reassignment/transferred/detailed has prior clearance/approval of the Top Management of concerned offices/units and will not impede the certification process and the offices/units shall be responsible for the smooth handover of documents/materials/information pertaining to ISO.
- h. There shall be a pool of ISO 9001:2015 QMS trained trainers chosen by the ICC from the different ISO-certified offices/units which shall be utilized as part of the training team that will assist the ISO Consultants in the preparation for ISO Certification of the different PNP offices/units. The said ISO-trained trainers may be called by ICC when need arises.
- i. There shall be an ISO Audit Team chosen from the ISO-Trained Auditors of the National Headquarters ISO Certified units which may be engaged to conduct pre- Audits in the different PNP offices/units undergoing certification process. The Executive Officers of the Directorate for Plans (DPL) shall be the head of the PNP ISO Audit Team.
- j. The QMT, Core Process Owner, ISO TWG as the focal persons for the ISO Certification of their respective offices/units shall be entitled to appropriate awards.
- k. The ICC, the PNP ISO-trained trainers and the PNP ISO Audit team shall be entitled to receive honoraria and appropriate awards in accordance with DBM Budget Circular No. 2007-2.
- l. Depending on the circumstances, the ICC thru the ISO Secretariat, with the assistance of the ISO-trained trainers, may conduct ISO orientations, training and seminars, without the assistance of an ISO Consultant.
- m. All offices/units undergoing the ISO certification process shall have a TWG, which shall assist the QMT on all ISO-related matters to ensure success in the implementation of the QMS.
- n. Responsibilities:
 - 1) Directorate for Plans
 - a) Serves as the OPR for the implementation of this MC;
 - b) Subject to the approval and prioritization of the ICC, prepare, review, revise and recommend the PNP offices/units for ISO Certification;
 - c) Conduct planning session/workshops pertaining to the ISO Certification of PNP offices/units;
 - d) Subject to the approval of the ICC, provide detailed guidelines and procedures on the ISO Certification of identified PNP offices/units;
 - e) Provides supplemental guidelines and procedures when necessary;
 - f) Perform oversight functions to the ISO Certification process;

- g) Facilitate the conduct of the ISO orientations, training, seminars, pre-audits, in collaboration with ISO Consultants, if needed;
 - h) BFO, PPD Liaison Officer, DPL and/or any member/s of DPL secretariat as maybe designated by TDPL as the exclusive contact persons to coordinate with Third Party Auditor on matters pertaining to ISO Certification Process for exclusivity of the activity as required in ISO Standard;
 - i) Consolidate the periodic report, After Activity Report, respective Offices/Units Training Update and all other required documentary evidence subsequently for submission to Chairman, ICC;
 - j) Adopt the DHRDD Strategies/Adjustments on training under the New Normal; and
 - k) Perform other tasks as directed.
- 2) Directorate for Comptrollership (DC)
- a) Provide sufficient fund support for the implementation of this MC;
 - b) In consultation with DPL, program the budget projected for the ISO Certification of PNP offices/units; and
 - c) Perform other tasks as directed.
- 3) National Headquarters Bids and Awards Committee (NHQ BAC)
- a) Facilitate the bidding process in the procurement of services of ISO Certification Body and ISO Consultant; and
 - b) Perform other tasks as directed.
- 4) Directorate for Personnel and Records Management (DPRM)
- a) Issue appropriate orders to the personnel who will compose the ICC to include its secretariat;
 - b) Issue appropriate orders to the personnel who will compose the pool of ISO-trained personnel;
 - c) Issue appropriate orders to the personnel who will compose the PNP ISO-Internal Auditors; and
 - d) Perform other tasks as directed.
- 5) Directorate for Information and Communications Technology Management (DICTM) and Communications and Electronics Service (CES)
- a) Provide the necessary technical support and other requirements necessary to implement this MC; and
 - b) Perform other tasks as directed.
- 6) PNP Training Service (PNPTS)
- a) Provide venue and technical support for the ISO training; and
 - b) Perform other tasks as directed.
- 7) PNP offices/units selected to undergo the ISO Certification Process
- a) Identify their respective core processes to be ISO Certified;
 - b) Heads of Offices/Units involved in this MC shall be equally responsible for the successful implementation of this MC; and

c) Perform other ISO QMS related tasks as may be directed by the ICC.

8) All other D-Staff, P-Staff, NSUs, PROs

Perform other ISO-related tasks as may be directed by the ICC.

7. ADMINISTRATIVE PROVISION:

- a. Heads of the PNP offices/units involved in this MC shall be equally responsible for the successful implementation of this MC; and
- b. Any PNP personnel found violating any provisions of this MC shall be administratively liable pursuant to existing laws, rules, and regulations.

8. REPEALING CLAUSE:

This supersedes all existing orders, circulars or guidelines inconsistent with the provisions of this MC.

9. EFFECTIVITY:

This MC shall take effect immediately after 15 days from filing a copy thereof at the UP Law Center in consonance with Section 3, Chapter 2, Book VII of Executive Order 292 otherwise known as the Revised Administrative Code of 1987," as amended.



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