



Department of Science and Technology  
**INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE**  
DOST Compound, Gen. Santos Ave., Bicutan, Taguig City

## **QUALITY POLICY**

**Revision 1**

**We are committed to help local industries become globally competitive by providing appropriate technologies and services.**

**We shall continually improve our QMS to come up with conformity of products and services that would meet customer expectations within applicable regulatory and statutory requirements.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



**Department of Science and Technology**  
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DOST Compound, Gen. Santos Ave., Bicutan, Taguig City

## **QUALITY OBJECTIVES**

### **Revision 2**

- **To complete and disseminate 90% of targeted R&D activities to meet the needs of local industries to become globally competitive.**
- **To deliver 90% of targeted technical services according to mutually agreed terms and conditions and existing applicable regulatory and statutory requirements.**
- **To attain at least a very satisfactory customer satisfaction rating for the year through the continual improvement of our QMS.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVE**

**Revision 1**

### **Administrative Division** **CASHIER SECTION**

**To ensure that 90% of approved disbursement vouchers are processed and transmitted to Agency's Government Servicing Bank within three (3) working days, subject to availability of funds.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVE**

**Revision 1**

### **Administrative Division**

#### **HUMAN RESOURCE MANAGEMENT SECTION**

- **To ensure that 90% of requisitioned employees are hired within prescribed period in accordance to Omnibus rules and regulations.**
- **To ensure that at least one (1) learning and development is attended by every staff within a year based on available resources.**
- **To ensure that 100% of IPCR submissions are monitored and reviewed in accordance with SPMS calendar and analyzed to identify developmental interventions.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Revision 1**

### **Administrative Division**

#### **PROPERTY & PROCUREMENT MANAGEMENT SECTION**

- To ensure that 90% of approved Purchase / Work Orders are delivered within the agreed delivery terms based on the specifications of the end-user and in accordance with the provisions of RA 9184.
- To ensure that 90% of newly acquired, donation and transferred properties are properly accounted, labeled and recorded within 15 days upon inspection and acceptance of the end-user.
- To ensure that 100% of unserviceable properties are accounted and properly disposed within the scheduled plan in accordance with COA rules and regulations.

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVE**

**Revision 0**

### **Administrative Division** **RECORDS MANAGEMENT SECTION**

- To ensure that 90% of records received are properly disseminated within the day and shall be maintained and readily available when needed.
- To ensure that 90% of records are controlled and disposed in accordance to provisions of RA 9470.

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

Revision: 1

### **Research & Development** **CHEMICALS AND ENERGY DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Revision: 1**

### **Research & Development**

## **ENVIRONMENT AND BIOTECHNOLOGY DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Revision: 3**

### **FINANCE AND MANAGEMENT DIVISION**

- 1. To ensure that all ITDI activities with budgetary requirements are acted upon within the prescribed period.**
- 2. To ensure that all financial transactions are processed within the prescribed period.**
- 3. To ensure that all budgetary request and financial transactions conform with accounting and auditing rules and regulations within the prescribed period.**

  
**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Revision 1**

### **Research & Development** **FOOD PROCESSING DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Revision 1**

### **Research & Development** **MATERIALS SCIENCE DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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**FUNCTIONAL OBJECTIVES**

**Revision 2**

**PLANNING AND MANAGEMENT INFORMATION SYSTEMS  
DIVISION (PMISD)**

- 1. To ensure the preparation of the Institute's overall plans and programs for implementation during the year.**
  - 90% of the Institute's programs and projects aligned with the national and department priorities and needs.
  - 90% of the Institute's plans and budget proposals prepared within the prescribed date.
- 2. To ensure Monitoring and Evaluation (M&E) of the Institute's programs, activities and projects (PAPs) during the year.**
  - 2a. Monitoring**
    - 90% of projects monitored one month after the quarter.
    - 90% of projects monitored quarterly for risks identified.
    - 90% of quarterly reports prepared.
  - 2b. Evaluation**
    - 90% of project proposals evaluated with the ITDI-Technical Review Committee within the prescribed period.
    - 90% of ongoing projects evaluated with the ITDI-Technical Review Committee within two months after the quarter.
  - 2c. Agency Performance Review**
    - Preparation of the semestral Agency Performance Review Report two months after each semester with 100% accuracy.
- 3. To ensure the review of existing and/or formulation of new organizational policies for improved operations and processes and effective governance with 100% acceptability.**
- 4. To ensure the implementation of appropriate information systems for the projects, services and other activities of the Institute as identified in the approved Information Systems Strategic Plan (ISSP, 2020-2022) and in accordance with the approved budget allocation; and**
- 5. To ensure action/response to requests for technical support on all ICT components.**
  - 90% of requests for computer network technical support rendered within the agreed period.
  - 90% of requests for hardware technical support rendered within the agreed period.
  - 90% of requests for ICT System maintenance and support rendered within the agreed period.
  - 90% of requests for email technical support rendered within the agreed period.
  - 90% of requests for website maintenance and support rendered within the agreed period.

**ANNABELLE V. BRIONES, Ph.D.**

Director



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## **FUNCTIONAL OBJECTIVES**

**Revision 3**

**Research & Development**

### **PACKAGING TECHNOLOGY DIVISION**

- 1. To implement on schedule 90% of the approved R&D projects and activities.**
- 2. To submit a terminal report two months after the project completion.**
- 3. To provide 90% of the request for packaging services with very satisfactory customer rating.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

### **Revision 1**

## **TECHNOLOGICAL SERVICES DIVISION**

1. To design and validate one new and acceptable training program within the year.
2. To conduct 100% of the approved number of training programs for the year with a very satisfactory rating.
3. To implement 100% of the approved requests for technical assistance / technology transfer in the Regions based on agreed schedules/duration within the year with a very satisfactory rating.
4. To provide 100% relevant information to customers and stakeholders, both internally and externally in all forms (print and non-print, media / press conference, exhibits, techno fora) at the right time.
5. To prepare techno-economic studies (market/industry profile, FS / BOP and techno-packages) of identified mature / commerciable technologies within the prescribed period.
6. To develop business development strategies for marketing and promotion of identified technologies / new services within the prescribed period.
7. To provide engineering related services in support of ITDI activities such as: R&D, technical services, maintenance and repair of physical facilities/buildings and technology transfer within the prescribed time with a very satisfactory rating.

**ANNABELLE V. BRIONES, Ph.D.**

Director



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## **FUNCTIONAL OBJECTIVES**

**Revision: 1**

### **Internal Quality Audit**

- 1. To ensure that internal audits shall be conducted once a year in accordance with ITDI's annual audit program. A detailed audit plan shall state the assignment of auditors in audit schedules as confirmed by auditees to determine whether the quality management system of ITDI:**
  - a.) conforms to the planned arrangements of ISO 9001:2015; and**
  - b.) is implemented and maintained.**
- 2. To make sure that the audit shall be carried out in accordance with 9.2 of ISO 9001:2015, taking into consideration the status and importance of the processes in the areas to be audited, and the results of the previous audits with corrections and corrective actions.**
- 3. To render audit reports stating conformance or non-conformance to ISO 9001:2015, and recommendations to areas for improvement as inputs for management review. A follow-up of corrective and preventive actions for nonconformities, monitor and review of internal audit program shall be done in accordance with PM-QMS 09-02.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Revision 1**

### **Document Custodian**

- 1. To ensure that 100% of ITDI QMS documents are updated, maintained and controlled in accordance with its effectivity date.**
- 2. To ensure that 100% of ITDI QMS documents are properly issued on its effectivity date and withdrawn from the copy holder at the right time.**

**ANNABELLE V. BRIONES, Ph.D.**  
Director

**Quality Policy**  
**Quality Objectives**  
**Functional Objectives**

**ISO 9001:2015**

September 1, 2016



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## **QUALITY POLICY**

**Effectivity Date: 01 September 2016**

**Revision: 1**

“We are committed to provide innovative technologies and services in the areas of food, materials, chemicals, energy, biotechnology, environment and packaging to both private and government sectors with the highest standards of quality and reliability within our capabilities and resources according to customer and all applicable regulatory and statutory requirements and to continually improve the effectiveness of our QMS at all times in order to meet customer satisfaction.”

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



## **QUALITY OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

- 1. To attain at least a “very satisfactory” customer satisfaction rating for the year through the continual improvement of our QMS.**
- 2. To deliver required services according to mutually agreed terms and conditions and existing applicable statutory and regulatory requirements.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVE**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **Administrative Division** **CASHIER SECTION**

- **To ensure that 100% approved disbursement vouchers are acted upon receipt within three (3) working days, subject to the availability of funds.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVE**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **Administrative Division**

#### **HUMAN RESOURCE MANAGEMENT SECTION**

**To ensure that 100% of the vacant positions with approved authority to be filled up are hired within the prescribed period based on the principle of Merit and fitness.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **Administrative Division**

### **HRM-SDC**

**To ensure that the planned training program for the year is very satisfactorily implemented based on available resources.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **Administrative Division**

#### **PROPERTY & PROCUREMENT MANAGEMENT SECTION**

- **To ensure the delivery of requisitioned items in compliance with the provisions of RA 9184 within the prescribed period applicable based on the specifications of the end-user.**
- **To safeguard ITDI assets and properties by properly maintaining and recording as well as disposing unserviceable properties.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **FINANCE AND MANAGEMENT DIVISION**

- 1. To ensure that all ITDI activities with budgetary requirements are acted upon within five (5) working days.**
- 2. To ensure that all financial transactions are processed within five (5) working days.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

# **PLANNING AND MANAGEMENT INFORMATION SYSTEMS DIVISION (PMISD)**

- 1. To ensure the preparation of the Institute's overall plans and programs for implementation during the year.**
  - 90% of the Institute's programs and projects aligned to the national and department priorities and industry needs.
- 2. To ensure participation in the evaluation of projects in their various stages during the year.**
  - 90% of project proposals evaluated within the schedule set by the Technical Review Committee.
  - 90% of on-going projects evaluated within two months after the quarter.
- 3. To ensure the implementation of an appropriate monitoring system for projects of the Institute within the year.**
  - 90% of projects monitored during the month.
  - 90% of quarterly reports prepared.
  - 90% of terminal reports received within two months after completion of project.
- 4. To ensure the establishment and maintenance of:**
  - Appropriate information systems for the projects, services and other activities of the Institute according to the approved Information Systems Strategic Plan; and
  - Core computer network infrastructure within the targeted commitment and prescribed period.

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **TECHNOLOGICAL SERVICES DIVISION**

- 1. To design and validate one new and acceptable training program within the year.**
- 2. To conduct 100% of the approved number of training programs for the year with a very satisfactory rating.**
- 3. To implement 100% of the approved requests for technical assistance / technology transfer in the Regions based on agreed schedules/duration within the year with a very satisfactory rating.**
- 4. To provide 100% relevant information to customers and stakeholders, both internally and externally in all forms (print and non-print, media / press conference, exhibits, techno fora) at the right time.**
- 5. To prepare techno-economic studies (market/industry profile, FS / BOP and techno-packages) of identified mature / commerciable technologies within the prescribed period.**
- 6. To develop business development strategies for marketing and promotion of identified technologies / new services within the prescribed period.**
- 7. To provide engineering related services in support of ITDI activities such as: R&D, technical services, maintenance and repair of physical facilities/buildings and technology transfer within the prescribed time with a very satisfactory rating.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **Research & Development** **CHEMICALS AND ENERGY DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

**Research & Development**

### **ENVIRONMENT AND BIOTECHNOLOGY DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

### **Research & Development** **FOOD PROCESSING DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**



**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

**Research & Development**

### **MATERIALS SCIENCE DIVISION**

- 1. To implement 90% of approved projects for implementation based on agreed duration.**
- 2. To submit a terminal report two months after project completion.**
- 3. To implement 90% of the approved contract projects based on agreed schedule with Very Satisfactory customer rating.**
- 4. To undertake 90% of the approved technology transfer activities based on schedule with Very Satisfactory customer rating.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director



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## **FUNCTIONAL OBJECTIVES**

**Effectivity Date: 01 September 2016**

**Revision: 1**

**Research & Development**

### **PACKAGING TECHNOLOGY DIVISION**

- 1. To implement on schedule 90% of the approved R&D projects and activities.**
- 2. To submit a terminal report two months after the project completion.**
- 3. To satisfy the packaging needs of 90% of served customers with very satisfactory customer rating.**

**MARIA PATRICIA V. AZANZA, Ph.D.**  
Director