Republic of the Philippines
Department of Science and Technology
INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE

Standards and Testing Division

QUALITY MANUAL

Copy No. 1

Revision 2 : 2013 August 28

Copy for: Division Chief

The Standards and Testing Division of the Industrial Technology Development Institute - Department of Science and Technology (STD ITDI-DOST) has recognized the need to establish a Laboratory Quality Management System (LQMS) which is in accordance with the Philippine National Standard (PNS) ISO/IEC 17025:2005, "*General Requirements for the Competence of Testing and Calibration Laboratories*". This establishment of the QMS is in view of the standardization of the globalization of trade.

With the benefits of laboratory accreditation aiming at having competent laboratories in the Philippines which can compete globally, STD of ITDI-DOST established, continually implements, and maintains this LQMS. This is in pursuance of laboratory accreditation with the Philippine Accreditation Bureau (PAB). Together with this laboratory accreditation are the recognition of competence, benchmark of performance, marketing advantage in the global scene, and the international recognition.

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This is to authorize the implementation of this Quality Manual and other related documentation effective on the date specified herein.

The management of the Laboratory Quality Management System of the division shall be represented by the Quality Manager.

Updating of this Quality Manual is the responsibility of the Quality Manager, the Document and Information Controller and the Documentation Committee, as described in General Procedure (GP) 4.3.1, "*Creation, Review, Approval, Revision and Control of Documents.*"

MARIA PATRICIA V. AZANZA, Ph.D.
DIRECTOR, DOST-ITDI

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The Quality Manual is distributed as controlled copies to the following laboratories, sections and units under its organization:

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Original	Quality Manager, Division Chief
1	Director, ITDI
2	Head, Biological Laboratory (BL)
3	Head, Chemistry Laboratory (CL)
4	Head, Physical and Performance Testing Laboratory (PPTL)
5	Head, Receiving and Releasing Unit (RRU)
6	Head, Microbiology Section (MS), BL
7	Head, Pharmacology and Toxicology Section (PTS), BL
8	Head, Inorganic Chemistry Section (ICS), CL
9	Head, Organic Chemistry Section (OCS), CL
10	Document and Information Controller (DIC)

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QUALITY POLICY STATEMENT

The Standards and Testing Division of the Industrial Technology Development Institute (STD-ITDI), Department of Science and Technology (DOST) is committed to promptly and efficiently deliver quality technical services for the satisfaction of its customers.

Customers' satisfaction is guaranteed by:

a. **Conducting tests with accuracy and reliability, conforming with the PNS ISO/IEC 17025:2005 standard;**
b. **Ensuring utmost confidentiality of information obtained from the customers; and**
c. **Promoting a safe and friendly environment.**

Continual improvement of its management system is achieved by:

a. **Strengthening human, financial and physical resources;**
b. **Complying strictly with the established policies and procedures; and**
c. **Monitoring the effectiveness of its implementation.**

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

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The Standards and Testing Division (STD) implements a Laboratory Quality Management System (LQMS) covering its testing activities. The LQMS is the framework under which the quality of the activities of the STD is defined, organized, and maintained. The LQMS documents the different policies and procedures implemented by the Division to attain the following goals:

- Ensure that all staff have a clear understanding of the policies and procedures relevant to their work;
- Enable the staff to contribute in maintaining quality in the organization and conformance to PNS ISO/IEC 17025:2005 requirements;
- Translate these policies and procedures to consistent high quality service to customers; and
- Allow for the continuous improvement of the LQMS.

The numbering in the Quality Manual follows the section numbers in the PNS ISO/IEC 17025:2005 for easy reference to the standard. The scope on improvement documents the activities to be made by the laboratory through the use of quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management reviews.

The Standards and Testing Division (STD) is one of the divisions of the Industrial Technology Development Institute (ITDI) dedicated to rendering technical services to public and private institutions and individuals. STD is covered by the Philippine Civil Service Commission (CSC) rules and regulations.

The Division has the following major functions:

- Plan, coordinate and provide biological, chemical, and physical and performance testing of materials and products;
- Validate/verify standard test methods and develop in-house methods to keep abreast with developments and requirements of various industries;
- Participate in projects of other entities relevant to standards and testing; and
- Contribute in the planning and implementation of the ITDI's programs and projects.

It also serves the following functions:

- Develop, implement and coordinate activities on Metrology in Chemistry;
- Provide proficiency testing services to laboratories; and
- Issue Formula of Conversion (FOC) certificates for tax and duty drawbacks and as a requirement of the Philippine National Police (PNP) and the Sugar Regulatory Administration (SRA)

The Division is composed of three laboratories conducting tests and analyses:

- Biological Laboratory (BL) – a laboratory which is composed of two sections, the Microbiology Section and the Pharmacology and Toxicology Section.

  The Microbiology Section (MS) conducts microbiological testing of food, water, cosmetics, disinfectant/biological products or devices, natural products, herbal products, packaging materials and allied products.

  The Pharmacology and Toxicology Section (PTS) conducts pharmacological, toxicological and bioefficacy testing of plant extracts, biologicals, chemical formulations, pesticides, insecticides, food supplements, drugs, pharmaceutical products, herbal drug and preparations, and cosmetics.

- Chemistry Laboratory (CL) - a laboratory which is composed of two sections, the Inorganic Chemistry Section and the Organic Chemistry Section.

  The Inorganic Chemistry Section (ICS) conducts testing of water and wastewater, environmental samples, construction materials, chemical specialties, and end use products.

  The Organic Chemistry Section (OCS) conducts testing of foods, feeds, beverages, natural products, fuels, paints and organic chemicals.

- Physical and Performance Testing Laboratory (PPTL) – a laboratory which determines physical properties of materials such as rubber and leather, plastics and polymers, engineering and construction materials, packaging materials, adhesives and sealants, office supplies, and concrete. It also conducts performance testing of products and load testing of construction and heavy equipment (e.g. crane, hoist, elevator, forklift, etc.)

The following are the references used in writing and updating of this Quality Manual:

PNS ISO/IEC 17025:2005	*General Requirements for the Competence of Testing and Calibration Laboratories*
ISO/IEC 9001:2008	Quality Management Systems – Definition and Vocabulary
ISO/IEC Guide 17000	Conformity Assessment-Vocabulary and General Principles
VIM	International Vocabulary of Basic and General Terms in Metrology

Laboratory Quality Management System documents are updated once latest editions of these references are released/published.

3.1 The terms used in this Laboratory Quality Management System documentation are based from ISO/IEC Guide 17000, "*Conformity Assessment –Vocabulary and General Principles*" and VIM, "*International Vocabulary of Basic and General Terms in Metrology.*"

Definitions in ISO/IEC 9001:2008 *"Quality Management Systems – "Definition and Vocabulary"* are used if definitions are unavailable in ISO/IEC Guide 17000 and VIM.

3.2 The following abbreviations are also used in this Quality Manual and related documentation:

LQMS	–	Laboratory Quality Management System
DOST	–	Department of Science and Technology
ITDI	–	Industrial Technology Development Institute
STD	–	Standards and Testing Division
BL	–	Biological Laboratory
CL	–	Chemistry Laboratory
PPTL	–	Physical and Performance Testing Laboratory
MS	–	Microbiology Section
PTS	–	Pharmacology and Toxicology Section
ICS	–	Inorganic Chemistry Section
OCS	–	Organic Chemistry Section
RRU	–	Receiving and Releasing Unit
OC	–	Office of the Chief
QM	–	Quality Manual
GP	–	General Procedure
TP	–	Technical Procedure
QR	–	Quality Records
TR	–	Technical Records

SP	–	Supplementary Procedure
TM	–	Test Method
OP	–	Operational Procedure
MP	–	Maintenance Procedure
TSR	–	Technical Services Request
QM	–	Quality Manager
DQM	–	Deputy Quality Manager
OTM	–	Over-all Technical Manager
TM	–	Technical Manager
DTM	–	Deputy Technical Manager
DC	–	Documentation Committee
DIC	–	Documentation and Information Controller
DDIC	–	Deputy Document and Information Controller
SDC	–	Section Document Custodian

3.3 The following terms are defined and being used in QMS documents:

3.3.1 Quality Manual (QM) – the top level document of the laboratory quality management system. It includes operational policies which provide answers and directions to recurring questions in the laboratory quality management system.

3.3.2 General Procedures (GP) – documents which are used to deploy policies through specified way of doing things.

3.3.3 Technical Procedures (TP) – documents which provide guidance for the detailed implementation of an activity. It is divided into four categories: Supplementary Procedures (SP), Test Methods (TM), Operational Procedures (OP) and Maintenance Procedures (MP).

3.3.4 Records – accomplished documents which provide objective evidence of activities performed or results achieved. These records are generated using the various forms of LQMS documents.

3.3.5 Quality Records (QR) – records which include reports from internal audits and management reviews as well as records of corrective and preventive actions.

3.3.6 Technical Records (TR) – records of original observations, derived data, and sufficient information to establish an audit trail, calibration records, staff records and a copy of each test report issued, for a defined period.

3.3.7 Supplementary Procedures (SP) – a defined technical procedure for the conduct of activities necessary to ensure accuracy and reliability of test results.

3.3.8 Test Methods (TM) – a defined technical procedure for performing a test.

3.3.9 Operational Procedures (OP) – a defined technical procedure for the operation of equipment used for testing or for the monitoring of environmental conditions.

3.3.10 Maintenance Procedures (MP) – a defined technical procedure for maintaining equipment to ensure long-term use.

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4.1.1 Legal Responsibility

The Standards and Testing Division (STD) is a technical service division of the Industrial Technology Development Institute (ITDI) of the Department of Science and Technology (DOST) located at STD Building, DOST Compound, General Santos Avenue, Bicutan, Taguig City, Metro Manila, Philippines, reorganized in 1984 and mandated in accordance with Executive Order No. 128. The organization of STD and its place in ITDI's organizational structure is shown in Appendix QM-06-01.

The ITDI-STD maintains a Laboratory Quality Management System (LQMS) that defines the legal identity of the organization and the responsibilities of the staff working thereat.

4.1.2 Scope of Laboratory Quality Management System

The STD carries out its testing services to satisfy the needs of the customers and to meet the requirements of the regulatory authorities and organizations providing laboratory accreditation as specified in PNS ISO/IEC 17025:2005 standard. The LQMS of STD-ITDI covers all work carried out in its laboratory.

The STD is covered by the policies and procedures of the ITDI, with respect to hiring of personnel, procurement of equipment and materials, and other administrative matters. Complementing the ITDI policies and procedures are the STD policies and procedures contained in this Quality Manual and its corresponding documents.

4.1.3 Conflict of Interest

Only STD personnel are allowed to conduct all technical service activities requested to the division. Acceptance/receiving of samples should only be done at STD-RRU and will be validated and received by the designated STD personnel from the customer themselves.

The Research and Development (R&D) Divisions of ITDI concentrate in their development work and have no involvement or influence on the testing activities of the STD.

4.1.4 Legal Authority, Responsibility and Accountability

The Top Management of the STD has overall responsibility in ensuring that the LQMS is systematically and effectively executed.

4.1.4.1 Institute Director

- As Head of the Institute, he/she is the main policy and decision maker and performs management function in all the other programs and projects of ITDI, specifically: research and development, training and consultancy, technology transfers, and technical services;

- He/She ensures that non-STD personnel of ITDI and any other agencies of DOST do not have situations where they may have an opportunity to exert undue pressure to STD personnel in matters relating to testing and other technical services offered by the Division;
- He/She authorizes the implementation of the LQMS in compliance with the management and technical requirements of PNS ISO/IEC 17025:2005;
- He/she authorizes the Quality Policy and Quality Objectives;
- He/she commits and ensures that resources needed for the continued implementation and continual improvement of the LQMS and the technical competence of the staff are adequately and timely provided for; and
- He/she heads the STD Management Committee and is responsible of all its duties and functions.

4.1.4.2 Quality Manager

The Division Chief is the Quality Manager and has the following managerial functions:

- Has overall responsibility and authority for ensuring the policies and procedures are implemented and followed at all times, especially the technical services offered by the Division;
- Monitors and ensures that the established LQMS is implemented, maintained, and complies at all times with PNS ISO/IEC 17025:2005 and accrediting body supplementary requirements and guidance documents;
- Has direct access/communication to the Institute Director and the Deputy Director for Administrative and Technical Services (ATS) of ITDI, particularly, with regard to decisions on laboratory policies, procedures and resources;
- Ensures that the quality policy and LQMS is properly disseminated, understood and implemented;
- Has management authority over the operations and performance of all STD staff;
- Coordinate with the Laboratory, Section, and Unit Heads, as well as the other staffs of the Division in matters of management and operations of the Division;
- Update all LQMS documents in compliance with the requirements of latest regulatory standards and for continual improvement of the LQMS;
- Approves release of test results and certificate of Formula of Conversion (FOC);
- Implement Personnel Training Program as identified by Laboratory Overall Technical Managers;
- Responsible to plan, organize, and conduct the internal quality audits and management reviews of the different laboratories/sections/units of the Division;
- Holds the authority and resources in identifying occurrences of departures from the LQMS and to initiate actions to prevent or minimize such departures;
- Monitors the effectiveness of the corrective and preventive actions to non-conforming works;
- Conducts bi-annual analysis of customer feedback surveys;

- Supervises the Document and Information Controller;
- Heads the Documentation Committee and the Internal Quality Audit Team;
- Represents the Division for the various laboratory accreditations; and
- Identify, develop and implement continual improvement of the STD LQMS

4.1.4.3 STD Management Committee

Chairman	: Institute Director
Vice-Chairman	: Division Chief / Quality Manager
Members	: Deputy Quality Manager
	Document and Information Controller
	Laboratory Head, Biological Laboratory
	Laboratory Head, Chemistry Laboratory
	Laboratory Head, Physical and Performance Testing Laboratory

- Review the effectiveness and suitability of the LQMS;
- Resolve policy, procedure and resource issues; and
- Conduct Management Reviews

4.1.4.4 Technical Manager

The laboratory is headed by a Laboratory Head who acts as the Over-all Technical Manager and who holds the supervisory authority and technical responsibility over all the Technical Managers of the different sections under his/her laboratory. He/She has the overall responsibility for ensuring the control and operation of all activities in all of the sections under the laboratory being supervised. He/She holds the authority and resources in carrying out his/her duties, including the maintenance and improvement of the LQMS and identifying occurrences of departures from the LQMS and to initiate actions to correct, prevent or minimize such departures.

The Laboratory Head / Over-all Technical Manager specifically has the following functions:

- Assumes technical management of the laboratory;
- Responsible for the laboratory's overall administrative and technical operations;
- Specify and/or approve all technical procedures used by the laboratory;
- Attest to the validity of all laboratory test reports;
- Plan and coordinate with the Division Chief to ensure that resources needed to carry out the tests and deliver the required quality of laboratory operations are provided in a timely manner;
- Supervises the Technical Managers of all the laboratory sections and is responsible for their performance evaluation;
- Provide adequate supervision, instruction, and training of the laboratory staff to facilitate completion of assigned tasks;

- Identify occurrences of departures from the management system or from the procedures for performing tests, and to initiate actions to prevent or minimize such departures in the laboratory;
- Conducts analyses of trends of laboratory's performance in proficiency testing and interlaboratory comparisons; and
- Evaluate and signs work order report and final test report

Each field of testing service of STD (laboratory section) has a Technical Manager who is the Section Head and who holds the overall responsibility for ensuring the effective control and operation of all activities specific to his/her section. He/She also holds the authority and resources in carrying out his/her duties including the implementation, maintenance and improvement of the LQMS and identifying the occurrences of departures from test methods and other technical procedures, and to initiate actions to correct, prevent or minimize such departures.

The Section Head / Technical Manager specifically has the following functions:

- Assumes technical management of the laboratory section;
- Responsible for the section's administrative and technical operations;
- Specify and/or approve all technical procedures used by the laboratory;
- Assign only competent analysts or personnel to perform tests, and issues work order to laboratory section's analysts;
- Attest to the validity of all laboratory test reports;
- Provide adequate supervision, instruction, and training of the laboratory staff and trainees to facilitate completion of assigned tasks;
- Formulates goals or education, training and skills of laboratory section's personnel;
- Responsible for the evaluation of performance of all staffs of the laboratory section;
- Ensure that good laboratory practices are implemented in the laboratory;
- Ensures that resources needed for laboratory section's operations are of required quality;
- Ensures competence and give authority to laboratory section's personnel who operate specific equipment, perform tests, evaluate results and sign work order reports;
- Identify occurrences of departures from the management system or from the procedures for performing tests, and to initiate actions to prevent or minimize such departures in the laboratory; and
- Evaluate and attests to the validity of work order report and final test report.

4.1.4.5 Document and Information Controller (DIC)

The DIC has the over-all responsibility in ensuring that all current versions of LQMS documents and records are properly controlled. Specifically, the responsibilities of the DIC are:

- Controls all documents and records of STD LQMS;
- Prepares new documents and revise existing documents (once approved in the Document Review) of the Quality Manual (QM) and General Procedures (GP);
- Assigns codes to newly prepared documents and controls copies of these documents;
- Keeps master lists of all STD LQMS documents;
- Facilitates the request for revision of LQMS documents;
- Organizes the Document Review for the QM and GP;
- Authorizes the issue of uncontrolled copies of any document and records, upon approval of the Quality Manager; and
- Retrieves and files the obsolete copies of LQMS documents

4.1.4.6 Section / Laboratory Document Custodian (DC)

The DCs of each section or laboratory assists the DIC in the proper documentation of the LQMS. In addition, the responsibilities of the DCs are:

- Controls all documents and records, esp. Technical Procedures (TP) and corresponding technical records generated by each laboratory or section;
- Updates the master lists of documents when new documents are prepared or existing documents are revised;
- Facilitates the request for revision of TPs;
- Ensures that all documents, esp. TP forms like work sheets, to be used by each section / laboratory staff are the current versions;
- Retrieves obsolete documents and surrender these to the DIC; and
- Constantly updates the DIC for changes in the section / laboratory documents.

4.1.4.7 Internal and External Pressures

STD has strict compliance to Civil Service Commission (CSC) rules and regulations that ensures that all personnel are free from any undue internal and external commercial, financial or other pressures and influences, which may adversely affect the quality of testing and other technical services rendered to its customers. Internal pressure would mean that the personnel must not become involved in activities. This includes:

- Giving of unplanned work and more responsibilities other than the normal workload affecting the quality of their work;
- Causing diminished confidence in the laboratory's competence, impartiality, judgment or operational integrity; and
- Adversely influencing the laboratory's compliance with the requirements of PNS ISO/IEC 17025:2005.

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4.1.5 Organization and Management Structure

The organizational structure of DOST-ITDI STD is shown in Appendix QM-06-01. The organizational chart shows the relationship between STD and the financial and administrative support services.

4.1.6 STD Supervision

The Technical Managers and Philippine Accreditation Bureau (PAB)-approved signatories provide adequate supervision to STD staff and trainees on test methods and procedures, purpose of each test, and with the assessment of the test results.

4.1.7 Appointment of the Quality Manager

The Quality Manager reports to the Institute Director on matters pertaining to LQMS. Refer to 4.1.10.2 for the roles and responsibilities of the Quality Manager, irrespective of the duties assigned by the Institute Director.

4.1.8 Deputies of Key Managerial Personnel

In the absence of the Key Managerial Personnel, the deputies automatically take over the functions in relation to the operations of STD. In case of signing test reports, whenever the Division Chief/Quality Manager is absent, the designated Officer-in-Charge signs for the Division Chief/QM. The following are authorized deputies:

Key Managerial Positions	1st Level Deputies*	2nd Level Deputies**
Institute Director	Officer-in-Charge/ Deputy Director for ATS	Division Chief/Quality Manager
Division Chief	Officer-in-Charge/Deputized Laboratory Head	Laboratory Section Head
Quality Manager	Deputy Quality Manager	Document and Information Controller
Laboratory Head/Over-all TM, BL	Section Head/TM, PTS or MS	Section Deputy TM, PTS or MS
Laboratory Head/Over-all TM, CL	Section Head/TM, ICS or OCS	Section Deputy TM, ICS or OCS
Laboratory Head/TM, PPTL	Laboratory Deputy TM	Deputized PPTL Staff
Document and Information Controller	Deputy Document and Information Controller	Section/Laboratory Document Custodians

* Depends on the deputization assigned by the Key Managerial Position
** Depends on the field of test considered

4.1.9 Personnel Awareness

The Over-all Technical Manager, and/or Technical Manager of each laboratory, ensures that personnel awareness on the relevance and importance of their activities and how it contributes to the achievement of the objectives of the LQMS is disseminated during the staff and regular meetings. The Technical Managers remind the personnel of the performance of their duties and responsibilities in the operations and systems of laboratory.

4.1.10 Appropriate Communication Processes

The Quality Manager and his/her deputy conduct Division staff meetings through a General Assembly once every semester and include among its agenda the communication of the effectiveness of the LQMS. Observations and feedbacks from all personnel of the Division are also discussed in these meetings. The Quality Manager disseminates to all personnel the results of the management review. Designated staff writes the minutes of the meeting in a logbook for every General Assembly. The procedure on the conduct and recording of the Management Review is stated in GP 4.15 "Management System Reviews."

Each unit, section and laboratory conducts regular Technical and Operations Meetings to ensure proper dissemination of information and communication and solicit comments, suggestions and areas for improvement from all staffs of the unit/section/laboratory. This is recorded in a logbook.

4.1.11 Protection of Customers' Confidential Information and Proprietary Rights

STD implements policies and procedures to ensure the protection of customer's confidentiality and proprietary rights. In order to maintain the confidentiality of information and proprietary rights of customers with respect to tests performed, STD follows GP 4.1.1 "Protection of Customers' Confidentiality and Proprietary Rights."

STD ensures the customers' confidential information and proprietary rights, through securing access and proper arrangement of facilities such that customers and other non-STD personnel cannot possibly view computers where computations, results and other technical data of testing and other technical services are being processed.

STD requires personnel and division trainees to make a formal pledge of protecting customers' confidential information and proprietary rights including protection of all documents and records from unauthorized reproduction and use.

A procedure is made to cover the electronic storage and transmission of test results (see GP 4.1.1). STD may store test results electronically and provide a procedure on how to protect the electronic results in all computers in the premises against unauthorized access.

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4.1.12 Competence, Impartiality, Judgment and Operational Integrity

All STD personnel commit to avoid activities that would diminish the competence, impartiality, judgment and operational integrity of the Division.

4.2.1 Management System Documentation

The STD has established a Laboratory Quality Management System (LQMS) and continually implements and maintains it to support the conduct of its tests. This Quality Manual and related documentation describe the management system. The LQMS is communicated to, made understood by, and implemented by all laboratory personnel through awareness programs, staff technical and management meetings, and quality discussions.

4.2.2 Quality Policy

4.2.2.1 Quality Objective

The overall objectives of the LQMS implemented in STD are established and reviewed during the management review in accordance with QM-04-15 "Management System Reviews."

The laboratory in all its operation complies with the PNS ISO/IEC 17025:2005 "General Requirements for the Competence of Testing and Calibration Laboratories."

All staff are always guided in all their work by the following objectives:

4.2.2.1.1 To employ only qualified and adequate resources in the conduct of tests for customers, which includes the following:

- Trained and competent technical staff
- Validated test methods
- Verified or calibrated equipment
- Appropriate accommodation and environmental condition;

4.2.2.1.2 To accept work which they are capable, competent and where resources are available;

4.2.2.1.3 To maintain quality on all activities (sample receiving and handling, sample preparation, conduct of tests, reporting and release of results) that affect the accuracy of the test results;

4.2.2.1.4 To implement a systematic program for monitoring the reliability of its test results and include quality control on method implementation and participation in proficiency testing;

4.2.2.1.5 To be familiar with the quality documentation and implement policies and procedures in their work;

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4.2.2.1.6 To protect confidentiality of customers' results and proprietary rights;

4.2.2.1.7 To isolate from undue pressure, if any, that may influence their technical judgment.

4.2.2.1.8 To emphasize the prevention of quality problems in their plans, decisions, and actions, rather than correction of problems after they occur; and

4.2.2.1.9 To closely monitor the activities of the Division for early detection of problems and potential problems, and conduct appropriate corrective and preventive actions, including periodic quality audits.

4.2.2.2 Quality Policy Statement

The Standards and Testing Division of the Industrial Technology Development Institute (STD-ITDI), Department of Science and Technology (DOST) is committed to promptly and efficiently deliver quality technical services for the satisfaction of its customers.

Customers' satisfaction is guaranteed by:

a. **Conducting tests with accuracy and reliability, conforming with the PNS ISO/IEC 17025:2005 standard;**
b. **Ensuring utmost confidentiality of information obtained from the customers; and**
c. **Promoting a safe and friendly environment.**

Continual improvement of its management system is achieved by:

a. **Strengthening human, financial and physical resources;**
b. **Complying strictly with the established policies and procedures; and**
c. **Monitoring the effectiveness of its implementation.**

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Institute Director

4.2.2.3 Mission

The Standards and Testing Division ensures quality life and products through testing.

4.2.2.4 Vision

The Division envisions uplifting the socio-economic well-being of the Filipino people and to ensure sustainability for future generations by being an excellent provider of technical services. It aims to lead the global race for better and safer high quality products through provision of globally-competitive testing services.

4.2.3 Top Management Commitment

The top management of ITDI-DOST commits to:

- **Develop and implement the Laboratory Quality Management System and continually improve its effectiveness;**
- **Establish and authorize the quality policy;**
- **Communicate the importance of customer satisfaction;**
- **Ensure compliance with statutory and regulatory requirements; and**
- **Maintain integrity of the Institution, especially during planned changes brought about by the management reviews and by providing needed resources for such activities.**

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

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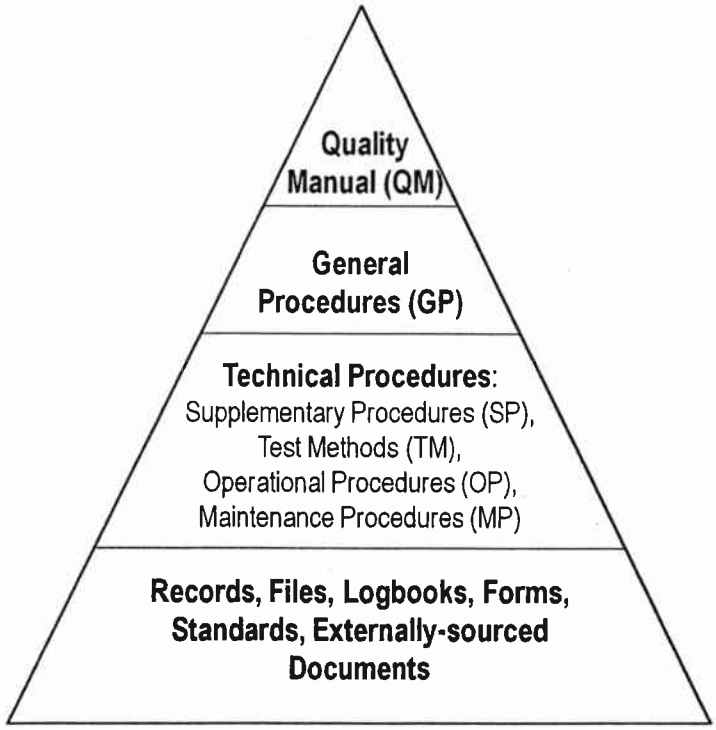
4.2.4 Top Management Communication

Top management communicates to STD personnel the importance of meeting customer, statutory, and regulatory requirements through:

- the distribution of this Quality Manual and other related documentation;
- dissemination of relevant correspondence;
- memoranda;
- notices;
- use of bulletin boards; and
- through meetings, assemblies and conferences

4.2.5 Quality Manual

The quality documentation hierarchy is structured below through the following documents: Quality Manual (QM), General Procedures (GP), Technical Procedures (TP), and other supporting documents. This provides structure for preparation, organization, distribution and revision of documents, and ease of understanding thereof. These documents are defined in QM-03 "Terms and Definitions" under section 3.3.



4.2.6 Management Responsibilities

The roles and responsibilities of the Quality Manager and Technical Manager, and their deputies, are defined in QM-04-01 "Organization", under section 4.1.5.

4.2.7 Management System Integrity

Top management ensures the integrity of the management system whenever policies, procedures and other related documents are changed. This is done by adhering to the policies and procedures outlined in QM-04-03 "Documentation and Information Control" and QM-04-15 "Management System Reviews."

4.2.8 PAB Approved Signatories, Scope of Laboratory Accreditation and the Use of PAB Laboratory Accreditation Endorsement

4.2.2.1 The STD uses Philippine Accreditation Bureau (PAB) laboratory accreditation endorsement or symbol in its test reports only for tests listed in the scope of accreditation and when signed by at least one (1) PAB approved signatory in the test reported. The list of approved test parameters and corresponding approved signatories of each laboratory of STD is shown in QM-06-03 "Laboratory Accreditation Certificates."

4.2.2.2 Use of the PAB accreditation symbol should be in the required format, size, color and wording as shown below:

PAB
PAO ACCREDITED
TESTING LABORATORY
PNS ISO/IEC 17025:2005
LA-YYYY-XXXZ

In this symbol, LA-YYYY-XXXZ, shown below the standard (PNS ISO/IEC 17025:2005), is the STD laboratory's current accreditation number, wherein "YYYY" is the year the accreditation was issued, "XXX" is the accreditation number of the specific STD laboratory, and "Z" corresponds to a letter of the English alphabet which indicates the number of issuance of the accreditation. When this symbol is used, any enlargements or reductions shall retain the same proportions as shown in the image above.

4.2.2.3 This accreditation symbol is only used in test reports once accreditation or renewal of accreditation has been granted by PAB. When accreditation of any STD accredited laboratory has been suspended, expired and not applied for renewal, and withdrawn or terminated by PAB, the use of the PAB accreditation symbol is immediately ceased in the issuance of test reports and other materials displaying this symbol.

4.2.2.4 The PAB accreditation symbol shall be used related to or associated only with testing services covered by the scope of accreditation. The STD distinguishes the accredited test results from those which are not.

4.2.2.5 The approved signatory/ies of STD accepts personal responsibility for ensuring that the reported tests are carried out in full compliance with PAB accreditation criteria.

4.2.2.6 The PAB accreditation symbol is also used by STD, aside from test reports, only to the following materials:

- letterheads for communication and quotations/proposals which involves testing included in the scope of accreditation
- brochures
- tarpaulins
- organization publications, and
- website and social networking sites which are utilized by STD for promotion of its technical services.

This symbol shall not be more prominent than any other logo used in the documents earlier mentioned.