

MANAGEMENT REVIEW REPORT

ISO 9001:2015

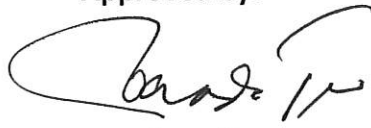
Department of Tourism

December 20, 2017

Prepared by:


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ISO Facilitator

Approved by:


Wanda Tulfo-Teo
Secretary

AGENDA:

Review Inputs:

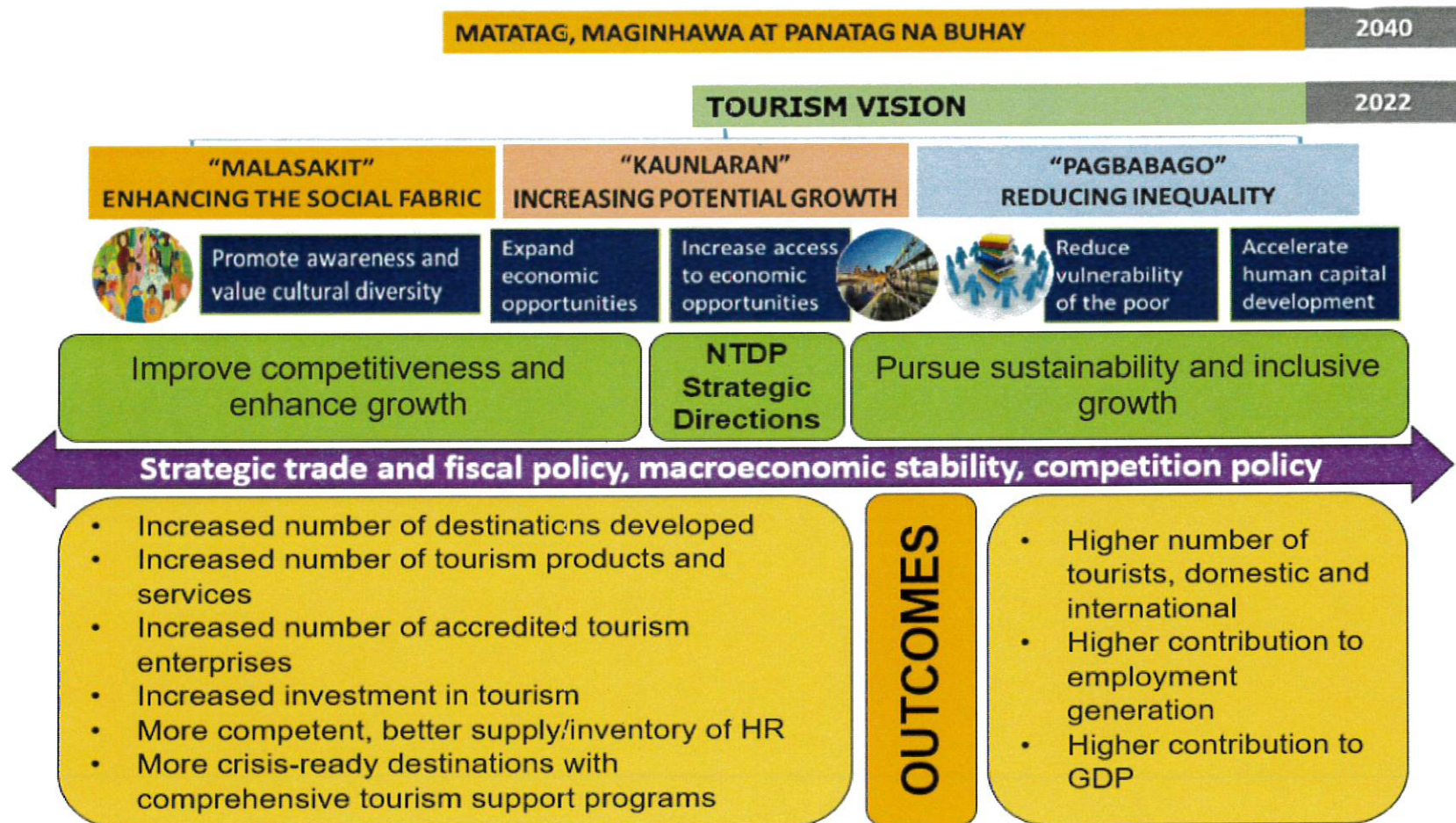
- 1. Status of Actions from previous management Review**
 - a. Status of Non-Conformities from previous Management Review
 - b. Status of Improvement Plan
- 2. Changes in external and internal issues that is relevant to the QMS.**
 - a. Review of the Quality Policy & Quality Objectives
- 3. Information on the performance and effectiveness of the QMS including trends including**
 - a. Customer Satisfaction and feedback from relevant interested parties
 - b. The extent to which Quality Objective have been met
 - c. Process Performance and conformity of products and services
 - d. Nonconformities & corrective actions
 - e. Monitoring and Measurement results
 - f. Audit result
 - g. The Performance of external providers
 - h. The Adequacy of Resources

REVIEW INPUTS:

- 1. This is the 1st Meeting of the DOT Management Committee to review the preparation of the QMS. During the meeting, the consultant presented an overview about ISO 9001:2015 which is the standard being followed for the QMS. The consultant also informed the Management Committee that there is an ongoing review and mapping of accreditation and enforcement services of the Department. Timeline of QMS implementation was also presented.**

2. CHANGES IN EXTERNAL AND INTERNAL ISSUES THAT ARE RELEVANT TO THE QUALITY MANAGEMENT SYSTEM

- a. In the preparation of the QMS, the Management Committee agreed to adopt the National Tourism Development Plan for 2016-2022, the Philippine Development Plan for 2017-2022, and the Ambisyon Natin 2040 as the guiding principles.



The Management Committee also adopted the following quality policy as enabling block for the QMS initiative, including the review of the internal and external factors affecting the operation of the Department:

Quality Policy

The Department of Tourism (DOT) shall provide accreditation and enforcement services to tourism enterprises to guarantee the convenient stay, safety, and satisfaction of foreign and local tourists; while at the same time ensure the development of a highly competitive and environmentally sustainable tourism industry.

The Department shall provide better service to tourists, tourism enterprises and the general public by undertaking continuous training of its employees and the industry.

The Department shall periodically review its performance measurement system at the central and regional offices to accord continual improvement beneficial to its clientele and the growth of the Philippine economy.

Internal Issues (Weaknesses)	External Issues (Threats)
Underdeveloped transport infrastructure and tourist facilities	Difficulty in mitigating the effects of natural disasters
Inconsistent standards for tourism facilities and services	Aggressive competition from ASEAN neighbors
Perceived personal safety of travelers	Uncertain global economy
Lack of political and economic stability	Continuing existence of political unrest in the Middle East and West Philippine sea
Low awareness of the country's tourism products and destinations	
Insufficient value for money for tour packages	

3. INFORMATION ON THE PERFORMANCE AND EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM, INCLUDING TRENDS IN:

a. Customer Satisfaction and Feedback from relevant interested parties

- i. Customer Complaints – Customer complaints are lodged in various forms, such as the 8888 hotline of the Office of the President and direct email and communications to the Department of Tourism. Said complaints are being acted upon immediately by the Department through its Office of Tourism Standards and Regulations. Appropriate reply are rendered to the Office of the President and the concern public.
- ii. Customer Satisfaction – On-going survey of customer satisfaction. Results will be presented on the next management review.

b. The extent to which quality objectives have been met

The ongoing QMS for the accreditation and enforcement services of the Department will augurs well in strengthening the Department's performance management towards ensuring a high degree of satisfaction from foreign and local tourists through the accreditation of the tourism enterprises and their continuous monitoring and enforcement of policies, rules and regulations.

c. Process performance and conformity of products and services

The ongoing QMS is envisioned by the Management Committee to improve on the Department's delivery mechanism for accreditation and enforcement of rules and regulations consistent with Section 3, item O of the Tourism Act or Republic Act No. 9593 that provides for the need to maintain an international standards of excellence in all tourism facilities and services and to promote the Philippines as a safe and wholesome tourist destination.

The Management Committee further invoked that the QMS will promote global competitiveness, strengthen data gathering and research, and facilitate the promotion of individual enterprises and the industry as a whole towards the implementation of a consistent and widely accepted system for accreditation, monitoring and enforcement of rules and regulations. The Committee further stressed that the QMS will promote quality tourism and uphold the Philippines as a leading tourist destination in the region.

d. Nonconformities and corrective actions

The Management Committee noted the absences of any non-conformities and corrective actions as the QMS is still in its infancy stage. However, the Committee requested the ISO Facilitator and the consultant to report at the next meeting any evidence of non-conformity so that appropriate action can be discussed and agreed upon.

e. Audit Result

The 1st Internal Audit of the management system covering the ISO 9001:2015 is scheduled in February 2018 as provided in the attached Annual Audit Plan for 2018. In addition, series of trainings and examinations shall be conducted for the Internal Auditors of the Department.

f. The performance of external providers

As the QMS has just started, the Committee noted that the need for a performance of an external provider may have to be deferred until there is an appropriate recommendation from the ISO Facilitator and the consultant.

g. Review on the adequacy of resources

The Management Committee agreed to await the recommendation from the ISO Facilitator and the consultant on the adequacy of the current manpower and financial resources, based on the ongoing Gap Analysis, of the Department on the accreditation and enforcement of policies, rules and regulations on national standards.

h. The effectiveness of actions taken to address risk and opportunities

Since the QMS of the Department is relatively new, effectiveness of actions to address risks and opportunities could not be determined yet. Risks and Opportunities shall be revisited after 6 months of implementing the QMS or during the next Management Review.

Attachment 1
Annual internal Audit Plan

ANNUAL INTERNAL AUDIT PLAN

- : Plan
- ◉ : Actual
- ◆ : Action Verified to be effective
- ◇ : Special Audit Schedule

Prepared by	Approved by

Date Prepared: December 20, 2017
Revision no. 0

ISO 9001:2015 REQUIREMENTS	2018											
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
4.0 CONTEXT OF THE ORG.		○						○				
4.1 Understanding the Org. & its Context		○						○				
4.2 Understanding the needs and expectations of interested parties		○						○				
4.3 Determining the scope of the QMS		○						○				
4.4 QMS and its Processes		○						○				
5.0 LEADERSHIP		○						○				
5.1 Leadership and Commitment for the QMS		○						○				
5.1.1 General		○						○				
5.1.2 Customer Focus		○						○				
5.2 Policy		○						○				
5.2.1 Establishing the Quality Policy		○						○				
5.2.2 Communicating the Quality Policy		○						○				
5.3 Org. Roles, responsibilities and authorities		○						○				
6.0 PLANNING		○						○				
6.1 Action to address risk and opportunities		○						○				
6.2 Quality Objectives and Planning to Achieve Them		○						○				
6.3 Planning of Changes		○						○				
7.0 SUPPORT		○						○				
7.1 Resources		○						○				
7.2 Competence		○						○				
7.3 Awareness		○						○				
7.4 Communication		○						○				
7.5 Documented Information		○						○				
8.0 OPERATION		○						○				
8.1 Operational Planning and Control		○						○				
8.2 Requirements for Products and Services		○						○				
8.3 Design and Development of Products & Services		○						○				
8.4 Control of Externally Provided Processes, Products and Services		○						○				
8.5 Production and Service Provision		○						○				
8.6 Release of Products and Services		○						○				
8.7 Control of Nonconforming Outputs		○						○				
9.0 PERFORMANCE EVALUATION		○						○				
9.1 Monitoring, Measurement, Analysis and Evaluation		○						○				
9.2 Internal Audit									○			
9.3 Management Review			○						○			
10.0 IMPROVEMENT		○						○				
10.1 General		○						○				
10.2 Nonconformity and Corrective Action		○						○				
10.3 Continual Improvement		○						○				