



Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
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December 20, 2016

ENDORSEMENT

Respectfully endorsed to the University President the approval of the Quality Policy Manual and Quality Procedures Manual/Work Instruction Manual aligned with Quality Management System of ISO 9001:2015.


MILAGROS M. ANTONIO, MS
Director, Quality Assurance



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I. GENERAL

History

Sprawling in a 4,653.7-hectare land reservation, 19 kilometers from Kabankalan City, Negros Occidental and 17-kilometers from the town of Mabinay, Negros Oriental, the Central Philippines State University (CPSU) is dubbed as the first Agricultural Institution in the country established by a Filipino Superintendent in the name of Professor Jose F. Crisanto immediately after World War II. CPSU is located 97 kilometers to Dumaguete City, Negros Oriental in the southeast.

The colorful history of CPSU started when House Bill No. 396 was introduced by Congressman Carlos Hilado, and co-authored by Congressman Limsiaco, Medina, Formilleza, Nietes and Amaldo for the purpose of establishing one agricultural school in Negros Occidental of the Central Luzon Agricultural School type. One of the immediate missions of the school was to hasten economic development of the country which was in the process of reconstruction by training the youth in scientific agriculture. House Bill No. 396 had ripened into Republic Act No. 43 that officially created the NEGROS OCCIDENTAL NATIONAL AGRICULTURAL SCHOOL (NONAS) on October 2, 1946. It became operational on August 1 of the following year.

Had an Act No. 74 of the US Phil. Commission of 1901 been implemented as planned and approved, NONAS should have been the first agricultural school established in the country. Act No. 74 authorize the opening of the first three schools in the Philippines during the American regime namely: Philippine National School of Arts and Trades in Luzon and an agricultural school in Negros Island. The first two schools are the Philippine Normal University and the Technological University of the Philippines respectively, while agricultural school supposed to have been established in the island of Negros was not realized due to unknown reasons.

The school was converted to NEGROS OCCIDENTAL AGRICULTURAL COLLEGE (NOAC) by virtue of President Authority on September 6, 1977. NONAS has served the pioneering students of 31 years from 1946 to 1977 while NOAC steadfastly, turned out both college and highschool graduates for 24 years prior to its conversion to NSCA.

NOAC then was converted into a state college known as the NEGROS STATE COLLEGE OF AGRICULTURE (NSCA) by virtue of R.A. 9141 dated July 3, 2001. Congressman Genaro "Lim-ao" Alvarez, Jr. of the 6th District of Negros Occidental sponsored House Bill 9873 which was co-authored by Congressman Carlos Roberto Santiago Cojuangco, Montemayor, Montilla, Teodoro and Villar, and the Congresswoman Marcos and



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Villanueva in the House of Representatives. In the Senate, Senator Juan Ponce Enrile was the first to file Senate Bill No. 1920 which was followed by Senator Loren Legarda who also filed Senate Bill No. 1927 all taking into consideration House Bill No. 9873.

Finally, Senators Tessie Aquino-Oreta and John Osmeña filed Senate Bill No. 2263 in substitution of the Senate Bills earlier introduced by Senator Juan Ponce Enrile and Senator Loren Legarda. The co-sponsors of Senate Bill No. 2263 were Senators Rodolfo Biason, Juan Flavier, Robert Jaworski, Ramon Magsaysay Jr., Blas Ople, Aquilino Pimentel Jr, Ramon Revilla, Raul Roco, Vicente Sotto III and Francisco Tatad. Its conversion mandated to maintain, strengthen and expand the originally lifted expertise of NOAC by creating extension campuses.

Not so long after its conversion into a state college, through insistent and excellent leadership of Atty. Mercedes “Cheding” Alvarez, Congresswoman of the 6th District, Negros Occidental, NSCA was then converted into a State University known as CENTRAL PHILIPPINES STATE UNIVERSITY (CPSU). Alvarez sponsored House Bill No. 1814 together co-sponsors, Ignacio Arroyo, Congressman of 5th District, Negros Occidental and Alfredo Benitez, Congressman of 3rd District, Negros Occidental.

In the Senate, Senator Ramon “Bong” Revilla Jr. sponsored Senate Bill No. 2874 that finally ripened into a law, R.A. 10228 dated October 19, 2012 paving the way to the conversion of NSCA into CPSU.

CPSU’s expansion is evident all throughout the island as its campuses are strategically located in the City of Sipalay, Municipalities of Hinoba-an, Cauayan, Ilog and Candoni in the South, Municipalities of Hinigaran and Moises Padilla in the Central Negros, and in the City of Victorias and City of San Carlos in the North.

Today, CPSU main campus is traversed by an all-weather national highway and accessible to regular busses and jeepneys plying Bacolod via Kabankalan City in the Occidental side and Dumaguete City via Municipality of Mabinay in the Oriental side. It can also be reached from various points in Negros either by air through Silay City and Dumaguete City airports or by sea through regular fast crafts and ships at any point in the Visayas. CPSU has been attracting students not only from the different towns in Negros but also from the neighboring island provinces in the Western Visayas Region. Its agricultural programs and projects, competent faculty and staff, pleasant and conducive environment to learning, have constantly drawn clients who wish to acquire appropriate technology and skills for productive, decent and gainful living.



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CPSU upholds its academic culture which states that: "TODAY IS BETTER THAN YESTERDAY AND TOMORROW WILL BE BETTER THAN TODAY".

University Charter

The University Charter also known as Republic Act No.10228 is "An Act Converting the Negros State College of Agriculture (NSCA) in the City of Kabankalan, Province of Negros Occidental into a University to be known as the Central Philippines State University (CPSU) and appropriating funds therefore".

As enacted by the Senate and House of the Representative stipulated in Section 1 of the Republic Act No. 10228 stated that *"The Negros State College of Agriculture in Kabankalan City, including its extension campuses in the municipalities of Hinobaan, Cauayan, Ilog, Candoni, Moises Padilla, Hinigaran and in the cities of San Carlos, Sipalay, Himamaylan and Victorias, all located in the Province of Negros Occidental, is hereby converted into a state university known as Central Philippines State University (CPSU) Hereafter referred to as the University. The main campus of the University shall be in the City of Kabankalan"*.

The University Charter was signed into law by His Excellency, President Binigno S. Aquino III on October 19, 2012.

General Mandate

The general mandate of Central Philippines State University as indicated in Section 2 of the Republic Act No. 10228 states that *" The University shall primarily provide advanced education, higher Technological professional instruction and training in agriculture/fisheries, animal science, forestry, education, computer studies, engineering, arts and sciences and other relevant field of study. It shall also promote and undertake research, extension services and provide progressive leadership in its area of specialization"*.

As stated in Section 3 of RA 10228 provides curricular offerings of the university, to wit: *"The University shall offer undergraduate and graduate studies in the fields of agriculture/fisheries, animal science, forestry, education, computer studies, engineering, arts and sciences, short-term technical or diploma courses in agriculture technology and other degrees within in areas of specialization and accordance to its capabilities, as the Board of Regents may deem as necessary to carry out its objectives and in order to meet the needs of the Province of Negros Occidental and Region VI"*

In addition to this, the law provides that *"The University shall maintain and operate a reasonably-sized laboratory school, under its College of Education in the main campus"*.



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Core Values

Commitment
Prudence
Service-oriented
Unity

Philosophy

Decent, affordable education for sustainable productivity and global competitiveness under an atmosphere of academic freedom.

Vision

CPSU as center of excellence attuned to global diversity.

Mission

Provide quality research, instruction, production and extension programs responsive to the local and global challenges and demands.

Goal

CPSU as a functional higher learning institution leading in local and global development through instruction, research, extension and production with an effective and efficient frontline services.

II. SCOPE AND EXCLUSION

This Quality Manual specifies requirements for a quality management system where Central Philippines State University:

- a) Needs to demonstrate its ability to consistently provide product and services that meet customer and applicable statutory and regulatory requirements, and
- b) Aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.



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All requirements of this ISO 9001:2015 are generic and are intended to be applicable to Centralize all the higher education services provided by Central Philippines State University.

The Quality Management System (QMS) set out in this Quality Manual (QM) is essentially a manifestation of the commitment of the Central Philippines State University to enhance the quality of its education as can be gleaned from its vision, mission and goals. The University intends to excel in agriculture, forestry, engineering, education and other allied programs and provides the best education especially to the poor but deserving students.

This manual will serve as the University first step towards establishing a quality management system and ensures that the policy, objectives and commitment to quality are understood, implemented and maintained at all levels of its organization.

III. CONTEXT OF THE ORGANIZATION

Understanding the Organization and Its Context

Central Philippines State University has determined the external and internal issues that are relevant to its purpose and its strategic direction and that effects its ability to achieve the intended result(s) of its quality management system. Central Philippines State University monitors and review information about these external and internal issues during management review or as necessary.

Understanding the Needs and Expectations of Interested Parties

Due to the effect or potential effect of the needs and expectations of the interested parties on the organization's ability to meet customer and applicable statutory and regulatory requirements, Central Philippines State University determined:

- a) the interested parties that are relevant to the quality management system; and
- b) the requirements of these interested parties that are relevant to the quality management system.

Central Philippines State University also monitors and reviews the information about these interested parties and their relevant requirements as necessary.



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Scope of the Quality Management System

Central Philippines State university has also determined the boundaries and applicability of the quality management system to establish its scope. When determining this scope, Central Philippines State University considered:

- a) the external and internal issues
- b) the requirements of relevant interested parties; and
- c) the services offered by Central Philippines State University.

Central Philippines State University applies all requirements of the International Standard if they are applicable within the determined scope of its quality management system.

The scope of Central Philippines State University's quality management system is available and maintained as documented information. The scope states the services covered, and provides justification for any requirements that Central Philippines State University has determined to be not applicable to the scope of its quality management system. Conformity to ISO 9001:2015 are only claimed if the requirements determined as not being applicable do not affect the institution's ability to ensure the conformity of its services and the enhancement of customer satisfaction.

Quality Management System and Its Processes

Central Philippines State University has established, implemented, maintains and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard. Central Philippines State University has determined the processes needed for the quality management system and their application throughout Central Philippines State University, and

- a) determined the inputs required and the outputs expected from these processes;
- b) determined the sequence and interaction of these processes;
- c) determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) determined the resources needed for these processes and ensure their availability;
- e) assigned responsibilities and authorities for these processes;
- f) addresses the risks and opportunities as determined in accordance with the requirements;



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- g) evaluates these processes and implement any changes needed to ensure that these processes achieve their intended results; and
- h) continually improves the processes and the quality management system;

IV. MANAGEMENT LEADERSHIP AND RESPONSIBILITY

Leadership and Commitment

Top management of Central Philippines State University demonstrates leadership and commitment with respect to the quality management system by:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of Central Philippines State University;
- c) ensuring the integration of the quality management system requirements into Central Philippines State University's business process;
- d) promoting the use of process approach and risk-based thinking;
- e) ensuring that the resources needed for the quality management system are available;
- f) communicating the importance of effective quality management system and of conforming to the quality management system requirements;
- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) promoting environment, and;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Top management demonstrate leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently meet;
- b) the risks and opportunities that can affect conformity of its services and the ability to enhance customer satisfaction are determined and addressed; and
- c) the focus on enhancing customer satisfaction is maintained.



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Policy

Top management has established, implemented and maintains a quality policy that;

- a) is appropriate to the purpose and context of Central Philippines State University and supports its strategic direction;
- b) provides framework for setting quality objectives;
- c) includes a commitment to satisfy applicable requirements; and
- d) includes a commitment to continual improvement of the quality management system.

This quality policy is available and maintained as documented information, communicated, understood and applied within Central Philippines State University; and is available to all relevant interested parties, as appropriate.

Quality Policy

Central Philippines State University is committed in delivery highest quality education with promised amenity, which meet the needs and strive to exceed the expectation of our customers. It will endeavor to continually improve its quality management system (QMS) by reducing customer complaints, and improving on-time delivery of service and customer satisfaction.

Organizational Roles, Responsibilities, and Authorities

Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within Central Philippines State University. The top management has also assigned responsibilities and authorities for:

- a) ensuring that the quality management system conforms to the requirements of this International Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management;
- d) ensuring the promotion of customer focus throughout Central Philippines State University; and
- e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.



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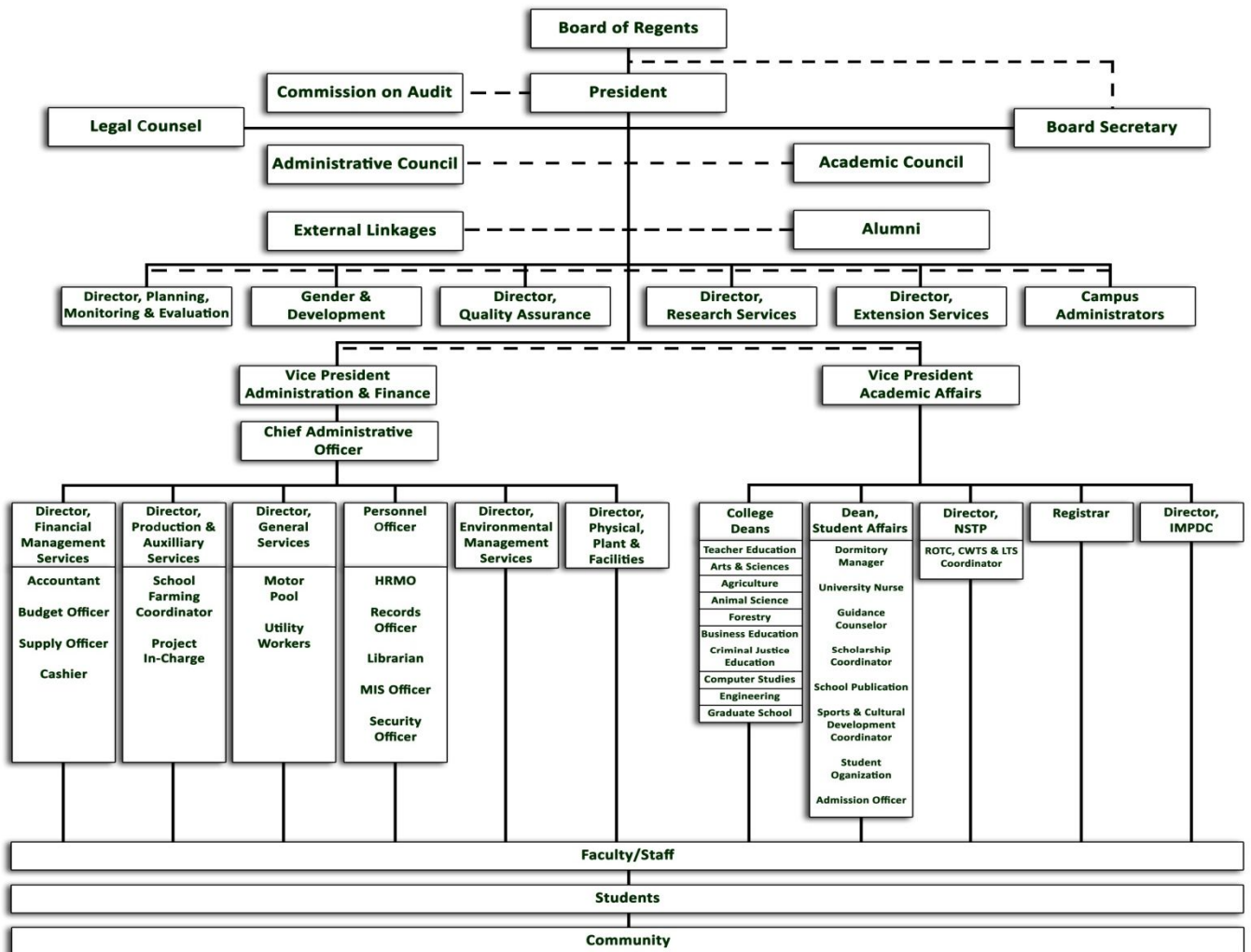
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CENTRAL PHILIPPINES STATE UNIVERSITY ORGANIZATIONAL STRUCTURE





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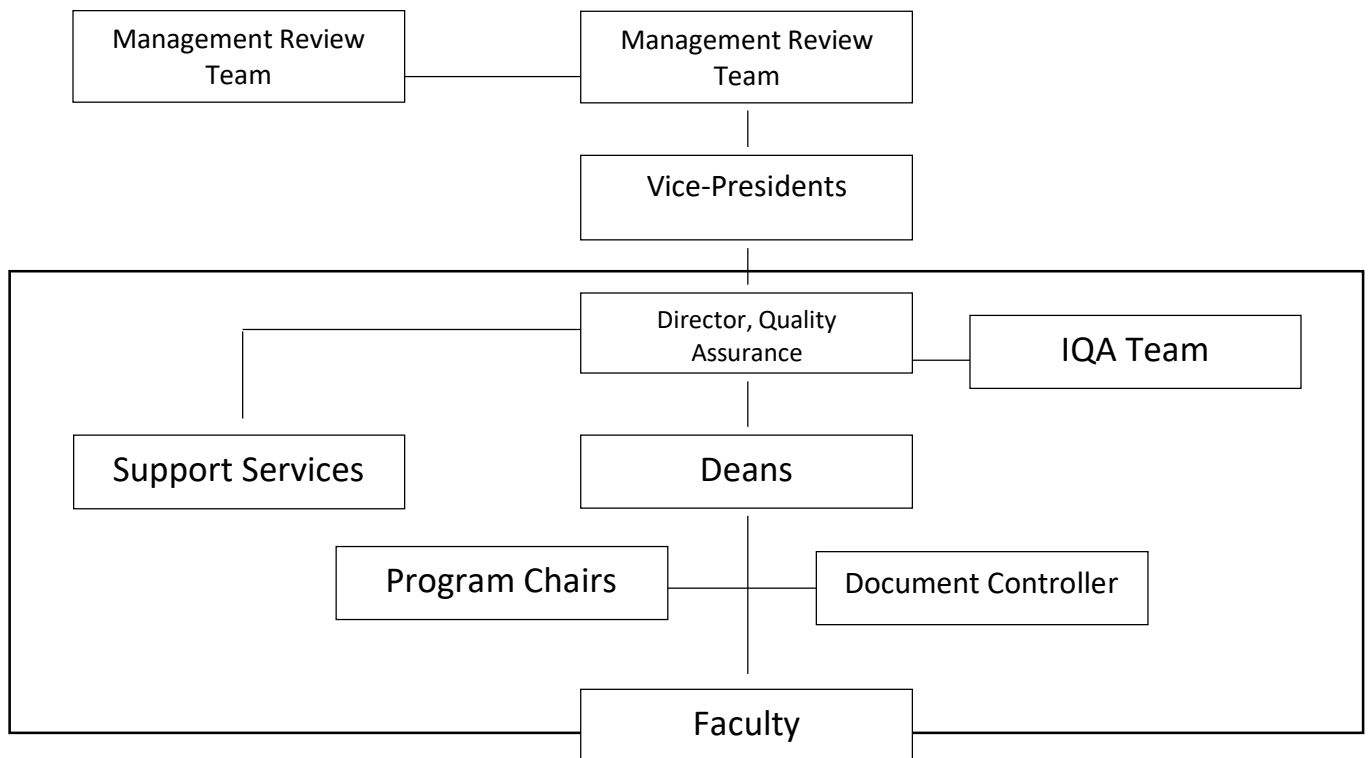
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Quality Management System Chart



V. PLANNING

Actions to Address Risk and Opportunities

When planning for the quality management system, Central Philippines State University considered the internal and external issues, and the requirements of the interested parties, and determined the risk and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended results;
- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects; and
- d) achieve improvement.

Central Philippines State University plans:

- a) actions to address these risks and opportunities;
- b) how to:



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- 1) integrate and implement the actions into its quality management system processes; and
- 2) evaluate the effectiveness of these actions

Actions taken to address risks and opportunities to the potential impact on the conformity of products and services.

Quality Objectives and Planning to Achieve Them

Central Philippines State University has also established quality objectives at relevant functions, levels and processes needed for the quality management system. These quality objectives are consistent with quality policy of Central Philippines State University, measurable, taken into account the applicable requirements, relevant to conformity of its services and to enhancement of customer satisfaction, being monitored, communicated, and updated as necessary. Central Philippines State University maintains a documented information on the quality objectives [Quality Objectives and Targets Registry].

Central Philippines State University plans to achieve its quality objectives by determining what will be done, what resources will be required, who will be responsible, when will it be completed, and how the results will be evaluated.

Planning of Changes

When Central Philippines State University determines the need for changes to the quality management system, the changes are carried out in a planned manner. Central Philippines State University considers:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of its quality management system;
- c) the availability of resources; and
- d) the allocation or relocation of responsibilities and authorities.

VI. SUPPORT

Central Philippines State University determines and provides the resources for the establishment, implementation, maintenance and continual improvement of the quality management system. Central Philippines State University considers:

- a) the capabilities of, and constraints on, existing internal resources; and
- b) what needs to be obtained from the external providers.



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Personnel

Central Philippines State University determines and provides the personnel necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Infrastructure

Central Philippines State University has also determined, provided, and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of its services:

- a) buildings and associated facilities;
- b) equipment, including hardware and software;
- c) transportation resources, and
- d) information and communication technology.

Environment for the Operation Processes

Central Philippines State University determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of its services considering social, psychological, and physical factors that can differ substantially depending on the services provided.

Monitoring and Measuring Resources

Central Philippines State University also determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. It ensures that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken; and
- b) are maintained to ensure their continuing fitness for their purpose.

and retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

When measurement traceability is a requirement, or is considered by Central Philippines State University to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

- a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement



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standards; when no such standard exist, the basis used for calibration or verification is retained as documented information;

- b) identified in order to determine their status; and
- c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

Central Philippines State University determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

Organizational Knowledge

Central Philippines State University determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is maintained and made available to the extent necessary. When addressing changing needs and trends, Central Philippines State University considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

Competence

Central Philippines State University

- a) determines the competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- b) ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; and
- d) retain appropriate documented information as evidence of competence.

Awareness

The institution ensures that persons doing work under Central Philippines State University's control are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance; and
- d) the implication of not conforming with the quality management system requirements.



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Communicatoin

Central Phiippines State University has determined the internal and external communications relevant to the qualitymanagement system, including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate; and
- e) who communicates.

Documented Information

Central Phiippines State University's quality management system includes documented information required by ISO 9001:2015, and documented information determined by Central Philippines State University as being necessary for the effectiveness of the quality management system.

When creating and updating documented information, Central Philippines State Universityensures appropriate:

- a) identification and description (e.g. title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic); and
- c) review and approval for suitability and adequacy.

Documented information required by the quality management system and by ISO 9001:2015 are controlled to ensure:

- a) availability and suitable for use, where and when it is needed; and
- b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, Central Philippines State University has addressed the following activities, as applicable:

- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control); and
- d) retention and disposition.

Documented information of external origin determined by Central Philippines State University to be necessary for theplanning and operation of the quality management



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system is identified as appropriate and controlled. Documented information retained as evidence of conformity are protected from unintended alterations.

VII. OPERATION

Operation Planning and Control

Central Philippines State University has planned, implemented and controls the processes needed to meet the requirements for the provision of products and services, and implemented the actions determined, by:

- a) determining the requirements for the products and services;
- b) establishing criteria for:
 - 1) the processes;
 - 2) the acceptance of products and services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria; and
- e) determining and keeping documented information to the extent necessary:
 - 1) to have confidence that the processes have been carried out as planned;
 - 2) to demonstrate the conformity of products and services to their requirements.

The output of this planning is in a form suitable to Central Philippines State University's method of operations. The institution ensures that outsourced processes are controlled.

Requirements for Products and Services

Communication with Customers includes:

- a) providing information relating to products and services;
- b) handling inquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property; and
- e) establishing specific requirements for contingency actions, when relevant.

When determining the requirements for the product and services to be offered to customers, Central Philippines State University ensures that:

- a) the requirements for the product and services are defined, including:
 - 1) any applicable statutory and regulatory requirements;
 - 2) those considered necessary by Central Philippines State University;



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- b) Central Philippines State University can meet the claims for the product and services it offers.

Central Philippines State University also ensures that it has the ability to meet the requirements for products and services offered to customers. It conducts a review before committing to supply products and services to a customer, to include:

- a) requirements specified by customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer, but necessary for the specified intended use, when known;
- c) requirements specified by Central Philippines State University;
- d) statutory and regulatory requirements applicable to the products and services; and
- e) contract or order requirements differing from those previously expressed.

It is also ensured that the contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by Central Philippines State University before acceptance, when the customer does not provide a documented statement of their requirements.

Central Philippines State University retains documented information, as applicable:

- a) on the results of the review; and
- b) on any new requirements for the products and services;

Central Philippines State University ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

Design and Development of Products and Services

Central Philippines State University has established, implemented, and maintained a development process that is appropriate to ensure the subsequent provision of products and services.

In determining the stages and controls for design and development, Central Philippines State University considers:

- a) the nature, duration, and complexity of the design and development activities;
- b) the required process stages, including applicable design and development reviews;
- c) the required design and development verification and validation activities;



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- d) the responsibilities and authorities involved in the design and development process;
- e) the internal and external resource needs for the design and development of products and services;
- f) the need to control interfaces between persons involved in the design and development process;
- g) the need for involvement of customers and users in the design and development process;
- h) the requirements for subsequent provisions of products and services;
- i) the level of control expected for the design and development process by customer and other relevant interested parties; and
- j) the documented information needed to demonstrate that design and development requirements have been met.

Central Philippines State University determines the requirements essential for the specific types of products and services to be designed and developed. It considers:

- a) functional and performance requirements;
- b) information derived from previous similar design and development activities;
- c) statutory and regulatory requirements;
- d) standards or codes of practice that Central Philippines State University has committed to implement; and
- e) potential consequences of failure due to the nature of the products and services.

Inputs are adequate for design and development purposes, complete, and unambiguous. Conflicting design and development inputs are resolved. Central Philippines State University ensures to retain documented information on design and development inputs.

Central Philippines State University applies controls to the design and development process to ensure that:

- a) the results achieved are defined,
- b) reviews are conducted to evaluate the ability of the results of design and development meet requirements;
- c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;
- d) validation activities are conducted to ensure that the resulting products and service meet the requirements for the specified application or intended use;
- e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities; and
- f) documented information of these activities is retained.



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Central Philippines State University ensures that design and development outputs:

- a) meet the input requirements;
- a) are adequate for the subsequent processes for the provision of products and services;
- b) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
- c) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

Central Philippines State University retains documented information on design and development outputs.

Central Philippines State University identifies, reviews, and controls changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

Central Philippines State University retains documented information on:

- a) design and development changes;
- b) the results of reviews;
- c) the authorization of the changes; and
- d) the actions taken to prevent adverse impacts.

Control of Externally Provided Processes, Products and Services

Central Philippines State University ensures that externally provided processes, products, and services conform to requirements. Central Philippines State University determines the control applied to externally provided processes, products, and services when:

- a) products and services from external providers are intended for incorporation into Central Philippines State University's own products and services;
- b) products and services are provided directly to the customer(s) by external providers on behalf of Central Philippines State University; and
- c) a process, or part of a process, is provided by an external provider as a result of a decision by Central Philippines State University.

Central Philippines State University determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. Central Philippines State University retains documented information of these activities and any necessary actions arising from the evaluations.



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Type of Extent Control

Central Philippines State University ensures that externally provided processes, products and services do not adversely affect Central Philippines State University's ability to consistently deliver conforming products and services to its customers. Central Philippines State University:

- a) ensures that externally provided processes remain within the control of its quality management system;
- b) defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) takes into consideration:
 - 1) the potential impact of the externally provided processes, products and services on Central Philippines State University's ability to consistently meet customer and applicable statutory and regulatory requirements;
 - 2) the effectiveness of the controls applied by the external provider;
- d) determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Information for External Providers

Central Philippines State University ensures the adequacy of requirements prior to their communication to the external provider. Central Philippines State University communicates to external providers its requirements for:

- a) the processes, products and services to be provided;
- b) the approval of:
 1. products and services;
 2. methods, processes and equipment;
 3. the release of products and services;
- c) competence, including any required qualification of persons;
- d) the external providers' interactions with Central Philippines State University;
- e) control and monitoring of the external providers' performance to be applied by Central Philippines State University; and
- f) verification or validation activities that Central Philippines State University, or its customer, intends to perform at the external providers' premises.

Control of Production and Service Provision

Central Philippines State University implements production and service provision under controlled conditions. Controlled conditions include, as applicable:

- a) the availability of documented information that defines:



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1. the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 2. the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
 - c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met;
 - d) the use of suitable infrastructure and environment for the operation of processes;
 - e) the appointment of competent persons, including any required qualification;
 - f) the validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
 - g) the implementation of actions to prevent human error; and
 - h) the implementation of release, delivery and post-delivery activities.

Identification and Traceability

Central Philippines State University uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services. Central Philippines State University identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. Central Philippines State University controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

Property Belonging to Customers or External Providers

Central Philippines State University exercises care with property belonging to customer or external providers while it is under Central Philippines State University's control or being used by Central Philippines State University. Central Philippines State University identifies, verifies, protects and safeguards customer's or external providers' property provided for use or incorporation into the products and services. When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Central Philippines State University reports this to the customer or external provider and retains documented information on what has occurred.



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Preservation

Central Philippines State University preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Post – Delivery Activities

Central Philippines State University meets requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, Central Philippines State University considers:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its products and services;
- c) the nature, use and intended lifetime of its products and services;
- d) customer requirements; and
- e) customer Feedback.

Control of Changes

Central Philippines State University reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. Central Philippines State University retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

Release of Products and Services

Central Philippines State University has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. Central Philippines State University retains documented information on the release of products and services. The documented information includes:

- a) evidence of conformity with the acceptance criteria;
- b) traceability to the person(s) authorizing the release.

Control of Nonconforming Outputs

Central Philippines State University ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or



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delivery. Central Philippines State University takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services. Central Philippines State University deals with nonconforming outputs in one or more of the following ways:

- correction;
- segregation, containment, return or suspension of provision of products and services;
- informing the customer; and
- obtaining authorization for acceptance under concession.

Conformity to the requirements are verified when nonconforming outputs are corrected.

Central Philippines State University retains documented information that:

- a) describes the nonconformity;
- b) describes the actions taken;
- c) describes any concessions obtained; and
- d) identifies the authority deciding the action in respect of the nonconformity.

VIII. PERFORMANCE EVALUATION

Central Philippines State University determines:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring is performed;
- d) when the results from monitoring and measurement are analyzed and evaluated.

Central Philippines State University evaluates the performance and the effectiveness of the quality management system. Central Philippines State University retains appropriate documented information as evidence of the results.

Customer Satisfaction

Central Philippines State University monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. Central Philippines State University determines the methods for obtaining, monitoring and reviewing this information.



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Analysis and Evaluation

Central Philippines State University analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers; and
- g) the need for improvements to the quality management system.

Internal Audit

Central Philippines State University conducts internal audits at planned intervals to provide information on whether the quality management system:

- a) conforms to:
 1. Central Philippines State University's own requirements for its quality management system;
 2. the requirements of ISO 9001:2015
- b) is effectively implemented and maintained.

Central Philippines State University has:

- a) planned, established, implemented and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which is taken into consideration the importance of the processes concerned, changes affecting Central Philippines State University, and the results of previous audits;
- b) defined the audit criteria and scope of each audit;
- c) selected auditors and conducts audits to ensure objectively and the impartiality of the audit process;
- d) ensured that the results of the audits are reported to relevant management;
- e) take appropriate correction and corrective actions without undue delay; and
- f) retain documented information as evidence of the implementation of the audit program and the audit results.



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Management Review

Top management reviews Central Philippines State University's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of Central Philippines State University. Management review is planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
 1. customer satisfaction and feedback from relevant interested parties;
 2. the extent to which quality objectives have been met;
 3. process performance and conformity of products and services;
 4. nonconformities and corrective actions;
 5. monitoring and measurement results;
 6. audit results;
 7. the performance of external providers;
 8. the adequacy of resources;
 9. the effectiveness of actions taken to address risks and opportunities, and
 10. opportunities for improvement

The outputs of the management review include decisions and actions related to:

- a) opportunities for improvement;
- b) any need for changes to the quality management system; and
- c) resource needs.

Central Philippines State University retains documented information as evidence of the results of management reviews.

IX. IMPROVEMENT

Central Philippines State University determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These include:

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects; and
- c) improving the performance and effectiveness of the quality management system.



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Nonconformity and Corrective Action

When a nonconformity occurs, including any arising from complaints, Central Philippines State University:

- a) reacts to the nonconformity and, as applicable:
 1. takes action to control and correct it;
 2. deals with the consequences;
- b) evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 1. reviewing and analyzing the nonconformity;
 2. determining the causes of the nonconformity;
 3. determining if similar nonconformities exist, or could potentially occur;

Implements any action needed;

- a) reviews the effectiveness of any corrective action taken;
- b) updates risks and opportunities determined during planning, if necessary; and
- c) makes changes to the quality management system, if necessary.

Corrective actions are appropriate to the effects of the nonconformities encountered. Central Philippines State University retains documented information as evidence of:

- a) the nature of the nonconformities and any subsequent actions taken; and
- b) the results of any corrective action.

Continual Improvement

Central Philippines State University continually improves the suitability, adequacy and effectiveness of the quality management system. Central Philippines State University considers the results of analysis and evaluations, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement.