



MEMORANDUM

TO : ALL OFFICIALS AND EMPLOYEES

FROM : 
DONATO B. SAN JUAN
Deputy Commissioner
 Internal Administration Group

SUBJECT: QUALITY POLICY STATEMENT

DATE : SEPTEMBER 16, 2020

In line with Priority Program No. 4 of the Commissioner re: ISO Certification of Customs Offices and pursuant to Clause No. 5.2.1 of ISO 9001:2015 Quality Management System requirements, the Top Management shall establish, implement, and maintain a quality policy that:

- a. is appropriate to the purpose and context of the organization and supports its strategic direction.
- b. provides a framework for setting quality objectives.
- c. includes a commitment to satisfy applicable requirements.
- d. includes a commitment to continual improvement of the Quality Management System.

Further, Clause no. 5.2.2 of the same standard, provides that, the quality policy shall:

- a. be available and be maintained as documented information;
- b. be communicated, understood and applied within the organization;
- c. be available to relevant interested parties, as appropriate.

In view of the foregoing, transmitted is the quality policy of the Bureau of Customs issued by the Commissioner.

For the information of everyone.

mmr
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Republic of the Philippines
DEPARTMENT OF FINANCE
PHILIPPINE BUREAU OF CUSTOMS



IA G Memo No. 28 - 2020

QUALITY POLICY STATEMENT

The Bureau of Customs envisions itself to be a modernized and credible Customs Administration that is among the World's best.

To fully realize our vision and achieve our Mission to enhance trade facilitation, strengthen border security and improve collection of lawful revenue, the Bureau of Customs fully commits to create, improve and maintain our Quality Management Standard by harnessing the power of automation, increasing our workforce efficiency, complying with customs and other relevant laws, rules and regulations, enhancing our policies and processes, and providing the highest level of service to the people.



REY LEONARDO B. GUERRERO
Commissioner

