



Republic of the Philippines
Department of Finance
Bureau of Customs
1099 Manila

17 December 2010

CUSTOMS MEMORANDUM ORDER
NO. 2-2011

**TO : All Deputy Commissioners
Directors, Division Chiefs
All others Concerned**

SUBJECT : Creation of a QMS Coordinating Team

In order to complete the Quality Management System (QMS) Working Group created pursuant to Customs Special Order No. 26-2010, a QMS Coordinating Team is hereby created:

1. Objectives

- 1.1 To provide continuity of the International Organization for Standardization (ISO) activities in the Bureau
- 1.2 To ensure success of ISO 9001:2000 Certification

2. Function- The Unit shall perform the following duties and functions:

- 2.1 Ensure that each unit controls its records and documents;
- 2.2 Supervise internal quality audit conducted by IICO;
- 2.3 Ensures that each office creates preventive corrective actions on issues or non-compliance of procedures and other requirements of ISO;
- 2.4 Coordinate/Organize management review;
- 2.5 Process improvement with compliance of the standards;
- 2.6 Maintain the activities of ISO;
- 2.7 Maintain feedback mechanism;
- 2.8 Ensure that each functions in ISO is done by person in-charge;
- 2.9 Prepare offices in BOC for the actual certification audit;
- 2.10 Coordinate with the Certifying Body for the agency's ISO certification;
- 2.11 Plan information campaign to instill in mindset of the employees for the ISO implementation;
- 2.12 Keep the master copy of all the procedures and manuals of different offices;
- 2.13 Plan and recommend which offices will undergo ISO certification;

- 2.14 Prepare program for other offices not yet included in the current application for certification;
 - 2.15 Maintain future ISO license/certification and ensure the Bureau's compliance.
 - 2.16 Acts as secretariat of the Quality Management Project Steering Committee
3. Composition - The Unit shall be composed of a the Deputy Commissioner for Internal Administration Group who shall act as the Management Representative, the Chief, Central Records Management Division as Central Document Controller (CDC), one CDC Assistant and two Coordinators. The assistant CDC and coordinators maybe chosen from the existing personnel of the BOC or maybe hired by the Bureau on contractual basis.
4. Duties and Responsibilities- the following shall be the specific duties and functions of each members of the Unit:
- 4.1 MANAGEMENT REPRESENTATIVE
 - Acts as the over-all head of the Unit.
 - Monitors all activities of ISO.
 - Ensures that all ISO activities are conducted.
 - Supervises the QMR of each office.
 - 4.2 CENTRAL DOCUMENT CONTROLER
 - Ensure that each unit controls its records and documents.
 - Monitor the revision of procedures done by document controller of each office.
 - Ensure that changes in processes of each office are properly reflected in the document.
 - Study CMOs and BOC rules and advises the document controller for any changes that will affect the process.
 - Keep the master copy of all the procedures and manuals.
 - 4.3 COORDINATOR
 - Prepare offices in BOC for the actual certification audit.
 - Coordinates with the Certifying Body for the agency's application for ISO certification.
 - Plans information campaign to instill in mindset of the employees for the ISO implementation.
 - Plans and recommends to the Management Representative which offices in the Bureau will undergo ISO certification.
 - Prepares program for other offices not yet included in the current application for certification.
5. Meetings- In order to effectively carry out its functions, the ISO Unit shall meet regularly, as the need arises, at its office to be designated by the Deputy Commissioner, IAG.

6. Repealing Clause- All issuances, orders and guidelines inconsistent herewith are hereby deemed revoked.

8. Effectivity- This order shall take effect immediately and shall last until revoked.

[Handwritten signature]
ANGELITO A. ALVAREZ
Commissioner
[Handwritten initials]

 REPUBLIC OF THE PHILIPPINES
ANGELITO A. ALVAREZ
Commissioner

11-00209

1/21/11



Republic of the Philippines
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17 December 2010

MEMORANDUM

**TO : All Deputy Commissioners
Directors, Division Chiefs
All others Concerned**

**SUBJECT : Assigning JICA Expert as Consultant to the ISO
Coordinating Team**

In order to effectively carry out the function of the Quality Management System (QMS) and Information Security Management System (ISMS) Coordinating Teams, a JICA Expert shall be assigned to act as the over-all adviser on any issues arising from the ISO certification of the Bureau. In addition, the JICA expert is hereby given an authority to participate in the meetings and activities of the ISO Coordinating Team.

[Handwritten Signature]
ANGELITO A. ALVAREZ

Commissioner



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1/21/11