



# PHILIPPINE COCONUT AUTHORITY


## Quality Management System Manual

Revision 1


Issued \_\_\_\_\_

Conforms to ISO 9001:2015

(c) [Copyright Year] PHILIPPINE COCONUT AUTHORITY; all rights reserved. This document may contain proprietary information and may only be released to third parties with approval of Management. Document is uncontrolled unless otherwise marked. Uncontrolled documents are not subject to update notification.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

<b>TABLE OF CONTENTS</b>	
	<b>PAGE</b>
<b>1.0 Agency Profile</b>	<b>4-5</b>
1.1. PCA History	
1.2. Mandate	
1.3. Vision	
1.4. Mission	
1.5. Core Values	
<b>2.0. About the PCA Quality Manual</b>	<b>5</b>
<b>3.0. Terms and Definitions</b>	<b>6-7</b>
<b>4.0. The Scope and Context of the PCA QMS</b>	<b>7-8</b>
4.1. Determining PCA Strategic Direction	
4.2. Scope of the Management System	
4.2.1. Scope Statement	
4.2.2. Non-Applicable Requirements	
<b>5.0. Quality Policy</b>	<b>8</b>
<b>6.0. Quality Management System Processes</b>	<b>8-12</b>
6.1. Process Identification	
6.2. Process Controls and Objectives	
6.3. Outsourced Processes	
<b>7.0. Documented Information</b>	<b>12</b>
7.1. General	
7.2. Control of Documented Information	
<b>8.0. Management and Leadership</b>	<b>13-18</b>
8.1. Management Leadership and Commitment	
8.2. Client Focus	
8.3. Organizational Roles, Responsibilities and Authorities	
8.4. Internal Communication	
8.5. Change Management	
8.6. Risks and Opportunities	
8.7. Management Review	
<b>9.0. Resources</b>	<b>18-20</b>
9.1. Provisions of Resources	
9.2. Procurement of Goods and Services	
9.3. Human Resources	
9.4. Infrastructure	
9.5. Work Environment	
9.6. Monitoring and Evaluation of Resources	
9.7. Organizational Knowledge	
<b>10.0. Operation</b>	<b>20-25</b>
10.1. Operational Planning and Control	
10.2. Client-Related Activities	


	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

10.2.1. Provisions of Regulatory Services relating to Administrative Order (AO) No. 003, series of 1981 and Administrative Order No. 02, series of 2010	
10.2.1.1. Registration of Those Engaged in the Business of Coconut	
10.2.1.1.1. Control of Provisions	
10.2.1.2. Assessment and Collection of PCA Fee	
10.2.1.3. Issuance of Commodity Clearance	
10.2.2. Provisions of Regulatory Services relating to Republic Act (R.A.)8048 as Amended by R.A. 10593	
10.2.2.1. Control of Provisions of Regulatory Services relating to Republic Act 8048	
10.3. Identification and Traceability	
10.4. Property Belonging to Third Parties	
10.5. Preservation	
10.6. Post-Delivery Activities	
10.7. Process Change Control	
10.8. Measurement and Release of Permits and Certificates	
10.9. Control of Non-conforming Outputs	
11.0. Performance Evaluation	25-26
11.1. Monitoring, measurement, analysis and evaluation	
11.1.1. Analysis and evaluation	
11.1.2. Customer Satisfaction	
11.2. Internal Audit	
11.3. Corrective and Preventive Action	

	<b>Philippine Coconut Authority</b> <b>Quality Management System</b> <b>Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## 0.0. REVISION HISTORY AND APPROVAL

Rev.	Nature of Changes	Reviewed By	Approved By	Date
0				
1				

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## **1.0. Agency Profile**

### **1.1. PCA History**

The Philippine Coconut Authority (PCA) is the sole government agency mandated to promote the development of the coconut and palm oil industry to full potential.


PCA was created on June 30, 1973 pursuant to Presidential Decree 232, absorbing and assuming the powers and functions of the then Coconut Coordinating Council (CCC), the Philippine Coconut Administration (PHILCOA) and the Philippine Coconut Research Institute (PHILCORIN). By virtue of P.D. No. 961, PCA, on July 14, 1976 became an independent public corporation, directly reporting to and supervised by the Office of the President. The Decree was the codification of the laws dealing with the development of the coconut industry. The code was later revised on July 11, 1978 by P.D. 1468 ("Revised Coconut Industry Code") which eventually became the charter of PCA as a public corporation. In 1987, then President Corazon C. Aquino issued Executive Order No. 146, reorganizing the membership of the PCA Governing Board and deleted the provision of sectoral representation mentioned in P.D. 1468.

The official declaration of PCA as an attached Agency of the Department of Agriculture (DA) was on January 30, 1987, pursuant to Executive Order No. 116. The attachment was confirmed under the 1987 Administrative Code. The objective of the transfer to DA was to provide overall coordination and monitoring of policies and programs of various sectors in agriculture.

PCA was reassigned back to the Office of the President under the Office of the Presidential Assistant for Food Security and Agricultural Modernization (OPAFSAM) as Supervising Agency of PCA on May 5, 2014 by virtue of Executive Order No. 165.

PCA continues to be under the Office of the President, reporting directly to the Cabinet Secretary by virtue of Executive Order No. 1 issued on July 4, 2016 by President Rodrigo Roa Duterte.

On 17<sup>th</sup> September 2018, President Duterte issued Executive Order No. 62 transferring the supervision of PCA to the Department of Agriculture (DA) to ensure efficiency and coordination in the performance of its mandate, consistent with the efforts or streamlining the operation of the government.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## ✓ 1.2. Mandate

It is hereby declared to be the policy of the State to promote the rapid integrated development and growth of the coconut and other palm oil industry in all its aspects and to ensure that the coconut farmers become direct participants in, and beneficiaries of such development and growth. (*Art. 1, Sec. 2, P.D. No. 1468 or the "Revised Coconut Industry Code"*)

## ✓ 1.3. Vision

A developed and globally competitive coconut and other palm oil industry that contributes to food security, improved income and enhanced participation of all stakeholders by 2022. (Board Resolution No. 058-2017)

## 1.4. Mission

PCA shall promote the development and implementation of high value programs for the coconut and other palm oil industry carried out in transparent, responsible and accountable manner and with utmost degree of professionalism and effectiveness.

## ✓ 1.5. Core Values

PCA shall uphold, at all times, the core values of Commitment, Honesty and Competence.


## 2.0. About the PCA Quality Manual

This manual is prepared for the purpose of defining the Authority's interpretations of the ISO 9001:2015 international standard, and demonstrating how the Authority complies with that standard.

This manual, together with associated documents mentioned herein, aims to:

- Describe the basic elements of the QMS of the PCA and serve as reference in its implementation and continual improvement;
- Inform the internal and external stakeholders and enable them to observe and implement the QMS that is being maintained at the PCA; and
- Serve as reference and guide for appreciation of the PCA's QMS.

This Manual is intended to be used by all the units of PCA in the Central Office and in the PCA Regions I-III & CAR Regional Office.


	Philippine Coconut Authority  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

*Where supporting documentation is referenced in this manual, this is indicated by bold italics. When referring to procedures, these are described in the Procedures Manual.*

### 3.0. Terms and Definitions

PCA adopts the following terms and definitions in its Quality Management System. Where no definition is provided, the Authority typically adopts the definitions provided in **ISO 9000: Quality Management-Fundamentals and Vocabulary**. In some cases, specific procedures of documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

PCA	-	shall refer to the Philippine Coconut Authority
Document-		shall refer to written information used to describe how an activity is done
Record	-	shall refer to captured evidence of an activity having been done
Client	-	shall refer to stakeholder of the coconut industry and other entities that requires services from PCA either for regulatory services or export trade services
Stakeholders	-	shall refer to interested parties and coconut industry players (Coconut Farmers, oil millers, refiners, processors, desiccators, traders, exporters, and foreign importers
Top Management	-	shall refer to the Management Committee composed of the Administrator and three (3) Deputy Administrators
Regulatory Services	-	shall refer to services carried out by the Authority through the following, viz; registration of companies engaged in coconut business, lumber processors and traders, and chainsaws; issuance of Permit-to-Cut coconut trees, transport permit; inspection and certification of transport of coconut seedlings; inspection and accreditation of coconut and oil palm nurseries and seed nuts/seedlings producers


	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

Export Trade Services	-	shall refer to the issuance of commodity clearances, export clearance and result of laboratory analysis. These are non-mandatory and requested by exporters, foreign importers and other interested parties.
Risk	-	shall refer to negative effect of uncertainty
Opportunity	-	shall refer to positive effect of uncertainty
Uncertainty	-	shall refer to deficiency of information related to the understanding or knowledge of an event, its consequence or likelihood and not to be confused with measurement uncertainty
Nonconformity	-	shall refer to nonfulfillment of a requirement

## **4.0. The Scope and Context of the PCA QMS**

### **4.1. Determining PCA Strategic Direction**

- PCA has reviewed and analyzed key aspects of the industry and its stakeholders to determine the strategic direction of the Authority. This involves:
  - Understanding the regulatory services and scope of management system (see 4.2 below);
  - Identifying clients who receive regulatory services;
  - Identifying stakeholders who may be impacted by these services or those parties who may have a significant interest;
  - Understanding internal and external issues that are of concern to PCA and its interested parties. Many such issues are identified through analysis of risks facing either PCA or the interested parties. Such issues are monitored and updated as appropriate and discussed as part of management reviews.
  - Use of the information by top management during corporate and strategic planning to determine the Authority's strategic direction. This is defined in records of management review and periodically updated as conditions and situations change.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## 4.2. Scope of the Management System

### 4.2.1. Scope Statement

The scope covers management, operations and support processes of the PCA as indicated in the PCA Process Map and at the following locations:

Based on an analysis of the above issues of concern, interests of stakeholders and in consideration of its mandate, the PCA QMS Core Processes covers the regulatory services (Issuance of Permit to Cut, Transport Permits and Registration, Accreditation, Inspection Certificates) and export trade services when requested (Issuance of Export and Commodity Clearance, and Laboratory Analysis)

PCA Central Office	Elliptical Road, Diliman, Quezon City
PCA Regions I-III & CAR (or as may be currently delimited)	Regional Office

### 4.2.2. Non-Applicable Requirements

The design and development of products and services (Clause 8) is determined as not applicable to the Philippine Coconut Authority because PCA's regulatory services are based on existing laws, rules and regulations (PDs, MCs, COs, EOs and AOs);


## 5.0. Quality Policy

PCA has developed the following Quality Policy that governs day-to-day operations to ensure quality.

The Philippine Coconut Authority commits:

- to promote the development of the coconut and other palm oil industry;
- to ensure that programs and services are carried out in a transparent and accountable manner with utmost degree of commitment, honesty and competence;
- to conform with ISO 9001:2015
- to conform with applicable and legal requirements; and
- to continually improve the quality management system and quality of services.

The Quality Policy is released as a stand-alone document as well, and is communicated and implemented in accordance with the scope of the QMS.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## 6.0. Quality Management System Processes

### 6.1. Process Identification

PCA has adopted a process approach for its quality management system. The PCA's high level process map is divided into three groups of processes namely;

- Management Processes – those that are needed for oversight and governance of PCA's quality management system.
- Operations Processes – those that are needed to realize planned activities in performing regulatory services and export trade services, allowing PCA to deliver the intent of the output of the operations.
- Support Processes – those that are needed to manage the resources necessary to ensure satisfactory performance of the Operations Processes.


The processes are described in the *Procedures Manual*

Conceptually, these three (3) groups of processes are working together to transform the client's requirements into client satisfaction. The Management Processes set directions, policies, and plans for the operations to be performed and delivered as to the desired outputs and organizational outcomes. During the corporate and strategic planning and industry consultative meeting, the management identifies internal and external issues through SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis.

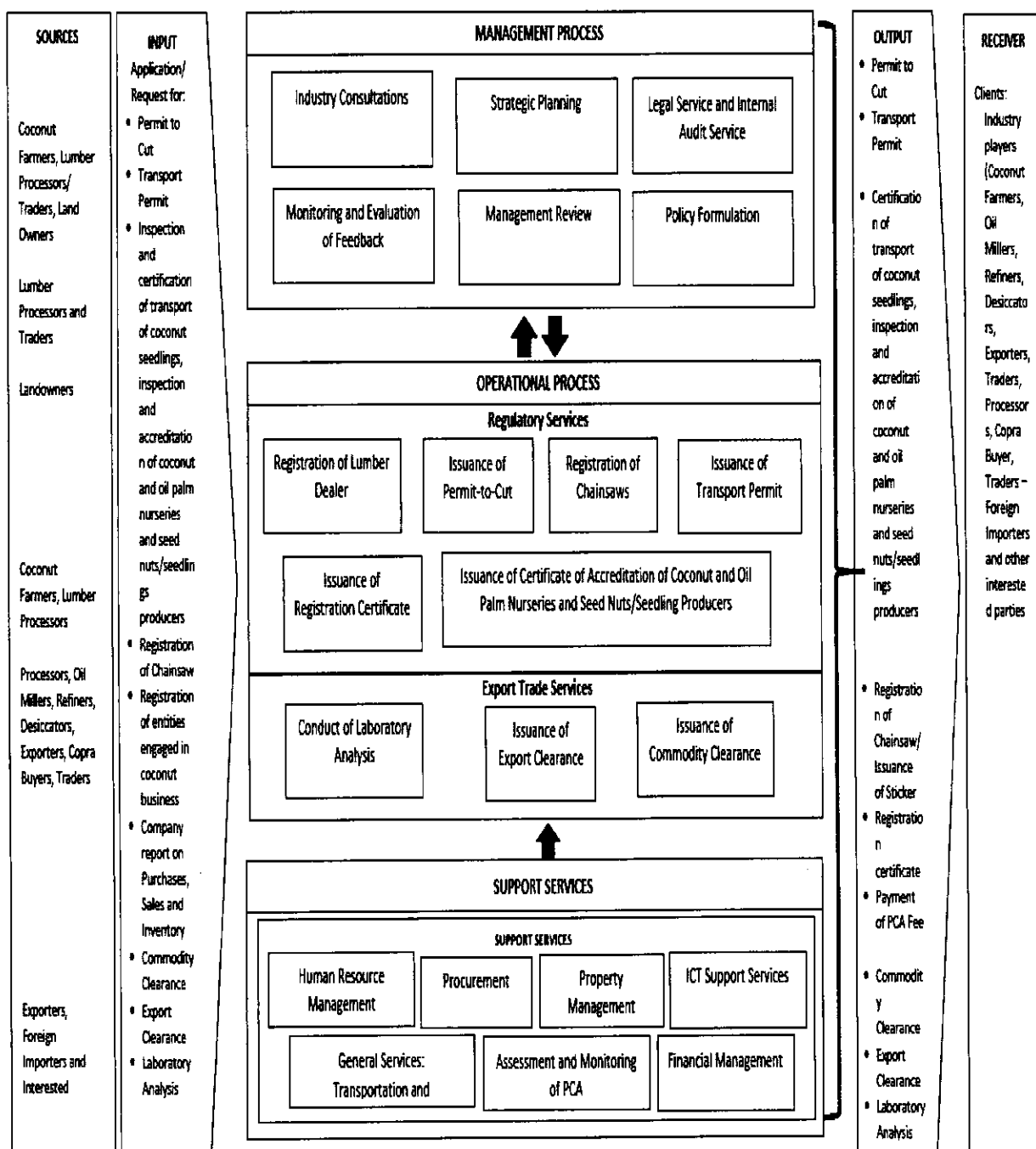
The box under Operations is the regulatory services which are performed by the different offices of PCA for the issuance of Permit-to-Cut, Transport Permits, Registration Certificates and issuance of stickers, Registration, Accreditation, Inspection Certificates and issuance of Export and Commodity Clearance and Laboratory Test Results when requested. The quality plan of these regulatory services is described in the *Citizen's Charter*.


The support processes provide the necessary administrative and logistical support to the operations for the effective delivery of regulatory services. Both the operations and support processes communicate feedback and reports to the management for proper monitoring and implementation of appropriate corrective action.

The clients, together with other interested parties, are crucial factors in implementing the PCA's QMS. Their requirements and concerns are taken into consideration in the planning activities of the organization. Their feedback and satisfaction are also being monitored and measured as inputs to the management's review of the Authority's performance. These data are also used for continual improvement of the system, processes and products and services.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System</b> <b>Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## PCA PROCESS MAP



	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	


## 6.2. Process Controls and Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or success indicator/strategic measure which is then measured to determine the process' ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned department managers in order to present the data to Top Management during management review. The data is then analyzed by the corporate planning and endorsed to top management for the Authority to set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the PCA Scorecard and Office Performance Commitment and Review (OPCR) and Division Performance Commitment Review (DPCR) Form. Metrics, along with current standings and goals for each objective, are recorded in the records management review.

Quality Objectives	Success Indicator	Expected Output
1. Implement developmental and sustainable programs for coconut and other palm oil industry	No. of programs implemented	Demo farms, Empowered Farmers, Coconut Productivity, KEDP
2. Strengthen Trade and Market of Coconut products locally and internationally	No. of market promotional activities	Market Promotional Activities (organized/co-organized participated)
3. Develop responsive and innovative researches	No. of researches	Research Programs for Technology and Coconut products
4. Receive Customer Satisfactory Rating	% of satisfied customers	Customer Satisfaction Ratings
5. Continuously improve human	No. of trainings attended	Trainings, workshops, academic support and scholarships

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

resource competencies		
6. Improve Management System and services	No. of new and updated facility, procedure, systems and/or issuances	Infrastructure, facilities, procedures, Management Information Systems, issuances for new guidelines (Admin Orders, MC, policies, etc.)

When a process does not meet a goal or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the problem. In addition, opportunities for improvement are sought and implemented for the identified processes.

### 6.3. Outsourced Processes


Any process performed by a third party is considered an “outsourced process” and must be controlled. The Authority’s outsourced processes, and the control methods implemented for each, are defined below:

#### Purchase of Goods and Services

Products and Services	Controls
Office Supplies and Equipment	Supplier eligibility requirements Quality inspection and acceptance
Janitorial and Security	Contract Performance Evaluation Regular Monitoring by GSD

The type and extent of control to be applied to the outsourced process take into consideration the following:

- a.) the potential impact of the outsourced process on the Authority’s capability to provide product that conforms to requirements;
- b.) the degree to which the control for the process is shared;
- c.) the capability of achieving the necessary control through the procurement contract requirements

	<p>Philippine Coconut Authority</p> <p><b>Quality Management System Manual</b></p>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## 7.0. Documented Information

### 7.1. General

The extent of the management system documentation has been developed based on the following:

- a) The Size of PCA
- b) Complexity and Interaction of the Processes
- c) Risks and Opportunities
- d) Competence of Personnel

### 7.2. Control of Documented Information

Documents required for the management system are controlled in accordance with the procedure: ***Control of Documented Information Procedure***. The purpose of document control is to ensure that the staff has access to the latest, approved information and restrict the use of obsolete information.

All documented procedures are established, documented, implemented and maintained.


The ***Control of Documented Information Procedure*** also defines the controls needed for the identification, storage, retrieval, protection, retention time and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements which may be evidence of regulatory services' requirements, procedural requirements or statutory / regulatory compliance. In addition, records include any records which provide evidence of the effective operation of the management system.

## 8.0. Management and Leadership

### 8.1. Management Leadership and Commitment

The PCA Management provide evidence of leadership and commitment to the development and implementation of the management system and the continual improvement of its effectiveness by:

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	


- a) taking accountability of the effectiveness of the management system;
- b) ensuring that the *Quality Policy* and quality objectives are established for the management system and anchored with the strategic direction and the context of the organization;
- c) ensuring the integration of the management system requirements into the organization's other processes, as deemed appropriate;
- d) promoting awareness of the process approach;
- e) ensuring that the resources needed for the management system are available;
- f) communicating the importance of effective quality management and of conforming to the management system requirements;
- g) ensuring that the management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- i) promoting continual improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

## **8.2. Customer Focus**

The PCA adopts a client-first approach, which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing client satisfaction.

This is accomplished by assuring that:

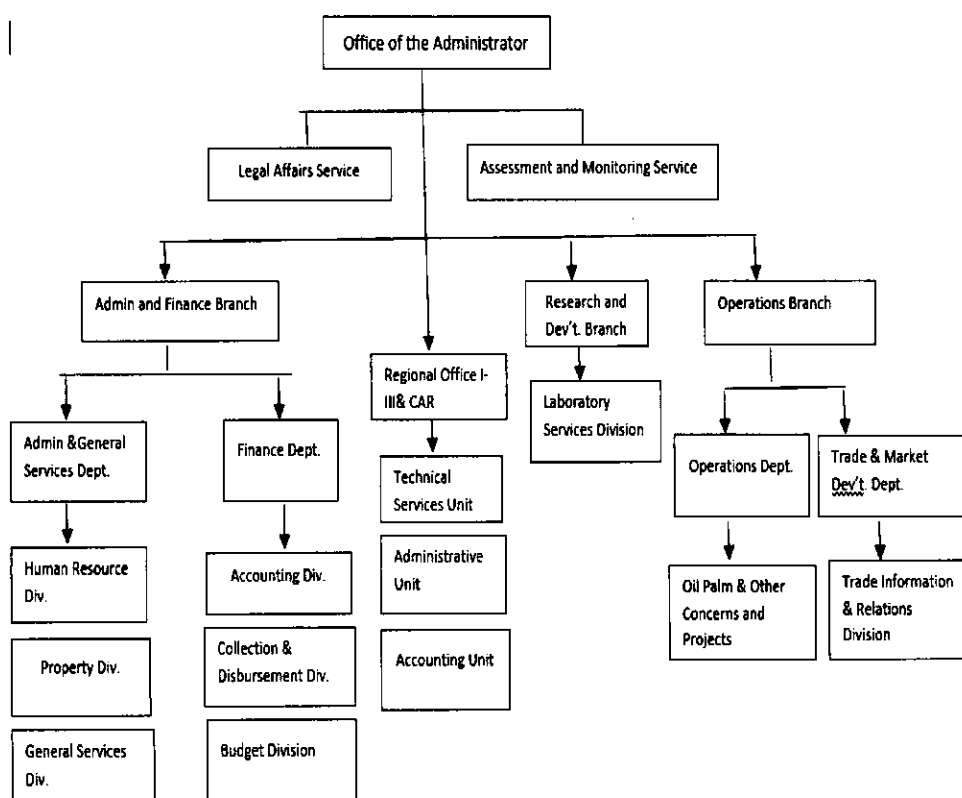
- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed;
- c) focus on enhancing client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

	<b>Philippine Coconut Authority</b>  <b>Quality Management System</b> <b>Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

### 8.3. Organizational Roles, Responsibilities and Authorities

The Board delegates responsibilities and authorities to Management for all relevant roles in the Authority. These are communicated through the combination of the PCA Organizational Structure indicated below and the Functional Descriptions. ***(Please refer to the PCA Corporate Governance Manual and the Approved PCA Rationalization Plan.***


#### a) PCA QMS Structure



The list of Regional and Provincial Offices as well as the Functional Descriptions are enumerated in the PCA Corporate Governance Manual, Article VII and the Approved PCA Rationalization Plan.

In line with the implementation of the QMS, the Deputy Administrators and the Regional Manager assume responsibility and authority for:

- a) ensuring that the management system conforms to applicable standards;


	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the management system;
- d) providing opportunities for improvement for the management system;
- e) ensuring the promotion of client focus throughout the organization;
- f) ensuring that the integrity of the management system is maintained when changes are planned and implemented.

#### **8.4. Internal Communication**

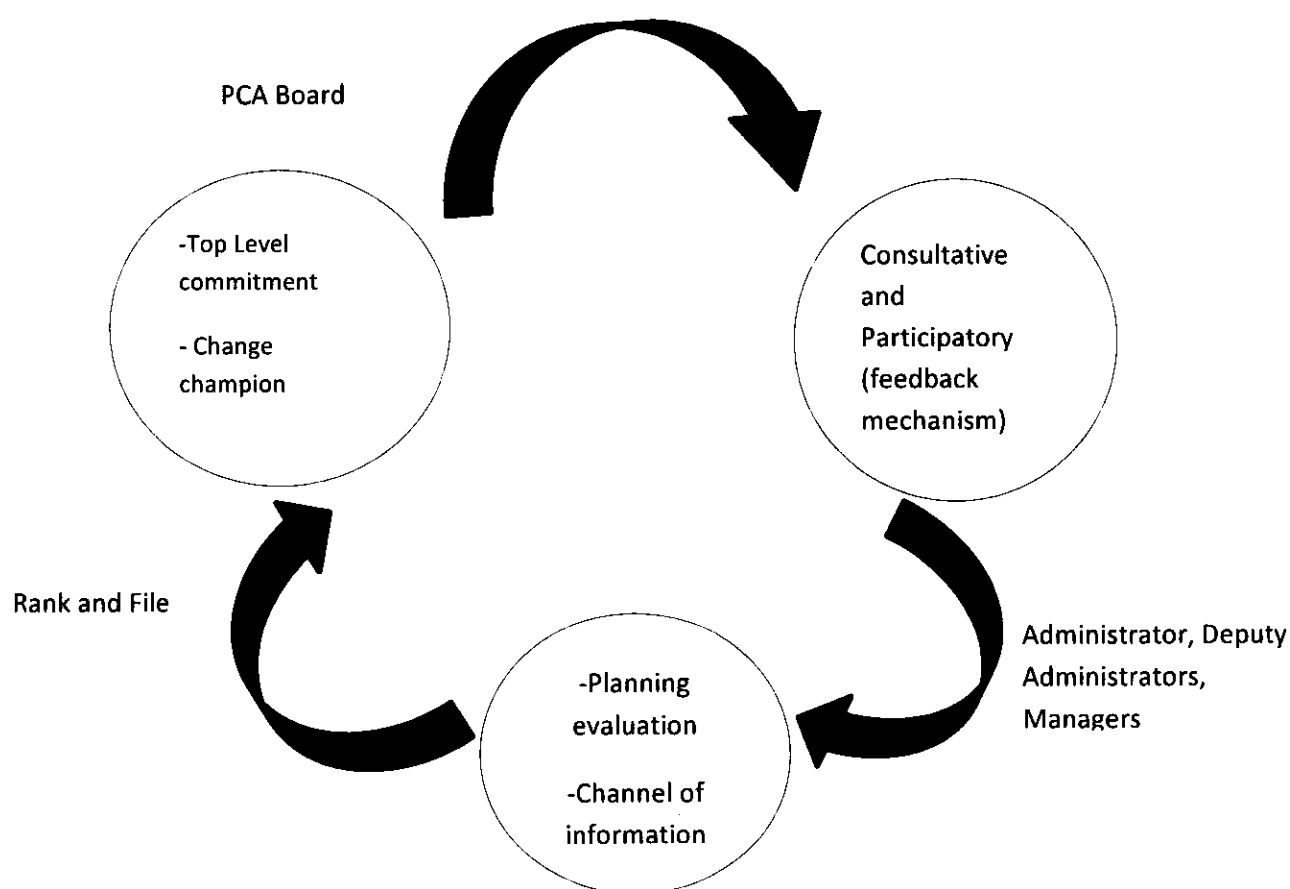
The Deputy Administrators and the Regional Manager ensure that internal communication takes place regarding the effectiveness of the management system. Internal communication methods include;

- a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement;
- b) use of the results of analysis of data;
- c) conduct of meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS;
- d) use of the results of the internal audit process;
- e) conduct of regular-meetings with employees;
- f) use of internal emails;
- g) issuance and dissemination of memorandum circulars;
- h) use of bulletin boards;
- i) use of "open door" policy which allows any employee access to the Deputy Administrators and Regional Manager for discussions on improving the quality system.

	<p>Philippine Coconut Authority</p> <p><b>Quality Management System Manual</b></p>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	


## 8.5. Change Management

When PCA determines the need for changes to the management system or its processes, these changes are planned, implemented and verified for effectiveness. The Change Management Framework provides an overview of how changes are managed in the Authority.



## 8.6. Risks and Opportunities

PCA considers risks and opportunities when taking actions within the management system and when implementing or improving the management system. These are also considered relative to products and services. Risks and opportunities are identified as part of the corporate and QMS planning and throughout all other activities of the QMS.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

Risks and opportunities are managed in accordance with the document ***Risk Management Matrix (Please see Annex C)***. This procedure defines how risks are managed in order to minimize their likelihood and impact and how opportunities are managed to improve their likelihood and benefit.

## **8.7. Management Review**

The Top Management reviews the management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement and the need for changes to the management system, including the Quality Policy and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure ***Management Review Procedure***.

Records from management review are maintained by the QMS Secretariat.

## **9.0. Resources**

### **9.1. Provisions of Resources**

PCA determines and provides the resources needed to:

- a) implement and maintain the management system and continually improve its effectiveness;
- b) enhance client satisfaction by meeting client requirements.


Resources allocation is done with consideration of the capability and constraints on existing internal resources as well as needs related to supplier expectations.

Resources and resources allocation are assessed during management reviews.

### **9.2. Procurement of Goods and Services**

PCA adheres to the provisions of Republic Act No. 9184, otherwise known as the Government Procurement Reform Act.

Items contained in the Purchase Request (PR) must be verified if they are consistent with the approved Annual Procurement Plan. The amount of the PR determines the mode of procurement to be used per Corporate Order on Delegation of Authority.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

### 9.3. Human Resources

Top management ensures that it provides sufficient staffing for the effective operation of the management system and the identified processes.

Employees performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience as prescribed by the Civil Service Commission and the required competencies of each position.

Trainings shall be used to review, evaluate and develop the organization and its people to be effective in their respective roles and to establish how these roles relate to the organizational goals and commitments.

Training and subsequent communication shall ensure that the staff is aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) contribution to the effectiveness of management system, including the benefits of improved performance;
- d) implications of nonconformities with the management system requirements.


### 9.4. Infrastructure

PCA determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace and associated facilities;
- b) process equipment, hardware and software;
- c) supporting services such as transport;
- d) information and communication technology.

### 9.5. Work Environment

PCA provides a clean, safe and well-lit working environment. The General Services Division of the Central Office and the Supply Officer and Administrative Officer V of the Regional Office manages the work environment needed to achieve conformity to product/service requirements. Specific regulatory requirements for service/products are determined during planning and are documented in related procedures, work instructions, job documentation, memoranda, or summary disposition forms.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.

## **9.6. Monitoring and Evaluation of Resources**

Monitoring and evaluation of resources is a process that helps improve performance and achieve results. Its goal is to improve current and future management of outputs, outcomes and impact. The process is aimed at providing better means for learning from past experiences, improving service delivery, planning and allocating resources.

Indicators are specific, observable and measurable characteristics or change that represents achievement or non-realization of goals.

## **9.7. Organizational Knowledge**

PCA also determines the knowledge necessary in the operation of its processes and in achieving conformity of products and services. This may include knowledge and information obtained from:

- a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property, job descriptions, position description forms, work programs, competency assessment results;
- b) external sources such as standards, academia, conferences, and/or information gathered from clients or suppliers.


PCA shall conduct training based on training needs of the employee and the PCA Calendar of Training Activities. This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, PCA shall consider its current knowledge and shall determine how to acquire or access the necessary additional knowledge.

## **10.0. Operation**

### **10.1. Operational Planning and Control**

PCA plans and develops the processes needed for the realization of regulatory services. Planning of regulatory services is consistent with the requirements of the other processes

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

of the management system. Such planning considers the information related to the context of the organization (see Section 4.0. above), current resources and capabilities, and implementing rules and regulations requirements.

Changes to operational processes are done in accordance with the **Change Management Framework**.

## **10.2. Client-Related Activities**

These activities are defined in the **Regulatory Services and Export Trade Services Procedures**.

### **10.2.1. Provisions of Regulatory Services relating to Administrative Order (AO) No. 003, series of 1981 and Administrative Order No. 02, series of 2010**


#### **10.2.1.1. Registration of Those Engaged in the Business of Coconut**

PCA is authorized under Administrative Order No. 003, series of 1981 and AO No. 02, series of 2010 to impose registration of persons and entities engaged in business involving coconut and other palm oil, products and by-products. Change in plant capacity or product line and location requires a new registration. Renewal of Registration requires that the applicant complies with the required payment of PCA Fee.

##### **10.2.1.1.1. Control of Provisions**

PCA considers as applicable, the following:

- a) availability of pre-numbered registration certificates and related documents;
- b) availability and use of suitable monitoring and measuring resources, product standards and protocols for the conduct of plant inspection and product sampling;
- c) appointment of competent personnel;
- d) implementation of controls to prevent human errors through the provision of guidelines, standards, orientation and provision of necessary trainings;

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

- e) implementation of actions that promotes collaboration with other government regulatory units through active participation in inter-agency TWG meetings and DA Sanitary and Phytosanitary (SPS) Focal Group.

#### **10.2.1.3. Issuance of Commodity Clearance**

When exporters, foreign Importers or other interested party request Commodity Clearance (laboratory certification for quality of product) for their requirements, the PCA is authorized to issue Export and Commodity Clearances pursuant to Section 5 of the IRR of Executive Order 1016. Issuance to the Exporter of Export Clearance is a requirement, among others, in the issuance of Commodity Clearance.


#### **10.2.2. Provisions of Regulatory Services relating to Republic Act (R.A.) 8048 as Amended by R.A. 10593**

PCA implements the provisions of Republic Act 8048 as amended by R.A. 10593, which provides for the preservation of coconut trees. Under this law, PCA requires for compliance the following, viz: (1) Permit-to-Cut coconut trees; (2) Registration of Coconut Lumber Processors/Traders/Retailers; (3) Registration of Chainsaws; (4) Permit to Transport Lumber.

##### **10.2.2.1. Control of Provisions of Regulatory Services relating to Republic Act 8048**

PCA considers as applicable, the following:

- a) availability of documents or records that define the characteristics of the regulatory services related to RA 8048 and the results to be achieved;
- b) availability and use of suitable monitoring and measuring resources;
- c) implementation of monitoring and measurement activities by PCA Central Office through field monitoring and audit of PCA Regional/Provincial Offices, and submission of monthly monitoring reports.
- d) the use of suitable infrastructure and environment;
- e) the appointment of competent persons, including required qualifications;
- f) implementation of actions to prevent human error through the provision of guidelines, standards and orientation of employees related to the implementation of RA 8048 and their attendance to RDC, provincial/municipal/barangay meetings for information dissemination.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

g) implementation of release, delivery and post-delivery activities.

**10.2.3** Inspection and certification of transport of coconut seedlings; inspection and accreditation of coconut and oil palm nurseries and seed nuts/seedlings producers.

#### 10.2. 4 Accreditation of Oil Palm Nursery Operations

In this process, the following are the requirements in the accreditation of Nursery Operators:

- I. Who can apply
  - a. Individuals or Sole Proprietors whose business names are duly registered with DTI;
  - b. Partnership or corporation duly registered with SEC;
  - c. Cooperatives duly registered with CDA;
  - d. Associations registered with the Bureau of Rural Workers/DOLE
- II. The accreditation fee is in the amount of Twenty-Five Thousand Pesos (P25,000.00)


#### 10. 2. 5 Registration for Coconut Seednuts/Seedlings Producers

##### A. Criteria for Registration

- a. The seednuts/seedlings producer/s shall preferably be member/s of a farmer organization/s or association or cooperative;
- b. He/she must be a farmer-producer/s or nursery operator/s;
- c. The applicant/s must have undergone training on GAP-Coconut Farm Management and Nursery Operations conducted by the PCA;
- d. The applicant/s should own and legally occupy the coconut plantation. The land must be free from any encumbrances, lis pendens, third party claimants and mortgage.

##### B. Application for Registration

- a. Applicant must file their application for registration at the nearest PCA Municipal and or Provincial Office using the prescribed Application Form;
- b. The applicant shall be charged of a non-refundable Php 500.00 registration fee for every coconut plantation or nursery sit applied for registration regardless of siz;
- c. The application shall be filed with the PCA Municipal or Provincial Offices having responsibility over the area where the coconut plantation or nursery is situated;
- d. The PCA Agriculturist shall determine the completeness of the application on its face and its supporting documents;

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	


- e. Applications failing to comply with the requirements indicated in the succeeding section shall not be processed and shall be returned to the applicant with the corresponding notice stating the reason thereto;
- f. Upon compliance with the requirements proscribed for the registration, the PCA Agriculturist shall conduct inspection, evaluation and investigation of the coconut plantation or nursery applied for registration;
- g. After the field inspection and evaluation, the PCA Agriculturist shall prepare and submit to the Division Chief (DC I) his/her recommendation using the attached Eligibility Evaluation Sheet;
- h. The applicant must be furnished with a copy of the evaluation report and recommendation;
- i. The DC I, considering the recommendation of the Agriculturist shall submit to the Region the application for approval of the Regional Manager and finally the issuance of the Certification of Registration;
- j. The Deputy Administrator (DA) for Operations Branch (OB) must be furnished with the list of coconut seednuts/seedlings producers registered by the PCA.

**C. Documentary Requirements**

- a. Duly accomplished application form;
- b. Any document that sufficiently identifies the applicant (i.e. Coomunity/Residence Certificates, Voter's ID, Driver's License, Barangay ID/Certificate etc.);
- c. Proof of ownership (TCT and Tax Dec. Deed of sale, Deed of Conveyance/Mortgage. Transfer Certificate from DAR, Tenancy Household Agreement);
- d. Articles of Ownership- in case of corporation, certificate of registration from SEC is required;
- e. Certificate of Accreditation/Registration from CDA, PCA, DOLE, etc. in case of farmers organization or cooperative;
- f. Affidavit that the property or land is free from any encumbrances, lis pendens , third party claimants and mortgage;
- g. Tags or labels of their seednuts/seedlings as to variety and date sown and other relevant information;
- h. Photocopy of Certificate of Training on GAP-Coconut Farm Management and Nursery Operations conducted by PCA;
- i. Passed the eligibility criteria set by PCA as indicated in the attached Eligibility Rating Sheet.

### **10.3. Identification and Traceability**

For the regulatory services, application forms and permits are pre-numbered. Permits are traced and identified using this serial numbers. The Central Office provides pre-numbered registration certificates to the regional offices. The registration certificates are identified and traced through their serial numbers.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

The samples submitted to the Laboratory Services Division (LSD) are identified and traced from two different sources. The samples can be submitted by the Regional Offices (export samples) or walk-in clients (shelf-life samples). For export samples, the Regional Office assigns an Applicant Number to the applicant/exporter, fills out the Test Request form of LSD (SF-RCV-06 (Micro) and/or SF-RCV-07 (Chem)), and have the applicant/exporter accomplish the Customer's Contract (SF-RCV-01). For the shelf-life samples, the client accomplishes the Customer's Contract (SF-RCV-01) and the Shelf-Life Test Schedule (SF-SLT-##) for coconut products and by products, and LSD fills out the Test Request form (SF-RCV-06 (Micro) and/or SF-RCV-07 (Chem)). LSD reviews the forms to verify the identification of the samples as provided by the Regional Office and/or client. An individual Laboratory Code and Test Report Number are assigned to the sample.

The Application Number, Test Report number and Laboratory Code assigned at the Test Request form serve as the control numbers to track the specific location/ source and manufacturer of the sample. Also indicated in the Test Request form are the Production Code (Lot/Batch No.) and Quantity/ Volume/ Package Size of the specific sample.

#### **10.4. Property Belonging to Third Parties**

PCA exercises care with Client or supplier's property while it is under the organization's control or while being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the Client or supplier and record is maintained.

Client shall identify data which are furnished to PCA to be used in the processing of permits and certificates. These are preserved and maintained to prevent accidental loss, damage or inappropriate use.


#### **10.5. Preservation**

To ensure authenticity, permits are stamped with the dry seal of the Regional and Provincial Office. Prior to release, the permits' contents are recorded in the logbook.

For laboratory samples, the PCA Regional Office preserves the samples gathered during the inspection and sampling supervision through:

1. sealed and unaltered packaging
2. immediate delivery to the laboratory

#### **10.6. Post-Delivery Activities**

	Philippine Coconut Authority  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

As applicable, PCA conducts the following activities which are considered “post-delivery activities”:

- Conduct by the Agriculturist of necessary spot-checking of the actual cutting of coconut trees and vis a vis validity of Permit-to-Cut and the number of trees allowed for cutting;
- Provision of the list of registered companies/business entities to the Bureau of Customs to serve as basis of allowing export/import of coconut products, or withholding the shipment or export of these.

### **10.7. Process Change Control**

PCA reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

### **10.8. Measurement and Release of Permits and Certificates**

Prior to release, the permits and certificates go through a series of review to ensure its validity and accuracy.

### **10.9. Control of Non-conforming Outputs**

PCA ensures that Regulatory Services or other process outputs that do not conform to requirements are identified and controlled to prevent their unintended use or delivery.


The controls for such non-conformance are defined in *Control of nonconformity Procedure*.

## **11.0. Performance Evaluation**

### **11.1. Monitoring, measurement, analysis and evaluation**

PCA applies suitable methods determining which aspects of the quality management system and its processes are to be monitored, measured and evaluated. The frequency and methods by which our processes are monitored, measured and evaluated is determined by:

1. Statutory and regulatory requirements;
2. Client feedback;
3. Process and QMS requirements;
4. Process performance and audit results.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

All monitoring, measuring and evaluation outputs are documented and analyzed to determine process effectiveness, to ensure their effectiveness in achieving best results and to identify opportunities for improvement. Where applicable, records are retained as documented information.

#### **11.1.1. Analysis and evaluation**

PCA uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of Clients as well as other interested parties, to the extent possible. Analysis and evaluation shall be driven by data related to:

1. Conformity of regulatory services;
2. Degree of client satisfaction;
3. Performance and effectiveness of the management system;
4. Effectiveness of planning;
5. Effectiveness of action taken to address risk and opportunities;
6. Performance of external providers;
7. Other improvements to the management system.

#### **11.1.2. Customer satisfaction**

As one of the measurements of the performance of the management system, PCA monitors information relating customer perception as to whether the Authority has met Customer requirements. The methods for obtaining and using this information include:


1. Recording of client feedback;
2. Submission of client satisfaction surveys.

The corrective and preventive action system shall be used to develop and implement plans for Client satisfaction improvement that address deficiencies identified by these evaluations, and to assess the effectiveness of the results.

### **11.2. Internal Quality Audit**

PCA conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, requirements of ISO 9001, and management system requirements. Audits also seek to ensure that the management system is effectively implemented and maintained.


These activities are defined in the document **Internal Quality Audit Procedure**.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

### **11.3. Corrective Action Report**

PCA takes corrective action to eliminate the cause of nonconformity in order to prevent recurrence.


These activities are done through the use of the formal Corrective Action Procedure, and are defined in the document **Corrective Action Procedure**.

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

## ANNEX A

## RELEVANT INTERESTED PARTIES MATRIX

Interested Parties	Needs	Expectations	Responsible Office
Coconut Farmers, Lumber Processors and Traders, Chainsaw Owners and Operators, Private Land Owners	Permit to Cut, Permit to Transport, Registration Certificate, PCA Stickers	<ul style="list-style-type: none"> <li>•Timely release of permit to cut, permit to transport, PCA sticker for Chainsaws,</li> <li>•Accessible office for applications</li> <li>•Error-free and clear documents</li> <li>•Clean and well-ventilated facilities</li> <li>•Courteous and friendly staff</li> </ul>	Region I,II,III & CAR
New Registrants (Traders, Processors, Oil Millers, Manufacturers, Desiccators, Exporters, Importers)	Registration Certificate	<ul style="list-style-type: none"> <li>•Accessible office for application</li> <li>•Timely release of Registration Certificate</li> <li>•Error-free and clear documents</li> <li>•Other information related to product, standards &amp; other market/trade concerns</li> <li>•Courteous and friendly staff</li> </ul>	Region I,II,III & CAR
Registered Clients (Traders, Consolidators, Processors, Exporters, Oil Millers, Manufacturers, Desiccators)	Renewal of Registration Certificate	<ul style="list-style-type: none"> <li>•Timely release of Registration Certificate</li> <li>•Courteous and friendly staff</li> <li>•Error-free and clear documents</li> </ul>	Region I,II,III & CAR; and AMS

	<b>Philippine Coconut Authority</b>  <b>Quality Management System Manual</b>	Doc Ref No.:	
		Effective Date:	
		Revision No.:	0
		Page No.:	

Exporters/Foreign Importers/Interested Party	<ul style="list-style-type: none"> <li>• Commodity Clearance</li> <li>• Laboratory Analysis</li> <li>• Export Clearance</li> </ul>	<ul style="list-style-type: none"> <li>• Accessible office for application</li> <li>• Courteous and friendly staff</li> <li>• Accurate product sampling</li> <li>• Positive laboratory results</li> <li>• Timely release of lab results &amp; required clearances</li> <li>• Error-free and clear documents</li> <li>• Information/updates related to new &amp; emerging product, standards &amp; other market/trade concerns</li> </ul>	Region I,II,III &CA;TIR and LSD
BAFS,	<ul style="list-style-type: none"> <li>• Product Standards</li> </ul>	<ul style="list-style-type: none"> <li>• Easy access to information</li> </ul>	TIRD, LSD
Other government agencies (BPI, DA-Policy Research, DTI, BOC, FDA, PSA)	<ul style="list-style-type: none"> <li>• Trade Directory</li> <li>• Trade Statistics</li> <li>• Product Information</li> <li>• Industry Analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Error-free and clear documents</li> <li>• Courteous and friendly staff</li> <li>• Good inter-agency relation</li> <li>• Constructive feedbacks</li> </ul>	TIRD

ANNEX B

RISK MANAGEMENT MATRIX

Risk			