

**LANDBANK INTEGRATED MANAGEMENT SYSTEM
(ISO 9001:2015 AND ISO 14001:2015 MANUAL)**

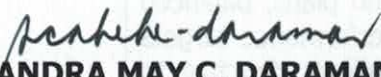
ISO 9001:2015 AND ISO 14001:2015	LANDBANK IMS MANUAL
I. Introduction on the Manual (scope of the Operations Manual, content, system of amendment and revision distribution)	Section 1: Scope and Applicability Manual Distribution – page iii Change History – page iii
II. Definition of terms and acronyms	Section 3: Definition of Terms and Acronyms
III. General Information about the Agency and the Selected Areas of Operation	Section 4: Organizational Profile
IV. Organizational Structure and Responsibilities of Relevant Roles (indicates the organizational structure, duties and responsibilities of relevant roles)	Section 4: Organizational Profile Section 5.3 Leadership
V. Operational Control and Supervision (describes the powers of authority, supervisory and operational controls)	
VI. Statement of QMS Scope, including the Process, Model/Map showing the processes, products and services covered by the QMS	Section 1: Scope and Applicability; Section 4 : Organizational Profile
VII. Justification for ISO 9001 requirement (s) that is (are) not applicable to the scope of the QMS, if there is any	Not Applicable
VIII. Description of the processes covered by the QMS, e.g. management, core and support processes, including the responsibilities and basic controls applied to ensure effective operations	Section 1: Scope and Applicability Section 4 : Organizational Profile
IX. Description of the organizational context e.g. PESTLE (Political, Economic, Social, Technological, Legal and Environmental), SWOT (Strength, Weakness, Opportunity and Threat) or other framework or tool to analyse and monitor internal and external issues that have impact in the organization.	Section 4 : Organizational Profile Section 6: Planning
X. Description of type and extent of control of external providers to ensure that externally provided processes, products and services meet requirements	Section 8: Operation
XI. Description of key stakeholders and their requirements and expectations	Section 4: Organizational Profile
XII. Annexes	
1. Approved Quality Policy	Section 5: Leadership
2. Approved quality objectives of all offices/units, e.g. OPCR and DPCR, quality objectives and plans, balanced scorecards, and other documented performance targets <u>demonstrating the current Administration's directive to improve frontline or core processes performance</u>	LBP Reference 1*
3. List of internal and externally generated references/documents necessary for the effective planning and operations of the QMS, include the document title, document code originator (source of document), effective date, and revision number if applicable	LBP Reference 2*

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4. Mechanisms for determining customer satisfaction and feedback (e.g. customer satisfaction survey form or procedure)	LBP Reference 3*
5. Operations procedures – shall include the operating procedures of the frontline or core process(es) covered by the QMS, with clear description of the control of service delivery i.e. characteristics of the products to be produced, the services to be provided, or the activities to be performed and the results to be achieved, and the implementation of actions to prevent human errors.	LBP Reference 4*
6. Tools, forms, templates, guidelines or procedures, for the following processes:	LBP Reference 5*
a. Control of Documented Information	
b. Internal Audit for the QMS	
c. Control of Non-Conforming Outputs	
d. Nonconformity and Corrective Action	
e. Monitoring and Measurement of Client Satisfaction	
f. Management Review	
7. Approved list of identified relevant interested parties, including their issues, and corresponding action plans to address the issues	LBP Reference 6*
8. Approved list of identified risks and opportunities with corresponding action plans	LBP Reference 7*

*Important Note**

Due to the proprietary nature of the documents and in accordance with the Bank's existing policies on information security, LBP references 1-7 are not posted. These will be made available upon request for validation purposes.


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