

**IMS MANAGEMENT REVIEW 2017-MINUTES OF MEETING**  
**December 18, 2017**

No	Agenda	Highlights/ Discussion Points	Management Actions and Decisions	Responsible Unit
1	Changes in external and internal issues that are relevant to LANDBANK's quality and environmental management system	Review of the context of LANDBANK in terms of risks and opportunities through the Strength, Weaknesses, Opportunities and Threats (SWOT) Analysis	To be reviewed during the Strategic Refresh in 2018	Corporate Planning & Economic Policy Studies Department
		Executive Order No. 26 (Providing for the Establishment of Smoke-Free Environments in Public and Enclosed Places)	For study/review	Employee Relations Department & Facilities Management Department
2	<b>IMS Performance</b> a. Customer satisfaction and feedback from relevant interested parties b. The needs and expectations of interested parties, including compliance obligations c. Significant environmental aspects d. The extent to which quality objectives have been met e. Process performance and conformity of products and services f. Nonconformities and	Results of the Nationwide Customer Satisfaction Survey  Revised Matrix of Legal Requirements  Updates on Compliance Obligations  Revised Environmental Aspects and Impacts Registry  LANDBANK Performance Scorecard  Update on the Financial Inclusion Caravan Status of EMS Implementation  Report on LANDBANK Easy Access Facility (LEAF) Performance Evaluation Proposed enhancement of (Portable Agrarian Reform Collection System) Collection System  Bangko Sentral ng Pilipinas	Noted  For review  Noted  For review  Noted Noted Noted  Approved Approved  Noted-for	Customer Service & Product Development Department  Environmental Management System-Technical Working Group Compliance Management Group  Environmental Management System-Technical Working Group  Corporate Planning & Economic Policy Studies Department Corporate Affairs Department Environmental Management System-Working Committee  Branch Banking Sector Agrarian Services Group  Compliance

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	corrective actions	(BSP)/Commission On Audit (COA) results deliberation	appropriate action	Management Group
		Submission of Nonconformity and Corrective Action Report of selected LBP units	Noted	Internal Audit Group
	g. Monitoring and measurement results	Update on the Corporative Development Program	Noted	Agricultural & Development Lending Sector
		Site visitation/inspection selected branches on quarterly basis	Noted	Environmental Management System-Working Committee
	h. Audit results	Management Replies to COA Annual Audit Report	Approved	Controllership Group
		Result of IMS Audit	For discussion	Internal Audit Group & Quality Management Department
	i. The performance of external providers	Accomplishment Report-Vendor Management	Noted	IT-Quality Management Office
3	The adequacy of resources	Proposed Budget for 2018	For appropriate action	Controllership Group
		Proposed LANDBANK Manpower Management	Approved	Human Resource Management Group
4	Effectiveness of actions taken to address risks and opportunities	Internal Capital Adequacy Assessment Process (ICAAP) Results	Noted	Risk Management Group
5	Opportunities for Improvement	Scope of the Integrated Management System	Approved	Quality Management Department
		Update on Quality Circles Team	Noted	Quality Management Department
		Revisions to the Policy Guidelines on Outsourcing	Approved	Quality Management Department
		Knowledge Management Project	Approved	Quality Management Department

Noted and Approved by:

  
**ELCID C. PANGILINAN**  
 FVP, Head Strategic Planning Group