

PHILIPPINE COCONUT AUTHORITY

Quality Management System Manual

Revision 0

Issued _____

Conforms to ISO 9001:2015

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0.0 Revision History and Approval

Rev.	Nature of changes	Approval	Date
0	Original release.	[Quality Manual Approver Name]	[Date of Issue]

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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 oil palm 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 and supervised by the Office of the President. This Decree was industry. The code was later revised by P.D. 1468 ON July 11, 1978 (“Revised Coconut Industry Code”) which eventually became the charter of PCA as a public corporation.

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.

On May 5, 2014, by virtue of Executive Order No. 165, the 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. By virtue of Executive Order No.1 issued on July 4, 2016 by President Rodrigo Roa Duterte, the PCA continues to be under the Office of the President, reporting directly to the Cabinet Secretary.

1.2 Mandate

PCA is mandated to promote the rapid integrated development and growth of the coconut and other oil palm industry in all its aspects, and to ensure that the coconut farmers become direct participants in and beneficiaries of such development and growth.

1.3 Vision

PCA shall exert to become, by 2020, globally competitive coconut and other oil palm industry, contributing to the country’s food security, enhancing participation of all stakeholders and improving their income.

1.4 Mission

The Philippine Coconut Authority (PCA) shall promote the development and implementation of high value programs for the coconut and other palm oil industry carried

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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 Professionalism, Integrity, Transparency and Excellence.

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, as well as to demonstrate how the Authority complies with that standard.

This manual, together with associated documents mentioned hereto, 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 newly-hired personnel and make them familiar and appreciate the PCA's QMS.

This Manual is intended to be used by all the units of PCA in the Central Office and Regional Offices (ROs).

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

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3.0 Terms and Definitions

PCA adopts the following terms and definitions within 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 or 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.

General Terminology

PCA – Philippine Coconut Authority

Document – written information used to describe how an activity is done.

Record – captured evidence of an activity having been done.

Client – this refers to the applicants of the regulatory services,

Stakeholder – this refers to interested parties

Top Management – refers to the Management Committee composed of the Administrator and three (3) Deputy Administrators

Regulatory Functions – are carried out by the Authority through the following services in this areas, viz: registration of companies engaged in coconut products and by-products, payment of fees such as PCA fee, laboratory fees, Permit-to-Cut fee, coconut lumber transport fee, among others.

Risk-Based Thinking Terminology

Risk – Negative effect of uncertainty

Opportunity – Positive effect of uncertainty

Uncertainty - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Nonconformity Terminology

Nonconformity: nonfulfillment of a requirement

4.0 The Scope and Context of the PCA QMS

4.1 Determining Our Strategic Direction

PCA has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the Authority. This involves:

- Understanding the regulatory functions and scope of management system (see 4.2 below).
- Identifying clients who receive regulatory services.
- Identifying stakeholders who may be impacted by our services, or those parties who may otherwise have a significant interest. These parties are identified below:

Interested Parties	Needs	Expectations
Coconut Farmers, Lumber processors and traders, Chainsaw Owners & Operators Private land owners.	Permit to Cut, Permit to Transport, CLIV, Registration Cert, PCA Stickers	<ul style="list-style-type: none"> • Timely release of permit to cut, permit to transport, PCA sticker for Chainsaws, registration certificates and CLIV • Accessible office for application • Error-free and clear documents • Clean and well-ventilated facilities • Courteous and friendly staff
New Registrants (traders, consolidators, processors, exporters, importers)	Registration Certificate	<ul style="list-style-type: none"> • Accessible office for application • Timely release of Registration Certificate • Error-free and clear documents • Other information related to product, standards & other market/trade concerns • Courteous and friendly staff
Regular registered clients (traders, consolidators, processors, exporters, importers)	Renewal of registration certificate	<ul style="list-style-type: none"> • Timely release of Registration Certificate • Courteous and friendly staff • Error-free and clear documents • Information/updates related to new & emerging product, standards & other market/trade concerns

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Interested Parties	Needs	Expectations
Exporters/importers	<ul style="list-style-type: none"> ▪ Export clearance ▪ Commodity Clearance ▪ Laboratory Test Report 	<ul style="list-style-type: none"> • Accessible office for application • Courteous and friendly staff • Accurate product sampling • Positive laboratory results • Timely release of lab results & required clearances • Error-free and clear documents
Other govt. agencies (BPI, DA-Policy Research, BAFS, DTI, BOC, FDA, PSA)	<ul style="list-style-type: none"> ▪ Product standards ▪ Trade directory ▪ Trade statistics ▪ Product information ▪ Industry analysis 	<ul style="list-style-type: none"> • Easy access to information • Error-free and clear documents • Courteous and friendly staff • Good inter-agency relation • Constructive feedbacks

- Understanding internal and external issues that are of concern to PCA and its interested parties. Many such issues are identified through an 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.
- This information is then used by top management to determine the Authority's strategic direction during corporate and strategic planning. This is defined in records of management review, and periodically updated as conditions and situations change.

4.2 Scope of the Management System

This includes all working systems used by the Authority.

4.2.1 Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its mandate, the PCA QMS covers the regulatory services (issuance of Permit to Cut, Transshipments/Transport Permits, Registration Certificates).

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

PCA Central Office	Elliptical Road, Diliman, Quezon City
PCA Regions I-IV-B	PCA Compound, Elliptical Road, Diliman, Quezon City

4.2.2 Permissible Exclusions

The design and development of products and services is determined to be not applicable to the Philippine Coconut Authority due to the following:

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1. PCA's regulatory services are based on existing laws, rules and regulations (PDs, MCs, COs, EOs and AOs);
2. Design planning are not conducted;
3. Design and development are made or created by external providers.

5.0 Quality Policy

The Quality Policy of PCA is as follows:

The Philippine Coconut Authority commits to promote the development and regulation of the coconut and other palm industry through sustainable & inclusive programs carried out in a transparent, responsible, and accountable manner with utmost degree of professionalism.

The Authority commits to continually improve the quality of services.

6.0 Management System Processes

6.1 Process Identification

PCA has adopted a process approach for its 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 the planned activities in performing Regulatory Functions and allow PCA to deliver the intent of the output of the operations.
- Support Processes – those that are needed to manage the resources necessary to ensure the satisfactory performance of the Operations Processes.

Conceptually, these three groups of processes are working together to transform the clients' requirements into client satisfaction. The Management Processes set directions, policies and plans for the operations to perform and deliver 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.

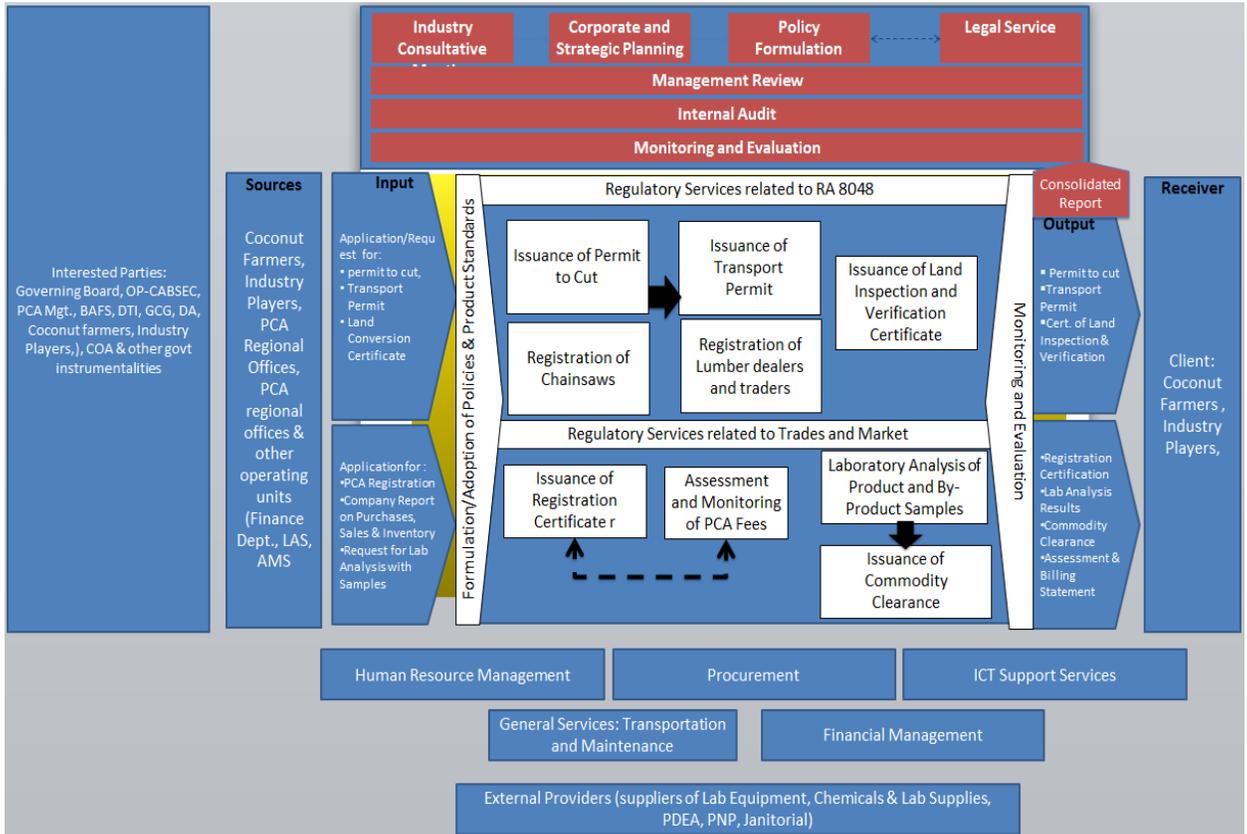
The box under Operations are the regulatory services for the issuance of issuance of Permit to Cut, Transhipments/Transport Permits, Registration Certificates, which are performed by the different offices of PCA.

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 the interested parties, are crucial factors in PCA's QMS. Their requirements and issues 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 PCA’s performance. These data are also used for continual improvement of the system, processes, and products and services.

PROCESS MAP



6.2 Process Controls & 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 key performance indicator (KPI) 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 then endorsed to the top management and in order 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 Form. Metrics, along with current standings and goals for each objective, are recorded in records of management review.

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 issue.

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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, as well. The Authority’s outsourced processes, and the control methods implemented for each, are defined below:

A. Purchase of Products and Services

Products and Services	Controls
Office Supplies and Equipment	Supplier eligibility requirements Quality inspection and acceptance
Consulting Services	Contract/ TOR Performance Evaluation
Janitorial and Security	Contract Performance Evaluation Regular monitoring by GSD
Catering Services	Contract Food tasting Client Feedback
Maintenance of Equipment	Contract Performance Evaluation Inspection of services by GSD
ICT Infrastructure	Contract Regular monitoring by the Corporate Planning Office

B. Rental of Facilities and Equipment

Facilities and Equipment	Controls
Photocopying Machine	Lease Contract Maintenance performance evaluation?
Hotel and Accommodation	Contract Evaluation Feedback

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

- 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.

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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 procedure ***Control of Documented Information Procedure***. The purpose of document control is to ensure that staffs have access to the latest, approved information, and to 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; this 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 & Commitment

The Governing Board through the PCA Administrator provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- 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 (see note);
- 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

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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 Client Focus

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

This is accomplished by assuring:

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

8.3 Quality Policy

The Deputy Administrators have developed the **Quality Policy**, defined in section 5.0 above, that governs day-to-day operations to ensure quality.

The **Quality Policy** is released as a standalone document as well, and is communicated and implemented throughout the organization.

8.4 Organizational Roles Responsibilities and Authorities

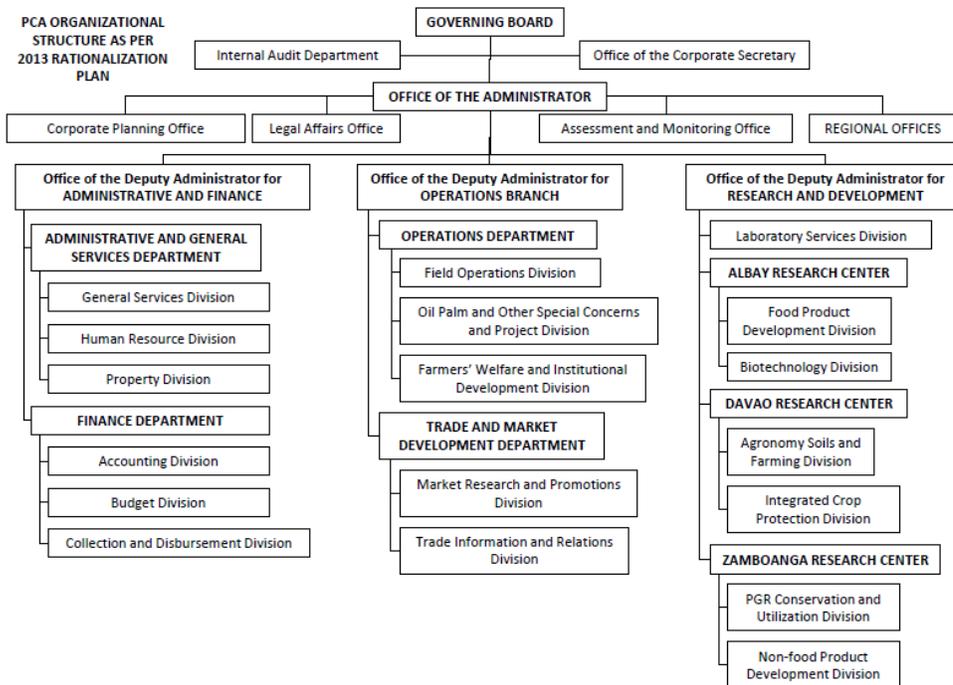
The Governing Board through the PCA Administrator has assigned responsibilities and authorities for all relevant roles in the Authority. These are communicated through the combination of the Organizational Structure indicated below and the Functional Descriptions enumerated in **PCA Corporate Governance Manual, Article VII and the Approved PCA Rationalization Plan**.



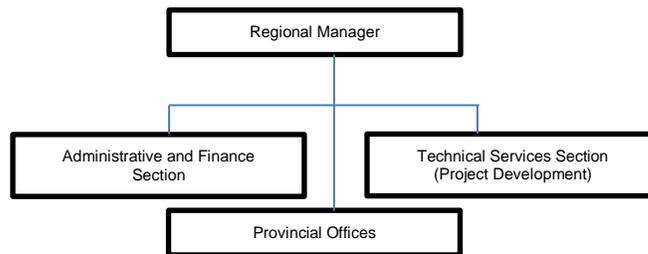
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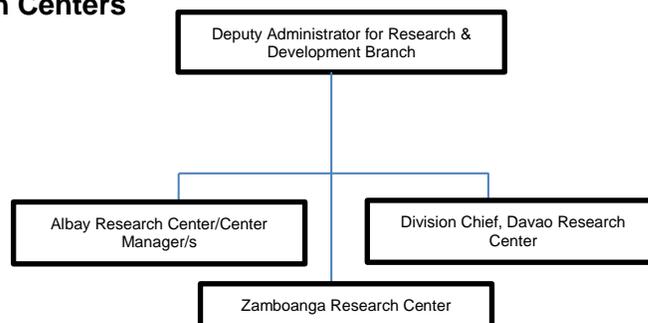
a. PCA Organizational Structure



b. Regional Offices



c. Research Centers



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

In addition, the Deputy Administrator accepts responsibility and authority for:

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

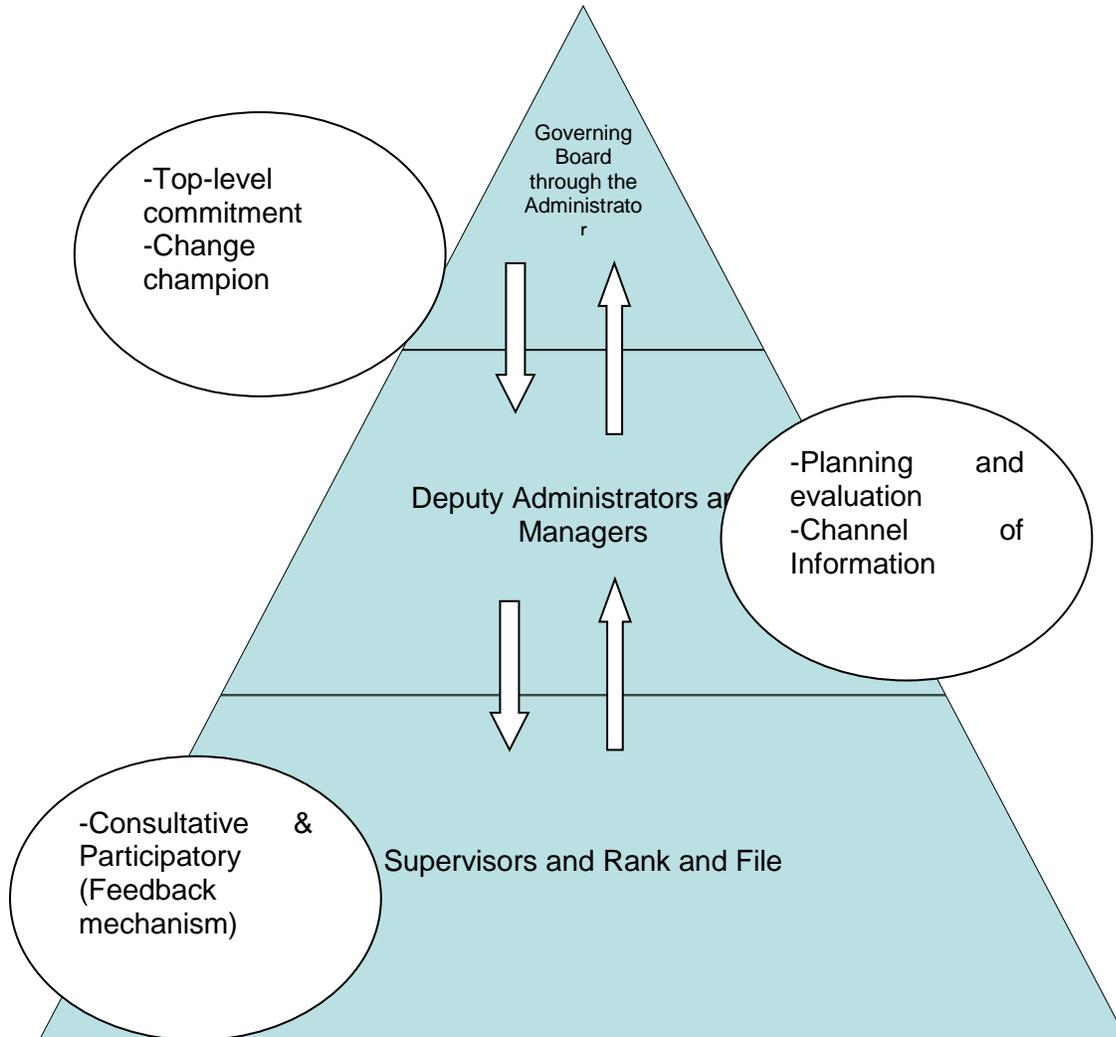
8.5 Internal Communication

The Deputy Administrators of PCA ensures 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) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- d) use of the results of the internal audit process
- e) regular company meetings and general assembly with all employees
- f) internal emails
- g) issuance and dissemination of memorandum circulars
- h) use of bulletin boards
- i) PCA's "open door" policy which allows any employee access to the Deputy Administrators for discussions on improving the quality system

8.6 Change Management

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



8.7 Risks and Opportunities

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

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Risks and opportunities are managed in accordance with the document ***Risk Management Matrix***. 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.

8.8 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 ***PCA Management Review Procedure***.

Records from management reviews are maintained.

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9.0 Resources

9.1 Provision of Resources

PCA determines and provides the resources needed:

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

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

Resources and resource allocation are assessed during management reviews.

9.2 Human Resources

Top management ensures that it provides sufficient staffing for the effective operation of the management system, as well its 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 ensure that staffs are aware of:

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

9.3 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.

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Equipment is validated, maintained and calibrated.

9.4 Work Environment

PCA provides a clean, safe and well-lit working environment. The General Services Division of PCA manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

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.

9.5 Organizational Knowledge

PCA also determines the knowledge necessary for the operation of its processes and to achieve 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;
- b) external sources such as standards, academia, conferences, and/or information gathered from clients or suppliers.

The PCA shall conduct training based on the training needs of the employee and Agency Career Development Plan. 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 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 functions. Planning of regulatory services is consistent with the requirements of the other processes 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, as well as the implementing rules and regulations requirements.

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

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(see Section 8.6).

10.2 Client-Related Activities

During the intake of regulatory services related to trading and marketing of food and non-food coconut products and by-products except lumber, PCA through the Trade & Market Development Department and Regional Offices captures the requirements for registration specified under PCA Administrative Order No.003 s. of 1981 and amended through Administrative Order No. 02 s. of 2010 or the Revised Rules and Regulations on PCA Registration of Persons and Entities Engaged in Business Involving Coconut and Other Oil Palm Products and By-Products.

Once the registration requirements are captured, the concerned PCA-Provincial Office where the coconut-based companies are located requires the oil millers, refiners, desiccators, and other processors of meat-based coconut products operating under their jurisdiction to submit copra receipts and purchases, sales, production and inventory as bases for the assessment of PCA fees as provided under Administrative Order No. 01 s. of 2011. Reportorial requirements are then submitted by the Provincial Office to respective Regional Office which subsequently submits the consolidated report to the Assessment and Monitoring Service (AMS) at PCA Central Office.

Registered companies have the option to pay the PCA fees to the PCA-Provincial Office, Regional Office or to the Central Office. The PCDM being the designated Collection and Disbursing Officer in the province will issue the official receipt. Collections by the Provincial Office are then deposited to the Regional account.

For registrations done and payment of PCA fees at the Regional Office, the CPRO will issue the Order of Payment to the client and shown to the Cashier. Once payment has been made, the Cashier will issue an Official Receipt. All collected amount from the provinces will be deposited by the Regional Office to the Collection and Disbursement Division (CDD) of the PCA Central Office.

For companies that opt to pay their PCA fees at the Central Office, AMS will issue an Order of Payment to the client which serves as the basis for payment at the CDD. Official Receipt will then be issued by the CDD.

For export clearance application, following are the steps:

- a) The Regional Office determines whether the applicant is registered with PCA or not. For registered companies, applicant will submit an application for export clearance. For unregistered, applicant is required to file application for registration at the Regional Office prior to filing of application for export;
- b) The Regional Office will then conduct plant inspection and sampling of products.
- c) The Laboratory Services Division receive the sample together with the Customer's Contract (if new client) and Test Request Form for laboratory analysis. The Test Report is released through electronically by email and mail by post office to the region and client. The samples are inspected and evaluated according to the following requirements:
 - a. sample size;
 - b. sample label/ information, and;
 - c. integrity of the sample (includes the packaging).

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d. Sample is rejected if it does not conform to the above requirements.

- d) The Regional Office will evaluate the Test Report against the Philippine National Standard for the commodity being tested. If compliant, Commodity Clearance will be issued. If not compliant, no issuance of Commodity Clearance.

In terms of regulatory functions related to RA 8048, the PCA captures statutory and regulatory requirements as specified in AO No. 01 S 2013, Revised Implementing Rules and Regulations of Republic Act No. 8048 as Amended by Republic Act 10593.

Once requirements are captured, PCA reviews the requirements prior to its issuance of permits and certifications. This review ensures that supporting documents submitted are complete. The following products are issued to the clients:

- a) Permit to Cut- permit issued to applicants for the cutting of coconut trees
- b) Permit to Transport-permit issued to applicant/clients for the transport of coco lumber indicating the volume, origin and destination.
- c) Certificate of Land Inspection and Verification- certificate issued to applicant after complying with the requirements as prescribed in the IRR of RA 10593, as requisite for land use and reclassification by the DAR.
- d) Chainsaw Registration-issuance of PCA sticker to chainsaw owners/operators using their equipment for the cutting of coconut trees.
- e) Lumber dealer, processor registration- registration certificate issued to processors/traders/dealers involved in the processing and trading of coco lumber.

These activities are defined in the **Process Matrix** and in **Regulatory Service Procedure**.

10.3 Client Communication

PCA has implemented effective communication with Clients in relation to:

- a) providing information relating to regulatory services through the website, phone, e-mails, brochures;
- b) handling enquiries;
- c) obtaining Client feedback relating to regulatory services, including Client complaints through email and industry consultations;
- d) establishing specific requirements for contingency actions, when relevant.

10.4 Procurement

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

Firstly, the items contained in the Purchase Request (PR) must be verified if it is consistent with the approved Annual Procurement Plan. Second, the amount of the PR determines the mode of procurement to be used. In the Central Office, if the amount is within the threshold required for small value procurement/shopping, the General Services Division undertakes the procurement through “Small Value Procurement” otherwise the mode of procurement shall be through public bidding and to be undertaken by the Central Office Bids and Awards Committees.

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On the other hand, the PCA Regional Offices and Research Centers have their own Regional Bids and Awards Committee.

10.5 Provision of Regulatory Services related to Republic Act 8048

10.5.1 Control of Provision of [Regulatory Services related to Republic Act 8048]

To control its provision of [Regulatory Services related to RA 8048], PCA considers, as applicable, the following:

- a) the availability of documents or records that define the characteristics of the [Regulatory Services related to RA 8048] as well as the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the 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 any required qualifications;
- f) the implementation of actions to prevent human error through the provision of guidelines, standards and orientation of employees related to the implementation of RA 8048. Attendance of PCA personnel to RDC, provincial/municipal/barangay meetings for information dissemination.
- g) the implementation of release, delivery and post-delivery activities.

10.5.2 Identification and Traceability

For the regulatory services, application forms and permits are pre-numbered. Permits are traced and identify using this serial numbers. The Central Office provides pre-numbered registration certificates to the regional offices. The registration certificates are identified and traced through its serial no.

For the laboratory samples, the samples submitted to the Laboratory Services Division (LSD) are identified and traced from two different sources. The samples can either be submitted by the regions or walk-in clients. The regional office assigns application number to the applicants. The LSD shall assign a Test Request number to the Customer's Contract and Test Request forms, ADM-SF01 and ADM-SF02a respectively. The LSD staff will review the forms to verify the identification of the samples as provided by the client. An individual Laboratory Code and Test Report Number will be 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.

10.5.3 Property Belonging to Third Parties

PCA exercises care with Client or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected

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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 records maintained.

For Client furnished data used for the processing of the permits and certificates, these are identified by Client and maintained and preserved to prevent accidental loss, damage or inappropriate use.

10.5.4 Preservation

To ensure its authenticity, the permits are stamped with the dry seal of the regional and provincial office. Prior to its release, the permits' content are recorded in the logbook.

For laboratory samples, 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

10.5.5 Post-Delivery Activities

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

- The agriculturist shall conduct the necessary spot-checking of the actual cutting vis a vis validity of Permit to Cut.

10.5.6 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.

10.5.7 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.

10.5.8 Control of Non-conforming Outputs

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

The controls for such nonconformance are defined in **Control of Nonconformity Procedure**.

11.0 Improvement

11.1 General

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.

Improvement shall be driven by an analysis of data related to:

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- a) conformity of regulatory services;
- b) the degree of Client satisfaction;
- c) the performance and effectiveness of the management system;
- d) the effectiveness of planning;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) other improvements to the management system.

11.2 Client Satisfaction

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

- recording of client feedback
- 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 assess the effectiveness of the results.

11.3 Internal Audit

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

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

11.4 Corrective and Preventive Action

PCA takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their *occurrence*.

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