

QUALITY MANUAL

**SECTION 1 :
USER'S GUIDE**

Documented Information Code	TPB-QM-01
Date Effective	12 December 2022
Issue Number	02
Revision Number	04
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QUALITY MANUAL

RE-AFFIRMATION AND AUTHORIZATION

This **Quality Manual of Tourism Promotions Board**, which represents its systems and processes leading to customer satisfaction through excellence and quality practices, is hereby re-affirmed and authorized for continued use effective **12 December 2022**.



MARIA MARGARITA M. NOGRALES

Chief Operating Officer

12 December 2022

Date

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COPY HOLDERS

The following Copy Holder Codes will be used in the distribution of relevant QMS documents to ensure availability at all points of use.

COPY HOLDER CODE	COPY HOLDER
CDICO	Corporate Documented Information Control Officer (Master Copy)
OCOO	Office of the Chief Operating Officer
QMR	Quality Management Representative
IQAH	Internal Quality Audit Head
IAUO	Internal Audit Office
OCBS	Office of the Corporate Board Secretary
LEGD	Legal Department
CPBD	Corporate Planning and Business Development Department
MISD	Management Information Systems Department
DCCO-MP	Office of the Deputy COO for Marketing and Promotions
IPRO(NAD)	International Promotions Department (North Asia Division)
IPRO (ASPAC)	International Promotions Department (ASEAN and the Pacific Division)
IPRO(EAMI)	International Promotions Department (Europe, Africa, the Middle East and India Division)
IPRO(AM)	International Promotions Department (The Americas Division)
DPRO	Domestic Promotions Department
MICE	Meetings, Incentives, Conventions and Exhibitions (M.I.C.E.) Department
MCOM	Marketing Communications Department

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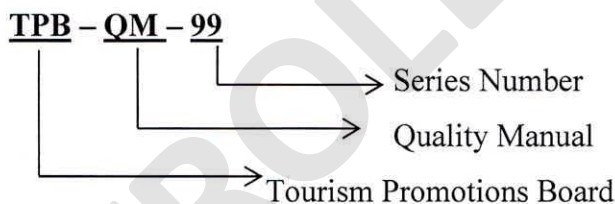
ODCOO-CA	Office of the Deputy COO for Corporate Affairs
FIND (ACC)	Finance Department (Accounting Division)
FIND (BUD)	Finance Department (Budget Division)
ADMIN-PHRD	Administrative Department (Personnel and Human Resources Development Division)
ADMIN-PGSD	Administrative Department (Procurement and General Services Division)
CB	Certifying Body

The distribution of the Quality Manual will follow the Control of Documents Procedure, **SPM – 01**.

TPB DOCUMENT CODING SCHEME

The TPB's QMS follows the following coding scheme:

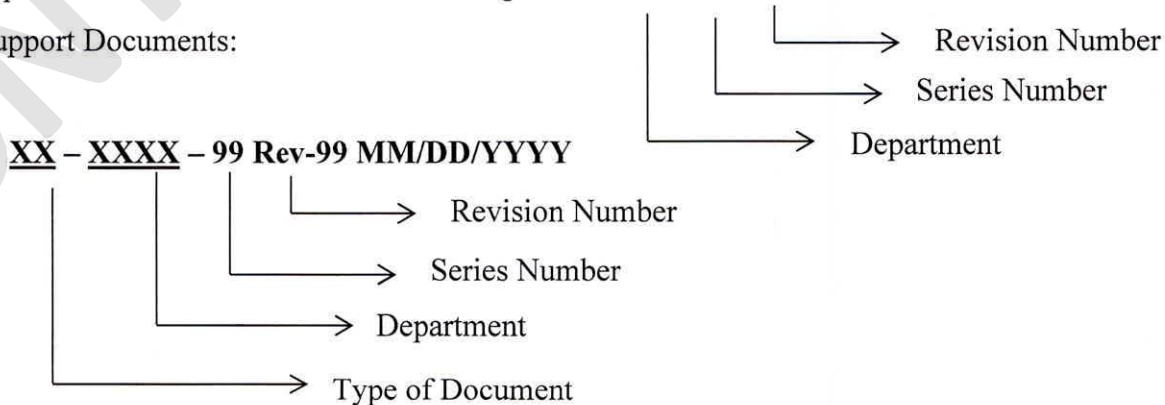
- 1) For the Quality Manual:



- 2) For System or QMS-wide procedures: **SPM-99**

- 3) For Departmental Procedures: **QOM – XXXX-99 Rev-99 MM/DD/YYYY**

- 4) For Support Documents:



Where XX:

QF = Quality Forms

RF = Reference

QG = Quality Guidelines

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WI = Work Instructions

PL = Plan

• <u>TYPE OF DOCUMENTS</u>		REVIEWING AUTHORITY	APPROVING AUTHORITY
QM	Quality Manual	QMR	COO
SPM	System Procedures Manual	QMR	COO
QOM	Quality Operations Manual	Department Manager / OIC Department Manager	QMR / DCOO
WI	Work Instruction	Division Chief / OIC Division Chief / QMR	Department Manager / OIC Department Manager
JD	Job Description	Division Chief / OIC Division Chief / Department Manager / OIC Department Manager / QMR	COO
QG	Quality Guideline	Division Chief / OIC Division Chief / QMR	Department Manager / OIC Department Manager / DCOO
RF	Reference	N/A	N/A
QF	Quality Form	Division Chief / OIC Division Chief / Department Manager / OIC Department Manager	QMR
• <u>DEPARTMENT CODES</u>			
OCCO	Office of the Chief Operating Officer		




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IAUO	Internal Audit Office
LEGD	Legal Department
CPBD	Corporate Planning and Business Development Department
MISD	Management Information Systems Department
MPRO	Marketing and Promotions Sector
IPRO	International Promotions Department
DPRO	Domestic Promotions Department
MICE	Meetings, Incentive Travel, Conventions and Exhibitions (M.I.C.E.) Department
MCOM	Marketing Communications Department
FIND	Finance Department
ADMD	Administrative Department
PHRD	Personnel and Human Resources Development Division
PGSD	Procurement and General Services Division

• **SERIES NUMBERS – 01, 02, 03.....**

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