



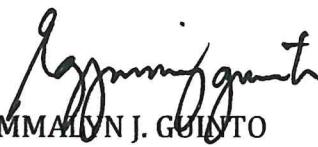
AGRICULTURAL CREDIT POLICY COUNCIL

QUALITY MANAGEMENT SYSTEM MANUAL

PREPARED BY:



GLYDEL ANNE L. SALANIO
*RECORDS AND DOCUMENTS
MANAGEMENT TEAM HEAD*

REVIEWED BY:


EMMALYN J. GUINTO
*QUALITY MANAGEMENT SYSTEM
REPRESENTATIVE*

APPROVED BY:


JOCELYN ALMA R. BADIOLA
EXECUTIVE DIRECTOR

	<p align="center">Agricultural Credit Policy Council</p> <p align="center">Quality Management System</p> <p align="center">INTRODUCTION</p>	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	03/27/2019
		Revision No.:	0
		Page No.:	1 of 58


This **QMS Manual** defines and clarifies policies, systems, and procedures adopted to implement and continually improve the Quality Management System (QMS) of the **Agricultural Credit Policy Council**.

This QMS Manual, together with associated documents mentioned hereto, aims to:

- Describe the basic elements of the QMS of the ACPC 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 ACPC; and
- Serve as reference and guide for newly-hired personnel and make them familiar and appreciate the ACPC's QMS.

This Manual is intended to be used by all the units of the Agricultural Credit Policy Council.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	2 of 58

A. History and Mandates

The Agricultural Credit Policy Council (ACPC) was created in 1986 by virtue of Executive Order 113 to synchronize all agri-credit policies and programs in support of the Department of Agriculture (DA) priority programs. It was also tasked to monitor and evaluate the economic soundness of all evaluate the credit programs. It became an attached agency of DA through Executive Order No. 116. It was mandated to administer the Comprehensive Agricultural Loan Fund (CALF) through Administrative Order No.5.

In 1992, the role of ACPC was expanded by RA 7607, the Magna Carta of Small Farmers assigning it to conduct special projects to promote innovative financing schemes for small farmers, and to orchestrate institution building programs for agricultural finance institutions, cooperatives, coop banks, agri-corporations and small borrowers to improve their access to credit.

The Agricultural Modernization Act (AFMA), RA 8435 paved the way for ACPC to carve its niche in a liberalized and globalized environment. In support of AFMA, ACPC was tasked to develop the design of the Agro-Industry Modernization Credit and Financing Program on the AMCFP which is the only credit pipeline for agriculture and fisheries under the law. Subsequently, the ACPC was tasked to oversee the implementation of the AMCFP as per AMCFP Guidelines (ACPC Council Resolution No. 01-1999).


In 2016, the DBM approved the creation of a new Accreditation and Certification Division in ACPC with 3 plantilla positions in support of ACPC's added mandate to certify the eligibility of bonds and other debt securities and accredit non-bank rural financial institutions (NBRFIs) pursuant to Republic Act No. 10000 (a.k.a the Agri-Agra Reform Credit Act of 2009) and its I.R.R. and Department of Agriculture (DA) - Special Order 605 of 2011.

ACPC's functions were further expanded in scope and coverage in relation to the implementation of nationwide access to fast, convenient and affordable credit for small farmers and fisherfolks which is ACPC's sole responsibility to ensure that credit funds being infused by the National Government are directly utilized by the intended small farmers and fisherfolks-beneficiaries in support of the DA food security programs.

B. Integration with The Department of Agriculture

Through the Executive Order 116, s. 1987, the Presidential Committee on Agricultural Credit and Technical Board for Agriculture Credit were merged into the Agricultural Credit Policy Council and attached to the Department of Agriculture (formerly the Ministry of Agriculture).

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	3 of 58

C. Vision

The ACPC is the institution on agri credit and program development that promotes a sustainable and effective delivery of financial services to the countryside.

D. Mission

To develop and advocate agri-credit policies and orchestrate programs that promote farmers and fisherfolk access to sustained financial services.

E. Core Values

The ACPC has seven (7) core values that will guide its officers and employees in the execution of their tasks. The following are:

1. Clear Organizational Direction - carry out programs and activities that will contribute to the achievement of the organization's defined vision, mission and goals.
2. Unity and Cohesion - support and implement mutually agreed upon activities, and individually and collectively uphold the integrity of the organization.
3. Challenges and Opportunities - welcome challenges and view these as opportunities for individual growth and for further developing the organization.
4. Consultation and Communication – employ open communication and feedback mechanisms to ensure that the activities and programs are relevant and responsive to the needs of our staff and clientele
5. Support, Trust and Appreciation – give support to colleagues and strive towards a work environment characterized by mutual trust and where individual's contribution is given due recognition
6. Commitment – pledge to give the best efforts to deliver quality and timely output
7. Excellence/Skillfulness – develop, hone and use individual God-given talents and skills for the good of our fellowmen and our agency

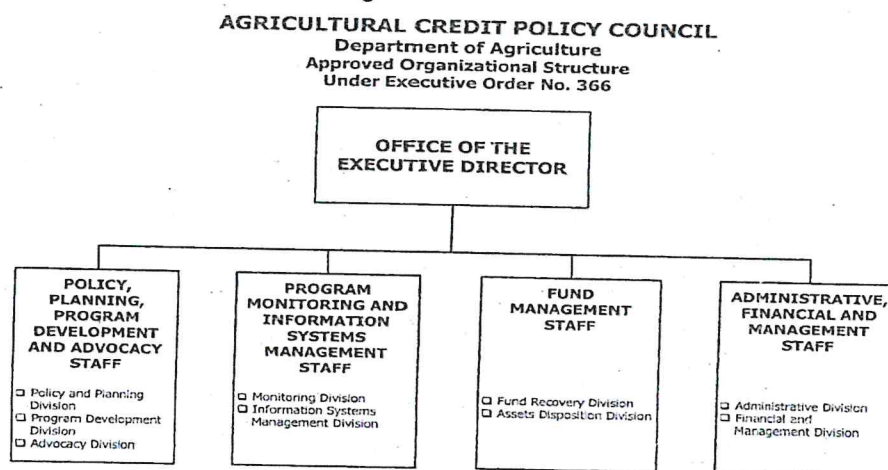
The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE		Doc Ref No.:	ACPC-QMS-01
			Effective Date:	07/28/2022
			Revision No.:	2
			Page No.:	4 of 58

A. Organizational Structure

In 2013, the organizational structure of ACPC was rationalized pursuant to Executive Order No. 366 dated 04 October 2004. Under the rationalized structure, the following four Staff-level units (a.k.a. Directorates) and divisions were retained:

1. Policy, Planning, Program Development and Advocacy Staff
 - Policy and Planning Division
 - Program Development Division
 - Advocacy Division
2. Program Monitoring and Information Systems Management Staff
 - Monitoring Division
 - Information Systems Management Division
3. Fund Management Staff
 - Fund Recovery Division
 - Assets Disposition Division
4. Administrative, Financial and Management Staff
 - Administrative Division
 - Financial and Management Division




Approved by:

FLORENCIO B. ABAD
Secretary
 Department of Budget and Management

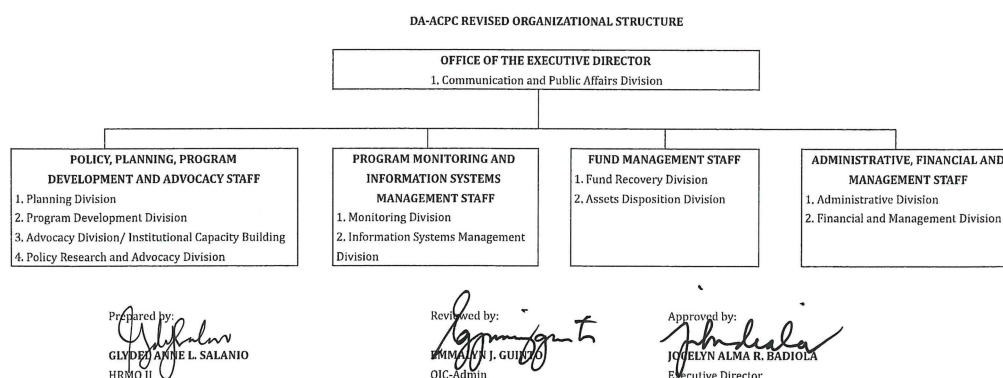
Figure 1: Approved Rationalized Structure

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	5 of 58

In 2016, the DBM approved the creation of a new Accreditation and Certification Division in ACPC with 3 plantilla positions in support of ACPC's added mandate to certify the eligibility of bonds and other debt securities and accredit non-bank rural financial institutions (NBRFIs) pursuant to Republic Act No. 10000 (a.k.a the Agri-Agra Reform Credit Act of 2009) and its I.R.R. and Department of Agriculture (DA) - Special Order 605 of 2011. However, in view of the amendment of Republic Act No. 10000 (Agri-Agra Reform Credit Act of 2009) by Republic Act No. 11901 (The Agriculture, Fisheries, and Rural Development Financing Enhancement Act of 2022), the Accreditation and Certification Division (ACD) is hereby renamed as Policy Research and Advocacy Division (PRAD).

On the other hand, the Public Affairs and Communication Division was added in accordance to Special Order No. 89 series of 2017 under the Office of the Executive Director.



DC: ACPC - QMS-16-R1


Figure 2: Organizational Structure including PRAD and CPAD.

Attachment

Annex 1: Approval of Accreditation and Certification Division

Annex 2: Amendment to the Creation of an internal Communications and Public Affairs Division (CPAD) and Delineating its Functions and Personnel

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	6 of 58

B. Functional Descriptions

1. Office of the Executive Director (OED)

The Office of the Executive Director (OED) is responsible for the overall execution of the programs, projects, activities and policy decisions of the ACPC Council and provides overall leadership, supervision, and guidance to ensure coordination and efficient implementation of all activities within the agency.


It initiates and facilitates regular Council meetings to report the accomplishments and recommends to the DA Secretary and the ACPC Council members appropriate agricultural credit policies and programs, and prepares reports and documents of all programs with agricultural credit and financing components. The OED ensures that the organizational structure, corresponding personnel, and other necessary resources are adequate and capable to accomplish the tasks assigned by the Council.

a. Communications and Public Affairs Division (CPAD)

The Agricultural Credit Policy Council (ACPC) undertakes various activities aimed at: facilitating and maximizing credit program outreach among small farmers and fishers; and promoting and generating greater awareness, understanding, acceptance, and support for credit policies and programs for agriculture and fisheries. The Secretary of the Department of Agriculture (DA) issued a directive for ACPC to conduct massive information dissemination on the available financing programs for small farmers and fishers – such as the Agri-Negosyo (ANYO) Loan Program, Expanded SURE Aid and Recovery Project (SURE COVID-19), Kapital Access for Young Agripreneurs (KAYA) Program, Survival and Recovery Loan Assistance (SURE), and other DA-ACPC programs and policies.

CPAD undertakes various advocacy activities aimed at promoting and generating greater awareness, understanding, acceptance, and support for agriculture and fisheries credit policies and programs. This is done through credit program orientation and credit-matching seminar-workshops, press releases, development and dissemination of information, education and communication (IEC) materials, conferences, road shows, exhibits and through ACPC's website.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	7 of 58

Services Provided

- Production and dissemination of ACPC print, audio-visual information, education and communication (IEC) materials;
- Development and implementation of public affairs and advocacy programs that facilitate access and generate broader participation in agri-financing programs, promote ACPC research outputs and agri-finance policies and elicit feedback and action from farmers, fisherfolk, policy makers and other stakeholders. Such activities include credit program orientation and credit-matching seminar-workshops, conferences, roadshows, and exhibits;
- Implementation of communication and advocacy activities to promote agri-finance policies and programs and strengthen linkages between lenders and borrowers to improve access to financing;
- Oversee the agri-credit desks in the regional field offices and those in the provinces;
- Establishment and supervision of the activities of the R-LoFTs and P-LoFTs
- Documentation of DA-ACPC programs and activities.


2. Policy, Planning, Program Development & Advocacy Staff

The ACPC Policy, Planning, Program Development & Advocacy Staff (PPPDAS) is responsible for the formulation and implementation of the ACPC research agenda, conduct of research studies included thereat and advocacy of agricultural/rural finance policies, programs, and legislation aimed at increasing the flow of credit to agriculture; formulation of agricultural/rural short and long plans and initiate, coordinate, integrate and report the same; and conceptualization, design, and packaging of financing programs, and innovative financing schemes projects that promote sustainable access to credit by the small farmers and fisherfolk.

a. Planning Division

The Planning Division, is one of the division-level units under the Policy, Planning, Program Development and Advocacy Staff (PPPAS). In 2013, the Planning Division was retained pursuant to Executive Order No. 366, which rationalized the organizational structure of the Agricultural Credit Policy Council (ACPC).

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	8 of 58

As the planning arm of the Agency, the Planning Division is responsible for supporting ACPC's existing mandates by handling specific operational strategies in relation to the interventions to be provided by the Agency on agri-fisheries lending programs to be extended by the partner financial institutions, as well as coordinate with the Council members and policy-makers for the purpose.


Services Provided:

- Reviews and makes recommendations on the socio-economic soundness of proposed programs, legislation, and other policies that aim to increase the flow of credit to agriculture
 - ❖ Provides quick responses to prevailing rural finance and agricultural policy issues
 - ❖ Provides inputs to DA's legislative proposals
 - ❖ Reviews and provides comments on proposed Senate and House Bills concerning rural and agricultural finance
 - ❖ Actively participates in public hearings and committee/sectoral meetings on proposed legislations
- Formulates the Agency's short, medium, and long term plans, and integrates these plans to the overall development plan for the agriculture sector
- Monitors and prepares reports on the Agency's accomplishments relative to development plans and commitments
 - ❖ Conducts operational and strategic planning workshops to clearly map out the Agency's annual work and financial plan, and targets. The PPD is also in charge of providing planning and reporting guidelines prior to the conduct of these workshops.
 - ❖ Analyzes and reports on the Agency's physical performance through the conduct of mid-year and year-end assessment activities
 - ❖ Coordinates and prepares budget materials as required by pertinent government agencies and attends technical budget hearings

b. Program Development Division (PDD)

The Program Development Division has been incharge of the functions and mandates of ACPC relative to the implementation of credit programs designed for the benefit of marginalized, small farmers and fisherfolk (MSFF), and micro and small enterprises (MSEs) through the following programs: (1) Micro and Small Agribusiness Loan Program, or Agrinegosyo (ANYO) which aims to finance agri-fishery income-generating activities of individual MSFF, and organized farmer/fisherfolk-groups; (2) Young Agripreneurs Loan Program, or

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	9 of 58

Kapital Access for Young Agripreneurs (KAYA), which aims to finance the capital requirements of start-up/existing agri-based projects by young agripreneurs, and agri-fishery graduates; and (3) Survival and Recovery (SURE) Assistance Program which aims to help agricultural households in calamity affected areas regain their capacity to earn a living.


The Program Development Division (PPD) is responsible for the design and development of innovative schemes, financing and credit programs supported under the Agro-Industry Modernization Credit and Financing Program (AMCFP) and/or other funding sources. The PDD ensures that new financing schemes (innovations) are identified, pilot tested or field validated and special financing programs that promote improved and sustainable access to credit by the small farmers and fisherfolk are developed and implemented.

The Division is also tasked to facilitate the pilot-testing/implementation of innovative financing schemes (IFS) and credit programs developed through government financial institutions and other partner financial institutions in consonance with the AMCFP framework. The division ensures that the programs are implemented in accordance with the design and set goals and objectives and that relevant credit experiences are documented as reference for possible enhancement of programs that are developed and implemented.

Services Provided:

- Initiate/undertake the identification, conceptualization, design, and development of innovative financing schemes projects that tests/validates their applicability for wider adoption/replication;
- Develop and package proposals for financing programs/projects that improve credit access of small farmers and fisherfolk for funding support (local or foreign);
- Conduct consultation activities such as meetings/round table discussions, inter-agency conferences, seminars and workshops with government and private financial institutions as well as with the other various stakeholders of the agriculture and fishery sectors in the identification, and development of agri-financing programs and projects;
- Undertake case studies to document best practices among the projects/programs implemented;
- Facilitate the Implementation of innovative financing schemes developed;

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	10 of 58

- Conduct periodic monitoring of programs and projects being implemented or pilot-tested in collaboration with the M&E Division and partner institutions;
- Prepare and submit periodic reports on program/project performance and accomplishments as well as the Division's monthly, quarterly, semestral and annual accomplishment reports;
- Recommends ways and means to address operational issues and concerns to enhance the performance of programs and projects being implemented;
- Coordinate with other units of the ACPC and/or other agencies/units of the Department of Agriculture to ensure that the goals and objectives of the programs/projects are efficiently and effectively implemented;
- Recommends to the ACPC approving authority ways and means to address operational issues and concerns to enhance the performance of programs and projects being implemented.


c. Advocacy Division/ Institutional Capacity Building

Under the rationalization plan, the Advocacy Division was created to oversee the conduct of institutional capacity building (ICB) programs and activities for cooperatives, NGOs and people's organizations, e.g. education and training, operation of information centers, etc. and those institutions tasked to deliver credit services to the basic sectors. The ICB programs strengthen fund management of the countryside financial institutions (CFIs).

Services Provided

- Conduct of relevant training, seminars/ workshops
- Lakbay-Aral or exposure trips to showcase successful cases of finance, savings and business development methodologies
- Coaching, consultancy and technical assistance services to beneficiary organizations.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	11 of 58

d. Policy Research and Advocacy Division

This division aims to conduct policy research studies to explore and assess options relative to viable financial modes and strategies that could be extended to the stakeholders of the Agricultural Credit Policy Council (ACPC).

Services Provided

- Conduct of policy research studies on agriculture, fisheries and rural finance;
- Legislative policy advocacy including engagement with legislative bodies and liaison offices, preparation of position papers and comments on proposed Congressional bills and regulations that impinge on agricultural credit and rural finance, and monitoring of status of the said proposed bills and regulations;
- Provide technical assistance on the implementation of relevant provisions of the RA 11901 particularly on the (i) determination of loans to finance activities that shall generally benefit ARBs, ARCs or other priority sectors, and prescribe the corresponding level/multiplier of compliance, (ii) review of the effectiveness of modes of compliance, and (iii) monitoring of the compliance with the mandatory agriculture, fisheries rural development financing requirement, including information on amount of agri-agra penalties collected and remitted to the implementing agencies; and
- Participation in relevant policy forum and consultations and providing inputs and response to various rural credit policy inquiries.


3. Program Monitoring and Information System Management Staff

a. Monitoring Division

The ACPC Monitoring Division handles the monitoring and evaluation activities of projects and programs under the Agro-Industry Modernization Credit and Financing Program (AMCFP) with the aim of promoting results-based management and accountability.

The Monitoring Division has two (2) major core processes: (i) monitoring of ACPC programs; and (ii) monitoring of government agri lending, credit guarantee and commodity insurance programs and bank lending to agriculture. Activities

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	12 of 58

involved under the monitoring of ACPC programs are as follows: conduct of field validation and preparation of monthly, quarterly, semestral and annual accomplishment reports on ACPC programs. On the other hand, monitoring of agricultural lending by the banking sector and government institutions as well as insurance and guarantee programs involves preparation of year-end reports. In order to ensure the continued effectiveness of the ACPC program interventions and related activities, it is necessary to use an efficient M & E system in all stages of the program implementation and all components of the program. On the other hand, for the M & E information regarding agri credit, guarantee and insurance programs as well as bank lending to agriculture to be accurate and reliable, data must be gathered from various implementing agencies through consistent communication to ensure that the data and other information needed are received in a timely and effective manner. The MD will spearhead in all these activities.


- Develop and implement monitoring system and tools for the purpose of ensuring the operational effectiveness of programs and projects;
- Monitor and evaluate various agri-credit programs under the AMCFP to make sure that they conform to set program guidelines;
- Regularly monitor the flow of credit to the agricultural sector particularly those provided by the banking sector including government credit, guarantee, insurance and capacity building programs;
- Establish benchmark information in areas where credit and capacity building programs will be implemented;
- Provides management and stakeholders regular feedbacks on the status and performance of on-going agricultural credit programs and projects; and
- Recommends strategies and activities for effective and efficient implementation of on-going programs and projects

b. Information Systems and Management Division

The mandate of the Information Systems Management Division is to develop, manage, and maintain the agency's data, information systems requirements, and ICT infrastructure and resources.

The division is also tasked to develop and apply innovative ICT solutions in ACPC's various systems and processes and to implement and closely monitor ACPC's data

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	<p align="center">Agricultural Credit Policy Council</p> <p align="center">Quality Management System</p> <p align="center">ORGANIZATIONAL STRUCTURE</p>	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	13 of 58

security measures in compliance with the Data Privacy Act of 2012 (R.A. 10173) and the Cybercrime Prevention Act of 2012 (R.A. 10175).


As part of the agency's ICT adoption, it has developed and implemented the Agri Credit Electronic Portal (ACE Portal) that monitors all credit facilities being implemented by the agency under its umbrella credit program, the Agro-Industry Modernization Credit and Financing Program (AMCFP). These facilities are the Kapital Access for Young Agripreneurs (KAYA), Agrinegosyo Loan Program (ANYO), and Expanded SURE Aid and Recovery Project for small farmers and fisherfolk and Micro and Small Enterprises affected by the pandemic. Web-based application such as the Agri Credit Client Electronic Signup System (ACCESS) for online sign-up for ACPC credit programs was also developed to facilitate online submission of requirements, attendance to virtual program briefing and business planning workshop, pre-qualification, and referral of prequalified applicants to respective partner lending conduits.

4. Fund Management Staff

The Fund Management Staff (FMS) handles fund recovery and corrective measures to support the viability of the financial assistance program extended to small farmers and fishfolks. It is also responsible for the formulation of guidelines on the management and disposition of assets foreclosed resulting from unpaid obligations of borrowers. for the identification, consolidation, and recovery of credit program funds into the Agro-Industry Modernization Credit and Financing Program (AMCFP), and the collection and its remittance to the AMCFP Treasury Account. In addition, it is also responsible for the management and disposal of assigned assets as payment of unpaid obligations of borrowers. Specifically, the Staff's functions are as follows:

1. Develop and implement strategies to ensure the collection of funds from rationalized directed credit programs (DCPs), including the CALF and other on-going programs under the AMCFP;
2. Undertake measures for increasing the AMCFP fund base and adopt other liquidity and risk cover mechanisms to its financing activities/programs;
3. Direct the administration, maintenance and management of the disposition of properties acquired by the Agency via foreclosure proceedings, dacion en pago and other modes of property acquisition;

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	<p align="center">Agricultural Credit Policy Council</p> <p align="center">Quality Management System</p> <p align="center">ORGANIZATIONAL STRUCTURE</p>	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	14 of 58

4. Direct the development and implementation of strategies to ensure collection of funds from the rationalized DCPs for consolidation into the AMCFP;
5. Consolidate the loanable funds of phased-out DCPS into the AMCFP;
6. Provide inputs in the design of systems and procedures to promote the effective and efficient delivery of credit funds;
7. Monitor fund utilization and compliance of participating financial institutions with the AMCFP operating guidelines; and
8. Conduct regular operation and financial validation of funded projects and recommend appropriate action based on the results of the validation.

a. Fund Recovery Division

Executive Order No. 113 creating the Agricultural Credit Policy Council (ACPC) in 1986 provides that ACPC shall undertake measures of increasing its fund base for its various financing programs. Likewise, Section 21 of RA 8435 provided for the phasing out of directed credit programs (DCPs) and the creation of the Agro-Industry Modernization and Credit Financing Program (AMCFP), and that all loanable funds, including new funds, shall be deposited for this program. This was further strengthened with the issuance of the DA-DoF-DBM Joint Circular No. 1 in March 2003 that specified the rules and regulations on the proper handling/administration of funds for the phase-out/transfer of government directed credit programs and consolidating these funds into the AMCFP. Said circular also tasked ACPC to provide policy direction and have an oversight function over the AMCFP.


Services provided

- Undertake collection of loans from all (terminated, pre-terminated, and on-going) agricultural credit programs;
- Update the inventory of all credit programs for consolidation into the AMCFP;
- Develop strategies for fund recovery, filing of cases in court, entering into out-of court settlements, asset foreclosure and all other reasonable means to collect; and
- Review and formulate guidelines on the recovery of funds.

b. Assets Disposition Division (ADD)

The Assets Disposition Division (ADD) was created to formulate guidelines on the disposition of assets and coordinate with the Department of Finance in relation to this. The assets mentioned herein are composed of the following: 1) real properties assigned by the Philippine Deposit Insurance Corporation

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	<p align="center">Agricultural Credit Policy Council</p> <p align="center">Quality Management System</p> <p align="center">ORGANIZATIONAL STRUCTURE</p>	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	15 of 58


(PDIC), or as payment –in-kind by banks; and 2) receivables with attached collaterals assigned by either PDIC and/or banks. These assets are received by ACPC through Deeds of Assignment or Dacion en Pago Agreements as payments of outstanding obligations of borrower banks.

To address the disposition of assets and assist in the collection of agricultural credit funds, the ADD is primarily responsible for the management and disposition of real properties foreclosed by banks and collection of receivables with attached collaterals/securities. Specifically, ADD is tasked to a) develop and implement strategies for the efficient and effective management of assigned assets and b) direct the administration, maintenance, and management of the disposition of assigned real properties.

Services provided

- File claims with PDIC in relation to outstanding accounts of banks placed under PDIC receivership;
- Evaluate and validate documents submitted by the PDIC and banks, and coordinates with various government agencies to establish ACPC's rights over the assigned assets;
- Conduct ocular inspection of assigned properties to determine the physical condition and landscape, and exact location and boundaries;
- Ensure that the assigned properties are maintained, secured, and improved, if necessary;
- Computes the selling price of assigned properties, and outstanding balances of assigned receivables;
- Inform and negotiate with the previous owners or interested buyers for the sale of assigned properties, and with borrowers for the settlement of their obligations, and evaluates their plans of payment;
- Inform the general public about the available properties for sale through posting in the ACPC website, and coordinating with the concerned government offices such as the Land Registration Authority and Provincial and/or Municipal Assessors' Offices for the posting of notices in their respective office/s;
- Undertake direct collection from buyers and borrowers;
- Facilitate the release of land titles to buyers, and collaterals to borrowers, after acceptance of full payment;

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System ORGANIZATIONAL STRUCTURE	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	16 of 58

- Evaluate and recommend accounts for legal action

3. Administrative, Financial and Management Staff

The Administrative, Financial and Management Staff or AFMS is in charge of ensuring a responsive and efficient delivery of support services in terms of human and financial resources management, assets and properties, and efficient procurement, storage and distribution of supplies to ensure the smooth operation of the ACPC.

a. Administrative Division

The ACPC Administrative Division is in charge of the identification, formulation/design, and implementation of policies, procedures, guidelines and innovative practices on human resource, procurement, motorpool, mailing and supplies management.

Services Provided

I. Human Resource Management Section

A. Human Resource Management

- Recruitment and Promotion
- Attendance and tardiness monitoring/recording
- Administration of the Human Resource Information System (HRIS)
- Records keeping and document tracking


B. Human Resource Development

- Employee development and training
- Employee engagement including implementation of Program on Awards and Incentives for Service Excellence (PRAISE)
- Administration of personnel salaries and other benefits
- Performance Management
- Implementation of corporate social responsibility activities
- Monitoring and implementation of ISO 9001:2015 and other admin-related National Government guidelines and policies

II. General Services Section

- Procurement planning and monitoring, contract management, Philgeps posting and purchasing
- Agency's mailing, delivery and pick-up activities
- Motorpool
 - Provision of transportation assistance during official land travels or attendance to necessary trainings, seminars or meetings
 - Vehicle maintenance
- Storage and distribution of supplies to ensure the smooth

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	<p align="center">Agricultural Credit Policy Council</p> <p align="center">Quality Management System</p> <p align="center">ORGANIZATIONAL STRUCTURE</p>	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	2
		Page No.:	17 of 58

operation of the ACPC

E. Upkeep and maintenance of office equipment and facilities


b. Financial and Management Division

The ACPC Financial and Management Division is responsible for the provision of financial management services to all units and divisions of the agency and other government regulatory bodies. It provides financial advisory and oversight functions to ensure compliance to government issuances pertaining to accounting, auditing, budget and other financial matters.

Services Provided

- Develop, improve and implement policies and rules pertaining to financial management, including the accounting and budgetary methods and procedures;
- Prepare various financial reports and budget plans, monitor budget execution, and submit required reports and plans in a timely manner;
- Process requests for cash advances, billings and payment of claims.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	<p align="center">Agricultural Credit Policy Council</p> <p align="center">Quality Management System</p> <p align="center">SCOPE AND COVERAGE</p>	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	07/28/2022
		Revision No.:	1
		Page No.:	18 of 58

A. Scope

Agricultural/Rural Finance Policy Research and Formulation; Planning; Development of Innovative Financing Schemes; Institutional Capacity Building; Monitoring; Fund Management; Communications and Public Affairs; Information Systems Management; Finance and Administrative Services

B. Process Map

The ACPC high level process map is divided into three groups of processes, namely:

- Management Processes – those that are needed for oversight and governance of ACPC's quality management system.
- Operations Processes – those that are needed to realize the planned activities in performing processes and allow ACPC 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 strategic planning and target setting, the management identifies internal and external issues through SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis.


The operations processes deliver outputs to clients, i.e. statistical data and civil registration services. Controls of the inputs, processes and outputs are applied by the concerned offices to ensure timely, relevant, and accessible statistics, and efficient civil registration services.

The support processes provide the necessary administrative and logistical support to the operations for the effective delivery of statistical and registration 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, even outside the organization, are crucial factors in ACPC'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 ACPC's performance. These data are also used for continual improvement of the system, processes, and products and services.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.



	Agricultural Credit Policy Council Quality Management System QUALITY POLICY	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	09/16/2022
		Revision No.:	1
		Page No.:	20 of 58

The Management maintains the Quality Policy, which ensures the satisfaction of the ACPCs clients and other interested parties, and compliance with statutory and regulatory requirements relative to the statistics operations and civil registration services. This policy is communicated to ensure that it is understood and applied at all levels of the organization. Comprehension of the Quality Policy is verified through, but not limited to, Internal Quality Audits, Management Reviews and during staff meetings.

The Management is responsible for ensuring that the quality policy is appropriate to its mandate and provides framework for establishing and reviewing quality objectives and goals. This is reviewed periodically to ensure continuing suitability to its mandate and thrusts, including the requirements and needs of its clients.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.



Republic of the Philippines
Department of Agriculture
AGRICULTURAL CREDIT POLICY COUNCIL
28/F One San Miguel Avenue (OSMA) Bldg.,
San Miguel Avenue corner Shaw Blvd.,
Ortigas Center 1605 Pasig City
Tel. Nos. 8634-3320 to 21; 8634-3326 / Fax Nos. 8634-3319; 8584-3861



Management
System
ISO 9001:2015
www.tuv.com
ID 9109557930



ACPC QUALITY POLICY STATEMENT

The Agricultural Credit Policy Council is the premier institution in pursuing innovations in rural and agricultural finance by providing timely, responsive, sustainable and effective credit policies and programs for small farmers and fisherfolk and their organizations through a process-based Quality Management System and continual improvement in the following:


1. Determining organizational targets and success indicators to measure timeliness and quality of services;
2. Adhering to stakeholders', administrative, and legal requirements.
3. Conducting policy and action research studies to develop evidence-based innovative credit policies and programs schemes for the agriculture and fisheries sector;
4. Overseeing the implementation of the Agro-Industry Modernization Credit and Financing Program (AMCFP) and ensuring that credit funds are available and accessible to small farmers and fisherfolk;
5. Monitoring and evaluation of projects and programs under AMCFP with the aim of promoting results-based management and accountability;
6. Facilitating capacity-building programs and activities for countryside financial institutions, including cooperatives and other people's organizations, as well as small farmers and fisherfolk;
7. Providing technical assistance in the implementation of relevant provisions of Republic Act No. 11901
8. Conducting advocacy and information dissemination activities to promote and generate greater awareness, understanding, and support for agri-credit policies and ACPC programs;
9. Enhancing operational efficiency through the adoption of information technology solutions, and
10. Maintaining rules-based governance and commensurable support to ACPC operations.


JOCELYN ALMA R. BADIOLA
Executive Director

DC: ACPC- QMS -02-R1
TN: _____

A food-secure and resilient Philippines
with empowered and prosperous farmers and fisherfolk



	Agricultural Credit Policy Council Quality Management System RISK IDENTIFICATION AND PLANNING GUIDELINES	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	09/14/2022
		Revision No.:	2
		Page No.:	22 of 58


A. Definition of Terms

Issues	Internal and external issues, as well as issues of interested parties; should be stated with adjective
Risk	Effect of uncertainty
Opportunity	Can lead to the adoption of new practices, launching new products, opening new markets, addressing new clients, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs
Consequence to Outputs	Possible impact to the quality of outputs
Severity Rating	Measures of impact of the consequence
Benefit Rating	Measures significant value
Likelihood Rating	Measures the probability of occurrence of the consequence
Detection Rating	Chance of detection in the existing control
Priority Number	Provides a numerical value as basis for prioritization
Action Priority	Measures whether the risk should be treated or not; whether opportunity should be pursued or not
Action Plan	Plan of activities that will prevent the occurrence of the risk or that will maximize the benefits of the opportunity
Timelines	Period covered that the action plan shall be implemented

B. Criteria for Severity

	Rate	Risk (Negative consequence)
Insignificant	1	Minimal (no customer complaint) or no impact
Minor	2	Minor impact (noticeable effect, minor customer complaint)
Significant	3	Moderate impact (customer complaints resulting in claim)
Major	4	Major impact (catastrophic, recall, fatality, costly compensation, legal action) alternatives available
Catastrophic	5	Major impact (catastrophic, recall, fatality, costly compensation, legal action) no alternatives available

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System RISK IDENTIFICATION AND PLANNING GUIDELINES		Doc Ref No.:	ACPC-QMS-01
			Effective Date:	05/15/2021
			Revision No.:	1
			Page No.:	24 of 58


C. Criteria for Benefits

	Rate	Benefits- Opportunity
Low Benefits	1	Impact not visible; no significant value to stakeholders
Minor Benefits	2	Some benefits but not significant
Moderate Benefits	3	Most objectives met
Beneficial	4	Promotes achievement of mandates, customer satisfaction
Highly Beneficial	5	Significant value added to service, will gain good reputation

D. Criteria for Likelihood

	Rate	Likelihood – Risk
Rare	1	Not known to happen
Unlikely	2	Low occurrence of 1 x a year
Possible	3	Known to happen, occurrence of 1 per quarter
Likely	4	Very likely to happen, occurrence of more than 1 time per quarter
Certain	5	Highly likely to happen, occurrence of 1 time per month.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System RISK IDENTIFICATION AND PLANNING GUIDELINES	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	05/15/2021
		Revision No.:	1
		Page No.:	24 of 58

E. Risk Rating Matrix

SEVERITY	Insignificant	1	2	3	4	5
	Minor	2	4	6	8	10
	Significant	3	6	9	12	15
	Major	4	8	12	16	20
	Catastrophic	5	10	15	20	25
	LIKELIHOOD					

F. Opportunity Rating Matrix

BENEFITS	Low Benefits	1	2	3	4	5
	Minor Benefits	2	4	6	8	10
	Moderate Benefits	3	6	9	12	15
	Beneficial	4	8	12	16	20
	Highly Beneficial	5	10	15	20	25
		Rare	Unlikely	Possible	Likely	Almost Certain
	LIKELIHOOD					


G. Criteria for Action

Rating	PRIORITY	MANAGEMENT'S DECISION	
		RISK	OPPORTUNITY
10-25	HIGH	Take immediate appropriate action to eliminate the risk	Pursue the opportunity
5-9	MEDIUM	More frequent monitoring of performance/complaints	May consider pursuing the opportunity
1-4	LOW	No action required	No action required

Attachment:

Risk Registry and Action Plan

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF DOCUMENTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	08/02/2021
		Revision No.:	2
		Page No.:	25 of 58

1.0 Purpose

The purpose of this procedure is to ensure that all documents needed for the quality management system are kept up-to-date and are readily available for use by those who need them.


2.0 Scope

This procedure applies to all internal and external documents identified by the organization as required by the quality management system.

3.0 Definition of Terms

Document	Information and its supporting medium. The medium can be paper, electronic or optical computer disc, photograph or a combination thereof. Levels of internal documents: <ul style="list-style-type: none"> • Level 1: QMS Manual and QMS Procedures • Level 2: ACPC-Wide Documents • Level 3: Division/Unit/Office Level Documents
Internal Document	A document generated by the ACPC
External Document	A document received by the ACPC from external sources
Uncontrolled Copy	A document copy not subject to further document control after it is issued
Document Masterlist	A list that identifies the documents required by the quality management system
Document Tracking System	A system used by UDCOs to monitor the inflow and outflow of physical documents to and from their divisions.
Adobe Sign	Also known as the New Document Tracking System (NDTS), a system used to facilitate sending and receiving of documents with electronic signatures.


The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF DOCUMENTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	08/02/2021
		Revision No.:	2
		Page No.:	26 of 58

4.0 Responsibilities

Quality Management Representative	Reviews and approves documents included in the Quality Manual; approves the Agency-wide distribution of external documents
Division Chief	Reviews and approves internal documents needed by the Unit, process or function; approves the distribution of copies of external documents pertaining to the unit process or function.
Document Controller	Ensures that the controls provided in this procedure are effectively implemented throughout the Agency. Maintains the ACPC Document Registry where all documents listed in each Unit Masterlist were uploaded
Unit Document Control Officer	Ensures that documents needed by the Unit are properly maintained and are readily available. Assigned oversee the flow of documents from their division to other divisions or approving authorities. Maintains the Unit Document Masterlist, listing all the controlled documents held by the Unit. Prepares/Submits Document Update Notice whenever there is a need to register or revise a certain document uploaded in the ACPC Document Registry
Document Originator	Prepares draft of new or revised internal document; Receives new or revised external document from source
Document Copyholder	Receives new or revised documents from Document Controller or Unit Document Controller, and maintain copies.


The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF DOCUMENTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	08/02/2021
		Revision No.:	2
		Page No.:	27 of 58

5.0 Procedure Details


Ref. No.	Key Activities	Person Responsible	Details/Functions	Reference Document/Record
5.1	Creation/ Revision of Documents	Document Originator	<ul style="list-style-type: none"> Create a new document Revise an existing document 	Unit Document Masterlist
5.2	Review and approval of document	Division Chief Document Originator	<ul style="list-style-type: none"> Reviews and approves document Document requires further modification: Returns document to Document Originator Modifies document as required and resubmits document for review to the Division Chief 	
5.3	Document Registration	Unit Document Controller Officer (UDCO) Document Control Officer	<ul style="list-style-type: none"> Upon approval of the form/document, UDCO prepares Document Update Notice and submits new or revised document to Document Control Officer for registration. Assigns Document Code (ACPC-Division-Sequential Number-Revision number) Upload Master Copy to Document Registry and updates Unit Document Masterlist 	Unit Document Masterlist Document Update Notice

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF DOCUMENTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	08/02/2021
		Revision No.:	2
		Page No.:	28 of 58

5.4	Document Distribution	Document Control Officer	<ul style="list-style-type: none"> Distributes copies of documents to the Document Originator, and Document Copyholders as stated in the Document Update Notice Document Copyholders shall affix their signatures in the Document Update Notice to acknowledge receipt of the file using the Document Tracking System for physical documents and Adobe Sign/NDTS for documents distributed online. 	Document Update Notice
5.5	Storage, Protection and Retrieval of Documented Information	Document Control Officer, Unit Document Control Officers ISMD for provision of file server	<ul style="list-style-type: none"> Store hard copy where they can be protected from physical deterioration, loss and damage due to environmental conditions. Electronic copies are stored in a secured server inside the backup area. Only authorized personnel shall have access to these copies. 	
5.5	Archive obsolete copy	For Levels 1-3 - Document Control Officer For Level 4 – Unit Document Control Officers	<ul style="list-style-type: none"> Archive obsolete master copy of document and recycle the paper of other obsolete copies 	Control of Records Procedure

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF DOCUMENTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	08/02/2021
		Revision No.:	2
		Page No.:	29 of 58

GUIDELINES

The procedure for control of QMS documents and other documents for ACPC-wide use is similar to that for internal documents, except that the QMR reviews and approves the document instead of the Division Head, and the procedure is facilitated by the Document Controller.


Blank forms and report layouts are subject to this document control procedure as these are designed, developed, distributed for use and/or revised. Filled-out/ accomplished forms and completed reports are considered as records and subject to the Control of Records procedure.

a. Document Review and Approval

1. Review and approval ensure that the documents are appropriate to the needs of the organization in general, and the intended use of the document in particular.
2. Review and approving authorities depend on the type of document, which is outlined as follows:

Document	Originator	Review	Approval
QMS Manual and QMS Procedures	ACPC-QMS Core Team and Subcommittee Heads	Quality Management Representative QMS Advisor	Executive Director
ACPC-Wide Documents	Management Committee	Executive Director	
Unit/Office Level Documents	Officers and Staff	Division Chief	Director Concerned

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF DOCUMENTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	08/02/2021
		Revision No.:	2
		Page No.:	30 of 58

3. Review and approval of old reference manuals considers the need for revisions, to make them current in terms of content and format.
4. Old reference manuals (e.g. documentation prior to implementation of the ISO 9001 QMS retrieved from general circulation (pending final disposition) may be reused subject to registration as a controlled document. A Document Update Notice shall be prepared to obtain approval for reuse.

b. Registration of Documents

1. New documents as well as revisions to existing documents are registered to the Document Masterlist and uploaded to Document Registry by the Unit Document Control Officer and Document Controller to ensure proper control.
2. Document codes shall have the following format:
FORMAT: ACPC-Division Code-Sequential Number-Revision number

Division Codes:

- QMS – Quality Management System
- OED – Office of the Executive Director
- CPAD – Communications and Public Affairs Division
- HRMS – Admin - Human Resource Management Section
- GSS – Admin – General Services Section
- FMD – Financial and Management Division
- FMS – Fund Management Staff
- MD – Monitoring Division
- ISMD – Information Systems Management Division
- PPD – Policy and Planning Division
- ACD – Accreditation and Certification Division
- PDD – Program Development Division
- AD – Advocacy Division


Revision Number: R + No. of Revision (Example: R1 for 1st revision)

3. If there is a need to revise a document, the originator shall indicate the nature of revision in the Document Update Notice.

c. Distribution of Documents

1. A master copy of each document is retained by the Document Controller until revised.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF DOCUMENTS		Doc Ref No.:	ACPC-QMS-01
			Effective Date:	08/02/2021
			Revision No.:	2
			Page No.:	31 of 58

2. The copy of the external document submitted/ received for registration is considered the master copy, and is retained by the Document Control Officer for Level 1-2 documents and Unit Document Control Officers for Level 3 documents.

d. Archiving of Obsolete Master Copy

1. Obsolete master copy is stamped "Obsolete Copy" in red ink to prevent unintended use. Refer to Control of Records Procedure for the retention and disposition schedule.
2. Other obsolete controlled copies of documents are strike out and recycled for use.


e. Updating of Document Control Records

1. The Document Controller shall manage the Document Masterlists and Document Registry. He/She shall update the masterlist and registry every time a Document Update Notice is approved.

6.0 Attachment

- 6.1 Document Masterlist
- 6.2 Document Update Notice

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF RECORDS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	03/27/2019
		Revision No.:	0
		Page No.:	32 of 58

1.0 Purpose

The purpose of this procedure is to ensure that all records generated by the quality management system are properly maintained and are readily available for use by those who need them.


2.0 Scope

This procedure applies to records required by ISO 9001 as well as records identified by the organization as required for the effective management and control of processes.

3.0 Definition of Terms

Record	<p>A document stating results or providing evidence of activities performed</p> <p>Records can be used to document traceability and to provide evidence of verification, preventive action, and corrective action. Generally, records need not be under revision control (Control of Documents Procedure).</p> <p>Records may use different media, including paper, electronic or optical computer disc, photograph or a combination thereof.</p>
Active Records	Records that are currently being maintained, used and controlled. These records are normally kept in desk/ workstation drawers or nearby filing cabinets, shelves or racks for easy access and retrieval.
Inactive Records	Records that are very rarely or no longer referred to. These records have already served their purpose but must be kept just the same for legal requirements or some compelling reasons. They are only destroyed the moment their retention periods have expired.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.


	Agricultural Credit Policy Council Quality Management System CONTROL OF RECORDS	Doc Ref No.:	ACPC-QMS-1
		Effective Date:	03/27/2019
		Revision No.:	0
		Page No.:	33 of 58

Process Owner	Unit where the records are generated or individual who generates the records
Records Disposition Schedule	A listing of records series by organization showing, for each record series, the period of time it is the remain in the office area, in the storage (inactive) area, and its preservation or destruction
Retention Period	Refers to the specific period of time established and approved by the National Archives of the Philippines as the life span of records, after which they are deemed ready for permanent storage or destruction.

4.0 Procedure Details

Ref. No.	Key Activities		Responsible	Reference Document/ Record
4.1	Collect and identify records	<ul style="list-style-type: none"> Collect records Ensure identification of records Establish a filing system 	UDCO Process Owner	
4.2	Store and protect records	<ul style="list-style-type: none"> Store properly Protect records appropriately 	UDCO Process Owner	
4.3	Retrieve and maintain active records	<ul style="list-style-type: none"> Update NRI Maintain properly the active records 	UDCO Process Owner	<ul style="list-style-type: none"> National Records Inventory (NRI) Logbooks
4.4	Maintenance and disposal	<ul style="list-style-type: none"> Update NRI Turnover inactive records Digitization of records 	UDCO	<ul style="list-style-type: none"> NRI

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF RECORDS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	03/27/2019
		Revision No.:	0
		Page No.:	34 of 58

4.1 Collection and Identification

- 4.1.1 Records are identifiable through any or combination of the following information, as appropriate:
 - a. Title of Record
 - b. Date(s)
 - c. Document Number
 - d. Name of signatory/ies
- 4.1.2 Records are collected upon availability from their source, for appropriate filing by the UDCO or concerned Process Owner.
- 4.1.3 In case of erasure or correction, the corrected data are countersigned by the employee who corrected it.
- 4.1.4 All records are signed by authorized personnel. The reviewer ensures that said records are legible and contain sufficient information as basis for its endorsement or approval. Hence, records without the signature of approving authorities except e-copies are considered "unofficial".


4.2 Storage and Protection

- 4.2.1 Records are kept in appropriate locations to minimize physical deterioration, damage, and loss. For protection purposes, the following practices are observed:
 - a. Use of expanded folders/envelopes and/or ring binders;
 - b. Placed in magazine files and stored in shelves or steel cabinets to prevent wear and tear;
 - c. Regular digital back-up of permanent and archival records including databases; and
 - d. Access restriction, through password (this pertains only to soft copy and other security measures) to prevent unauthorized use.

4.3 Retrieval and Retention

- 4.3.1 For easy retrieval, filing cabinets, shelves, boxes, magazine files, folders, and envelopes are labeled. Likewise, the National Records Inventory is maintained indicating information, such as Records Series Title and Description, Period Covered, Location of Records, etc.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	<p>Agricultural Credit Policy Council</p> <p>Quality Management System</p> <p>CONTROL OF RECORDS</p>	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	03/27/2019
		Revision No.:	0
		Page No.:	35 of 58

4.3.2 Records borrowed by other offices or workgroups are traced using logbooks.

4.4 Maintenance and Disposal


4.4.1 Maintenance and disposal of records are done in accordance with the Records Retention and Disposition Schedule.

4.4.2 For easier safekeeping, permanent records may be converted to e-files, except for records that require original copy bearing authentic signatures.

5.0 Attachment

5.1 NAP - Records Retention and Disposition Schedule

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/21
		Revision No.:	2
		Page No.:	36 of 58

1.0 Purpose

The ACPC shall conduct internal audits at planned intervals to provide information on whether the quality management system conforms to the ACPC's own requirements for its quality management system, and the ISO 9001: 2015, and whether the quality management system is effectively implemented and maintained.

The internal quality audit procedure describes the processes and resource requirements for the objective evaluation of the effectiveness of the established quality management system of ACPC, and defines the system for the planning, preparation, execution, follow-up, and reporting of Internal Quality Audit (IQA) activities in determining if the Quality Management System (QMS) conforms to the planned arrangements, to the requirements of ISO 9001:2015, and to the established QMS, and if the QMS is effectively implemented and maintained.

2.0 Scope

The scope of the audit covers:

2.1 Risk Assessment - the assessment of risks posed by non-compliance with standards, policies, laws and process systems;

2.2 Process Compliance - the effectiveness of systems and procedures that are in place, including the adequacy of the internal controls;

2.3 Outcome Compliance - the actual performance versus prescribed standards;


2.4 Output Compliance - the existence of the output from systems and procedures (that is, proper records exist to provide assurance that procedures are being consistently followed, and controls are being maintained); and

2.5 Integrity of Performance Reporting - the completeness and accuracy of the performance as reported to the Authority, and compliance to laws, policies, guidelines, and other requirements imposed by management and regulatory bodies

3.0 References

- Corrective Action Procedure (CAP)
- Control of Nonconformity Procedure
- Control of Documented Information Procedure

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/21
		Revision No.:	2
		Page No.:	37 of 58


d. Manual of Operation of the Auditee

e. Summary of Sources of Inputs, Processes, Outputs and Controls (SIPOC)

4.0 Definition of Terms

Auditee	Organization/Divison/Unit being audited
Auditor	Person who conducts an audit
Audit Team	One or more persons conducting an audit, and if needed, supported by technical experts.
Audit Programme	Set of one or more audits planned for a specific timeframe, directed towards a specific purpose
Audit Plan	Description of the activities and arrangements for an audit
Audit Checklist	A set of variables which serves as a guide to an auditor
Audit Criteria	Set of policies, procedures, or requirements used as a reference against which objective evidence is compared
Audit Evidence	Records, statements of facts or other information, which are relevant to the audit criteria and verifiable
Audit Finding	Results of the evaluation of the collected audit evidence against audit criteria
Conformity (C)	Fulfillment of a requirement
Nonconformity (NC)	A non-fulfillment of a requirement
Opportunity for Improvement (OFI)	A situation or process that may lead to potential nonconformity
Corrective Action (CA)	Action to eliminate the cause of a nonconformity and to prevent recurrence

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.


	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	2
		Page No.:	38 of 58

Corrective Action Procedure (CAP)	Procedure done to ensure that causes of detected nonconformities are eliminated in order to prevent recurrence.
Request for Action (RFA)	A tool/form used to record the audit findings and the corresponding root cause analysis and appropriate actions taken to address it
IQA Committee	The QMS Internal Audit Team formed to oversee the IQA implementation

5.0 Procedure


Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Plan for the QMS Internal Audit Team (Clause 5.4)	<ul style="list-style-type: none"> ● Prepare the Audit Plan ● Initiate the conduct of the unplanned audit ● Disseminate the Audit Plan ● Communicate the Audit Itinerary and Audit Criteria & Scope 	QMR and QMS Internal Audit Team	Audit Plan Audit itinerary List of Internal Quality Auditors Notification of Audit
5.2	Select and manage audit team (Clause 5.5.4)	<ul style="list-style-type: none"> ● Refer to the required skills and knowledge ● Enhance the Auditors' competence 	Quality Management Representative (QMR)	Auditor Training Certificates Pool of Auditors
5.3	Prepare for the Internal Quality Audit (IQA) (Clause 6.3)	<ul style="list-style-type: none"> ● Review the applicable documents ● Conduct of pre-audit meeting to develop audit checklist ● Develop Audit Checklist 	QMS Internal Audit Team	Audit Checklist

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	2
		Page No.:	39 of 58

5.4	Conduct the IQA (Clause 6.4)	<ul style="list-style-type: none"> ● Conduct opening meeting ● Interview the auditees ● Review documents and records ● Record facts and evidence ● Inform the auditee about the audit findings and its classification ● Report to the QMR/Executive Director the unresolved issues ● Conduct closing meeting 	QMS Internal Audit Team IQA head, alternate heads and secretariat QMR	Audit Checklist
5.5	Reporting the IQA (Clause 6.5)	<ul style="list-style-type: none"> ● Document the findings ● Assign control numbers and recording in RFA Registry ● Issue the RFA ● Conduct root-cause analysis ● Determine and implement CAP ● Submit accomplished RFA 	QMS Internal Audit Team	RFA Audit Summary Report Control of Nonconforming Outputs Procedure Corrective Action Procedure (CAP) RFA Logbook

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.


	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	2
		Page No.:	40 of 58

5.6	Appropriate action (Clause 6.6)	<ul style="list-style-type: none"> ● Management of area being audited ● Process Owner/auditee shall take appropriate correction and corrective action without undue delay, in reference with ACPC's CAP 	Process Owner/auditee	RFA CAP
5.7	Verifying Actions Taken (Clause 6.7)	<ul style="list-style-type: none"> ● Verify actions taken ● Monitor the verification 	QMS Internal Audit Team Division Chief Heads concerned	Corrective Action RFA RFA Logbook

5.1 Planning for the IQA

- 5.1.1 The Audit Programme for the 12-month period is prepared by the Audit Team Head and approved by the QMR before the conduct of the first scheduled audit.
- 5.1.2 Whenever necessary, unplanned IQA may be initiated by the QMR based on, but not limited to, the following:
- unusual increase of quality-related problems
 - introduction of new services
 - major changes in QMS, personnel, and processes
 - Auditee's request
- 5.1.3 Copies of the Audit Programme are disseminated to the Office of the Executive Director (OED), Office of the Deputy Executive Director (DED) and Units/ Divisions, through a Memorandum from the QMR.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT		Doc Ref No.:	ACPC-QMS-01
			Effective Date:	02/01/2021
			Revision No.:	2
			Page No.:	41 of 58

5.1.4 The Audit Plan is communicated through a Memorandum from the QMR to all concerned Units/Divisions at least two weeks prior to the activity. The communication shall include the following:

- a. Purpose
- b. IQA scope
- c. Offices to be audited and auditee
- d. Assigned Audit Team
- e. Date and time of the IQA

5.2 Selection and Management of QMS Internal Audit Team

5.2.1 The following audit competencies shall be considered in the acceptance of candidate auditors into the auditor pool, and selection of auditors for specific assignments:


- a. The personal attributes of the auditor, such as ethical, open-minded, diplomatic, observant, perceptive, versatile, tenacious, decisive, self-reliant, acting with fortitude, open to improvement, culturally sensitive, and collaborative;
- b. Knowledge on auditing concepts and methodologies;
- c. Auditing skills
- d. Knowledge on ISO 9001 requirements and the QMS of the organization vis-à-vis audit requirements of the auditee.

5.2.2 Auditor performance is reviewed considering the following:

- a. Feedback from the QMS Internal Audit Team leader, other auditors and the auditee
- b. The quality of audit checklists and audit reports

5.2.3 The competencies and performance of auditors are periodically evaluated to identify training and development needs. The QMS Internal Audit Team Leader coordinates with the Administrative, Financial and Management Division (AFMD) thru the Personnel Section to plan and implement training and development program for auditors.

5.2.4 The pool of auditors is maintained by the QMS Internal Audit Team.

	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT		Doc Ref No.:	ACPC-QMS-01
			Effective Date:	02/01/2021
			Revision No.:	2
			Page No.:	42 of 58

5.3 Preparing for the IQA

- 5.3.1 The Audit Team reviews applicable documents, such as the QMS Manual, Procedures, Guidelines, Office Orders, Memorandum Orders, Special Orders and other applicable statutory and regulatory laws.
- 5.3.2 The assigned auditors conduct a pre-audit meeting to discuss observations and formulate questions that will be incorporated in the audit checklist. Audit Checklists are developed based on the audit scope, objectives, and document review


5.4 Conducting the IQA

- 5.4.1 The IQA Head starts with an opening meeting to reconfirm audit schedule, audit objective, and audit participants.
- 5.4.2 The Audit Team gathers data by interviewing personnel, reviewing documents, observing processes, and verifying records.
- 5.4.3 The Audit Team records facts as evidence of the audit and evaluates the same to determine the objective evidence of the audit findings.
- 5.4.4 The audit findings are classified as Conformity, NC or OFI. Commendations and strengths of the system are also noted.
- 5.4.5 If and when the auditee has unresolved issues with an audit finding, he/she may contest such before or during the closing meeting.
- 5.4.6 If not resolved at this level, the issue may be raised to the QMR/Agency Head.
- 5.4.7 A closing meeting is conducted wherein audit findings are presented to the audited office.

5.5 Reporting the IQA

- 5.5.1 Audit findings are documented on the Request for Action (RFA) form and Audit Summary Report.
- 5.5.2 Control Numbers are assigned to the RFAs for monitoring purposes. These are recorded in the RFA logbook maintained by the QMS Internal Audit Team.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	2
		Page No.:	43 of 58

Control Numbers

- RFA for OFI: YEAR-IQA-OFI-SERIAL NUMBER- UNIT
- RFA for NC: YEAR-IQA-NC-SERIAL NUMBER- UNIT

5.5.3 The RFA/s are issued to the auditee five (5) working days after the conduct of audit. The auditee acknowledges and signs the RFA/s.

5.5.4 The Audit summary report is issued to the auditee three working days after the closing meeting.

5.6 Corrective Action for Nonconformities

5.6.1 The auditee, with the unit head/division chief, determines and implements appropriate corrective action in accordance with the Control of Corrective Action Procedure. The auditee returns the accomplished RFA to the IQA Head within 7 working days after receipt hereof.

5.7 Appropriate Action for Opportunities for Improvement

5.7.1 The auditee implements the recommended and determined appropriate action/s in response to the audit findings classified as OFI. This is documented in the summary of OFIs.


5.8 Verifying Actions Taken

5.8.1 The auditors verify the implementation of the actions taken specified in the accomplished RFA. The results of such verification are monitored as per Corrective Action Procedure.

5.8.2 The auditors shall verify the implementation of the action/s taken after the audit of the unit/division. The results of such verification are consolidated and monitored in the Appropriate Action Procedure.

5.8.2 The Office of the Executive Director (OED), Office of the Deputy Executive Director (ODED), and the respective Unit/Division shall ensure that root-cause analysis is conducted and monitored in accordance with the Corrective Action Procedure. They shall also ensure effectiveness of actions taken.


The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System INTERNAL QUALITY AUDIT	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	2
		Page No.:	44 of 58

6.0 Attachments

- 6.1 Audit Programme
- 6.2 Audit Plan
- 6.3 Audit Checklist
- 6.4 Audit Summary Report
- 6.5 RFA-OFI
- 6.6 Summary of OFIs
- 6.7 RFA-NC

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System APPROPRIATE ACTION PROCEDURE-OFI	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	0
		Page No.:	45 of 58

1.0 Purpose

The purpose of this procedure is to ensure that recommended actions for observations are considered in order to improve systems, internal controls and processes.

2.0 Scope

This procedure applies to opportunities for improvement found in the implementation of the quality management system.

3.0 References

Internal Quality Audit

IQA Summary of OFIs

4.0 Definition of Terms

Opportunity
for improvement

Observations that can be adjusted for the purpose of continual improvement of the performance and effectiveness of the quality management system


Appropriate action

Action to implement the recommendations of auditors for continual improvement

5.0 Procedure

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Review identified opportunity for improvement	<ul style="list-style-type: none"> Receive and review the Request for Action 	Process Owner	Request for Action (RFA)

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System APPROPRIATE ACTION PROCEDURE-OFI	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	0
		Page No.:	46 of 58

5.2	Determine and implement the appropriate actions	<ul style="list-style-type: none"> • Forward response to auditors and IQA Head • Implement appropriate actions 	Process Owner	RFA
5.3	Review of response and actions implemented	<ul style="list-style-type: none"> • Receive response and consolidate to summary of OFIs • Review actions implemented 	IQA	RFA Summary of OFI

5.1 Reviewing opportunity for improvement (OFI)

5.1.1 The appropriate action procedure for OFI is triggered by a Request for Action from other processes/procedures in response to identified observations internal quality audit

5.1.2 The initial review of the Request for Action considers the


- (a) recommendation of the audit team, and
- (b) other appropriate actions that can improve systems and procedures.

5.1.3 The Division Chief identifies concerned personnel who need to be involved in appropriate action procedure. This may extend to personnel outside his/ her own department. Coordination with the other concerned departments should also be established.

5.2 Determination and Implementation of Appropriate Actions

5.2.1 All occurring opportunities for improvement are subject to determination and implementation of appropriate actions, which shall be reflected in the response of the auditee in the RFA forms.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	<p align="center">Agricultural Credit Policy Council</p> <p align="center">Quality Management System</p> <p align="center">APPROPRIATE ACTION PROCEDURE-OFI</p>		Doc Ref No.:	ACPC-QMS-01
			Effective Date:	02/01/2021
			Revision No.:	0
			Page No.:	47 of 58

5.3 Review of Response and Actions Implemented


Based on the response of the auditee, the IQA head, including the auditors, shall determine whether the actions implemented by the auditee are:

- a) Appropriate to improve their systems, internal controls and processes, and
- b) Mirrors their response in the RFA form.

6.0 Attachment

6.1 Request for Action Forms

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF NON-CONFORMING OUTPUTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	48 of 58

1.0 Purpose

The purpose of this procedure is to ensure that products and services that do not conform to the requirements are controlled to prevent their unintended use or delivery, or if delivered, to ensure that appropriate remedies are effectively taken.

2.0 Scope

This procedure applies to the outputs of ACPC.

3.0 References

Corrective Action Procedure

Guidelines for Monitoring and Measuring Customer Satisfaction.

4.0 Definition of Terms


Nonconforming outputs

Outputs that do not fulfill requirements. Outputs may mean products or services.

Products refer to physical items, such as reports and other documents prepared and released in conjunction with service delivery. Examples of physical products are documents like certificates issued, reports, etc., while coordination and advocacy activities are examples of services provided by the ACPC.


Examples of nonconforming products are inaccurate statistical data, wrong information in civil registry documents, missing documents, etc. Delayed issuance of civil registry documents, late release of statistical data and the like are nonconforming services.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF NON-CONFORMING OUTPUTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	49 of 58

Initial Disposition	Action taken to contain the nonconforming product/service and minimize its immediate effect. This may include putting the nonconforming product on hold and setting it aside, or temporarily discontinuing service delivery.
Correction	Action taken to correct the nonconforming product/service, to conform to requirements or otherwise prevent its unintended use or delivery. This may include reworking, regarding or scrapping of nonconforming products, or redoing the service.
Concession	Permission to use or release a product or deliver a service that does not conform with specified requirements. A concession is generally limited to the delivery of a product that has nonconforming characteristics within the specified limits for an agreed time or quantity of that product.
Corrective Action	Action to eliminate the cause of a detected nonconformity (nonconforming product/service) or other undesirable situation, and prevent recurrence.
Process Owner	Individual/Unit/Divison whom/where the process being performed is where the NC is detected Employee/ Unit/Division responsible for the performance of a process and ensuring that objectives are realized, and that appropriate actions are carefully reviewed and approved and are taken without undue delay to eliminate nonconformities and their causes.


The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF NON-CONFORMING OUTPUTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	50 of 58

5.0 Procedure Details

Ref. No.	Key Activities		Responsible	Reference Document/Record
5.1	Identify nonconforming product/service	<ul style="list-style-type: none"> • Detect nonconforming product/service • Receive client feedback on NC product/service 	Process Owner	Applicable Issuance or Procedure
5.2	Determine and apply initial disposition	<ul style="list-style-type: none"> • Isolate NC product, and/or temporarily stop process/service delivery, following the control of NC matrix • Provide initial response to client feedback, as needed 	Process Owner	Control of Nonconformity Matrix, Applicable Issuance or Procedure
5.3	Determine and apply final disposition	<ul style="list-style-type: none"> • Review the nonconforming product/service situation and approve final disposition • Obtain product concession, correct NC product, scrap product, or restart service delivery following the control of NC matrix • Provide final response to client feedback, as needed 	Unit Head	Applicable Issuance or Procedure, Control of Nonconformity Matrix

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF NON-CONFORMING OUTPUTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	51 of 58

5.4	Apply corrective action	<ul style="list-style-type: none"> Prepare a Request for Action (RFA) 	Process Owner	Request for Action (RFA), Corrective Action Procedure
-----	-------------------------	--	---------------	--

5.1 Identifying Nonconforming Product/Service

5.1.1 Nonconforming products/services may be detected internally by the concerned process owner/s as they perform their functions, through observation, monitoring, inspection, verification and review.

5.1.2 The possible nonconformities may occur in the following, but not limited, areas: to:

- a. Management Process (absence of communication protocol, lack or delayed provision of needed resources).
- b. Core Processes
- c. Support Processes (Absence of preventive maintenance schedule, delivery of products/ materials which are noncompliant to purchase request specifications)


5.1.3 Nonconforming products/services may also be detected externally by the client through feedback or complaints.

5.1.4 When nonconforming products/services are detected, these shall be evaluated against requirements as defined in applicable operating procedures, process guidelines, product/service guidelines, or quality plans.

5.2 Determining and Applying Initial Disposition

5.2.1 Initial disposition is meant to contain the problem so that no additional nonconforming products/services are produced or delivered, and/or prevent already nonconforming product/service from worsening.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF NON-CONFORMING OUTPUTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	52 of 58

5.2.2 The Control of Nonconformity Matrix outlines the initial specific actions which need to be taken, and by who. Actions may include the following:

- i. Tagging or marking the product to identify it as nonconforming (e.g. clear marking of ERROR)
- ii. Segregating the product and storing it in a location designated for nonconforming products to prevent it from being mixed with conforming product (e.g. obsolete documents are archived in a separate cabinet)
- iii. Providing special treatment to prevent further damage
- iv. Retrieving or withdrawing the nonconforming product from the client
- v. Temporarily discontinuing the nonconforming service

5.2.3 When the nonconforming product/service is detected just prior to the delivery to the client or at any time thereafter, the client shall be informed of the nonconforming product/service


5.3 Determining and Applying Correction

5.3.1 Final disposition is meant to correct the problem so that the product/service is made to conform to requirements, or if it cannot be made to conform, is prevented from unintended use or delivery.

5.3.2 The Control of Nonconformity Matrix outlines the initial specific actions which need to be taken and by whom. Actions may include the following:

- i. Rework - action on a product to make it conform to requirements;
- ii. Regrade - alteration of the grade of a nonconforming product in order to make it conform to requirements differing from the initial ones;
- iii. Repair - action on a nonconforming product to make it acceptable for the intended use;
- iv. Scrap - action on a nonconforming product to preclude its originally intended use. This may include recycling or destruction
- v. Concession - obtaining permission (from the Unit Director/ Division Chief and/or the client) to use or release a product that does not conform to specified requirements;

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CONTROL OF NON-CONFORMING OUTPUTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	53 of 58

- vi. Re-evaluations/re-testing to demonstrate conformity to specifications (after repair, regrade, or rework);
- vii. Adjusting an ongoing service;
- viii. Restarting a service that has been temporarily discontinued;
- ix. Redirecting to other services or service providers.

5.3.3 Final disposition may require the approval of the Unit Director and/or Division Chief, depending on the gravity of the situation and its cost implications.

5.3.4 Final disposition is recorded through the Incident Report to provide traceability and evidence of actions taken. Data may be used for analysis and continual improvement of the process.


5.4 Applying Corrective Action

5.4.1 Further action shall be undertaken to prevent recurrence of the problem, when any of the following occurs:

- i. the nonconforming product/service is identified via client complaint;
- ii. monitoring shows that nonconforming product/service are recurring;
- iii. the frequency and extent of nonconforming product/service are increasing;
- iv. correction requires that the nonconforming product be reworked or replaced, or for the service to be restarted or redirected, incurring significant cost in time and resources;
- v. the nonconforming product/service represents legal implications to the organization, the client, or both

5.4.2 Further action shall be subject to the Corrective Action procedure.

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.


	Agricultural Credit Policy Council Quality Management System CONTROL OF NON-CONFORMING OUTPUTS	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	54 of 58

5.1 Provisions for detecting and correcting nonconforming product/service shall be planned and outlined in the Control of Nonconformity Matrix. The plan links with controls built into the operating processes, as documented in the operating procedures, process guidelines, and product/service guidelines. The nature of nonconforming products/services and subsequent actions taken shall be captured in process and monitoring records. The plan shall be periodically reviewed for adequacy and effectiveness.

6.0 Attachment

6.1 Control of Nonconformity Matrix

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CORRECTIVE ACTION - NC	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	55 of 58

1.0 Purpose

The purpose of this procedure is to ensure that causes of detected nonconformities are eliminated in order to prevent recurrence.

2.0 Scope

This procedure applies to nonconformities found in the implementation of the quality management system.

3.0 References


Internal Quality Audit

Control of Nonconforming Outputs

4.0 Definition of Terms

Nonconformity	Non-fulfillment of a requirement
Corrective Action	Action to eliminate the cause of a detected nonconformity or other undesirable situation, and prevent recurrence


The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CORRECTIVE ACTION - NC	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	56 of 58

5.0 Procedure Details

Ref. No.	Key Activities		Responsible	Reference Document/ Record
5.1	Review detected and potential nonconformity	<ul style="list-style-type: none"> Receive and review the Request for Action Identify concerned staff who will be involved in corrective action 	Process Owner	Request for Action (RFA)
5.3	Determine the cause of nonconformity	<ul style="list-style-type: none"> Conduct root-cause analysis 	Process Owner	RFA
5.4	Determine and implement the action needed	<ul style="list-style-type: none"> Develop, plan and recommend corrective actions Approve corrective actions Implement corrective actions 	Process Owner	RFA
5.5	Review corrective action taken	<ul style="list-style-type: none"> Review the implementation status and evaluate the effectiveness of corrective actions 	Management QMR	RFA, Corrective Action Status Report

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CORRECTIVE ACTION - NC	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	57 of 58

5.1 Reviewing Nonconformity

5.1.1 The corrective action procedure is triggered by a Request for Action from other processes/procedures in response to identified nonconformities from:

- i. internal quality audits;
- ii. client complaints (from the Monitoring and Measurement of Client Satisfaction);
- iii. qualified nonconforming outputs (from Control of Nonconforming Outputs)
- iv. poor process performance results and unacceptable deviations from the organization's programs and plans (from management reviews)

5.1.1 The initial review of the Request for Action considers:

- i. The extent and impact of the reported nonconformity, and
- ii. The processes contributing to, and affected by the reported nonconformity.

5.1.2 The Division Chief identifies concerned personnel who need to be involved in corrective action. This may extend to personnel outside his/ her own department. Coordination with the other concerned departments should be established.


5.2 Determining the Cause of Nonconformity

5.2.1 All occurring nonconformities are subjected to root-cause analysis to be able to come up with corrective action plans.

5.2.2 Root-cause analysis considers the different factors contributing to the nonconformity, including:

- i. Manpower - personnel competencies and their ability to consistently perform their functions as required;
- ii. Machine - the availability of appropriate tools, equipment and facilities to enable effective operations;
- iii. Methods - the availability and consistent application of appropriate procedures, guidelines and standards;

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.

	Agricultural Credit Policy Council Quality Management System CORRECTIVE ACTION - NC	Doc Ref No.:	ACPC-QMS-01
		Effective Date:	02/01/2021
		Revision No.:	1
		Page No.:	58 of 58

- iv. Materials - the availability of the needed materials and supplies to enable effective operations; and
- v. Environment – the condition of the surroundings, facilities, and work environment

5.2.3 Where several root causes are identified, they are prioritized relative to their contribution to the nonconformity

5.3 Determining and Implementing Corrective Actions

5.3.1 Based on the root causes identified, a corresponding corrective action plan is developed and approved by the Division Chief.

5.3.2 Planning of corrective actions (solutions) involves the following:

- i. generation of alternative solutions;
- ii. the selection of the best solution (from the alternatives); and
- iii. the identification of activities, resources, responsibilities and timeliness needed to implement the selected solution.

5.4 Reviewing the Status of Corrective Actions

5.4.1 The IQA Team reviews the root causes and corrective action plans documented in the RFA. The Committee also monitors the implementation of the action plans.

5.4.2 The implementation status and effectiveness of corrective actions are also periodically reviewed and evaluated by the concerned Division Chief; any related issues are primarily addressed.

5.4.3 Corrective actions are collectively reviewed by the Management Committee (under management review). Depending on the nature of the solution and the associated nonconformity, monitoring and review continues for at least six (6) months after implementation, after which the corrective action is deemed completed.

6.0 Attachment

6.1 Request for Action

The only original and controlled copy of this document is with the Document Control Officer (DCO). The user should secure the latest revision of this document from the DCO. This document is UNCONTROLLED when downloaded and printed.