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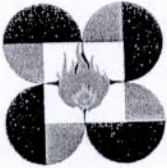
5.0 Leadership

5.1. Leadership and commitment

5.1.1. General

- 5.1.1.1. The commitment of PSHSS to quality shall be initiated by the Executive Committee (Execom) and Management Committee (Mancom) and shall be communicated throughout the institution, ensuring the commitment and involvement of its employees towards the attainment of its objectives.
- 5.1.1.2. The Execom and Mancom of PSHSS provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:
- taking accountability for the effectiveness of the quality management system;
 - ensuring that the Quality Policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
 - ensuring the integration of the quality management system requirements into the organization's business processes;
 - promoting the use of the process approach and risk-based thinking;
 - ensuring that the resources needed for the quality management system are available;
 - communicating the importance of effective quality management and of conforming to the quality management system requirements;
 - ensuring that the quality management system achieves its intended results;



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- engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- promoting improvement; and
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2. Customer focus

5.1.2.1. The Execom and Mancom of PSHSS adopts a customer-first approach, which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

5.1.2.2. This is accomplished by assuring:

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

5.2. Policy

5.2.1. The management of PSHSS shall establish, implement and maintain a Quality Policy that:

- 5.2.1.1. is appropriate to the purpose and context of the organization and supports its strategic direction;
- 5.2.1.2. provides a framework for setting quality objectives;
- 5.2.1.3. includes a commitment to satisfy applicable requirements;


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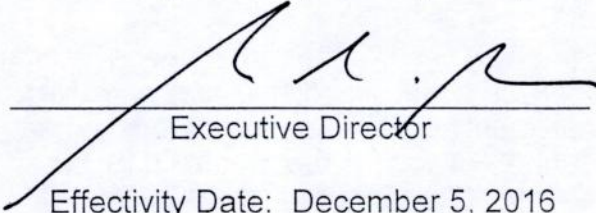
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5.2.1.4. includes a commitment to continual improvement of the quality management system.

5.2.2. The quality policy of PSHSS is stated as follows:

QUALITY POLICY

PSHSS is dedicated to provide relevant secondary education with emphasis on Science, Technology and Mathematics, aimed to prepare students to become globally competitive Filipino S&T leaders and professionals imbued with core values of truth, excellence and service to nation. Moreover, PSHS is committed to continual improvement and compliance to existing statutory and regulatory requirements.



 Executive Director

Effectivity Date: December 5, 2016


5.2.3. The quality policy shall:

- 5.2.3.1. be available and be maintained as documented information;
- 5.2.3.2. be communicated, understood and applied within the organization;
- 5.2.3.3. be available to relevant interested parties, as appropriate.

5.2.4. The quality policy shall be understood and implemented through:

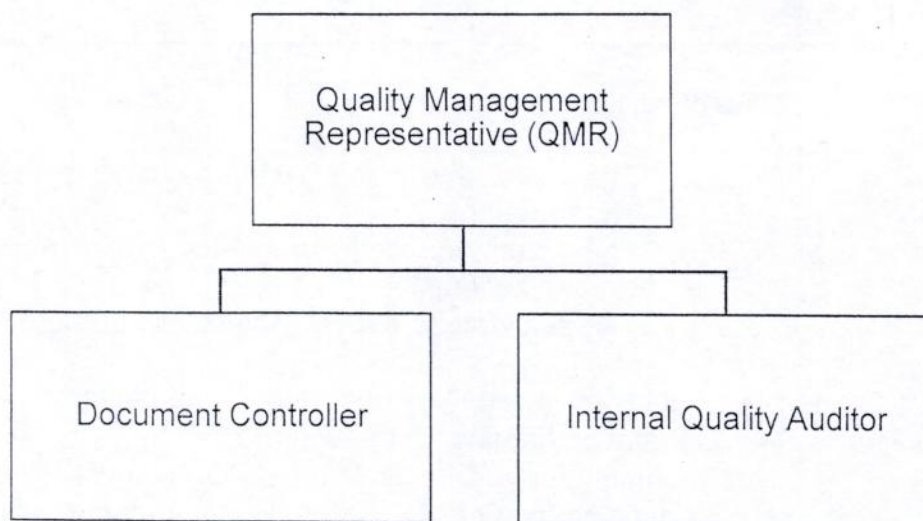
- Orientation briefings for new hires;
- Reading of the Quality Manual (QM) and the various manuals comprising the Quality System Documentation Structure (QSDS);
- Follow-up briefings whenever updates are made;
- Training sessions (when needed); and
- Periodic quality reviews.



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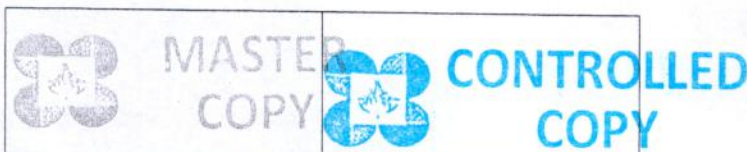
5.3. Organizational roles, responsibilities and authorities


- 5.3.1. PSHSS organizational structure shall be interrelated and composed of well-coordinated units to ensure adequate implementation of the functions of every employee in achieving the institution's Quality Policy (Refer to QM 3.4 "PSHSS Organizational Chart").
- 5.3.2. Execom and Mancom has assigned responsibilities and authorities for all relevant roles in the institution. These are communicated through the combination of the Position Chart and Job Descriptions (Refer to Job Descriptions Manual).
- 5.3.3. PSHS shall ensure that the Quality Management System Office (QMSO) is established for the effective control, evaluation and improvement of the quality management system policies and procedures. The structure of the QMSO is shown below:



- 5.3.4. The roles and responsibilities of the QMSO are as follows:

5.3.4.1. Quality Management Representative (QMR)




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- Ensures that PSHS' quality management system is established, implemented and maintained in accordance with the requirements of ISO 9001:2015.
- Initiates, promotes and monitors all activities pertaining to the effective functioning of the institution's quality management system in delivering intended outputs.
- Leads and coordinates the activities of the QMSO.
- Ensures effective communication of customer requirements including statutory and regulatory requirements throughout the organization.
- Reports the overall performance of the quality management system during Management Review Meetings for review and as a basis for improvement of the quality management system.
- Ensures the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
- Represents PSHS to external parties in matters relating to the institution's quality management system.

5.3.4.2. Document Controller

- Maintains and updates the manuals.
- Leads the document control activities and maintains a master list of pertinent documents and their revision status.
- Assists the QMR in all activities to establish, implement and maintain the quality management system.
- Controls and monitors the issuance of all documents (manuals) related to the quality management system and ensures that only current revisions of these documents are in use.

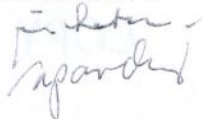


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5.3.4.3. Internal Quality Auditor

- Monitors the effectiveness of implementation of the quality management system.
- Checks to ensure that relevant standards are being followed.
- Reports to QMR and management regarding the performance of the various offices.

5.3.5. PSHSS shall also maintain a QMS Council, comprising all the QMRs of PSHSS. The function of the QMS Council is to discuss and recommend approval of system-wide policies and procedures.

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