



ISO 9001:2015 Certified  
CIP/4045/08/06/579

# Module III: QMS Requirements

## Clause 5: Leadership



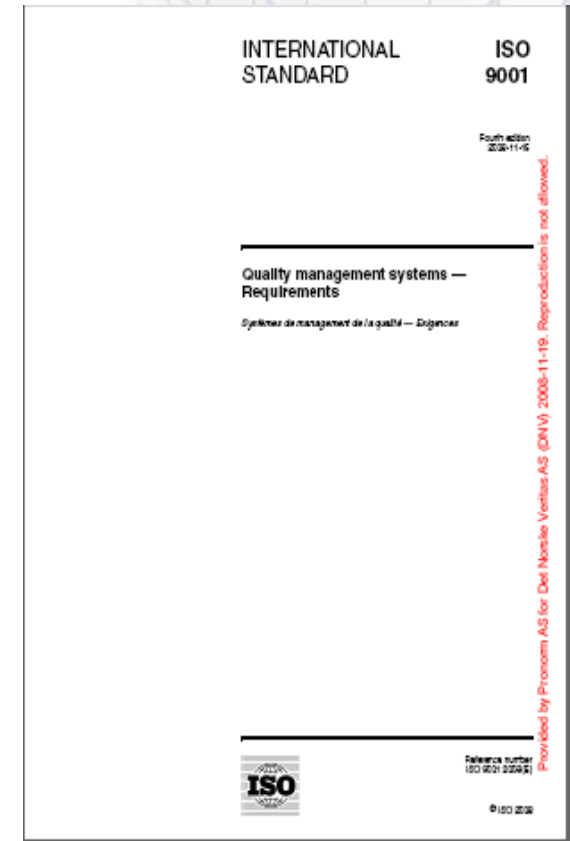
"Effective leaders **inspire and motivate** people to follow their visions willingly and eagerly, not out of fear."

Keith and Maya Traver,  
Parental Leadership

# Clause 5 – Leadership

## 5 Leadership

- 5.1 Leadership and Commitment
- 5.2 Policy
- 5.3 Organizational roles, responsibilities and authorities





Clause 5: Leadership

**5.1 Leadership and commitment**

5.1.1 General

Top management SHALL demonstrate leadership and commitment by:

**A<sub>1</sub>**

Taking accountability for the effectiveness of the quality management system;

**C<sub>3</sub>**

Ensuring the integration of the QMS requirements into the organization's business processes;

**B<sub>3</sub>**

Ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the organization;

**D<sub>2</sub>**

Promoting the use of the process approach and risk-based thinking;

**E<sub>1</sub>**

Ensuring that the resources needed for the QMS are available



Clause 5: Leadership

**5.1 Leadership and commitment**

5.1.1 General

Top management SHALL demonstrate leadership and commitment by:



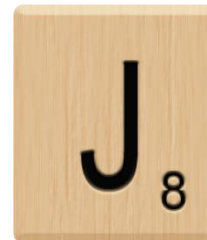
Communicating the importance of effective QM and of conforming to the QMS requirements;



Promoting improvement;



Ensuring that the QMS achieves its intended results;



Supporting other relevant management roles to demonstrate their leadership as it applies to their area of responsibility;



Engaging, directing and supporting persons to contribute to the effectiveness of the QMS;



## Clause 5: Leadership

# 5.1 Leadership and commitment

## 5.1.2 Customer Focus

Top management SHALL demonstrate leadership and commitment with respect to customer focus by ensuring that:

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





*Clause 5: Leadership*

**5.1 Leadership and commitment**

Review existing  
practices/  
approaches on  
leadership functions

**ORGANIZATIONAL  
STRUCTURE**

**FUNCTIONAL  
DESCRIPTION**

**QMS STRUCTURE**



## Clause 5: Leadership

### 5.2 Policy

#### 5.2.1 Establishing the quality policy

Top management SHALL establish, implement and maintain a quality policy that:

Is appropriate to the purpose and context of the organization and supports its strategic direction;

Provides a framework for setting quality objectives;

Includes a commitment to satisfy applicable requirements;

Includes a commitment to continual improvement of the QMS;





*Clause 5: Leadership*

## 5.2 Policy

### *5.2.2 Communicating the quality policy*

The quality policy SHALL:



Be available and be maintained as documented information;



Be communicated, understood and applied within the organization;



Be available to relevant interested parties, as appropriate;





*Clause 5: Leadership*

**5.2 Policy**

Formulate, review, approve and communicate the quality policy

**Based on Mandate and Strategic Direction**

**Commitment to satisfy applicable requirements**

**Commitment to continually improve**

Clause 5: Leadership

## 5.2 Policy



Overall intention and direction of an organization related to quality as formally expressed by top management

## 5.2 Policy

Redefining what  
quality means...



...is delighting the customer  
...is Single Management System  
...is everybody's responsibility

# SAMPLE QUALITY POLICY



development academy of the philippines

ISO 9001:2015 Certified  
CIP/4045/08/06/579

***We Deliver the highest quality of service to our stakeholders.***


***We Adhere to applicable legal requirements and established professional and ethical standards.***

***We Provide responsive interventions for enhancing good governance and productivity.***

***To achieve this, we commit to continually improve the effectiveness of our quality management system.***

“Serbisyo nami’y para sa inyo,  
Kalidad nami’y dahil sa inyo,  
Sa pag-unlad nami’y kaisa kayo.”

# SAMPLE OF QUALITY POLICY

 <b>UNIVERSITY OF SCIENCE AND TECHNOLOGY OF SOUTHERN PHILIPPINES</b> <i>(Formerly MUST and MOSCAT)</i>	<b>UNIVERSITY OF SCIENCE AND TECHNOLOGY OF SOUTHERN PHILIPPINES</b> <i>Cleaveria Campus</i>	Doc. Code :	
		Supersedes :	
	<b>QUALITY MANUAL</b>	Rev. No. :	00
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## **QUALITY POLICY**

A quality policy has been defined by the University and documented below:

We at USTSP are committed to provide excellent quality human resources and services in attaining sustainable development and inclusive economic growth as a nationally-recognized university of science and technology.

As our expression of commitment, we shall:

- U- Uphold institutional excellence through good governance in meeting the highest level of clientele satisfaction;**
- S- Sustain academic reputation in Science and Technology through quality instruction, research, innovations and technology solutions;**
- T- Touch human hearts and transform lives by fostering a culture and environment of moral uprightness, professionalism, academic freedom and respect for diversity;**
- P- Pursue continual improvement and effectiveness of our Quality Management System to satisfy applicable requirements of ISO 9001:2015 through teamwork-based action.**

***“Tiunay ug dekalidad nga serbisyo  
para sa kinabuhing inyong ginadamgo.  
MAG-USA KITA SA PAG-ASENSO.”***

The quality policy is written in the English language as well as in Visayan language. It is displayed at various strategic places in the University Campuses for exposure to everyone. All the employees of the University clearly understand the policy.





## PHILIPPINE PUBLIC SAFETY COLLEGE

# QUALITY POLICY

We are committed to provide our valued stakeholders quality and responsive education and training, continual improvement, high ethical standards, good governance in public safety within democratic processes for Peaceful, Progressive and Sustainable Communities in adherence to the Quality Management System requirements.



*[Signature]*  
PDDG RICARDO F. DE LEON, (Ret.), Ph.D.  
President, PPSC



*Clause 5: Leadership*

## **5.3 Organizational roles, responsibilities and authorities**

Top management SHALL assign the responsibility and authority for:

Ensuring that the QMS conforms to the requirements of ISO 9001

Ensuring the integrity of the QMS is maintained when changes to the QMS are planned and implemented;

Ensuring that processes are delivering their intended outputs;

Ensuring the promotion of customer focus throughout the organization;

Reporting on the performance of the QMS and on OFIs, in particular to top management;





*Clause 5: Leadership***5.3 Organizational roles, responsibilities and authorities**

- Identify responsible for process/steps
- Identify process for designating personnel
- Identify communication methods/ approaches

**Organizational Structure**

**Job Description**

**Designations/  
Assignments**

**- END -**

Module II: QMS Requirements

# **Clause 5: Leadership**