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	<b>QUALITY MANUAL</b>	
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**Organizational Roles,  
Responsibilities and Authorities**

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The top management of BAI ensures that responsibilities for relevant roles are assigned, communicated and understood within the organization. Individual job profile is kept by the Human Resource Development Section.

### TOP MANAGEMENT

- a) Lead the establishment, implementation and monitoring of the QMS;
- b) Ensure effectiveness of the QMS through risk-based thinking;
- c) Establish and communicate quality policy;
- d) Ensure that quality objectives are established consistent with the Quality Policy;
- e) Communicate the importance of meeting customer requirement;
- f) Determine and provide necessary resources and ensure that these are adequately available;
- g) Conduct Management Review meetings; and
- h) Designate QMS Teams the responsibility and authority to do the following:
  1. Ensure that a QMS is established, implemented and maintained in accordance with the requirements of the QMS standards;
  2. Ensure that the processes are delivered with their intended outputs;
  3. Reporting on the performance of QMS to the top management for review including recommendations for improvement of the system;
  4. Ensure the promotion of customer focus throughout the organization; and
  5. Ensure that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

### QUALITY MANAGEMENT REPRESENTATIVE

- Oversee the establishment, documentation, and effective implementation of the QMS;
- Act as a liaison with external parties on matters relating to the organization's QMS;
- Develop procedures for Internal Audit, Management Review, managing nonconformities and corrective actions;
- Report QMS performance to Top Management for review and continual improvement;
- Ensure that the processes of the QMS are delivering their intended outputs;
- Report on the performance of the QMS and on opportunities for improvement, in particular, to top management;
- Ensure the promotion of customer focus throughout the organization;
- Ensure the integrity of the QMS is maintained when changes to the QMS are planned and implemented;
- Document and maintain the QMS, and the development of QMS procedures and their subsequent revisions;
- Establish a QMS awareness program for BAI personnel;
- Assigned qualified personnel to perform scheduled audits of the QMS as implemented within the organization and report results to BAI's top management;
- Perform evaluations of external parties providing services to, or on behalf of, BAI;

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- Initiate or direct actions which result in solutions to quality problems and verify results; and
- Control further processing, delivery or installation of nonconforming products/ services until the deficiency or unsatisfactory condition has been corrected.

#### **DEPUTY QUALITY MANAGEMENT REPRESENTATIVE (Division Chief)**

- Assist the QMR in performing duties and responsibilities;
- Plan and coordinate effective and efficient use of risk control tools;
- Perform oversight function in ensuring that the established risk controls and related activities are consistently implemented;
- Ensure the risk-related information are maintained and retained;
- Implement the QMS as defined by this manual and related procedures;
- Obtain and communicate customer requirements to the appropriate personnel or functional organization;
- Ensure that qualified personnel and other resources are available to implement the QMS;
- Ensure that products/services satisfy customer requirements including quality, safety, cost, schedule and performance;
- Ensure that personnel comply with applicable laws, regulations, specifications, standards, and documented procedures;
- Closely coordinate with section heads on all matters concerning policies, systems, procedures;
- Consolidate all the policy, systems, procedures requirements in all departments; and
- Develop necessary policies, systems, and procedures for strict implementation.

#### **DOCUMENT CONTROL TEAM**

- Consolidate all the documented information requirements for the QMS Manual, General/Regulatory/Technical Procedures and related quality system documents;
- Issue and control distribution of quality system documents, maintain master copies and masterlists;
- Coordinate the development of records management aligned and integrated with the ISO 9001:2015;
- Closely coordinate with section heads on all matters concerning records management, especially on records generated from the process within the scope of QMS;
- Act as the process owner of Control of Documents and Control of Records Procedures;
- File and safe keep all QMS documents and relevant records;
- Edit documents assigned if there are revisions;
- Issue new or revised documents and withdraws superseded documents; and
- Act as secretariat during QMS related meetings like Management Review.

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### **QUALITY WORKPLACE TEAM**

- Develop, monitor and maintain quality workplace standards;
- Monitor and assess regularly the conformance against the quality workplace standards;
- Initiate programs to ensure active participation of all offices in building a culture of quality workplace-oriented organization; and
- Conduct workplace audit and develop methods/incentives for sustainability.

### **TRAINING AND ADVOCACY TEAM**


- Plan and coordinate echo sessions on the concepts of ISO and other relevant approaches in order to promote understanding, active participation, commitment and cooperation towards the establishment and sustenance of QMS;
- Conduct training/orientation of ISO QMS awareness; and
- Conduct post-training evaluation to monitor effectiveness.

### **POLLUTION CONTROL TEAM**

- Reports to the Quality Management Representative;
- Supervise the proper operation and maintenance of pollution control facilities of the BAI;
- Report within reasonable time the breakdown of any pollution control facility, and the estimate and actual date of completion/repair and operation;
- Function as a liaison officer, and shall keep abreast with the requirements of the Division and the latest available technology on the prevention, control and abatement of pollution;
- Attend the meetings for Pollution Control Officers which may from time to time be called by the Department of Environment and Natural Resources (DENR);
- Facilitate compliance of the establishment he represents with the requirements that may from time to time be prescribed by the DENR;
- Recommend to the management the installation and operation of additional equipment for the pollution abatement facilities; and
- Handle other matters of environmental concern as required by BAI.

### **SUPPLY CUSTODIAN TEAM**

- Take charge of the safekeeping and dispensing of office and laboratory supplies;
- Maintain an updated inventory of supplies and submits inventory report to the BAI Property Office every month;
- Prepare record for receiving and withdrawal of supplies;
- Prepare Purchase Requests; and
- Keep track of all approved Purchase Request and deliveries.

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#### **KNOWLEDGE MANAGEMENT TEAM**

- Develop and implement the BAI's Communication Plan;
- Document and write news articles, press releases, about BAI's activities and its accomplishments;
- Conceptualize, design and facilitate the production of relevant communication materials using multi-media platforms to increase the public's awareness on BAI's mandate, programs and services;
- Ensure that the contents of BAI website and Facebook page are regularly updated to extend the online reach among agency's stakeholders;
- Establish linkages and liaise with the media partners especially in promoting BAI's programs, services and activities;
- Prepare a mini program for flag ceremony;
- Ensure that the requirements for maintaining and retaining documented information are established and implemented;
- Assist assigned Division in representing BAI in various DA events including other livestock and poultry related activities such as Agrilink, Livestock Expo, World Food Day Celebration, among others; and
- Coordinate and oversee activities related to managing organizational knowledge.

#### **RISK MANAGEMENT TEAM**

- Perform an oversight function in ensuring that the established risk controls and related activities are consistently implemented;
- Ensure that risk-related information is maintained.
- Conduct in-depth risk assessment and facilitate an effective problem-solving approach for unseen circumstances which may impact the Bureau's processes;
- Apply risk management methods efficiently in evaluating risks and leveraging such risks into opportunities; and
- Establish and implement an effective Risk Management Plan.

#### **INTERNAL QUALITY AUDIT TEAM**


- Led by the Lead Auditor coordinate, facilitate establishment and monitor the implementation of the audit program;
- Identify necessary resources for managing the audit program;
- Provide criteria for the selection of the QMS Internal Auditors;
- Coordinate and provide inputs to the selection and training of QMS Internal Auditors;
- Prepare annual audit program, audit plan, and audit checklist; and
- Implement the QMS internal audit based on the approved audit program.

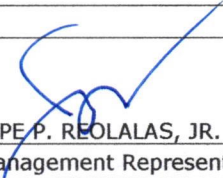

#### **Equipment Custodian**

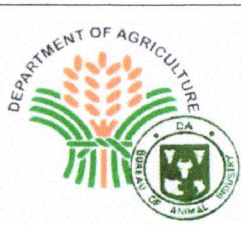
- Maintain updated list of the laboratory equipment;
- Prepare equipment maintenance plan, calibration program and equipment rehabilitation/repair including budget requirement;
- Monitor the status and performance of all equipment regularly and submits report to the QMR;
- Ensure the implementation of all calibration plans and programs; and
- Oversee the disposal of condemned equipment.

#### **ISO Secretariat**

- Assist in the delivery of administrative requirements; and
- Coordinate logistical requirements needed for the QMS implementation.

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**FIGURE 5. BAI QMS ORGANIZATIONAL STRUCTURE**

