	BUREAU OF ANIMAL INDUSTRY	
	QUALITY MANUAL	
	<i>Document Name:</i>	QM 6.2
Quality Objectives		Rev. No.: 12 October 31, 2022 Page: 1/2

As part of the adoption of the process approach, BAI utilizes its process objectives, as discussed in QM 4.4 Quality Management and Its Processes, as the main quality objectives for the QMS. These include overall product-related quality objectives; additional product-related quality objectives may be defined in work instructions or customer requirements.

The process objectives have been developed in consideration that they:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

The BAI 2022-2028 Strategic Plan was produced through a series of activities that internally and externally assessed its environment; revisited the mission, vision and core values; crafted the strategy map and scorecard; and, identified possible programs and projects. Rapid performance review sessions were also incorporated in the actual strategic planning workshop to provide opportunity for officers to assess the previous year's organizational performance and chance to suggest recommendations for improvement and identify critical programs and projects.

As the central human resource management agency of the Philippine bureaucracy, the Civil Service Commission (CSC) has implemented the Strategic Performance Management System (SPMS) where individual performance is aligned with organizational goals. The PMS-OPES emphasized the importance of linking the performance management system with national goals as stated in the MFOs. The Major Final Outputs (MFO) of the BAI is used to list down the success indicators or performance measures reflected in the Office Performance Commitment Review (OPCR). The OPCR is a numerical information that quantifies inputs, outputs and performance dimensions of processes, products, services and overall outcomes. It helps the management and employees to understand where they are, which way they are going and how far they are from where they want to be.

Functional Quality Objectives

1. To ensure timely delivery of services based on the Citizen's Charter/Service Pledge
2. To achieve 90% client satisfaction through survey for the 2nd semester
3. To comply with all applicable customer, regulatory and statutory requirements
4. To provide at least 50% of staff development needs for the year
5. To attain 3.0 (equiv. to 90-114%) rating in the OPCR for July-December 2022
6. To satisfactorily address valid stakeholders' complaints within 3 working days
7. To attain at least 60% Cash disbursed for the year



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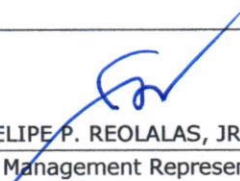
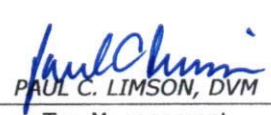
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Rev. No.: 12
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Page: 2/2

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