7.1. Resources

7.1.1. General

BAI determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the Quality Management System.

BAI considers:

a. The capabilities of, and constraints on, existing internal resources; and

b. What needs to be obtained from the external providers.

7.1.2. People

Top management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes

7.1.3. Infrastructure

BAI determines, provides, and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services. Infrastructure includes, as applicable:

a. Buildings, workspace and associated utilities;

b. Equipment, including hardware and software;

c. Transportation resources; and

d. Information and communication technology.

Equipment is maintained per the procedure PL BAI-05 Preventive Maintenance Plan.
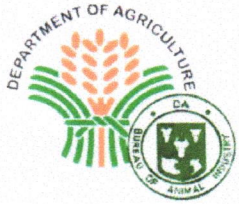
7.1.4. Environment for the Operation of Processes

BAI provides a clean, safe and well-lit working environment. The Senior Management of BAI manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation.

Human factors are considered to the extent that they directly impact on the quality of Products or Services.

BAI determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services.

A suitable environment can be a combination of human and physical factors such as social, psychological and physical. These factors can differ substantially depending on the products and services provided.

7.1.5. Monitoring and Measuring Resources

7.1.5.1. General

BAI determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

BAI ensures that the resources provided:
a. Are suitable for the specific type of monitoring and measurement activities being undertaken; and

b. Are maintained to ensure their continuing fitness for their purpose.

BAI retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by BAI to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:
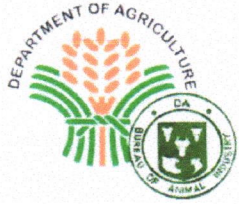
a. Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exists, the basis used for calibration or verification is retained as documented information;

b. Identified in order to determine their status; and

c. Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

BAI determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

7.1.6 Organizational Knowledge

BAI determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge is maintained and made available to the extent necessary. When addressing changing needs and trends, BAI considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

7.2   Competence

BAI:

a.   Determines the competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;

b.   Ensures that these persons are competent on the basis of appropriate education, training, or experience;

c.   Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; and

d.   Retain appropriate documented information as evidence of competence.

7.3   Awareness

BAI ensures that persons doing work under the BAI's control are aware of:

a.   The quality policy;

b.   Relevant quality objectives;

c.   Their contribution to the effectiveness of the quality management system, including the benefits of improved performance; and

d.   The implication of not conforming with the quality management system requirements.

7.3   Communication

BAI determined the internal and external communications relevant to the quality management system, including:

a.   On what it will communicate;

b.   When to communicate;

c.   With whom to communicate;

d.   How to communicate; and
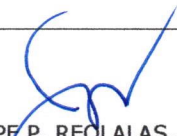
e.   Who communicates.

Management Committee of BAI ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include as appropriate):

a.   use of corrective and preventive action processes to report nonconformities or suggestions for improvement

b.   use of the results of analysis of data

c.   meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS

d.   use of the results of the internal audit process

	BUREAU OF ANIMAL INDUSTRY		
	QUALITY MANUAL		
	Document Name:		QM 7.0
	Support		Rev. No.: 04
			October 31, 2022
			Page: 4/4

e. regular division meetings with all employees

f. internal emails

g. memos to employees

h. BAI's "open door" policy which allows any employee access to Management Committee for discussions on improving the quality system

BAI identifies the need for internal and external communications relevant to the QMS. Various communicated channels are utilized such as memoranda, internal publication, social media, email, website, portal, bulletin boards, telephone and video conferencing systems.

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